

Provider Webinar 2/12/15-Questions and Answers

On February 12, the Office of Child Care hosted a webinar to cover the following issues: (1) Provider Portal orientation; and (2) upcoming automation of the Form 980. We did not have time to address the following questions during the Provider Webinar held on 2/12/15. Questions with similar themes have been combined or grouped together.

Questions Regarding Automation of the Form 980:

1. Can I still use the Form 980 after April 1, 2015?

If a customer applied in March or is completing a March Review, you may need to complete the Form 980 for the previous month. We must have a Form 980 on file for each case through March. As of April, the form will be discontinued and will not be used for future time periods. Please destroy any forms that you have. Customers must report changes in providers through myCase or by calling the Eligibility Service Center at 866-435-7414.

2. How will DWS know when a customer has changed providers?

It is the customer's responsibility to report a change in providers. They may report this through myCase or by contacting the Eligibility Service Center. They may report who their provider is on an application, review, or change report.

Provider Portal Questions:

1. Can we put a start date for a child so we can quickly add them?

No. It is the parent's responsibility to report a new provider or adding a child to a provider. This is done when a customer applies, completes a review, or reports a change to DWS.

Providers have the ability to put an end-date for a child or report that a child was never in their care.

2. We will need to be able to see the past history of clients that are gone. However, they will need to be in a different screen. This is a problem if you just remove them from the portal.

There is a "Children in Care" report under the "Reports" tab. This report gives you the ability to search historical case information.

3. If a parent enters the wrong information for a provider's rates, how long will it take DWS to fix the rate??

Entering the wrong rate will not necessarily affect the subsidy payment. It will only affect the payment if the rate reported is lower than the participation rate calculation. In this situation,

the parent must report the correct rate to the DWS Eligibility Service Center to make the change. Although it may be done sooner, please allow 7-10 days for the correct rate to be applied.

Payment Questions:

- 1. What should a provider do when the DWS payment is more than the amount the provider charged the family? Where should those extra funds go?**

In the provider portal, you have the ability to report a credit. If you are providing services for the family in the following month, the credit will be applied to next month's subsidy payment and a reduced benefit will be issued to offset the over issuance.

If a provider is overpaid for a particular family, the provider may email occ@utah.gov to report the correct provider charges for the review cycle. Providers may also return payments to the DWS Business Office, P.O. Box 143250, SLC, UT 84114-3250. If a provider returns a payment, please include the following information: (i) customer's name, (ii) case number, (iii) month of the refund payment on your check, and (iv) specify the payment is for child care.

- 2. When children are out of school for holiday breaks or summer vacation and therefore providers are providing full-time care, does the school age rate change? when?**

The Care About Childcare ("CAC") rate that DWS uses is the out of school full time rate. You can go in and update your rates with CAC at any time so that they are more reflective. Changes are made for the following month.

- 3. Providers feel that by asking the parents to include information on the "negotiated" rates it will actually require more of our time, as parents will ask questions and call us while they are filling out their application. Could we recommend to the parent that they leave this section of the application blank?**

No. Although they may leave it blank, we would encourage you to make sure that your customer's understand the payment amount per child, as they are responsible for paying their provider the difference between the provider's charge and the amount the subsidy covers.

Remember, federal law prohibits a provider from charging more to a person receiving public assistance than to a private pay person.

- 4. We are open 8 a.m. to 8 p.m., Monday through Thursday and 8 a.m. through 5 p.m. Friday; however our monthly rate reflects a 9 hour day. If parents request child care for more hours than those listed they are charged for that additional time. Do clients understand they are responsible for that? Also we are an hourly center where parents can sign children up any day**

for any amount of hours we are open, so establishing a monthly rate does not work for us. We never charge a monthly rate, just \$4 per hour.

Child Care subsidies are to support employment activities and cover up to 40 hours per week. Anytime your rates are more than the amount DWS will pay, the customer is responsible to pay the difference. You will continue to negotiate payments based on the number of hours in care and the customer should report their child care expense to DWS. Since rates are converted to a monthly amount, we require a monthly amount posted in CAC. This may be an average or an estimate. When a customer applies for child care, we will consider how many hours they actually have a need for care when determining the benefit calculation.

5. Co-payment amount that are the responsibility of the parent needs to be the amount the provider charges minus the amount DWS pays..

The co-payment is directly tied to the subsidy payment based upon a family's income and household size. However, Utah allows providers to charge more than the State rate. This means the customer may have additional out-of-pocket expenses they owe the provider, in addition to the co-payment. At the time a parent applies for child care assistance, parents are educated about their responsibility to pay all provider costs above the subsidy amount. A programming request has been made for the co-payment to be displayed in the provider portal.

6. Each month varies in work days so the provider varies the daycare cost. Should the provider continue to charge in that manner or should they establish one set monthly amount now?

As the provider, you should not change your business practices. However, DWS requests that when reporting the provider's monthly rate to CAC, provider establishes an average monthly rate. If a parent reports a rate to DWS, it should be an average rate that will cover the months the child will be in care.

7. Are the state rates changing or are they staying the same as the current ones on the State site?

The maximum rates are not changing at this time. However, you may notice some changes based on how DWS calculates the participation rate and accepting the monthly provider charge.

8. What is the maximum state rate that is set?

The maximum rates vary based on the age of the child and the selected provider's facility type (i.e. FFN, center, licensed- family, etc.). The current rates are found at <https://jobs.utah.gov/occ/occ2/forproviders/index.html> at the bottom of the subsidy information column.

Job Search Child Care Questions:

1. Is the Job Search only available to those that were already approved on their past job?

Yes. The Job Search Child Care program is for customers already receiving child care and lose their job.

2. Currently, parents are eligible to receive child care if they work 15 hours or more per week. Is this rule being changed to require that parents must work 32 hours or more per week in order to be eligible for a child care subsidy?

No. DWS still has a 15 hour per week minimum work requirement to qualify for Employment Support Child Care. Currently, the Job Search Child Care program is only available to customers who were worked at least 32 hours per week at the time of their job loss.

myCase 3rd Party Access:

1. What is myCase and myCase 3rd Party Access?

myCase is a web-based system for customers to apply and manage their case electronically. myCase 3rd Party Access allows other parties, including child care providers, to view case details that DWS is unable to disclose without a release of information. Each customer may voluntarily grant this access. There are different settings depending on how much they are willing to allow. They have the option to give you access to view notices, pending verifications, and child care payments.

2. How do parents give access to 3rd party info?

The following explains the process for providers to obtain myCase 3rd Party Access:

- i. Create your own myCase 3rd party account by going to jobs.utah.gov/myCase;
- ii. Click on 3rd party login and follow the prompts to create an account;
- iii. Retrieve your assigned account number;
- iv. Provide your account number to your customers;
- v. Ask your customer to give you access to their case as a 3rd-party child care provider.
- vi. Customers need to log onto their individual myCase accounts, and follow the prompts to give you account access.

Reporting requirements:

1. When a provider is aware of a change, how much time do they have before the change must be reported to DWS?

10 days.