

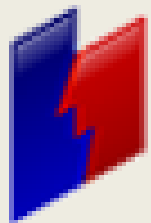
Payment-to-Provider

Webinar 3

August 26, 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. Review and clarify new Payment-to-Provider processes
2. View/search “Transaction History” report
3. EBT Conversion timeline
4. Child Care Provider Guide

1. Payment-to-Provider Changes/Clarifications

Key Points

- Defined “services provided” in a month.
- NEW Reporting requirements for Providers.
- NEW Overpayment recoupment process.

“Services Provided” to Receive Payment

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

OR

- A child is absent (such as illness or vacation) and returns the following week.

THEN

Authorized provider may keep full payment.

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.

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.

How to Report Changes?

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

Reporting Overpayments

- When reporting a change, specify whether this change resulted in receiving a payment that should not have been received.
- This will notify the Payment Error unit of the overpayment and they will contact you for repayment.
- Follow their instructions for returning the funds.

How to Avoid Overpayments?

- View the “Children in Care” details 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.
- Retain attendance records for at least 12 months.

What If?

- Varying work schedules?
 - Children not scheduled to need care in the first week?
 - Off-track schedules?
- **Did children attend when expected?**
- If yes, no need to report anything.
- 10-day reporting= You have until the 17th to report a child not in care. If you think the child will be returning in week 2 or isn't normally scheduled to come in week 1, wait to report until 17th-25th when you know for sure.

What If?

- A change is reported to DWS that results in an overpayment and the child attends later in the month?
 - If you report timely that a child stops attending and a child attends at the end of the month, the payment will be reviewed.
 - The amount of the overpayment may be reduced/re-calculated depending on the circumstances.
 - Remember, payments have stopped for that child. The parent will need to contact DWS to report you as their provider for the next month.

2. Direct Deposit Payments

When are payments issued?

- Set up for direct deposit -DWS Provider Portal

Subsidy payments:

- Monthly issuance (open, ongoing cases)
 - Released on 1st business 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.

Payment Tracking

- Payments issued on the same day will be deposited in a lump sum.
- Each transaction has an **authorization number**.
- Payments can be identified at the case level.
- Transaction Report available on the Portal.

DWS Provider Portal- DEMO

TRANSACTION HISTORY REPORT

3. 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**

EBT Transition

- Make sure all outstanding payments are transferred from the Utah Horizon Cards.
- Providers who are leasing Point-of-Sale (POS) machines will receive a letter with instructions from JP Morgan.
- POS must be returned to JP Morgan to avoid being charged for the equipment.
- Payments may be transferred by phone using the JP Morgan provider ID number.

Payment issues

- Contact your financial institution if a payment shows “issued” but is not deposited to your account timely.
- If DWS receives notice that a payment has been rejected, we will notify you.
- Contact Office of Child Care for other types of payment issues.

4. DWS Child Care Provider Guide

Child Care Provider Guide

Coming soon....

- Educational booklet explaining the DWS Child Care subsidy program.
- Terms and Conditions to be an approved DWS provider must be signed annually.
- Implemented through Child Care Licensing at initial and annual renewal.

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

THANK YOU FOR CARING ABOUT CHILDCARE!

