Child Care Subsidies
Licensed and Certified Family Home Providers
Billing and Payment Guide

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Washington State Department of
CHILDREN, YOUTH & FAMILIES
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Introduction
This guide provides information about Washington State subsidy billing and payment for licensed family homes. Subsidy billing training is available and required at least once during the life of Service Employees International Union (SEIU) 925 Collective Bargaining Agreement (CBA) 2019-2021. Training is available to you in person, online (English and Spanish) or with a self-paced workbook. Keep track of the training on your attendance records to support your billing. Learn more about this training and other benefits by calling the SEIU 925 at 1-877-734-8673.

Licensed providers in Oregon and Idaho who meet their states’ licensing rules may qualify for Washington State child care subsidy payments when caring for eligible children living in Washington.

Child Care Subsidy Programs (CCSP)

Working Connections Child Care (WCCC) Program
The WCCC program 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) activities. Licensed or certified child care providers and Family, Friends, and Neighbor (FFN) providers may be eligible to provide child care paid by WCCC.

Seasonal Child Care (SCC) Program
The SCC program serves eligible families who are seasonally employed in agricultural occupations. Seasonal workers may also be eligible for WCCC. Families may apply for the program that will best suit their child care needs. Only licensed or certified providers are eligible to provide child care paid by the SCC program.

SCC provides services to eligible families who live in the following counties: Adams, Benton, Chelan, Douglas, Franklin, Grant, Kittitas, Okanogan, Skagit, Walla Walla, Whatcom and Yakima.

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, provider approval and payment authorization is completed by the assigned Child Welfare social worker.

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 contract is available online at http://www.ofm.wa.gov/sites/default/files/public/labor/agreements/19-21/nse_childcare.pdf.
Licensed Family Home Provider Roles and Responsibilities

As a licensed family home child care provider, you have a unique role with the child(ren) in your care. 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. You are required to:

1. Meet Washington’s family home child care licensing requirements
2. Meet child care subsidy rules and requirements
3. Keep complete and accurate attendance records for five years according to licensing regulations
4. Use DCYF’s or a DCYF-approved attendance record-keeping system
5. Follow all Washington Administrative Code (WAC) including 110-15-0034 when billing for payment
6. Collect copayments directly from the consumer or the consumer’s third party and report to DCYF within 60 days if not paid

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

DCYF:

- Determines and writes policy and eligibility rules for WCCC
- 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.

**LFH Daily Attendance Tracking and Billing Rates**

Maximum state child care subsidy rates are determined by the region of the state where the care is provided (see map on the following page), the child’s age, the amount of care needed and the type of care.

DCYF will pay the maximum state rate or your private pay rate, whichever is less. You may not charge the parents the difference between the maximum state child care subsidy rate and your private pay rate.

**DCYF Authorizes for Half Day, Full Day, Partial Day and Monthly Partial Day Units**

If you charge an hourly, weekly or monthly rate, your rates are converted into half-day and full-day units as follows:

- Half-day units are used when a child needs less than five hours per day of care.
- Full-day units are used when a child needs between five and 10 hours per day of care.

**Hourly**
- Half-day unit = Hourly rate x 5
• Full-day unit = Hourly rate x 10
• Example: If you charge $3 per hour, your half-day rate is $15 and your full-day rate is $30.

Weekly
• If you charge a weekly rate, DCYF divides your rate by the number of days you are open that week.
• Example: If you are open 5 days in the week and charge $200 per week for full days, your full-day rate is $40.

Monthly
• If you charge a monthly rate, DCYF divides your rate by 22 for non-school age children. For school-age children not eligible for the Monthly Partial Day, DCYF will confirm with you what your monthly rate includes to determine the equivalent half-day rate.
• Example: If you charge $450 for non-school age children per month, your rate would be $20.45 per full day. If you charge $200 for school-age children per month, your rate would be $9.09 per half day.

Monthly Partial Day
• If you charge a monthly rate, children eligible for the Monthly Partial Day units will be authorized for either your monthly rate or the state rate, whichever is less. The monthly partial day unit is equal to five full days and 17 partial days for September through June and 22 full days for July and August.
• If you charge hourly, weekly or daily, children determined eligible for the Partial Day Monthly Rate are authorized for the monthly rate with no conversions.
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.

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 Days/Units of Care Provided to Each Child
1. **Full-Day Unit.** A full day unit is equal to 5-10 hours of care. If care is authorized and provided between 5-10 hours in one day, you may claim a full day unit for that day. For absent days, see absent day section below.
2. **Half-Day.** A half-day unit is equal to up to 4 hours and 59 minutes. If care is authorized and provided less than 5 hours in one day, you may claim a half-day unit for that day. For absent days, see absent day section below.
3. **Partial Day.** A partial day contingency unit is used when care for one day is split into a morning session and an afternoon session. A morning session begins at any time of the day and ends at noon. An afternoon session begins one second past noon. If care is provided for less than five hours and is split into a morning and an afternoon session, you may claim a partial day contingency unit for that day. The partial day contingency unit is claimed in addition to one half-day unit. The payment, when combined with one half-day unit is equal to 75% of a full day unit.

   a. If a child scheduled and authorized is absent for one of the sessions that would have resulted in eligibility for a partial day, you may claim the partial day contingency unit.
   
   b. If a child scheduled and authorized for a partial day meeting the criteria of a partial day is absent the entire day, you may claim the partial day contingency unit.

   The partial day contingency unit is for children leaving the child care home to attend school and then returning back to the child care home after school ends. It may be used for a child to attend preschool that requires the child to leave and return to the child care during the day. The partial day rates will rarely apply to non-school-age children. The partial-day rate does not apply when a child is merely absent from the child care facility during a regularly scheduled time. You must ensure you are only claiming the number of partial day contingency units you are eligible for based on the required criteria listed above. If there are any questions as to how to claim correctly, contact the provider line at 1-800-394-4571.

4. **Monthly Partial Day Unit.** A monthly unit is used when a school-age child is eligible for a fulltime authorization based on the consumer’s schedule, authorized for care with only one provider, is not needing care for more than five hours during a typical full-time school day and needs care before and after school. Only one monthly unit may be authorized for the same child in the same month. A monthly rate is listed on the invoice with a unit of “1.” Providers may claim the monthly unit if the child was in care during any day covered by the authorization. If the authorization is for less than the full month, the system will automatically adjust for the days authorized in the month.

5. **Overtime Care.** Some children need care for more than 10 hours in a day. To request additional child care, the consumer contacts DCYF and provides documentation showing additional hours needed. You may be paid more for this type of care. The state will pay for any additional care at your half-day rate or the maximum state child care subsidy rate, whichever is less up to 15 hours. Care above 15 hours requires supervisor approval and is paid at your half-day rate or the maximum state child care subsidy rate, whichever is less.

   a. **If a child authorized for overtime care attends care less than 10 hours in a day you may not claim the overtime care.**

   For example: A child is scheduled and authorized to attend Monday – Thursday from 7:30 a.m. - 5:30 p.m. – 10 hours. Providers can claim the full-day unit. The child may be authorized overtime care, however, is not scheduled to attend every day more than 10 hours. If the child attends 10 or fewer hours of care and is not scheduled to attend, even if authorized for overtime, the provider cannot claim the overtime care. A child is scheduled and authorized to attend Monday – Thursday from 7:30 a.m. - 7:30 p.m. – 12 hours. The child is scheduled and authorized to attend each day 12 hours of care. If the child attends care, however, is picked up earlier than scheduled and leaving after less than 10 hours of care, providers can claim the full-day unit as well as the overtime care.

   b. **If a child is scheduled and authorized overtime care but does not attend that day, you may claim the overtime care, as long as it would not put you over capacity.**

   For example, a child is scheduled to attend Monday – Thursday from 7:30 a.m. - 7:30 p.m., 12 hours, and is absent the entire day. Providers can claim the full-day unit as well as the overtime care.
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.

Absent Days

When a child who has been approved for subsidy attends for at least one day in the calendar month within an authorization period, you are eligible to claim absent days that month. Absent days are days that a child was scheduled with you to attend and was absent. This is based on the schedule the parent has with you and not the schedule DCYF has in their system. You may not bill for more days than authorized in that month. An exception to this is school-age children authorized in half days to allow for additional half days to be claimed when needing care when not in school. “Days” are defined as calendar days unless otherwise specified.

Some authorizations start after the first day of the month and other authorizations end before the last day of the month. Do not claim absent days outside of the authorization dates. If you decide to stop providing care for a child, you may not bill absent days for days after the date care ends.

“Scheduled to attend” means the child was expected to attend and their attendance would not put you over capacity.

If your facility is open Monday - Friday (five days per week) most months of the year, your facility will be open less than 23 days.

Example: In July 2019 there are 23 days possible Monday – Friday, and in August there are 22 days.

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Holidays

If you are closed for an eligible holiday within an authorization period, you may bill for the amount of care the child would have attended that day. You may choose to be open on the holiday or close for the holiday on an alternate day within the same year.

- **Eligible Holidays Are:**
  - New Year’s Day, January 1
  - Martin Luther King Jr. Day, Third Monday in January
  - Presidents Day, Third Monday in February
  - Memorial Day, Last Monday in May
  - Independence Day, July 4
  - Labor Day, First Monday in September
  - Veterans Day, November 11
  - Thanksgiving Thursday, the Fourth Thursday in November
  - Native American Heritage Day, the Fourth Friday in November
  - Christmas Day, December 25
• If you are open only Monday through Friday and the eligible holiday is:
  o Saturday: The Friday before is the eligible holiday; or
  o Sunday: The following Monday is the eligible holiday.

• If you are open on weekends, the actual holiday is the eligible holiday.
  o Saturday through Sunday and the holiday is on a Sunday, then you claim Sunday as the eligible holiday.
  o If you are open on the eligible holiday and choose to claim an alternate day as the holiday within the same year of the official holiday, you may bill for that day. You must be closed on the day you claim as the official holiday.
  o If you are open Saturday through Sunday and the eligible holiday is Sunday. You close on Monday for the holiday. You can claim Monday as the holiday but not Sunday. You may not claim two days for one eligible holiday.

Professional Training Days
A professional development day is a day your child care is closed so you can attend training. You may bill for up to five professional training days each year. Any days in excess of five professional training days where you closed for training are considered closure days and may not be billed. If you are closed for professional training on a day within an authorization and the child is scheduled to attend on the day closed, you may bill that day.

The CBA Subsidy Billing Training for licensed/certified family home child care providers may not be billed as a professional training day.

Closure Days
You are not eligible to bill for subsidy payment for days you are closed for reasons other than professional training days or eligible holidays.

Nonstandard Hours Bonus (NSHB)
Sometimes child care is needed during nonstandard hours. Nonstandard hours are defined as:
  • Weekday hours before 6 a.m. or after 6 p.m.;
  • Saturdays and Sundays; and
  • Eligible holidays.

The department will authorize a $76.50 NSHB once per month per child if the child needs 30 hours or more of nonstandard care.

You may bill the NSHB for a child if you provide 30 or more nonstandard hours of child care that month. Enter “1” in the “Total Units” box on the invoice. If you provided fewer than 30 hours of nonstandard hours of care that month, do not bill for the NSHB. Enter “0” in the “Total Units” box on the invoice.

If you are authorized to provide care during nonstandard hours and provided at least 30 hours of care in a month during the NSHB timeframe, it is recommended that you claim your NSHB on your invoice each month that you provide care.

If authorized a partial month you must ensure that the nonstandard care provided within the partial month authorized meets the 30-hour minimum. For example, if you are authorized beginning the 15th of the month through the end of that month, you must provide 30 or more nonstandard hours of care between the 15th and end of the month to claim the NSHB for that month.
Field Trip/Quality Enhancement Fee

If you have a written policy to charge private-paying families fees for field trips or quality enhancement, DCYF may reimburse you for your actual cost up to $30 per child, per month, regardless of age. Each year there is limited funding to pay the field trip/enhancement fee. If funds run out, the field trip/quality enhancement fee will not be paid.

The field trip/enhancement fee covers special activities, such as:

- Admission costs to places such as zoos, museums, movies and swimming pools
- Enrichment programs and ongoing lessons such as language classes, gymnastics and swimming lessons
- Public transportation or mileage reimbursement at the OFM mileage reimbursement rate (you may be required to provide receipts to verify expenses)
- Cost of hiring a non-employee such as clowns, pony rides and music performers
- The purchase of a pre-kindergarten curriculum
- Provider-developed and DCYF-approved curriculum

The field trip/enhancement fee does not cover:

- Fees or admission costs for adults on the field trip
- Supplies or equipment needed to meet licensing requirements
- Food purchased on field trips

If the actual amount spent for a field trip or enhancement activity is less than $30, bill the actual cost, rounded up to the nearest dollar. For example, if the cost was $10, enter “10” in the Total Units box on the invoice. Do not bill for the field trip/enhancement fee if the child did not participate. In this instance, enter “0” in the Total Units box for that child on the invoice.

Keep receipts that show the cost of field trips/enhancement activities and a list of children who participated. When requested by DCYF, you must submit receipts within 28 calendar days of the request. If you do not provide the records within 28 calendar days, an overpayment may be written to you for the entire amount billed for that month.

If you are going to spend more than $30 per child on field trips or quality enhancement activities in a month, you may ask families who receive child care subsidies to pay the additional cost if you charge the same fee to private paying families. If the parent chooses not to pay the extra cost, you may decide not to take the child on the field trip or have the child participate in the quality enhancement activity. If a child does not go or does not participate in the activity, you must still provide developmentally appropriate care for that child during the time of the field trip or quality enhancement activity.

Unplanned Terminations

Sometimes a consumer becomes ineligible for child care subsidy before the end of an authorization period. When this happens, DCYF will notify you and the consumer. If you have given an email address to DCYF, you will receive an email notification as well as standard mail.

DCYF is required to give you 10 calendar days’ written notice prior to an unplanned termination in most instances, and you may bill for those 10 days. If the termination notice extends into the next month, you may bill for care for days that the child was expected to attend during the 10-day termination period, even if the child did not attend that month.

For Children’s Administration child care programs, refer to Article 9.5 of the CBA or contact your social worker.
Special Needs Hours
See the Special Needs Section on page 11 of this guide.

Registration Fee
If you have a written policy to charge registration fees for private-paying families, you may bill the state $50 per child or your stated registration fee per calendar year, whichever is less. If you charge an annual registration fee, call the Provider Line to request reauthorization of the registration fee each calendar year. You may not bill an additional registration fee when a child remains in your care but changes subsidy programs.

You may bill the registration fee:
- When a child who receives subsidies first enrolls in your care, even if the child does not attend
- When a child who receives subsidies leaves your care and returns more than 60 days later, even if it is within the same calendar year
- Each calendar year, if you have a written policy to charge all families an annual registration fee

Call the statewide Provider Line at 1-800-394-4571 or email at providerhelp@dcyf.wa.gov for more information.

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 billing to DCYF. Before you submit your invoice, fill in the units of care provided for each child on the invoice, sign and date it. It is also important to verify the rate is accurate and submit corrections if it is higher than it should be. If the rate is lower than it should be, you will need to contact the Statewide Provider Team. You must submit your claim 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
  - 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.

Claims made on the 16th through the last calendar day of the month will be paid on the 1st 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:

- Up to age 19 who have a verified physical, mental, emotional or behavioral condition requiring a higher level of specialized care; or
- 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 daily rate and is billed for the same number of hours as you do for the non-special needs units.
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 the 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.
• You charged Field Trip/Quality Enhancement and Registration fees not outlined in your written policy.

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. 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.

Charges for Services Not Authorized
You may charge families who receive child care subsidies for the following services only if you also have a written policy to charge private paying families.
• Additional child care for personal reasons, such as personal appointments not covered under the authorization.
• Optional programs not covered by the field trip/enhancement fee.
• A field trip or quality enhancement that exceeds the $30 maximum reimbursed by child care subsidy programs.
• Optional meal programs you offer families who do not provide lunch for their child.
• Transportation to and from school or activities.
• Late pick-up of the child after operating hours.
- Late fee for child care copayment.
- Non-sufficient funds (NSF) fees charged by the bank when bank funds are not available.

You may not charge families who receive child care subsidies:
- A registration fee when it is more than the subsidy program’s maximum registration fee.
- Handling fees to process consumer payments.
- Fees for materials, supplies or equipment needed to meet licensing requirements.
- Costs for billing disputes between you and the state.
- For days you are closed (with the exception of holidays and professional development days).

**Written Policies**

You must have a written policy that details the amounts you charge for services and field trip/quality enhancement and registration fees as required in WAC and identified under the CBA. The charges for private pay families must be consistent with the charges for subsidized families.

When requested by DCYF, you must submit a copy of your written policy within 28 calendar days of the request. If you do not provide the copy within 28 calendar days, an overpayment may be written to you for the entire amount that you billed the state for that time period.

**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

**Early Achievers**

Early Achievers is Washington’s child care quality rating and improvement system. Providers are given a level rating from 1 to 5. Licensed child care providers who participate in Early Achievers may receive an additional percentage of their monthly subsidy amount. This incentive is a percentage of the half-day and full-day amount of subsidized care billed by the provider. It does not include field trip fees, nonstandard hours bonuses, special needs, registration or other increases or bonuses. Early Achievers incentives will be paid separately from regular invoiced payments.

Licensed family home child care providers that are providing care for non-school age subsidy children will be required to meet the following criteria in order to continue to receive subsidy payment:

- Enroll in Early Achievers (effective Aug. 1, 2016).
- Complete level 2 activities (effective Aug. 1, 2017).
Achieve level 3 by Dec. 31, 2019, or complete remedial activities by June 30, 2020.

Effective July 1, 2016, licensed family home child care providers that are newly providing care for non-school age subsidy children will be required to meet the following criteria in order to continue to receive subsidy payment:
- Enroll in Early Achievers within 30 days of receiving their first subsidy payment.
- Complete level 2 activities within 12 months of enrollment.
- Achieve level 3 within 30 months of enrollment or complete remedial activities within another six months.

Learn more about Early Achievers online: https://www.dcyf.wa.gov/services/earlylearning-childcare/early-achievers.

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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<tbody>
<tr>
<td>1-866-ENDDHARM</td>
<td>Families authorized for WCCC or SCC may check on their case status</td>
<td>1-866-482-4325, option 4 <a href="mailto:backgroundcheck@dcyf.wa.gov">backgroundcheck@dcyf.wa.gov</a></td>
</tr>
<tr>
<td>1-866-363-4376</td>
<td>1-877-980-9220</td>
<td></td>
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<tr>
<td><a href="http://www.dcyf.wa.gov/safety/report-abuse">www.dcyf.wa.gov/safety/report-abuse</a></td>
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<tr>
<th>DCYF Customer Service Call Center</th>
<th>DCYF Electronic Attendance</th>
<th>DSHS Invoice Express</th>
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<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>
<td></td>
</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>SSPS Customer Service</th>
<th>SSPS Provider Portal</th>
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<tbody>
<tr>
<td>Problems or questions about the FFN approval process</td>
<td>1-877-734-8673</td>
<td>1-866-771-7359</td>
<td>360-664-6161</td>
<td>1-855-928-3241</td>
</tr>
<tr>
<td>1-866-482-4325, option 8</td>
<td></td>
<td></td>
<td><a href="mailto:dshs_sspspmail@dcyf.wa.gov">dshs_sspspmail@dcyf.wa.gov</a></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:dcyf.ffn@dcyf.wa.gov">dcyf.ffn@dcyf.wa.gov</a></td>
<td></td>
<td></td>
<td>SSPS Customer Service</td>
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<tr>
<th>WCCHC Provider Line</th>
<th>Office of the Superintendent of Public Instruction</th>
<th>Office of Financial Recovery</th>
</tr>
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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>
</tr>
</tbody>
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Online Information
- Child Care Home Licensing Requirements: 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
- Electronic Attendance System Information: www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system
- Families May Apply: www.washingtonconnection.org
- OFM Mileage Reimbursement Rate: www.ofm.wa.gov/policy/10.90a.pdf
- 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