



Child Care Aware® of America

# MCCYN Fee Assistance Approval Process and Payment Policies

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## Reviewing the Approval Certificate

- Families are only eligible for payment during the dates listed next to “Certificate Period” on the certificate, not the recertification date. Please check the note box on the Approval Certificate for important notifications.
- The provider rate should be the rate that is charged to any family regardless of whether they are in the military or not. The rate should include any discounts prior to receiving military fee assistance (i.e. multiple child discounts, employee discount, state and county child care fee assistance, etc.). If only the weekly rate is provided, it will be multiplied by 4.33 to determine the monthly rate.
- The reduced fee listed on the child care Approval Certificate is the fee that will be paid monthly directly to the child care provider. If a family terminates child care and/or switches to a new child care provider, the monthly reduced fee is pro-rated. In either case, the sponsor/parent is responsible for any remaining balance.
- Please make a note of the recertification date. Necessary documentation for family and provider should be submitted **PRIOR to that date to prevent a disruption in payments** or within 90 days of the recertification date to be eligible for back payment. If the family and provider information is not completed within 90 days, no back payment will be authorized.
- If additional documentation is required to remain eligible, it will be listed in the note section on the approval certificate. If this documentation is not received within 90 days of when your certificate has ended, payment will not be rendered past the date(s) indicated on the approval certificate.
- This approval only applies to the exact location on the approval packet. Any changes to location must be reported prior to start date - see Reporting Changes section below for more information.
- **Army Fee Assistance Only:** When a family receives an approval certificate with a monthly fee assistance amount of \$0.00 it means the provider rate is less than or equal to the installation rate. Instead of monthly fee assistance, the family will receive a one-time payment equivalent of up to two weeks of fully subsidized care and be reimbursed the provider’s annual registration fee of up to **\$150**.

## Reporting Errors

- Make sure all information on the Approval Certificate is accurate. Provider and family have a shared responsibility to report any incorrect information to Child Care Aware® of America (CCAoA) immediately.
- Ensure the child is attending the provider listed on the certificate during the certificate start and end date.
- Ensure the provider rate is reflected correctly, including any discounts prior to receiving military fee assistance
- Ensure that the address of the provider on the approval letter is the location where the child attends.
- Verify that the days and hours of attendance are correct.
- If you discover an error, please contact CCAoA by sending a message through your application portal, emailing [msp@usa.childcareaware.org](mailto:msp@usa.childcareaware.org) or calling us at 1 (800) 424-2246.

**Failure to report errors resulting in overpayment must be paid back to the MCCYN Fee Assistance Program.**

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## Reporting Changes

- If the child no longer attends the provider listed on the Approval Certificate, the final attendance sheet should be submitted using the TM (Child Care services terminated) code. A Change of Provider Form can also be submitted to report a new provider along with an updated Provider Cost Verification form. Before changing providers, you need to verify they meet the program requirements. If you switch to an ineligible provider your account cannot be reprocessed for fee assistance payments.

**Failure to report errors resulting in overpayment must be paid back to the MCCYN Fee Assistance Program.**

## Electronic Attendance System (EAS)

You are required to report attendance each month in order for payment to be made to the child care provider. Please see the Payment Calendar ([Electronic Attendance System and Payment Policies - Child Care Aware® of America](#)) that includes dues dates for submission. Submitting attendance sheets online using the Electronic Attendance System (EAS) is the most effective way to manage your submissions. If you are not able to submit the attendance sheet online, you are able to submit the paper copy of the attendance sheet that is included in your approval packet.

Each month on the 25<sup>th</sup> both provider and family will receive an email from our Electronic Attendance System (EAS) prompting the provider to complete an attendance submission for each eligible military child in care. Eligible military child refers to a child with an Active approval certificate with the CCAoA fee assistance program.

Once the provider has submitted their record of the child's attendance, the parent will receive an email with a link to the EAS where they will review and approve/reject the provider's submission. If the attendance submission is approved by the family, the attendance submission will be reviewed by our payment department and payment will be made. If the attendance submission is rejected, the provider will be notified that they need to re-submit the attendance record and the family will need to approve.

To request a link to complete electronic attendance, please use our link generator here: <https://attendance.americasteamforchildcare.org/>.

Attendance sheets can be submitted as early as the 25<sup>th</sup> of the month for the same month of service. If you receive a retroactive approval and the month(s) of service has passed, please submit your attendance sheets within 30 days from receiving your approval.

## How to Complete Paper Attendance

**Paper attendance sheets included in your approval packet can be submitted in lieu of completing attendance online. Please do not submit an electronic copy and paper copy for the same month unless a request is made by CCAoA's Payment Department. Completing attendance online is the most efficient way to manage your submissions.**

- One attendance sheet must be used per child per month.
- On the attendance sheet, indicate the month and year of attendance being reported. Attendance sheets with no month and year will delay payment.
- Attendance sheets must have signatures from the child care provider and the sponsor/parent. Attendance sheets that have been altered in any way, missing signatures, or not having original signatures will not be processed. The attendance sheet verifies that the child(ren) attended care during that period.
- Complete all blocks in the attendance sheet by using the appropriate attendance codes. Please do not leave any blocks blank or use any other codes than what is indicated on the attendance sheet, as this may delay payment. A list of acceptable attendance codes is included on the attendance sheet.
- Attendance sheets can be submitted as early as the 25th of the month for the same month of service. In instances of early submission, signature and signature dates for both parties cannot be completed prior to the 25th of the month for the same month of service. Submissions and signatures/signature dates prior to the 25th of the month will not be accepted.
- Attendance sheets can be submitted by family and/or provider and must be received within 30 days after the last day of service provided.
- Families and providers must make clear arrangements about who will submit the attendance sheets.
- If you receive a retroactive approval and the month(s) of service has passed, please submit your attendance sheets within 30 days from receiving your approval.
- Completed attendance sheets can be sent by the following methods:

Email: [Paymentdept@usa.childcareaware.org](mailto:Paymentdept@usa.childcareaware.org)

Fax: 703-341-4199

## Submission & Payment Disbursement

- Accurate and complete attendance records are processed no later than ten (10) business days from the date received by Child Care Aware® of America if the family has an active approval and the provider account is current.
- Direct deposit is the preferred way for providers to receive payment. To request a direct deposit, the provider must email [providerservices@usa.childcareaware.org](mailto:providerservices@usa.childcareaware.org) with their provider ID and provider name. For new providers, a check will be sent for the first payment and direct deposit will start with the second payment.
- Payment will be rendered once an application is approved, and an attendance sheet is received by Child Care Aware® of America. Attendance sheets must be received monthly in order to make payment to a child care provider. Under no circumstances can a child care provider be reimbursed without first submitting a complete attendance sheet. If another copy of the attendance sheet is needed, please contact Child Care Aware® of America at [mvp@usa.childcareaware.org](mailto:mvp@usa.childcareaware.org) or call 1-800-424-2246 to make the request.
- Express mailing of attendance sheets does not guarantee faster processing. In addition, reimbursement checks will not be express mailed to a provider. Accurate and complete attendance records are processed no later than ten (10) business days from the date received by Child Care Aware® of America.

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## Fees that will not be Covered

- First and last months' payments are pro-rated based on the start and end date of the certificate.
- Late fees, early withdrawal fees, transportation fees, activity fees, diaper fees, snack fees, and all other miscellaneous fees are not covered and should not be included in the provider rate.
- Tuition for school-aged children (Kindergarten – age 12) is not covered. Only before and after care rates may be used in processing fee assistance amounts.

## Payment Policies

- The sponsor/parent is responsible for all child care fees prior to approval for fee assistance and after the expiration of a valid fee assistance certificate. Approvals for children and providers are not guaranteed.
- Both parents and providers must remain eligible for fee assistance in order to receive payment.
- The child must attend at least one day out of the month and the provider must charge the full rate for the month for ANY payment to be rendered.
- Upon receipt of the Fee Assistance payment, providers will have 45 days to reconcile any payment issues or disputes, granted that the provider/family submitted the attendance sheets within 30 days of services rendered.
- Incomplete attendance sheets must be corrected and resubmitted within 45 days from notification from CCAoA. Failure to submit corrections within 45 days could result in loss of fee assistance for that month(s) of service.
- All child care payments are made directly to the child care provider. Payments are made within seven (7) to ten (10) business days of Child Care Aware® of America's receipt of a complete and accurate attendance sheet. If payment has not been received, please contact the payment department at 1(800) 793-0324 option 5 or email [paymentdept@usa.childcareaware.org](mailto:paymentdept@usa.childcareaware.org) for the status of the payment.
- Child care providers will only be paid for children listed on the Approval Certificate.
- Under no circumstances will child care payments be made to military sponsors. Military sponsors should make clear and concise arrangements with their child care provider related to account credits or reimbursements. Child Care Aware® of America will not facilitate payment disputes between parents and providers.
- All payments will be processed based on the start/end date of the approved certificate period except for the first and last month of attendance in which payment will be based on the first day of physical care and/or the last day of physical care. If the certificate approval for a child does not cover the entire calendar month, payment will be prorated for the applicable period.

- If a provider needs to submit documentation to remain eligible, they will be contacted via email. If this documentation is not received, payment will not be rendered past the expiration date of the missing documentation.
- Once the provider receives the approval packet, containing the Approval Certificate with the monthly fee assistance amount, it is the responsibility of the family and/or provider to notify Child Care Aware® of America of overpayment. The monthly fee assistance amount plus the parent co-pay must equal the family's total cost of child care. Any fee assistance received that exceeds the amount of the family's total child care cost must be reported within five (5) business days and refunded to Child Care Aware® of America. Failure to adhere to this policy will result in immediate termination from the program and may be punishable by criminal law.
- Additional information may be requested if attendance is limited and/or does not correlate with the normal schedule of care reported on the Provider Cost Verification form. CCAoA may request information including, but not limited to, a copy of a billing statement, a receipt, or written confirmation.

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## Payment Troubleshooting

- If a payment has been issued but not received within 15 business days, the child care provider should call the Payment Department at 1(800) 793-0324 option 5. Please note, this process can only be initiated by the child care provider as all child care payments are made directly to the child care provider.
- Families: Payments are made directly to your child care provider. Please check with your provider prior to contacting CCAoA for status of a payment. Payment may have been sent to your provider, but not applied to your family's account. Prior to contacting CCAoA for a payment status, verify the attendance sheets have been submitted through your EAS link and check your approval to confirm you were eligible to receive full payment during that month of service. If your approval confirms coverage, verify with your provider if they have received your payment and have not applied it to your account. If you do not have an approval for that month, please review your approval to verify what is needed to extend your eligibility for fee assistance.

**Child Care Aware® of America reserves the right to randomly check the accuracy and validity of attendance records at any time.**