



# **Regulated Provider Handbook**

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

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

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## FOREWORD

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Workforce Solutions Northeast Texas has developed this *Regulated Provider Handbook* to inform you about its child care services and to explain your 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 questions you may have later.

## ADDRESSES, PHONE NUMBERS AND RESOURCES

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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

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

- A reference guide you can keep,
- Information about your 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

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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

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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

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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 your facility to place the child and/or to end care. You should enter each call from Workforce Solutions on your Contact Log to be submitted with each billing. These calls will be followed by authorization forms to start, update, or discontinue care.

## REIMBURSEMENT TERMS

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Workforce Solutions will reimburse the child care provider after services are rendered. The provider will request reimbursement by completing a Declaration of Services (Form 2455) and Contact Log in accordance with the attendance guidelines in this *Regulated Provider Handbook*. The provider must complete and have on file with Workforce Solutions a signed *Regulated Provider Financial Agreement* (Form RP-2430), a current copy of your 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 your 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 your reimbursement payment to be directly deposited for you. All persons allowed to sign billing or other documents must be listed on the *Assignment of Authorized Representative* form. You 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 (3<sup>rd</sup>) 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 fifth (5<sup>th</sup>) day the child does not attend. Enter call information on the Contact Log. Care will end.
- Call Workforce Solutions the same day to report a parent withdrawing their child from your 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 you 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. As a provider, you should not accept the child back on the sixth (6<sup>th</sup>) day and expect reimbursement from Workforce Solutions.

If you should have any Child Protective Services placements through Workforce Solutions, you must call Workforce Solutions 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	Labor Day
MLK Jr.'s birthday or Good Friday	2 days at Thanksgiving
Memorial Day	2 days at Christmas
Independence Day	

## ATTENDANCE CODES

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It is the provider's responsibility to record attendance for each child receiving child care assistance. Absences for children receiving child care assistance must be recorded according to the following codes on the **Declaration of Services (Form 2455)**:

P - **Present**: The child is scheduled to attend and is present. Counts as a unit.

A - **Absent**: The child is scheduled to attend but is absent from care. Counts as a unit.

I - **Illness**: The child is scheduled to attend but is absent due to illness. Counts as a unit. Parent has contacted the provider and this is documented on the **Contact Log**.

AN -**Advanced Notice**: This code is used only when the parent has provided advanced notice to the provider.

- A parent's irregular work schedule makes it necessary to schedule a full week of care even though only part of the week is used.
- The parent must advise the provider in advance of days off or provide a work schedule. This is recorded on the **Contact Log** and counts as a unit.
- If parent has not notified you and the child is absent, this is a regular absence and is coded as such. Counts as a unit.
  - Note: this code is used only if the Authorization for Child Care Enrollment (Form 2450) lists it in the comments.

CO - **Court-Ordered Visits**: The child is absent due to court-ordered visits for no more than ten (10) consecutive days. The provider must have copy of court order on file and authorization from Workforce Solutions to use this code. Counts as a unit. Parent has contacted the provider and this is documented on the **Contact Log** along with the authorization from Workforce Solutions.

H - **Holiday**: Provider is closed due to a Workforce Solutions recognized holiday. Counts as a unit.

UH -**Unrecognized Holiday**: The provider is closed due to an unrecognized holiday for Workforce Solutions. Does not count as a unit (no payment will be made for these days). Explanation is entered on the **Contact Log**.

EX -**Extenuating Circumstances**: Considered on a case-by-case basis for absences of no more than ten (10) consecutive days. **Approval from Workforce Solutions required**. Counts as a unit. Explanation is entered on the **Contact Log** along with the approval from Workforce Solutions.

**EM -Emergency Circumstances:** Workforce Solutions will also reimburse the provider for each child currently enrolled when they are closed due to emergency circumstances, such as icy roads (when the local school is also closed for that day), fire, electrical or gas outage, etc. for up to five (5) business days per calendar year. **Workforce Solutions must receive notification of the closure before payment can be authorized.** Counts as a unit. Explanation is entered on the **Contact Log** along with the call to Workforce Solutions to notify of situation.

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.

## 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
<b>Licensed Centers</b>	<b>17.07</b>	<b>15.01</b>	<b>15.20</b>	<b>13.34</b>	<b>14.13</b>	<b>12.39</b>	<b>14.04</b>	<b>12.31</b>
<b>Licensed Homes</b>	<b>13.38</b>	<b>11.16</b>	<b>13.38</b>	<b>11.16</b>	<b>13.38</b>	<b>6.09</b>	<b>16.76</b>	<b>6.09</b>
<b>Registered Homes</b>	<b>13.38</b>	<b>11.72</b>	<b>13.38</b>	<b>11.16</b>	<b>12.06</b>	<b>6.46</b>	<b>12.40</b>	<b>6.09</b>

*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.*

Effective June 1, 2007, 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, Food Stamps Employment and Training (FSE&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:**

Providers must determine a single published daily rate for each of the four age categories for full-time and part-time care. Workforce Solutions' payment system must use the following definitions for ages: infants are 0 through 17 months, toddlers are 18 through 35 months, preschool is 36 months (or 3 years) through 5 years, and school-age is 6 years through 12 years.

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**

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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,
- Part-week care is for less than five (5) days (or forty (40) hours) per week,
- School-age care:
  - Before and/or after school care is part-time care,
  - Full day care during school breaks and holidays is full day care.

## **PARENT SHARE OF COST (PSOC)**

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Most parents receiving care will be assigned a monthly parent share of cost (PSOC). As a provider, it is your 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.

You have 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. You 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.*

## REQUESTING REIMBURSEMENT

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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 REIMBURSEMENT:**

The child care provider will submit a complete, signed *Declaration of Services* (Form 2455) and *Contact Log* after the last day of the month.

- *Declaration of Services* (Form 2455) and *Contact Logs* must be submitted to Workforce Solutions by the 8<sup>th</sup> day of the following month.

### **BI-MONTHLY REIMBURSEMENT:**

The child care provider will submit a complete, signed *Declaration of Services* (Form 2455) and *Contact Log* after the 15<sup>th</sup> day of the month and again after the last day of the month.

- *Declaration of Services* (Form 2455) and *Contact Logs* for the first half of the month (1<sup>st</sup> through 15<sup>th</sup>) must be submitted by the 23<sup>rd</sup> day of the month.

- *Declaration of Services* (Form 2455) and *Contact Logs* for the second half of the month (16<sup>th</sup> through the end of the month) must be submitted by the 8<sup>th</sup> day of the following month.

**Note: Requests for reimbursement that are not submitted within thirty (30) days of the last day of the service period will not be paid.**

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

**SUBMITTING ACCURATE CLAIMS:**

Providers are responsible for submitting accurate claims. If claims contain errors, Workforce Solutions will make adjustments to the provider's reimbursement. This may involve returning the *Declaration of Services* (Form 2455) to the provider for corrections. Payment will be delayed.

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.

All forms must be signed and dated by the authorized representative of the facility. 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.

**RECORD KEEPING REQUIREMENTS**

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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:

- Attendance records,
- Receipts for parent share of cost paid by the parent,
- Copies of *Declaration of Services* (Form 2455) and *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.

## **Suspected Fraud and Action to Prevent or Correct Suspected Fraud**

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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 statutes or regulations to investigate, prevent or stop suspected fraud.

## **Taking Corrective Adverse Actions with Providers**

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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.

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.

## COMPLAINTS/GRIEVANCES

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Providers have the right to have complaints or grievances heard without the threat of losing child care assistance. 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.

Provider No.

**REGULATED PROVIDER FINANCIAL AGREEMENT**

Type of Facility			
<input type="checkbox"/> Licensed Child Care Center	<input type="checkbox"/> Licensed Child Care Home	<input type="checkbox"/> Registered Child Care Home	<input type="checkbox"/> Licensed Camp
Name of Facility		Telephone No. ( )	
Address of Facility (Street, City, State, ZIP)			
Facility Owner's Name		EIN/Social Security No.	Telephone No. ( )
Address of Owner (Street, City, State, ZIP)			
Mailing/Billing Address (Street, City, State, ZIP)			
Contact Person (If not owner)		Title	Telephone No. ( )

**PROVIDER PUBLISHED RATES:**

AGES SERVED	FULL-TIME DAILY RATE*	PART-TIME DAILY RATE*
0 – 17 MONTHS	\$	\$
18 – 35 MONTHS	\$	\$
3 – 5 YEARS	\$	\$
6 – 12 YEARS	\$	\$

\*The Provider's Rate is the provider's published rate plus any enrollment fee and/or activity fee(s) pro-rated to a daily rate.

What ages of children do you wish to accept in care? \_\_\_\_\_

What days of the week are you open?  Mon  Tues  Wed  Thurs  Fri  Sat  Sun

(All information must be verifiable using the Texas Department of Family and Protective Services (DFPS) web site.)

What are your operating hours? \_\_\_\_\_

**CHILD CARE REIMBURSEMENT SCHEDULE:**

<input type="checkbox"/> <b>Monthly</b> (Submit all claim information at the end of the Month for reimbursement)	<input type="checkbox"/> <b>Bi-monthly</b> (Submit claim information for the 1 <sup>st</sup> -15 <sup>th</sup> of the month and again for the 16 <sup>th</sup> to the end of the month)
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The provider will comply with Title VI of the Civil Rights Act of 1964 (Public Law 88-352), Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112). The Americans with Disabilities Act of 1990 (Public Law 101-336), the Health and Safety Code Section 85.113 (relating to workplace and confidentiality guidelines regarding AIDS and HIV), and all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts. In addition, the provider agrees to comply with Title 40, Chapter 73, of the Texas Administrative Code. These provide in part that no persons in the United States shall, on the grounds of race, color, national origin, sex age, disability, political beliefs or religion be excluded from participation in, or denied any aid, care, service, or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

I have received a Regulated Provider Handbook and I understand and agree to abide by the rules and procedures described within.  
Yes  No

I understand that I must provide Workforce Solutions Northeast Texas with a completed and signed W-9, a copy of my signed Social Security card or proof of EIN and name recognized by the IRS, and a current copy of my Texas Department of Family and Protective Services (DFPS) license or registration. I also understand that I must keep all of the information requested above accurate and up to date by submitting any changes in writing. I will not receive payment for any child care services provided during any time period not covered by: a current license or registration, or a signed agreement, or if debarred from other state or federal programs unless and until the debarment is removed.

I attest that the information provided above is true and accurate. I understand that if the above information is misrepresented or untrue, it may be grounds for non-payment of child care services and removal of all children receiving child care assistance. I further agree to the reimbursement terms described on the back of this form.

Signature—Authorized Provider Representative \_\_\_\_\_

Date \_\_\_\_\_

**REIMBURSEMENT TERMS**

**REIMBURSEMENT FOR CHILD CARE:** Workforce Solutions Northeast Texas will reimburse the child care provider after services are rendered. The provider will request reimbursement by completing a Declaration of Services (Form 2455) in accordance with the Regulated Provider Handbook.

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

- Up to three (3) days of absence when the child is scheduled to begin enrollment **if the provider notifies Workforce Solutions on the third (3<sup>rd</sup>) day the child does not attend.**
- Up to five (5) consecutive days of absence without word from the parent **if the provider notifies Workforce Solutions on the fifth (5<sup>th</sup>) day the child does not attend.**
- Up to thirty (30) days of absence per year.
- For days the child does not attend but is authorized by Workforce Solutions to attend due to the parent's irregular work schedule.

Workforce Solutions will reimburse the child care provider for each child currently enrolled with the provider during the following nine (9) holidays:

New Years	Independence Day	2 Days at Christmas
MLK, Jr.'s Birthday <b>or</b> Good Friday	Labor Day	
Memorial Day	2 Days at Thanksgiving	

Workforce Solutions will also reimburse the child care provider for each child currently enrolled when they are closed due to emergency situations, such as icy roads (when the local school is also closed for that day), fire, electrical or gas outage, etc. for up to five (5) business days per calendar year. Workforce Solutions must be notified that the facility is closed before payment can be authorized for an emergency closing.

**REIMBURSEMENT RATES:** 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.

Effective November 1, 2008, the current maximum reimbursement rates are as follows:

	Infant		Toddler		Preschool		School Age	
	0-17 mos		18-35 mos		3-5 years		6 yrs and up	
	Full	Part	Full	Part	Full	Part	Full	Part
<b>Licensed Centers</b>	17.07	15.01	15.20	13.34	14.13	12.39	14.04	12.31
<b>Licensed Homes</b>	13.38	11.16	13.38	11.16	13.38	6.09	16.76	6.09
<b>Registered Homes</b>	13.38	11.72	13.38	11.16	12.06	6.46	12.40	6.09

**Note: The parent 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 the parent share of cost before care.**

**REQUESTING REIMBURSEMENT:** Prior to reimbursement, Workforce Solutions must have on file a verifiable copy of facility Texas Department of Family and Protective Services (DFPS) license or registration, a signed and completed W-9, and a signed copy of provider's Social Security card or proof of EIN name and number. 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 REIMBURSEMENT:** The child care provider will submit a complete, signed Declaration of Services (Form 2455) and Contact Log after the last day of the month.

- Declaration of Services (Form 2455) and Contact Log must be submitted to the Workforce Solutions by the 8<sup>th</sup> day of the following month in order to be paid.

**BI-MONTHLY REIMBURSEMENT:** The child care provider will submit a complete, signed Declaration of Services (Form 2455) and Contact Log after the 15<sup>th</sup> day of the month and again after the last day of the month.

- Declaration of Services (Form 2455) and Contact Log for the first half of the month (1<sup>st</sup> through 15<sup>th</sup>) must be submitted by the 23<sup>rd</sup> day of the month.
- Declaration of Services (Form 2455) and Contact Log for the second half of the month (16<sup>th</sup> through end of the month) must be submitted by the 8<sup>th</sup> day of the following month.

The Declaration of Services (Form 2455) must be signed by the Authorized Representative of the facility.

**Note: Requests for reimbursement that are not submitted within thirty (30) days of the last day of the service period will not be paid.**

**RECEIVING REIMBURSEMENT:** The reimbursement payment is directly deposited into the provider's specified checking or saving account.