

## CCAP PROVIDER RESPONSIBILITIES (CCAP 15PR-Rev 08/18)

### **REPORTING RESPONSIBILITIES**

You have been approved by the Louisiana Department of Education (LDE) as a Child Care Assistance Program (CCAP) provider. As a state-approved child care provider you have the responsibility for reporting changes and tracking attendance as outlined in this document. Carefully review these responsibilities and refer to them frequently so that you will always be aware of items which must be reported. To report changes you may call 225-342-1879 or establish a ticket with the LDOE Provider Help Desk by emailing <https://provider.supportsystem.com>. Reasons to report changed include:

- permanent closure of Type III Early Learning Center or Family Child Care facility.
- rate changes. The provider may not charge the head of household any more than the amount shown on the client application or the Change Report (CCAP 10). **The Provider must require the head of household to pay the difference (copayment) between the CCAP payment and the charge listed on the completed application or CCAP10.**
- changes in banking information that will affect direct deposit.
- change of address, including the date of the change.
- change in telephone number.
- the removal of any CCAP eligible children from care.
- change in the type of care provided, the location where care is provided and date of change.
- name change that is reported to and documented on a new Social Security card.
- addition of adult household members (Family Child Care and In-Home providers only).
- children who move into or out of the facility (Family Child Care and In-Home providers only).
- change in persons employed by the provider at the location where care is provided or on the property where care is provided (Family Child Care and In-Home providers only).
- sale of a Type III Early Learning Center including the date of the sale.
- change in name of a Type III Early Learning Center including the date the name will be changed.
- closure of a Type III Early Learning Center or a Family Child Care provider for an extended period of more than 5 consecutive days in a calendar month.
- inability of an In-Home provider to care for children for an extended period of more than 5 consecutive days in a calendar month.
- change in number of days or hours a CCAP eligible child is in care if the change is anticipated to last a month or longer.
- suspected abuse of a child or children to the Department of Social Services, Child Welfare division.
- TOTS equipment problems. Report to the Conduent Provider Help Desk and LDOE within 48 hours of failure.
- inability of parents or their Household Designees to check children in or out due to problems with the Interactive Voice Response (IVR) system to LDOE within 48 hours of failure.
- change in email address.
- revocation of a Type III Early Learning Center or Military Child Care Center license.

### **ATTENDANCE TRACKING AND PAYMENTS**

Capture of daily attendance is necessary in order to ensure provider payments are timely and accurate. As a state-funded child care provider, you are required to track attendance of the children attending your center. LDE will not pay for any time that the child was in care when the child was not properly checked in and out of care or on and off of an approved child care transportation vehicle.

LDE uses an electronic time and attendance process called Tracking of Time Services (TOTS) which automatically transmits to LDOE the times of arrival and departure of each eligible child in your care. You are required to utilize the TOTS system in order to receive child care payments from LDE for child care services provided.

TOTS utilizes two methods of capturing attendance. The attendance tracking process you use is determined by your provider type.

- Type III Early Learning Centers and Military Child Care Centers must use finger imaging (similar to that used in some school lunch programs) to track attendance. A finger image is not a finger print. Finger imaging is a process that measures physical characteristics and converts these characteristics into a numeric code for use in personal identification.
- School-Based Child Care Providers and In-Home Providers must use Interactive Voice Response (IVR) to track attendance. Cell phones cannot be used. The parent or Household Designee must call the TOTS IVR at 1-888-281-1093. The automated system will prompt the user to enter required information.

Parents or guardians and persons they designate, Household Designees (HD), are responsible for checking children in and out of care each time care begins and ends. Children who leave and return during the day must be checked in and out of care each time. Neither an owner nor an employee of a Type III or Military center can be a HD for a child in the center other than their own child(ren). A Family Child Care Provider or In-Home Provider cannot be a HD for a child in their care.

When a child is determined eligible, you will receive a Provider Notice of Payment (CCAP 12) to inform you that the child is eligible, the maximum possible LDE payment amount and the begin and end dates of eligibility. However, the payment amount will vary each month based on the child's attendance. If you have not received the Provider Notice of Payment (CCAP 12), do not presume that the family is eligible. Until you receive a notice from LDE that the child has been authorized or the child appears on your roster in the TOTS Provider Portal, you must collect full payment from the parent/guardian.

NOTE: If you are a newly certified provider, you will not receive the TOTS equipment until a valid service authorization has been entered on the LDOE system and the TOTS Equipment Agreement (CCAP-14EA) is processed. The equipment will be shipped to you with instructions for installing the equipment. The equipment should be received within 7 days of the first authorization being entered on the LDE system and the TOTS Provider Portal. If you do not receive the equipment or assistance is needed installing the equipment, contact the Conduent Provider Help Desk at 1-888-281-0326.

### **TOTS PROVIDER PORTAL**

The TOTS Provider Portal at [www.latots.org](http://www.latots.org) allows you to view authorizations and attendance reports online for children authorized for your center. To ensure your payment amounts are correct and avoid interruption in payments, you should review attendance information daily. Reviewing attendance information on the portal will allow you to identify errors and have them corrected within the allotted seven-day period (the current day plus the previous six days).

Your provider number is your login. If you are a first time user, use your 9-digit provider number as your login and your 5-digit zip code of your facility number as your password. You will be prompted to change your password once you have logged in. This information is secure, viewable only by entering your User ID and password. If you need your password reset, call the TOTS Provider Help Desk at 1-888-281-0326; choose English or Spanish; then Option 1; at next prompt do not choose 1 or 2; wait 3 seconds and you will receive an Option 3 for a Customer Service Representative who will assist you. View **LA TOTS Provider Portal User Guide** at the above website for more information.

**MANUAL ATTENDANCE LOGS** - As a Type III, Military or Family Home provider, you **must** maintain a manual daily attendance record to track the arrival and departure time of a child in care in addition to the electronic tracking of attendance. Children who leave and return during the day shall be signed in/out each time they enter and leave the facility. In the event your TOTS equipment is not functional, you may be able to use this information as the record of attendance. Your attendance log should accurately reflect the children on the child care premises at all times. An attendance log (CCAP 15AL) is enclosed for your use. You may use this log or you may create your own log to document the daily attendance of CCAP children. If you choose to use your own log, it must contain the information outlined below.

Instructions for attendance log completion:

1. **NAME OF PROVIDER** – Enter your name or the name of your facility.
2. **DATE** – Enter date child care is provided.
3. **CHILD'S NAME** – First and last name of child eligible to receive care from you (enter one child per line).
4. **ARRIVAL TIME** – The exact time the child is left in your care.
5. **DEPARTURE TIME** – The exact time the child leaves your care such as to board a school bus or the parent, caregiver, or HD picks up the child.
6. **PERSON PICKING UP THE CHILD** – The signature of the parent, caregiver or HD who picks up the child. If the parent, caregiver or HD does not sign, you or another child care worker must enter the first and last name of the person who picked up the child and complete #7.
7. **CHILD CARE WORKER'S SIGNATURE** – Enter your signature in the last column, if the parent, caregiver, or HD does not sign in number 6. By doing this, you are verifying that you observed that person picking up the child.

For your own protection, attendance logs must be kept for at least three years from the date of service. Any invoice or request for manual payment of attendance not tracked through TOTS must be accompanied by the corresponding attendance log(s).

**TRANSPORTATION LOGS** - If transportation is being provided by you or someone you have on contract, a daily transportation log must be used to track children while they are in transit to and from your facility or on field trips. The log must be maintained on file with the daily attendance log whether the transportation is provided by you or by contracted transportation provider.

The child must be signed out when leaving the facility to wait for or board the vehicle or school bus. If transportation is provided by the center/provider, the following must be recorded on the daily transportation log:

- The date the transportation is provided
- The first and last name of the child
- The first and last name of the driver/staff member
- The time the child was placed on the vehicle
- The time the child was released and the name of the person to whom the child was released
- The signature of the staff member who completed the log.

The driver must keep a current master transportation list in the vehicle. The list must include the first and last name of each child utilizing transportation, pick up and drop off locations for each child and authorized persons to whom the child may be released. The provider must also have this information on file at the facility.

### **CO-PAYMENTS**

You have agreed to charge CCAP eligible children no more than you charge other children for the same type of care and to charge the amount you entered on the application or CCAP 10 for each child. **You agreed to charge and collect the difference between the LDE payment and the amount you actually charge.**

### **ABSENCES**

Payment will be made for up to five (5) absences per month for children authorized full time. The client will be responsible for payment of absences in excess of 5 if that is your policy. A CCAP provider can never charge for absences of a child in the Child Welfare system. In order for the provider to receive absence payments for the previous month, a child must have been in care for at least one day in the previous month.

If a child authorized for full-time care attends child care less than four hours in one day, this will be counted as a half day absence and half of that child’s daily rate will be paid. Absences will not be paid for part-time care. A day of facility closure is counted as an absence day.

Providers are compensated for the number of days a full time child attends plus up to 5 absence days for a **maximum of 22 units/days** per service month. If a child attends 16 days or less, the provider is compensated for the number of days attended plus 5 absence days. Below are examples to illustrate payments.

# of Units/Days Authorized	# of Units/Days Attended	# of Absence Units/Days Paid	TOTAL # of Units/Days Paid
22	23	0	22
22	22	0	22
22	21	1	22
22	20	2	22
22	19	3	22
22	18	4	22
22	17	5	22
22	16	5	21
22	15	5	20