

## DES Child Care Provider Follow-up Communication - Updated 3/26/2020

Dear DES Child Care Providers,

Since the announcement of continued payments to DES providers last Friday, we have received many questions asking for clarification on what this means for payments beginning April 2020 for services in March 2020 and continuing through the state of emergency. Our goal is to continue to support DES child care providers to help keep as many of your operations intact.

The continued payments will be no less than what you received as reimbursement payments for units served in January. This will be a set amount that is calculated based on the units submitted and reimbursed from January 2020. Please see the example below:

**Provider in District 1 receives the maximum reimbursement rate for Johnny. January's billing claim for Johnny was at 15 full days, 2 part days, and 2 paid absences. Johnny's parents had a \$3.00 co-pay for full days and \$1.50 for part day. Johnny is 3 years old.**

Maximum Reimbursement for District I (\$32 for full day "D") for a 3-5-year-old

**The continued payment to the Provider for January 2020 was:**

15 full days @ \$32.00 minus family \$3.00 co-pay:  $\$29 \times 15 = \$435$

2 part days @ \$22.40 minus family \$1.50 co-pay:  $\$20.90 \times 2 = \$41.80$

2 paid absences @ \$22.40 minus family \$1.50 co-pay:  $\$20.90 \times 2 = \$41.80$

*Provider received \$518.60 for Johnny for January 2020*

**The continued payment to the Provider for March 2020 would be:**

19 full days @ \$32.00 minus family \$3 co-pay:  $\$29 \times 19 = \$551$

*Provider would receive \$551 for Johnny for March 2020*

If in the current month, you are operating at a level that would reimburse you more than this set payment, please email [ccapaymentprocessing@azdes.gov](mailto:ccapaymentprocessing@azdes.gov). You will need to show that your current attendance is more than the January 2020 utilization.

### Frequently Asked Questions

- 1. What if the income I received in January 2020 is less than what I usually get? Would this affect my income in the upcoming months?**

**Answer:** All provider emergency reimbursement payments will be based on January 2020 units billed and paid. All units will be reimbursed at the full day rate minus the parent co-pay. The only exception to using January 2020 as the base month for the calculation, is if you are a new provider and only began providing care in February 2020 or had no authorizations for January 2020 but do for March 2020.

If you are operating at a higher total number of units in the current month than in January 2020, send an email to [ccapaymentprocessing@azdes.gov](mailto:ccapaymentprocessing@azdes.gov) and provide a comprehensive assessment of the month of January 2020 versus your current units utilized.

- 2. Will my emergency reimbursement payment include the incentive pay (i.e 5%)?**

**Answer:** Yes

- 3. Will providers be reimbursed by a paper check or is direct deposit still available?**

**Answer:** Payments to providers will follow the current payment process. Direct deposit will continue unless the payment is more than \$100,000, then a paper check will be mailed.

- 4. We have more enrolled children than we did in January so how will we be paid the difference?**

**Answer:** You will not be reimbursed based on enrollment. As noted in question 1, the emergency reimbursement payment will be based on January 2020 units billed and paid, with all units paid at the full day rate minus the parent co-pay.

- 5. What if a child didn't come in January, how will the child be reimbursed for March?**

**Answer:** If you are operating at a higher total number of units in the current month than in January 2020, send an email to [ccapaymentprocessing@azdes.gov](mailto:ccapaymentprocessing@azdes.gov) and provide a comprehensive assessment of the month of January 2020 versus your current units utilized.

- 6. Now with the schools closed until April 10th, if needed, will DES authorize additional full day units for our school age students?**

**Answer:** The emergency reimbursement to providers will be paid at the full day rate for all units served and paid for the month of January 2020.

- 7. Will DES eligibility increase the maximum number of units for school age children?**

**Answer:** The maximum number of units a child may be authorized for is 23 "D" full days and 23 "L" part days for a parent with full time employment. If the child is authorized for

less than 23 units and a parent requires additional units, please direct them to call their CCA Eligibility Specialist.

**8. What if I have not yet submitted the January 2020 billing?**

**Answer:** The January 2020 billing form will need to be submitted as soon as possible, since payment will be based on units serviced and paid for the month of January 2020. If you have been placed on monitoring the monitoring will be prioritized. You can submit the monitoring documentation by scanning it to your contracts specialist. The provider will not receive payment until January billing is submitted.

**9. Will providers be monitored fiscally during the time emergency funds are reimbursed?**

**Answer:** During the months of emergency reimbursements, the provider may be subject to January and February monitoring and as a result this could cause an overpayment only if the proper units were not claimed during those months.

**10. Do providers on monitoring still need to submit documentation?**

**Answer:** Yes, since emergency funding was not provided for January and February 2020, they are auditable months. The monitoring will be prioritized.

**11. I am a PDQ provider and submit my billing online. Will I still be able to do that? How will I get my payment?**

**Answer:** Payment Disbursement Quickly (PDQ) – Providers who are on this platform will not be able to enter billing document information on the system for billing months beginning March 2020. Billing documents will need to be scanned and emailed as PDF files to [ccapaymentprocessing@azdes.gov](mailto:ccapaymentprocessing@azdes.gov). Mail (or fax: 602-542-2426) will be accepted, if the scanning option is not available.

PDQ providers are still able to enter billing for months prior to March 2020.

Payments to PDQ providers will follow the current payment process. Direct deposit will continue unless the payment is more than \$100,000 then a paper check will be mailed.

**12. Now that DES is providing emergency reimbursement payments, do I need to close my child care program?**

**Answer:** There is no current statewide or national order to close all child-care programs. Unless there is a mandate from the President or Governor Ducey, it is an individual business decision.

**13. If child care centers are mandated to close per the President or Governor's direction, will providers still receive DES payments during the closure?**

**Answer:** Yes, payments to providers will continue for months that the site is closed. The payment will be based on your January 2020 claims and will be paid at a full day rate minus the client co-pay.

**14. What if a provider chooses to temporarily close, without a mandate? Will those providers still receive DES payments during the temporary closure?**

**Answer:** Even without a mandate to close, it is understandable that a provider may need to make a decision to temporarily close. Providers that are temporarily closed will continue to receive the emergency reimbursement payment.

**15. How will we receive our March billing forms, if we are not receiving USPS services?**

**Answers:** Billing documents will continue to be mailed as usual. Please contact [ccapaymentprocessing@azdes.gov](mailto:ccapaymentprocessing@azdes.gov) if you do not receive your billing documents.

**16. If providers will be receiving payment for units served and paid for January 2020, do providers still fill out and submit the billing document?**

**Answer:** Providers will continue to complete the billing document *with the days children actually attended*. Providers are required to continue to submit billing documents as PDF files scanned and emailed to [ccapaymentprocessing@azdes.gov](mailto:ccapaymentprocessing@azdes.gov). Mail (or fax: 602-542-2426) will be accepted, if the scanning option is not available.

**17. Are there any emergency programs that DES for parents who lost jobs and/or have to have a different job and can't afford out of pocket day expenses?**

**Answer:** Please direct DES families to contact their CCA Eligibility Specialist if the family has experienced a change in employment. The CCA Eligibility Specialist may also be able to refer the family to other resources.

**18. Will I have to pay back the money reimbursed by DES if I have less children attending care than my January 2020 claims?**

**Answer:** No, you will not have to pay money back if less children attend.

**19. If providers will still be paid even if they are temporarily closed, how is it fair for those providers who stay open?**

**Answer:** The providers that are staying open are providing essential care for emergency first responders, essential personnel, and keeping child care available for families beyond the pandemic. Child care providers are indispensable to supporting workers on the front lines and DES is working on ways to support those child care providers to safely maintain operations throughout the state of emergency.

**20. I am a Family Child Care provider; do I get the emergency reimbursement payments?**

**Answer:** Yes, Family Child Care providers are included. All provider emergency reimbursement payments will be based on January 2020 units billed and paid. All units will be reimbursed at the full day rate minus the parent co-pay.

**21. I am a Non-Certified Relative Provider (NCRP), will I get the emergency reimbursement payments?**

**Answer:** Yes, NCRPs are included. All provider emergency reimbursement payments will be based on January 2020 units billed and paid. All units will be reimbursed at the full day rate minus the parent co-pay.

**For any other questions, please submit here:**

<https://www.cognitofrms.com/AZCCA1/RequestForInformation>

**Resources:**

Maximum Reimbursement Rates for Child Care for all providers:

<https://des.az.gov/sites/default/files/dl/CCA-1227A.pdf>

Child Care Assistance Fee Schedule:

<https://des.az.gov/sites/default/files/dl/CCA-0229A-FY20.pdf>

Child Care Assistance Information:

<https://des.az.gov/services/child-and-family/child-care>