Regulated Provider Handbook

Child Care Services
P.O. Box 6009
Texarkana, TX
75505-6009

(903) 791-1583
or
(866) 570-0028

Equal Opportunity Employer/Programs
Auxiliary aids and services are available upon request to individuals with disabilities.
Relay Texas TDD/TTY: 800.735.2989 Relay Texas Voice: 800.735.2988
Serving Bowie, Cass, Delta, Franklin, Hopkins, Lamar,
Morris, Red River and Titus Counties

TABLE OF CONTENTS

Foreword 3

Addresses, Phone Numbers and Resources 3

Purpose 3

Eligible Regulated Child Care Providers 4

Independent Contractor 4

Arrangements for Child Care 4

Reimbursement Terms 5

Reimbursement Rates 6

Basis for Reimbursement of Services 8

Changes that must be reported to Workforce Solutions 8

Parent Share of Cost (PSOC) 9

Record Keeping Requirements 10

Providers Placed on Corrective or Adverse Action by DFPS 11

Suspected Fraud & Action to Prevent or Correct Suspected Fraud 11

Taking Corrective Adverse Actions with Providers 12

Complaints/Grievances 12

Improving Quality of Care 13

Child Care Automated Attendance 15

Requesting Reimbursement 16

FOREWORD

Workforce Solutions Northeast Texas has developed this *Regulated Provider Handbook* to inform the provider about its child care services and to explain their financial role as a regulated child care provider.

Workforce Solutions Northeast Texas provides child care services and may be referred to as Workforce Solutions throughout this handbook. All rules, policies and procedures in this *Regulated Provider Handbook* are based on federal or state laws and Workforce Solutions policies and procedures.

Please read this handbook carefully. Keep it handy as a reference for any questions that may come up later.

ADDRESSES, PHONE NUMBERS AND RESOURCES

Feel free to contact Child Care Services at:
Workforce Solutions Northeast Texas
P. O. Box 6009
Texarkana, TX 75505-6009

For answers to **Billing and Provider** questions, call: (903) 791-1583 or (866) 570-0028

For Billing and Providers, fax: (903) 794-8004 or (888) 651-2038

All programs and employers under the auspices of the Workforce Solutions Northeast Texas are equal opportunity entities. Auxiliary aids and services are available, upon request, to those with disabilities. (800) 735-2988 VOICE, (800) 735-2989 TDD

PURPOSE

This handbook is for regulated providers offering child care services to families receiving assistance through Workforce Solutions. It will provide:

- A reference guide the provider can keep,
- Information about their role in providing child care to families,
- An explanation of the conditions on which child care services are based,
- Information about reimbursement for providing child care services, and
- Information about the consequences for obtaining or attempting to obtain, by fraudulent means, services to which s/he is not entitled.

ELIGIBLE REGULATED CHILD CARE PROVIDERS

A child care provider must meet the following criteria to be eligible to receive Child Care Services funds for providing child care services:

- Have a current license from the Texas Department of Family and Protective Services (DFPS) as a Licensed Child Care Center (LCCC), Licensed Child Care Home (LCCH) or a Registered Child Care Home (RCCH), or
- Be licensed as a youth camp by the Department of State Health Services (DSHS), or
- Be operated and monitored by the United States military services.

"Listed" providers are not eligible to receive funds to provide child care with the exception of listed relatives.

Note: Workforce Solutions cannot provide reimbursement for child care services to a child care provider if the provider is debarred from any other state or federal program (such as the Child Care Food Program) unless and until the debarment is removed.

INDEPENDENT CONTRACTOR

The provider shall at all times be an independent contractor and not an agent or employee of Workforce Solutions Northeast Texas. Workforce Solutions does not have the right or power to control how a provider selects its employees, hires or fires, or otherwise provides child care services; nor does Workforce Solutions have the right to direct the provider's action in any way. The provider is not entitled to wages or benefits from Workforce Solutions, and the provider is fully responsible for the payment of all federal, state and local taxes or contributions imposed or required under unemployment insurance, Social Security and employment tax laws.

ARRANGEMENTS FOR CHILD CARE

Federal law requires parents be given a choice of where they want their children to go for care. Workforce Solutions staff cannot tell parents where they must take their children for care. Child Protective Services decides care for their clients. Arrangements for child care are made between the parent and child care provider according to the parent's child care needs and the provider's policies.

Workforce Solutions will call the provider to place the child. The provider will also receive paperwork for each referral that lists a beginning date and/or an end date for eligibility. This allows the provider to track when care will end. Care will end on the eligibility end date unless the provider receives a call from Workforce Solutions to terminate care prior to the date or to continue care. These calls will be followed by

authorization forms to start, update, or discontinue care. The provider should enter each call from Workforce Solutions on their Contact Log. There are occasions when a child's enrollment is terminated immediately and Workforce Solutions is unable to let the provider know ahead of time. These cases have eligibility determined by TWC or Child Protective Services. Child care benefits may be terminated immediately by the TWC or DFPS caseworker, and Workforce Solutions is not given advance notice that the child care benefits will be terminated.

REIMBURSEMENT TERMS

Workforce Solutions will reimburse the child care provider after services are rendered. The provider must sign and have on file with Workforce Solutions a signed *Regulated Provider Financial Agreement* (Form RP-2430), a signed Child Care Automated Attendance Responsibilities, Reporting, and Security Requirements form, a current copy of their Texas Department of Family and Protective Services (DFPS) license or registration, a *W-9 Request for Taxpayer Identification Number and Certification*, and a signed copy of their Social Security card or proof of EIN and name recognized by the Internal Revenue Services (IRS) in order to be reimbursed for child care. Also, Workforce Solutions will need a signed request form and voided check for the reimbursement payment to be directly deposited for the provider. All persons allowed to sign documents must be listed on the *Assignment of Authorized Representative* form. The provider will be responsible for keeping all information requested up-to-date by submitting any changes in writing.

ABSENCES:
Workforce Solutions will reimburse the provider for absences when the child is scheduled to attend under the following conditions:

- The child is scheduled to begin enrollment but does not, up to three (3) days **if the provider notifies Workforce Solutions on the third (3rd) day the child does not attend.** Enter call information on the Contact Log. Care will end.
- Up to five (5) consecutive days of absence without contact from the parent **if the provider notifies Workforce Solutions on the third (3rd) day the child does not attend**. Enter call information on the Contact Log. Care will end on the fifth (5th) day.
- Call Workforce Solutions the same day to report a parent withdrawing their child from care for any reason. Enter information on the Contact Log. Care will end.
- Children are allowed up to thirty (30) days of absence in a year. Workforce Solutions tracks this and will inform the provider of this situation. Care will end.

If any child receiving child care assistance is absent for five (5) consecutive days without the client notifying the provider – the child will be dropped for five (5) days with no contact from the parent/ guardian. A provider should not accept the child back on the sixth (6th) day and expect reimbursement from Workforce Solutions. Any Child Protective Services placements through Workforce Solutions, Workforce Solutions must be called each day of absence for those children.

HOLIDAYS:
Workforce Solutions will reimburse the child care provider for each child currently enrolled with the provider during the following recognized holidays:

New Year's
MLK Jr.'s birthday or Good Friday
Memorial Day
Independence Day
Labor Day
2 days at Thanksgiving
2 days at Christmas

Providers must report to Workforce Solutions in advance whether they are choosing MLK Jr.'s birthday or Good Friday and which two days they are choosing for Thanksgiving and Christmas.

REIMBURSEMENT RATES

Workforce Solutions Northeast Texas sets maximum reimbursement rates that providers can be reimbursed for child care services based on the following:

- The type of child care provided,
- The age of the child receiving child care services, and
- Whether full-time or part-time care is authorized.

	Infant 0-17 mos		Toddler 18-35 mos		Preschool 3-5 years		School Age 6 yrs and up	
	Full	Part	Full	Part	Full	Part	Full	Part
Licensed Centers	19.69	17.31	17.53	15.39	16.30	14.30	16.19	14.20
Licensed Homes	15.44	12.88	15.44	12.88	15.44	7.03	17.26	7.03
Registered Homes	15.44	13.52	15.44	12.88	13.92	7.46	14.31	7.03

Providers participating in the Texas Rising Star and Texas School Ready! ™ Certification Programs are eligible for enhanced reimbursement rates seen on the following chart. These providers do not qualify for the enhanced reimbursement rates until the certification process is completed by Workforce Solutions and will continue to be eligible for these enhanced rates as long as they continue to participate in one of these programs.

	Infant 0-17 mos		Toddler 18-35 mos		Preschool 3-5 years		School Age 6 yrs and up	
	Full	Part	Full	Part	Full	Part	Full	Part
Licensed Centers	20.67	18.45	18.42	16.43	17.12	15.27	17.02	14.90
Licensed Homes	16.22	13.78	16.22	13.78	16.22	7.37	18.13	7.37
Registered Homes	16.22	14.45	16.22	13.78	14.62	7.82	15.01	7.37

Note: The parent's share of cost (commonly referred to as a "parent fee" or "co-pay") will be deducted from the provider's reimbursement. It is the provider's responsibility to collect any assigned parent share of cost before care is given.

A child care provider cannot charge the difference between their published rate and the amount of Workforce Solutions' reimbursement rate to the following parent categories: parents participating in the Choices, Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) Programs, parents who have children receiving protective services (DFPS), and parents whose income is calculated at zero ($0).

DETERMINING THE PROVIDER'S PUBLISHED DAILY RATE:

Actual payment rates for individual providers are set when the financial agreement is signed and are based upon the documentation of rates given to Workforce Solutions by the provider. The financial agreement shows the actual rate the provider will receive for each authorized day of care for each age group.

Provider reimbursement rates are based on the provider's published rates, or what is charged to the public, and prorated to a daily rate. A copy of the provider's published rates must be provided to Workforce Solutions in order to establish reimbursement rates. The provider will also submit any other fees normally required to be paid by parents (registration, uniforms, activities). The information is used to determine a single rate for full-day care and a single rate for part-day care for each of the four age categories (0-17 months, 18-35 months, 3-5 years, 6-12 years), for a total of eight rates.

The method for determining reimbursement rates is a **"blended rate"** method:

1. Weekly rates are divided by 5; monthly rates are divided by 4.33 to get a weekly amount, then by 5 to get a daily rate.
2. All other fees that are required to be paid by parents as part of the regular program will also be prorated to a daily rate. This includes fees for registration/enrollment, supplies, uniforms/t-shirts, insurance, and activities or field trips. All amounts are totaled for the year, then divided by 260 to get a daily rate.
3. The daily rate for other fees is then added to the daily rate for care to get one daily rate for each age group.
4. If the provider has more than one rate for any of the four age groups listed above, the provider's rates for care will be averaged to come up with one rate.

When Providers Change Their Rates

If providers change their published rates they must send written documentation of the new rates to Workforce Solutions. A new financial agreement will be prepared that shows the new rates. The new rates will be effective the first of the month *after* the financial agreement with the new rates has been signed. Providers should send new rate information to Workforce Solutions at least two weeks prior to the change if possible to ensure that updates are made and the financial agreement is completed and signed as needed.

Providers will be reimbursed for child care services rendered at the provider's published rate up to the maximum reimbursement rate established by Workforce Solutions Northeast Texas. Providers will not be reimbursed at a rate higher than their published rate for the age of the child receiving child care services.

BASIS FOR REIMBURSEMENT FOR CHILD CARE SERVICES

Full-Time vs. Part-Time Care:

- Full-time care is from six (6) to twelve (12) hours a day,
- Part-time care is less than six (6) hours a day,
- School-age care:
  - During the school year, approximately 205 days, is part-time care reimbursed with a special blended rate,
  - During the summer vacation, approximately 55 days, is full-time care.

Workforce Solutions will not pay providers less when a child enrolled full time occasionally attends part time or more when a child enrolled part time occasionally attends for a full day.

CHANGES THAT MUST BE REPORTED TO WORKFORCE SOLUTIONS

- A change in the facility name,
- A change in the governing body or corporate status,
- A change in the facility rates or fees,
- A change in hours of operation,
- A change in the holiday schedule,
- A change in the ages of children served,
- A change in the facility owner's address,
- Any change in facility license or registration, and
- A change in the contact person or director.

Changes that cause immediate termination:

- A change in facility ownership,
- A move to a different location,
- A change in EIN or Tax ID, and
- Loss of DFPS license, registration, or certification status.

The financial agreement, referrals of children and payment do not automatically transfer to another location or owner. Payment for care will be made through the last day at the location listed on the financial agreement and DFPS permit to operate if a facility changes location and through the date of sale of the facility if it changes ownership.

Payment for care will *not* resume until:

- A permit to operate has been issued by DFPS for the new location or owner, and
- The owner or responsible party completes required Workforce Solutions paperwork, and
- A new financial agreement is signed, and
- The new permit information is verified by phone with DFPS staff, via the DFPS public website, or by copy of the new permit.

While DFPS does allow a facility to operate after moving to a new location or changing ownership as long as proper notification was made, Workforce Solutions cannot pay for care provided until the permit process has been completed. This includes the application phase for new owners. Therefore, it is critical that providers notify Workforce Solutions *before* moving or selling so that Provider Services staff can assist with a smooth transition. Paperwork and an updated financial agreement can be completed in advance, but not made effective until all steps above are completed.

A new financial agreement will be implemented, and a new provider number established in cases where the facility:

- Changes location
- Changes ownership
- Is issued a new EIN/tax ID number
- Changes facility type (licensed center, licensed home, registered home)

PARENT SHARE OF COST (PSOC)

Most parents receiving care will be assigned a monthly parent share of cost (PSOC). It is the provider's responsibility to make arrangements with the parent to receive the monthly parent share of cost prior to caring for the child or children.

If the parent refuses to pay the assigned parent share of cost, the provider should notify Workforce Solutions immediately. Upon the provider's notifying Workforce Solutions of the unpaid parent share of cost, the parent will receive a fifteen (15) business day adverse action to terminate care. Workforce Solutions will not reimburse providers for uncollected parent share of cost from parents receiving child care assistance.

If a provider informs Workforce Solutions that a parent has left owing the provider a parent share of cost, the parent must pay the provider in full before they can be placed back into the child care program. The parent must provide Workforce Solutions with a copy of a receipt from the provider that the parent share of cost owed to the provider has been paid in full.

The provider has two options when reporting families that do not pay their required parent share of cost. These options are:

- **Option 1:** The provider has the option to end care immediately instead of allowing the parent to remain in care during the fifteen (15) business day adverse period. The provider may not bill Workforce Solutions for any more days of care for the family.

- **Option 2:** The provider has the option to allow the family to remain in care for the fifteen (15) business day adverse period. The provider may bill Workforce Solutions for the children, but will not be compensated by Workforce Solutions for any unpaid parent share of cost incurred during this time.

- If the parent pays the amount owed to the provider during the fifteen (15) business day period and the provider wishes to reinstate the parent, the drop can be canceled. The parent must provide Workforce Solutions with a copy of the receipt from the provider stating the late PSOC was paid and they are now up to date.

- If the parent does not pay the parent share of cost owed during this time, care ends.

Please be advised, Workforce Solutions will not be responsible for any parent share of cost owed to the provider. It is the provider's responsibility to collect the parent share of cost.

RECORD KEEPING REQUIREMENTS

Providers must maintain financial records for each child receiving subsidized child care. Records must be available for review by Workforce Solutions upon request. At a minimum, the provider must keep the following for each child receiving subsidized care:

- Receipts for parent share of cost paid by the parent,
- Copies of *Contact Logs*,
- Financial documents showing payment for child care services provided,
- Workforce Solutions *Authorization for Child Care Enrollment* (Form 2450) beginning, updating and discontinuing care, and
- Any other records pertaining to financial claims for a child receiving subsidized care.

In accordance with Workforce Solutions Northeast Texas policy, providers must keep financial records for five (5) years from the last day the child receives subsidized child care.

Workforce Solutions has the right to conduct an on-site fiscal monitoring on the above mentioned documents during operational hours.

Providers Placed on Corrective or Adverse Action by the Texas Department of Family and Protective Services (DFPS)

When placed on evaluation or probationary status, Workforce Solutions must notify its parents with children currently enrolled at that provider in writing of the DFPS status. Parents are allowed to continue their child's enrollment if the parent returns to Workforce Solutions the signed Parent Notification of Child Care Provider Placed on Corrective Action Form within 10 business days of the notification's date. Failure to sign and return the notification form is considered a voluntary withdrawal from child care by the parent. Parents may request a transfer to another eligible provider by contacting Workforce Solutions within 10 business days of the notification date.

When placed on probationary or adverse action status, Workforce Solutions must stop new enrollments at that provider.

When placed on adverse action status, Workforce Solutions must notify its parents with children currently enrolled at that provider in writing or by telephone of the DFPS status. Workforce Solutions children must be transferred to another eligible provider no later than five business days after the notification date. Texas Rising Star or Texas School Ready! ™ providers are not reimbursed at the enhanced reimbursement rates while on evaluation, probationary or adverse action status with DFPS.
The following table summarizes the actions Workforce Solutions must take when a provider has been placed on corrective or adverse action with DFPS.

DFPS Status	Required Notification Of Parents	Required to Stop New Enrollments	Required to Remove Currently Enrolled Children	Provider Eligible to Receive Enhanced Rates
Evaluation	Yes	No	No	No
Probationary	Yes	Yes	No	No
Adverse Action	Yes	Yes	Yes	No

Suspected Fraud and Action to Prevent or Correct Suspected Fraud

A provider may be suspected of fraud when a provider presents:
A request for reimbursement in excess of the amount charged by the provider for the child care; or a claim for child care services if evidence indicates that the provider may have:

- Known, or should have known, that child care services were not provided as claimed;
- Known, or should have known, that information provided is false or fraudulent;
- Received child care services during a period in which the parent or child was not eligible for services;

- Known, or should have known, that child care subsidies were provided to a person not eligible to be a provider.

Workforce Solutions may take the following actions if the Texas Workforce Commission (TWC) finds that a provider has committed fraud:

- Temporary withholding of payments to the provider for child care services delivered;
- Nonpayment of child care services delivered;
- Recoupment of funds from the provider;
- Stop authorizing care at the provider's facility or location; or
- Any other action consistent with the intent of the governing statues or regulations to investigate, prevent or stop suspected fraud.

Taking Corrective Adverse Actions with Providers

Workforce Solutions may negotiate a Service Improvement Agreement (SIA) with a provider who does not follow procedures and comply with the terms of the Provider Agreement, Regulated Provider Handbook and TWC rules. The SIA will state the problem(s), the steps required to reach compliance, including any technical assistance, time limits for making improvements and the consequences of non-compliance with the SIA.

Corrective actions may include, but are not limited to:

- Closing intake;
- Moving children to another provider selected by the parent;
- Withholding provider payments or reimbursement of costs incurred;
- Termination of child care services; and
- Recoupment of funds.

COMPLAINTS/GRIEVANCES

Providers have the right to have complaints or grievances heard without the threat of losing child care reimbursements. Providers should begin by explaining the problem or complaint to Workforce Solutions staff. If this is unsuccessful, ask to speak with a supervisor and explain the problem. If both of these attempts fail to resolve the issue, providers may contact the Child Care Project Manager or the Executive Director.

Improving Quality of Care

Texas Rising Star Certification

The Texas Rising Star (TRS) program offers providers the opportunity to participate in a voluntary plan to improve the quality of child care by meeting program criteria that exceed the Minimum Standards for DFPS Child Care Licensing.

Texas Rising Star Criteria cover:

- DFPS licensing compliance,
- Caregiver staff qualifications,
- Director qualifications,
- Staff orientation,
- Ongoing staff development and training,
- Group sizes,
- Activities for children,
- Caregiver-child interaction,
- Physical environment,
- Health and safety,
- Nutrition and meal time, and
- Parent involvement.

Department of Family and Protective Services (DFPS) has funding for child care that is managed through the Child Care Services program. DFPS requires that DFPS children be placed only in Texas Rising Star facilities. If no TRS facilities are available, or if available TRS facilities do not have space, a waiver must be requested to place a DFPS child with a non-TRS provider.

Every parent in the Child Care Services program or on the waiting list will receive a Consumer Guide, which gives information about the Texas Rising Star program, as well as national accreditation.

How to Apply for the Texas Rising Star Program

Providers who are interested in being certified as TRS may ask Workforce Solutions for an application and a copy of the criteria to be met. The provider will need to complete the application and send it to Workforce Solutions along with copies of required documentation listed on the application. The provider should use the criteria to review their program themselves and identify any areas in need of improvement to meet the TRS criteria. Once the completed application and required documentation have been received, Workforce Solutions will complete a licensing screening form to determine further eligibility for the TRS program. Staff will schedule a visit to the facility for a pre-assessment visit. This will be an opportunity to discuss areas of the criteria already being met and identify any areas that need improvement. Together they can develop a plan to get the facility ready for the formal assessment. Workforce Solutions work closely with the facility in helping them implement changes to meet the criteria, and can provide

technical assistance and training for staff on appropriate practices and how to meet the criteria.

Levels of Certification

Providers can work toward three levels of certification:

- Four-Star certification is the highest level of certification awarded. The provider with this certification represents the highest quality in the TRS system.
- Three-Star certification represents a high quality program that meets many of the quality standards in the TRS program.
- Two-Star certification is issued temporarily to a provider who does not yet meet enough of the quality standards for the Three-Star certification. The Two-Star provider has the potential for reaching Three-Star certification within six months.

Some providers apply to become a Texas Rising Star provider but do not meet enough of the quality standards to be certified at any level. These providers are on a deferred status and are not certified, but they are in the TRS track. Providers on deferred status have one year to reach a level of quality to be certified.

TRS providers are eligible for enhanced reimbursement rates from Workforce Solutions. The maximum rates for TRS providers are higher than for other providers, however Workforce Solutions cannot reimburse at rates higher than the provider's published rates.

Texas School Ready! ™

A regulated child care provider may be a Texas School Ready! ™ provider designed by the State Center at University of Texas Health Science Center. Texas School Ready! ™ encourages school readiness programs to share certified teachers and to integrate facility space; professional development; and funding from Child Care, Head Start, and prekindergarten sources. The critical instructional components of Texas School Ready! ™ include: research-based curriculum; ongoing professional development with in-classroom mentoring; and personal digital assistant progress monitoring. For information about Texas School Ready! ™, visit: http://www.childrenslearninginstitute.org/our-programs/program-overview/TX-school-ready/default.html. For additional information visit: http://www.childrenslearninginstitute.org/our-programs/program-overview/TX-state-center/default.html.

Texas School Ready! providers are also paid an enhanced reimbursement rate. Since the Texas School Ready! ™ providers are set up through another organization, it is the responsibility of the provider to provide Workforce Solutions with the Memorandum of Understanding (MOU) with the time frame of the agreement. Once the MOU is received, the enhanced rates will begin the following month. It is also the responsibility of the provider to inform Workforce Solutions of any type of changes in the MOU including termination of the MOU for any reason. If the provider does not report that the agreement was ended and they are still being paid the enhanced rates, the provider may be required to pay back the amount of the enhanced rate for which they were no longer eligible. At the end of the agreement, the provider will no longer be eligible for the enhanced rates unless they can supply a MOU showing continued participation.

CHILD CARE AUTOMATED ATTENDANCE (CCAA)

Note: Providers will continue to keep a contact log but will not turn it in to Workforce Solutions at each billing cycle. However, contact logs may be requested if the provider needs corrections made to attendance.

Child Care Automated Attendance (CCAA) is a new way of reporting child care attendance. Parents are issued a card to report attendance by using a Point of Service (POS) device at a child care center or by calling the number on their card from the provider's telephone if they are enrolled at a licensed or registered child care home.

Parent Responsibilities:
All clients receiving child care assistance through Workforce Solutions will be issued a card and can request up to three (3) additional cards for others who would be dropping off or picking up the child(ren). When the child(ren) are dropped off or picked up, they will have to be checked in and out with the use of the card. The only person allowed to use the card is the card holder. If anyone else uses the card it could be considered fraud.

The parents will either swipe their card through the POS machines or call the toll free number on the back of their card and follow the prompts for checking in and out. If a child is absent, the parent will call it in to the toll free number on the back of their card from any phone. Absences may also be reported using the POS machine. Absences can be reported up to three (3) days in advance. If the parent does not report the absences to CCAA or the provider for the first three days of care or five (5) consecutive days they will be dropped.

The parent has six (6) days plus the current day to go back to report an absence or complete a previous check in or previous check out for the child(ren). In most cases, if the parent does not report the child(ren)'s attendance and absences, they would be responsible for paying the provider in full for those days.

Provider Responsibilities:
The provider must make sure the parents are checking the child(ren) in and out and reporting absences. Each provider will either receive a POS machine or will be required to have the parent call the automated system from the phone number submitted to Workforce Solutions. All attendance can be monitored on the CCAA portal.

POS Machine: Providers with the POS machines must be a licensed child care center. These providers are not allowed to use the automated phone system. The POS machine requires thermal paper to print out the reports. The first two rolls are supplied by ACS and the remaining rolls must be provided by the providers. Reports may be printed from the POS machine to keep up with the parents' process.
Automated Phone System: Providers required to use the automated phone system are licensed or registered child care homes. These providers will not receive a POS machine.
CCAA Portal: The CCAA portal is available to all providers accessed through www.workforcesolutionschildcare.com. This will allow providers to view the

attendance and transactions to make sure the parents are checking in and out correctly. Workforce Solutions also has access to this portal and can look at the providers' information with the providers if there are any questions.

Providers must review the CCAA system attendance and absence reports, at a minimum, every five calendar days. Workforce Solutions strongly recommends providers to review the CCAA system attendance and absence reports more frequently. If the child(ren) are not checked in or out, the CCAA portal will show "No Report." The providers will not get paid for these by Workforce Solutions unless the provider calls to report it within five (5) calendar day of the incident. Providers who are not reimbursed by Workforce Solutions may collect reimbursement from parents who fail to accurately report attendance or absences using the CCAA system.

New Reimbursement for Children in School:
All school calendar children will be paid at a special blended rate during the school year and a full-time rate during summer break. Workforce Solutions will select the dates the blended rate will be paid to accommodate all school districts schedule as close as possible on a year-by-year basis.

TWC has determined that the school year is approximately 175 school days in session and 30 days not in session during the school year with a total of 205 days during the school year. For those approximate 205 days, the blended rate will be used whether the school age child(ren) attends part time or full time.

When figuring the blended rate, as usual, the lower rate between the maximum rate paid and the provider's rate will be used. To figure the blended school calendar rate, the following formula is used:

[(Part time rate x 175) + (Full time rate x 30)] / 205 = blended rate

In addition, Workforce Solutions automatically stops paying for a child's care if one of the following occurs:

- Three (3) consecutive absences for a new placement,
- Five (5) consecutive absences with no contact from the parent with the provider,
- Thirty (30) days absence in a one year period, or
- Child is withdrawn from care.

REQUESTING REIMBURSEMENT

Workforce Solutions will reimburse the child care provider for services rendered on either a monthly or bi-monthly basis, as requested by the provider on the *Regulated Provider Financial Agreement* (Form RP-2430).

MONTHLY REIMBURSMENT:
Through the CCAA portal, attendance will be pulled around the 7th of every month.

BI-MONTHLY REIMBURSEMENT:

Through the CCAA portal, attendance for the first half of the month will be pulled around the 21st of the month. Attendance for the second half of the month will be pulled around the 7th of the following month.

The reimbursement payment is directly deposited into the provider's specified checking or savings account.

SUBMITTING ACCURATE CLAIMS:

Providers are responsible for making sure attendance is reported accurately by the parents. If claims contain errors, the providers will need to submit the contact log for Workforce Solutions to see if any corrections can be made on the CCAA portal. Payment will be delayed. Providers may have to collect full payment of non-reported days from the parents.

Providers shall repay improper payments for child care received, including:

- Instances involving fraud;
- Payments made to ineligible providers;
- Provider was paid for the child care services from another source;
- Provider did not deliver the services;
- Referred children have been moved from one facility to another without authorization from Workforce Solutions;
- Other instances when repayment is deemed an appropriate action.

Failure by the provider to keep the required attendance records may result in withholding payment or stop authorizing care at the provider's facility or location.