Child Care Subsidies
Family, Friends and Neighbor/In-Home/Relative Providers Billing and Payment Guide

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Introduction
This guide provides information about child care subsidy billing and payment for Family, Friend and Neighbor (FFN)/In-Home/Relative providers. This guide is produced and maintained by the Department of Children, Youth & Families (DCYF).

Subsidy billing training is available to you and required at least once during the life of Service Employees International Union (SEIU) 925 Collective Bargaining Agreement (CBA) 2019-2021. It is available to you in person, online (English or Spanish) or with a self-paced workbook. You can claim for up to $20 after completing it. Keep track of your training on your attendance records to support your billing. Learn more about this training and other benefits by calling SEIU 925 at 1-877-734-8673.

Child Care Subsidy Programs (CCSP)
Working Connections Child Care (WCCC) Program
WCCC helps eligible families pay for child care so the parent(s) can participate in activities such as work, training, educational programs and Temporary Assistance for Needy Families (TANF) client activities. Individuals may be approved to provide child care as an FFN provider and receive payment for families eligible for WCCC.

Child Welfare Programs Child Care
Individuals receiving services through Employed Foster Parent and Child Protective and Child Welfare programs may be eligible for help to pay for child care services. Eligibility, FFN provider approval and payment authorization is completed by the assigned Child Welfare social worker. Individuals may be approved to provide child care as an FFN provider and receive payment under Employed Foster Parent and Child Protective and Child Welfare programs.

Service Employees International Union Local (SEIU)
SEIU Local 925 (SEIU 925) represents Licensed Family Home (LFH) and FFN providers receiving subsidy payment under the CCSP, Employed Foster Parent and Child Protective and Child Welfare programs. The CBA negotiated between SEIU and the state of Washington outlines the provisions and benefits for SEIU 925 members. To learn about specific benefits such as training and education reimbursements, call SEIU 925 at 1-877-734-8673.

With proper authorization for union membership, as provided in the CBA, members pay union dues of 2 percent of the child care services paid by the state. Dues are capped at a maximum of $50 per month.

The CBA is available online at http://www.ofm.wa.gov/sites/default/files/public/labor/agreements/19-21/nse_childcare.pdf.

FFN/In-Home/Relative Provider Roles and Responsibilities
As an FFN child care provider, you have a unique role with the child(ren) in your care. Whether a relative or a close family friend or neighbor, you can still provide a stable, healthy and safe environment for children. DCYF is committed to helping with that by creating some basic rules and responsibilities for all providers.

This guide will help you understand the rules and responsibilities for keeping attendance and billing the state correctly. Additionally, the following are some important responsibilities for you to follow:
1. Provide care, supervision and daily activities based on the child’s developmental needs, including health, safety, physical, nutritional, emotional, cognitive and social needs.
2. Provide the child care in the approved location; friends and neighbors (non-relatives) must provide childcare in the child’s home.
3. Report any legal name, address, telephone number or other contact information changes to DCYF within 10 days at dcyf.ffn@dcyf.wa.gov or 1-866-482-4325, option 8.
4. Allow consumers access to their children at all times while in care.
5. Have access to a telephone with 9-1-1 emergency calling services that allow both incoming and outgoing calls during all times children are in care.
6. Meet child care subsidy rules and requirements.
7. Keep complete and accurate records for five years.


The Department of Children, Youth & Families (DCYF) Responsibilities

DCYF:
- License Exempt Specialist works with you to:
  o Fulfill background check requirements
  o Determine initial approval as an FFN provider
  o Monitor for ongoing approval
- Determines and writes policy and eligibility rules for CCSP
- Administers the CBA for LFH and FFN providers
- Reports to the federal government on Washington CCSP
- Audits your attendance and billing records to assess whether there are overpayments or underpayments
- Gives consumers and providers at least 10 calendar days’ notice when reducing or terminating benefits before the original end date on the Social Service Payment Service (SSPS) notice
- Works directly with consumers to determine their eligibility for child care services
- Authorizes and sends child care subsidy payments to providers
- Answers questions related to consumer eligibility, authorizations and payments

Consumer Responsibilities
A family who applies for or receives CCSP benefits has responsibilities as a condition of receiving those benefits. These include, but are not limited to:
- Completing the application process and submitting the necessary verification forms required to determine eligibility
- Paying or making arrangements to pay their monthly copayment
- Documenting the child’s attendance in the attendance system or having an authorized person sign the child in and out
- Reporting changes in providers within five days
Child Care Eligibility Process
A. An individual who wants help to pay for child care will either contact:
   • DCYF statewide Child Care Subsidy Contact Center at 1-844-626-8687; or
   • Their assigned Child Welfare social worker; or
   • Complete the online application at www.WashingtonConnection.org
   • Visit a local Community Service Office
B. DCYF gathers and reviews information to determine a consumer’s eligibility.
C. Once eligibility is determined for CCSP, consumers receive a letter from DCYF. The eligibility letter includes begin and end dates of eligibility and the monthly copayment amount.
D. Eligible consumers can use the Answer Phone (1-877-980-9220) to check on their child care application. Consumers will need their client ID number or Social Security Number and can check on:
   • Whether their application is approved, denied or is pending;
   • Status of documents received by DCYF;
   • Eligibility begin and end dates;
   • Child care services authorized; and
   • Monthly copayment amount.
E. Providers can also check on a consumer’s application status using the Working Connections Information Phone (WCIP) (1-866-218-3244). WCIP is available 24 hours per day, seven days per week in English and Spanish. To use WCIP, you will need your:
   • SSPS child care provider number;
   • Employee Identification Number (EIN); and
   • Consumer’s application number found on the SSPS notice.
Because of confidentiality, some consumer information may not be available to you. WCIP allows you to check the following:
   • Application status – approved, denied, pending, closed or waitlisted.
   • Effective dates of service.
   • Authorized child care services.
   • Consumer’s monthly copayment amount.
   • Any special messages related to subsidy programs.
F. Before an eligibility period ends, DCYF sends a re-application packet to consumers. DCYF will not pay for care provided past the eligibility period unless the family is determined eligible. The consumer would be responsible to pay for child care services for a gap in eligibility without help from DCYF. Child care eligibility is not backdated when families reapply after the eligibility period end date.

FFN Daily Attendance Tracking and Billing
As an FFN provider, you are authorized an hourly payment amount and a certain number of hours each month for each eligible child in care. The state hourly rate is the same for all children. If your private rate is different, the state will pay the lesser of the two. To see the state FFN hourly rates, refer to the CBA: www.ofm.wa.gov/sites/default/files/public/labor/agreements/19-21/nse_childcare.pdf.

You can refer to WAC 110-15-0034 and 110-16-0015 when billing for payment. To request and receive the correct amount each month, you must follow the rules and processes below.

Daily Attendance Tracking
You must use the Electronic Attendance System offered by DCYF, or use a DCYF-approved third-party electronic attendance system. When using an electronic attendance system, the consumer, or the consumer’s authorized person, must document the child’s arrival to and departure from the child care
provider in the electronic attendance system. Information regarding electronic attendance can be found at www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system.

If approved by DCYF to use paper attendance records, consumers must sign each child in on arrival and out at departure, using a full signature and writing the time of arrival and departure.

For providers using the state system, you must submit all daily attendance transactions through your electronic system before sending a request to SSPS for your payment. For information on using the state system, view the system manual at http://www.dcyf.wa.gov/sites/default/files/pdf/EASManual.pdf.

Correct Billing

After you are authorized to start billing for child care, four items are sent to you:

1. SSPS Provider Authorization Letter, which will list the monthly copayment amount, if any, that is owed to you by the consumer monthly.
2. SSPS Social Service Notice.

If the letters contain any errors to the following, call the DCYF Provider Line at 1-800-394-4571 to correct:

1. Provider name and SSPS provider number.
2. Services Authorized.
3. Children’s names.
4. Number of units (hours) and hourly rate for each child.
5. Begin and end date of the authorization.
6. Consumer’s monthly copayment amount.

You will also receive SSPS letters (Social Service Notices) when there are changes to authorizations or when child care subsidies end. To receive notification by email for authorization start, change or end dates, you may contact the DCYF Provider Line at 1-800-394-4571 or email providerhelp@dcyf.wa.gov and give them an email address. Learn more about SSPS at www.dcyf.wa.gov/services/ssps.

The billing invoice is sent to you through the U.S. Mail usually before the last day of each month. The first invoice for a new authorization may not arrive until the middle of the following month. You may also access invoices through the SSPS Web-Based Provider Portal.

When you receive the invoice, review your electronic attendance records to determine the number of units to bill based on the child’s attendance and authorization. The hours and services of care you can correctly bill include the following:

The Actual Hours of Care Provided to Each Child

To bill for these hours, fill in the box on the invoice labeled “units” with the result of the total number of hours of care provided for that month and rounded up to the next whole number. Rounding up must be done on a monthly basis, not daily or weekly. For example, if the total for the month is 99.5 hours, bill for 100.

- You cannot bill for more than 16 hours of care each day for each child.
- You cannot bill for more than six children at the same time for the same hours of care.
- You cannot bill for care you did not actually provide. If a child is absent from your care, you cannot bill for these hours.
• You cannot bill for care that routinely takes place at a location other than where care was approved to take place. For example, if you are approved to provide care only the child’s home, you may not provide care in your home.

The Consumer’s Copayment
Most families are required to make a copayment to pay for part of the child care cost. The consumer or their approved third party is responsible to pay the copayment to you each month. The consumer may have a copayment assigned to another provider or it may be split between several providers. If you are assigned a copayment and you do not receive the payment, you must report this within 60 days to the DCYF Provider Line 1-800-394-4571 or email providerhelp@dcyf.wa.gov.

School Holiday Care Hours
This is also known as contingency time. These hours cover times when a school-aged child is not in school, such as early release and no-school days. During the school year, you may bill between 35-70 School Holiday Care hours each month. During the summer break of June, July and August, there are up to 115 hours each month. To bill for these extra hours, fill in the box on the SSPS Service invoice labeled “School Holiday Care.”

NOTE: The total hours of care billed, including school holiday hours, cannot exceed the total hours of care you provided in that month. Only use the “School Holiday Care” box if the hours of care provided (including school holiday hours) exceed your regular authorized hours.

Special Needs Hours
See the Special Needs Section on page 6 of this guide.

One Time Services Authorized
One time services authorized to you such as training or education reimbursements or incentives.

Submitting a Claim for Payment
There are several ways you can submit your hours for payment to DCYF. Before you submit your invoice, fill in the hours of care provided for each child on the invoice, sign and date it. There will be instructions provided with your mailed invoice for each option. You must submit your hours for payment within six months of the date of the invoice.

Submit your invoice using only one of the following options:

Mail
You may want to make a copy of your completed invoice before you mail it to DCYF at:
Washington State Department of Children, Youth & Families
SSPS
P.O. Box 45812
Olympia, WA 98504-5812

Phone
Call Invoice Express at 1-888-461-8855. Instructions on how to use Invoice Express can be found at www.dshs.wa.gov/sesa/office-communications/invoice-express.

SSPS Web-Based Portal
Instructions on how to gain access to and register for the SSPS web-based provider portal are available at www.dcyf.wa.gov/sites/default/files/pdf/SSPSPortalRegistration-SAW.pdf. There are three main parts to setting up access:
Part 1: Create a user account on Secure Access Washington (SAW) at secureaccess.wa.gov
  o If you have problems setting up your SAW account, call SAW customer service 24 hours a day, 7 days a week at 1-855-928-3241

Part 2: Register in the Provider Portal
Part 3: Enroll in Adaptive Authentication

Receiving Payment

After you submit your completed invoice to DCYF, it is processed on the last day of the month of service. You can choose to receive payment from DCYF in the following ways:

Mail
Payments distributed through the mail may take up to three business days after processing. DCYF cannot guarantee a delivery date for checks sent by the U.S. Postal Service.

Effective July 1, 2019, all new providers will have payments issued via direct deposit by the 5th state business day following the processing of payment. If you do not have access to a financial institution, you may submit a request in writing indicating the preference for a payment mailed by U.S. Postal Service.

Starting July 1, 2019, paper warrants are only issued twice per month, on the 1st and 16th day of the month. If the standard processing date falls on a weekend or state holiday, the state will process the paper warrant on the first business day following the standard processing date.

Claims made between the 1st and the 15th will be mailed on the 16th or the first business day after.

Direct Deposit
For a new direct deposit account or to make changes to an account you already have, you can first complete the Direct Deposit Registration/W9 forms electronically (available online at www.dcyf.wa.gov/sites/default/files/pdf/SSPS-EFT-Registration-OFM.pdf), and then print and mail or fax the forms to:
  SSPS Provider File Unit
  P.O. Box 45346
  Olympia, WA 98504
  Fax: 360-902-8268

Request a paper copy of the application packet at DSHSSSPSWeb@dcyf.wa.gov or by calling 360-664-6161 (Option 1). Be sure to tell SSPS whether it is for a new account or to change an existing one.

Need help filling out the forms? Read the Direct Deposit Registration Instructions online at www.dcyf.wa.gov/sites/default/files/pdf/EFT-InstructionsDirectDeposit.pdf.

Special Needs Child Care Rate

The special needs rate is for the care you provide to a child above and beyond usual daily routine care. DCYF does not pay for training, building modifications or equipment.

You may be paid an additional rate to care for children and young adults:
  a. Up to age 19 who have a verified physical, mental, emotional or behavioral condition requiring a higher level of specialized care; or
  b. Age 13 up to 19 under court supervision.
You can call DCYF to request the special needs rate. However, the consumer must agree the extra care is needed and fill out the required form. Special needs child care is authorized at Level 1 or Level 2. The special needs rate is paid in addition to the state child care hourly rate and is billed for the same number of hours as you do for the non-special needs hours.

Level 1
A Level 1 authorization means you will receive the standard state special needs rate. Before the Level 1 special needs rate can be authorized, you and the consumer must each separately fill out a Special Needs Child Care Rate Request form, available online at www.dcyf.wa.gov/sites/default/files/word/Special_needs_request.docx. Those separate forms must be signed and sent by mail or fax to DCYF:

Child Care Subsidy Contact Center
P.O. Box 11346
Tacoma, WA 98411-9903
Fax: 1-877-309-9747

Level 2
The consumer works with you and DCYF to determine if their child qualifies for the Level 2 special needs rate. In addition to the Special Needs Child Care Rate Request forms, DCYF must receive written verification from a health, mental health, social service or education professional with at least a master’s degree, or a registered nurse. The verification must describe the additional level of specialized care needed in the child care setting above and beyond what you would provide for children without special needs.

For more information about special needs, refer to CBA Article 10.4: www.ofm.wa.gov/sites/default/files/public/labor/agreements/19-21/nse_childcare.pdf.

Payment Errors
The time limit for you or the state to correct an error on payment and seek repayment is:
- Two years if the error is on rates paid by age and/or region. This two-year limit does not apply to federal audits, which could go back three years.
- Up to three years if the error is on any other issue.

Underpayment Errors
Underpayments may occur because of a mistake on your invoice, if you did not receive payment for everything claimed on the invoice or if you were paid the incorrect rates. Follow the steps below if you believe you were underpaid.

1. Check your invoice against your records to see if the child’s name appeared on the invoice.
2. Compare the attendance records to your invoice to see if you were underpaid.
3. Call the Provider Line at 1-800-394-4571 to report an underpayment.

To correct an underpayment, you must submit an invoice for payment to the state for child care services no later than six months after the date of invoice. Disputes regarding underpayments are grievable. See CBA Article 6.3: http://www.ofm.wa.gov/sites/default/files/public/labor/agreements/19-21/nse_childcare.pdf.
Overpayment Errors

Being paid more than you should might occur because:

- You do not use an electronic attendance system approved by DCYF or do not have an approved exception.
- You do not have attendance records that match your billing record (WAC 110-15-0034).
- You received payment for incorrect rates.
- You do not have proper receipts to support payments.

1. If, at any time, you suspect you were paid more than you think you should have, call the Provider Line at 1-800-394-4571 or email providerhelp@dcyf.wa.gov. They can help resolve the error before DCYF establishes a formal overpayment with the Office of Financial Recovery (OFR).

2. The state monitors child care payments for potential errors. To establish whether an error is valid, DCYF reviews attendance or asks you to provide copies of your records. It is important to respond to any request for your attendance records. You may contact the department requesting the records by referring to the contact information printed on the requests.

3. If an error is found to be valid and an overpayment is established, you will receive a Vendor Overpayment Notice from OFR. This notice includes:
   a. The reason, type of overpayment, applicable children and timeframe for the overpayment;
   b. Instructions on how to repay the overpayment amount (payment plans may be available);
   and
   c. Directions outlining how to dispute the overpayment. You may contact the department that established the overpayment (see the overpayment notice for specific contact information) for possible resolution and you may also request an Administrative Hearing to dispute the overpayment. To request a hearing, you must:
      i. Send your hearing request through certified mail return receipt or another manner that proves receipt to OFR.
      ii. Make sure the hearing request is received by OFR within 28 days of the date you receive the Vendor Overpayment Notice.
      iii. Include a statement as to why you think the overpayment is incorrect and include a copy of the Vendor Overpayment Notice. If overpayments are not resolved by talking to the DCYF Provider Line staff or through an administrative hearing, you must repay the money.

4. After the Vendor Overpayment Notice is sent to you, through certified mail or personal service, OFR will begin collection action after a minimum of 30 days. If you request a hearing more than 28 days after receiving the notice, this action does not stop during the hearing process.

5. Each overpayment notice is a separate event. If you want to dispute them, you will need to request a separate hearing for each one. You may receive additional overpayment notices while you have one or multiple pending in the hearing process.

6. Disputes regarding overpayments are not grievable. However, you have the right to request an administrative hearing.

Tax Information

You will be mailed a record of DCYF payments. This is called a Remittance Advice and includes a list of deductions that can be used for tax purposes, including any union dues. If a person or company wants to verify your income, you may provide them with the remittance advice. Some of the information on the remittance advice is confidential and should not be disclosed. It is similar to a pay stub.
If you need something in addition to the remittance advice, you can request an “evidence of income” form from DCYF. Send your request in writing to:

SSPS Attn: Evidence of Income
P.O. Box 45812
Olympia, WA 98504-5812

Federal income taxes are not withheld from your DCYF payment. The income you receive from DCYF is reported to the Internal Revenue Service (IRS). You may receive a W-2 form for income tax purposes. If you have tax questions, please contact the IRS. For information concerning tax statements:
Call Toll-Free: 833-725-3502
Email: dcyf.taxreporting@dcyf.wa.gov

Program Violations
Per WAC 110-15-0277, providers must comply with all responsibilities listed in WAC 110-15-0034, including proper billing. Failure to do so will result in a program violation and sanctions will be imposed as listed in WAC 110-15-0279.

Resources

**Contact Information**

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<th>Reporting Abuse and Neglect</th>
<th>Answer Phone for Families</th>
<th>DCYF Background Check Unit</th>
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<tr>
<td>1-866-ENDHARM</td>
<td>Families authorized for WCCC or SCC may check on their case status</td>
<td>1-866-482-4325, option 4</td>
</tr>
<tr>
<td>1-866-363-4376</td>
<td>1-877-980-9220</td>
<td><a href="mailto:backgroundcheck@dcyf.wa.gov">backgroundcheck@dcyf.wa.gov</a></td>
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<tr>
<th>DCYF Customer Service Call Center</th>
<th>DCYF Electronic Attendance</th>
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<tbody>
<tr>
<td>Families may apply for services or report changes</td>
<td>1-844-704-6777</td>
<td>1-888-461-8855</td>
</tr>
<tr>
<td>1-844-626-8687</td>
<td><a href="mailto:eas.servicedesk@dcyf.wa.gov">eas.servicedesk@dcyf.wa.gov</a></td>
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</tr>
<tr>
<td>Fax: 1-877-309-9747</td>
<td><a href="mailto:electronic.attendance@dcyf.wa.gov">electronic.attendance@dcyf.wa.gov</a></td>
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<tr>
<th>License Exempt Services</th>
<th>SEIU 925 Member Support</th>
<th>SEIU 925 Health Care</th>
<th>DCYF Electronic Attendance</th>
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<tr>
<td>Problems or questions about the FFN approval process</td>
<td>1-877-734-8673</td>
<td>1-866-771-7359</td>
<td>1-844-704-6777</td>
</tr>
<tr>
<td>1-866-482-4325, option 8</td>
<td></td>
<td></td>
<td><a href="mailto:eas.servicedesk@dcyf.wa.gov">eas.servicedesk@dcyf.wa.gov</a></td>
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<tr>
<td><a href="mailto:dcyf.ffn@dcyf.wa.gov">dcyf.ffn@dcyf.wa.gov</a></td>
<td></td>
<td></td>
<td><a href="mailto:electronic.attendance@dcyf.wa.gov">electronic.attendance@dcyf.wa.gov</a></td>
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<tr>
<th>WCCC Provider Line</th>
<th>Office of the Superintendent of Public Instruction</th>
<th>Office of Financial Recovery</th>
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<tbody>
<tr>
<td>1-800-394-4571</td>
<td>Provides federal funds to serve nutritious meals and through the Child Care Food Program</td>
<td>DSHS Economic Services Administration, Office of Financial Recovery, P.O. Box 9501</td>
</tr>
<tr>
<td>Fax: 1-877-309-9747</td>
<td>360-725-6206</td>
<td>Olympia, WA 98507-9501</td>
</tr>
<tr>
<td><a href="mailto:providerhelp@dcyf.wa.gov">providerhelp@dcyf.wa.gov</a></td>
<td></td>
<td>360-664-5700</td>
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<td></td>
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<td>Toll-Free: 1-800-562-6114</td>
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<td></td>
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<td>TTY: 1-800-833-6388</td>
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**Online Information**

- Child Care Home Licensing Requirements:
  [www.dcyf.wa.gov/services/early-learning-providers/licensed-provider](http://www.dcyf.wa.gov/services/early-learning-providers/licensed-provider)

- Child Care Subsidy Rates:
  [www.dcyf.wa.gov/sites/default/files/pdf/Subsidy_regions_map_chart.pdf](http://www.dcyf.wa.gov/sites/default/files/pdf/Subsidy_regions_map_chart.pdf)
- Electronic Attendance System Information: www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system
- Families May Apply: www.washingtonconnection.org
- Secure Access Washington (SAW): secureaccess.wa.gov
  - Support Site: support/secureaccess.wa.gov
- Special Needs Rate Request: www.dcyf.wa.gov/sites/default/files/word/Special_needs_request.docx