

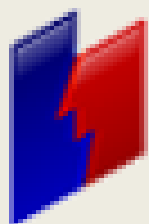
Payment-to-Provider

Webinar 2

August 12, 2015

Department of Workforce Services

Office of Child Care



Department of

Workforce Services

Utah's Job Connection



Utah Office of Child Care

A Division of the Utah Department of
Workforce Services

TOPICS COVERED TODAY:

- 1.** Explain Payment-to-Provider process
- 2.** New Provider reporting requirements and timeframes
- 3.** Overpayments
- 4.** Conversion process and implementation dates

What has not changed?

- Prospective payments at beginning of the month.
- Eligibility calculation/determination process.
- Providers are not eligible to receive payment unless services are provided in the month.
- DWS does not cover two-week notice when it carries over into a new month or pay for late fees.
- Parents must report a change in providers to DWS for a provider change to be made. Most changes are made effective the following month.
- If a payment has already been issued before the provider change is reported, DWS needs to determine which provider the payment belongs to.

Payment-to-Provider Process

We need your Help!

- All providers must provide financial information to get paid by direct deposit.
 1. New users contact occ@utah.gov to create a DWS Provider Portal account.
 2. Review security access roles.
 3. Enter financial account information for direct deposit.
- CAC outreach

How Payment-to-Provider works

- Set up for direct deposit -DWS Provider Portal

Subsidy payments:

- Monthly issuance (open, ongoing cases)
 - Released on 1st day of each month
 - Actual date funds are deposited may vary depending on the financial institution used.
- Daily issuance (applications, late reviews)
 - Allow at least 2 business days before funds are available.
 - Actual date funds are deposited may vary depending on the financial institution used.

Financial Account Errors Must be Corrected for Payment

- Be aware of the timing when changing or inactivating a financial account.
- If DWS is notified a payment has been rejected, a check will be mailed until a valid financial account is given.
- Contact your financial institution for banking transaction errors.

Defining “Services Provided”

“Services Provided” to Receive Payment

- Care has been provided for at least 8 hours in the first week of the month.

OR

- A child has a known excused absence (illness or vacation) and returns the following week.

THEN

Authorized provider may keep full payment.

Reporting Requirements

Reportable Changes: Parents

Parents must report within 10 days:

- A change in providers or new provider.
 - NOTE: Under new rules, parents may not change providers in the middle of the month UNLESS “endangerment.”
 - If Parents change providers mid-month, it will be their responsibility to pay the new provider UNLESS “endangerment.”
- Child care is no longer needed.

Reportable Changes: Providers

Providers must report within 10 days or by the 25th of each month (whichever is sooner):

1. When a child stops attending. (Past or future date)
2. When no services were provided or less than 8 hours of care provided in the first week of the month.

When reporting, specify whether this change resulted in receiving a payment that should not have been received.

Children in Care

- Review the “Children in Care” screen at least monthly to determine if any changes need to be reported to DWS.
- Always report by the 25th if you know a child has stopped attending or will not be returning the following month.

DWS Provider Portal- DEMO

1. Children in Care-search and view
2. Where to Report Changes on the Provider Portal?
3. How to Report Changes on the Provider Portal?

Overpayments

Avoiding Overpayments

- View the “Children in Care” screen regularly.
- Report changes as soon as possible once you learn of them to prevent overpayments.
 - This will stop the benefits for the following month, if it is reported by the 25th.

Reporting Overpayments

If you have received a payment you should not have received, report this through the DWS Provider Portal. The money will need to be returned to DWS.

Resolving Overpayments

1. Repay DWS in Full to the following: Office of Recovery Services
2. A formal notice will be sent to you requesting the payment be returned in full within 30 days.
 - Establish Payment Plan OR
 - File an Appeal within 30 days.

DWS Investigations

- Retain daily attendance (sign in/sign out) records for at least one year.
- If DWS receives conflicting information from other sources, attendance records will be requested.

Typical Overpayment Examples

Overpayment Example 1

Example: A parent didn't tell her provider she won't be bringing her children in November. It is now November 10th and the provider is unable to reach her. The subsidy payment was issued on the first day of the month. What action is needed?

Answer: Through the DWS Provider Portal, report that the child stopped attending on October 31 to DWS. The full payment for November will need to be remitted to DWS.

Overpayment Example 2

- **Example:** A parent reports on April 30th that she is changing providers. She owes them for two weeks notice. What will happen?
- **Answer:** The payment was already issued for the next month and cannot be stopped. The provider will need to report in the DWS Provider Portal that care stopped on April 30 and return the funds for May to DWS. Any additional charges will need to be collected directly from the parent.

Overpayment Example 3

Example: A provider has been providing care for several months. The parent abruptly decides to dis-enroll her children on June 4 to go to another provider. What will happen?

Answer: The first provider provided care for at least 8 hours in June. The provider is entitled to keep the full payment. In the portal, report the last day in care was June 3. This will close the case effective June 30 to prevent an overpayment to the same provider for July. DWS will make the provider change for July. It is the responsibility of the parent to work out payment arrangements with the new provider or retain the first provider through June.

Overpayment Example 4

- **Example:** A customer is behind on co-payments owed to the provider. The provider waits until November 2 to ensure the subsidy payment has been deposited, then tells the parent she can no longer bring her children. Is this allowable?
- **Answer:** Since the termination was initiated by the provider, DWS will only cover actual days in care. Report that the children stopped attending on November 2 and a payment was received that should not have been. Enter details in the “Notes” section to explain what happened. DWS will re-calculate the payment. A partial overpayment will need to be returned to DWS for the remainder of the month.

Payment-to-Provider Conversion Process & Timeline

Timeline for Payment-to-Provider Implementation

- Monthly issuance for September 1, 2015= **EBT payments or two-party check** (This is the majority of customers.)
- Daily issuance in September 2015= **Direct Deposit**
- All payments in October 2015= **Direct Deposit**

Next webinar-August 26

1. Re-cap of the new payment-to-provider process and conversion timeline.
2. View/search “Transaction History”.
3. Child Care Provider Guide.

If you have any questions, please contact
the Office of Child Care at occ@utah.gov

THANK YOU FOR CARING ABOUT CHILDCARE!

