CHILD CARE SUBSIDIES

Licensed and Certified Family Home Providers Billing and Payment Guide

Washington State Department of
CHILDREN, YOUTH & FAMILIES

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Introduction

This guide provides information about Washington State subsidy claiming for payment and payment for licensed family homes. Subsidy claiming training is available and required at least once during the life of Service Employees International Union (SEIU) 925 Collective Bargaining Agreement (CBA). Training is available to you in person (English, Spanish, or Somali), online (English or Spanish), or with a self-paced workbook (English or Spanish). Keep track of the training on your attendance records to support your claiming. Learn more about this training and other benefits by calling the SEIU 925 at 1-877-734-8673. You can email **ta@imaginewa.org** or call 206-492-5249 to register.

Call the Provider Line at 1-800-394-4571 if you need help in another language. An interpreter can be joined into the call.

Licensed providers in Oregon and Idaho who meet their states' licensing rules may qualify for Washington State child care subsidy payments 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 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, Child Protective, and Child Welfare programs may be eligible for help to pay for child care services. The assigned Child Welfare social worker completes eligibility, provider approval, and payment authorization.

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, 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, members pay union dues of 2% 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 the Office of Financial Management's website: **https://ofm.wa.gov/wp-content/uploads/sites/default/files/public/labor/agreements/25-27/nse_childcare.pdf**.

LFH Provider Roles and Responsibilities

As a LFH child care provider, you have a unique role with the children in your care. The Washington State Department of Children, Youth, and Families (DCYF) is committed to helping with that by creating some basic roles and responsibilities for all providers.

This guide will help you understand the roles and responsibilities for keeping attendance and claiming 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, and 110-15-0036 when claiming for payment
6. Collect copayments directly from the family or the family's third party and report to DCYF within 60 days if not paid
7. Report closure days, days you are closed for reasons other than the five professional development days, or eligible holidays, prior to the monthly invoice deadline

DCYF's Responsibilities

- 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 attendance and claiming records to assess whether there are overpayments or underpayments
- Gives families and providers at least 10 calendar days' notice when reducing or terminating benefits before the original end date on the Social Service Notice
- Works directly with families to determine their eligibility for child care services
- Authorizes and sends child care subsidy payments to providers
- Answers questions related to family eligibility, authorizations, and payments

Family 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
- Requesting additional care for an approved activity

Child Care Eligibility Process

1. An individual who wants help to pay for child care may apply by:
   - Calling the DCYF statewide Child Care Subsidy Contact Center at 1-844-626-8687
   - Contacting their assigned Child Welfare social worker
   - Completing the online application at **https://www.washingtonconnection.org/home/**
2. DCYF gathers and reviews information to determine a family's eligibility
3. Once eligibility is determined for CCSP, families receive a letter from DCYF. The eligibility letter includes begin and end dates of eligibility and the monthly copayment amount
4. Eligible families can use the Answer Phone (1-844-626-8687) to check their child care application by pressing 1 after calling the CCSP Contact Center. Families will need their client ID number or Social Security Number and can check on:
   - Whether their application is approved, denied, or pending
   - Status of documents received by DCYF
   - Eligibility begin and end dates
   - Child care services authorized
   - Monthly copayment amount
5. Providers can also check on a family'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)
   - Family's application number found on the SSPS notice

   Because of confidentiality, some family 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
   - Family's monthly copayment amount
   - Any special messages related to subsidy programs
6. DCYF sends a re-application packet to families before the last month of their eligibility period ends. DCYF will not pay for care provided past the eligibility period unless the family is determined eligible. The family is responsible for paying 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 Claiming

Rates

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

DCYF authorizes all base rate care as a monthly unit. Monthly units are based on published full day, half-day, and partial day rates.

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

Child Care Subsidy Rates Regional Map

To learn more about subsidized child care in Washington, visit **www.dcyf.wa.gov/services/early-learning-providers/subsidy.**

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 family, or the family'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 **www.dcyf.wa.gov/sites/default/files/pdf/EASManual.pdf**.

Correct Claiming

DCYF sends the following documents when you are authorized for child care subsidy payments:

1. Provider Authorization Letter, which will list the monthly copayment amount, if any, that is owed to you by the family monthly
2. Social Service Notice
3. Monthly invoice for claiming
4. Monthly receipt of payment (remittance advice)

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. Family's monthly copayment amount

You will also receive 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 claiming 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 claim based on the child's attendance and authorization. The services you can correctly claim include the following:

MONTHLY UNITS

Effective July 2021, all base rate payments for licensed family homes will be authorized and paid as a monthly unit. 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.

1. **Full-Time Monthly Units** are authorized when:
   - A child is eligible for a full-time authorization based on the family's schedule
   - The child is scheduled to be in care with the provider full time (or full time in the summer for school-age children)
   - The child is authorized for care with only one provider
   - The full-time monthly unit is adequate to cover the child's scheduled care
2. **Part-Time Monthly Units** are authorized for all care that doesn't meet the criteria for a full-time authorization
3. **Additional Monthly Units** may be authorized for:
   - Scheduled overtime: Authorized only if overtime is scheduled and the base monthly unit is not adequate to cover the scheduled overtime
   - Scheduled sleep time: Authorized only if sleep time is allowable, scheduled, and the base monthly unit is not adequate to cover the scheduled sleep time
   - Temporary care for an approved activity: May be authorized for a half-day or more for three months or less for approved activities that are not expected to be scheduled for every month of the family's eligibility period

4. **Monthly Unit, Non-School-Age:**

   Full-Time Monthly Unit: Used when a child is eligible for a full-time authorization. Equal to 22 full days. May also be used for a school-age child who is scheduled for full-day care on regular school days. You may claim "1" Full-Time Monthly Unit if authorized, the child was scheduled and was in care during a time covered by the authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

   Part-Time Monthly Unit: Based on the average actual scheduled full and half days with a provider. A Part-Time Monthly Unit authorization may exceed the amount of a full time authorized based on scheduled child care for an approved activity. You may claim "1" Part-Time Monthly Unit if authorized, the child was scheduled and was in care during a time covered by the authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

5. **Monthly Unit, School-Age:** The authorization for the primary provider for school-age children includes 50 full days averaged over the school year (paid as five full days a month). The five full days are included in the authorization if the child is scheduled for care with the provider during normal school hours when school is not in session. If the child is scheduled for more than 50 full days over the course of the school year, the parent must ask DCYF to recalculate the actual full and half days needed over the entire year.

   Full-Time Partial Day Monthly Unit: Used when a school-age child is eligible for a full-time authorization, is not needing care for more than five hours during a typical full-time school day, and needs care before and after school an average of three or more days per week. The monthly unit is equal to 17 partial days and five full days per month September – June and 22 full days for July and August. You may claim "1" Full-Time Partial Day Monthly Unit if authorized, the child was scheduled and was in care during a time covered by the authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

   Part-Time Partial Day Monthly Unit: Used when a school-age child is not eligible for a full-time authorization and needs care before and after school one or more days per week. Based on average actual scheduled care. You may claim "1" Part-Time Partial Day Monthly Unit if authorized, the child was scheduled and was in care during a time covered by the authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

   Full-Time School-Age Monthly Unit: Used when a school-age child is eligible for a full-time authorization, is not needing care for more than five hours during a typical full-time school day, and needs care before or after school an average of three or more days per week. The monthly unit is equal to 17 half days and five full days per month September – June and 22 full days for July and August. You may claim "1" Full-Time School-Age Monthly Unit if authorized, the child was scheduled and was in care during a time covered by the authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

   Part-Time School-Age Monthly Unit: Used when a school-age child is not eligible for any other school age criteria. Based on average actual scheduled care. You may claim "1" Part-Time School-Age Monthly Unit if authorized, the child was scheduled and was in care during a time covered by the authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

   School-age children who are scheduled for full-day care on regular school days may be eligible for a Full-Time Monthly Unit.

6. **Overtime Monthly Unit:** Authorized when a consumer is in an approved activity for more than 10 hours a day, and the monthly unit does not contain enough full and half days to cover the care. Some children need care for more than 10 hours a day. To request additional child care, the family contacts DCYF and provides documentation showing additional hours needed. You may be paid more for this type of care. DCYF pays any additional care at the maximum state child care subsidy rate up to 15 hours. You may claim "1" overtime monthly unit if authorized, the child was in care for overtime at least one day in the month, and was scheduled for overtime. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

7. **Sleep Time Monthly Unit:** Authorized for the actual anticipated average number of days of sleep time the family is eligible and scheduled for. You may claim "1" sleep time monthly unit if authorized, the child was in care at least one day for sleep time in the month, and was scheduled for sleep time. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.
8. **Temporary Care Monthly Unit:** Authorized for unscheduled or scheduled approved activities that are not expected to continue for the entire authorization period. You may claim "1" temporary care monthly unit if authorized, the child was in care at least one day for temporary care in the month, and was scheduled for the care covered by the temporary care authorization. To claim "1" monthly unit, enter "1" in the "Total Units" box on the invoice.

Basis for Monthly Units

Monthly units are comprised of payment for full, half, and partial days defined below.

- Full-Day – for 5-10 hours of care
- Half-Day – for up to 4 hours and 59 minutes
- Partial Day – when care for one day is less than 5 hours and 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

THE FAMILY'S COPAYMENT

Most families must make a copayment to pay for part of the monthly child care cost. The family is responsible for paying the copayment to you each month. The family 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 the base rate monthly unit authorized. You are also eligible to claim overtime, sleep time, or temporary care monthly unit authorized if the child used at least one day of overtime, sleep time, or care authorized under a temporary care monthly unit.

The monthly unit prorates if the authorization starts after the first day of the month and or ends before the last day of the month.

"Scheduled to attend" means the child was expected to attend based on the family's approved activity schedule, and their attendance would not put you over capacity.

HOLIDAYS

Monthly unit authorizations include payment for any scheduled care on the holidays listed below. 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
  - Juneteenth, June 19
  - 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

PROFESSIONAL TRAINING DAYS

Up to five professional training days each year are included in monthly unit authorizations. Any days in excess of five professional training days where you closed for training are considered closure days and may not be claimed.

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

DETERMINING CLOSURE DAYS

When a provider closes their business for a day that would normally be a day of operation, those days are considered closure days. If reported prior to invoicing, DCYF adjusts the authorization to reflect only the open days, reducing the authorized period to account for the closure days. If not reported prior to invoicing, DCYF establishes an overpayment for the amount.

Examples:

- *A provider is closed 4/1/22 - 4/7/22. Their normal days of operation are Monday through Friday. There are only five closure days as 4/2/22 and 4/3/22 are weekend days, days not normally open.*
- *A provider is closed 1/1/22 - 1/5/22. Normal days of operation are Monday through Sunday. They may choose to claim 1/1/22 as a holiday, which means there are only four closure days.*
- *A provider is open 5/1/22 - 5/10/22, closed 5/11/22 - 5/17/22, open 5/18/22 - 5/31/22. Normal days of operation are Monday through Friday. There are seven calendar days of closure, however only five were days of operation, therefore five closure days.*
- *A provider is open 5/1/22 - 5/10/22, closed 5/11/22 - 5/17/22, open 5/18/22 - 5/31/22. Normal days of operation are Monday through Sunday. There are seven calendar days of closure.*

  Computation: DCYF divides the full month amount by 30.42 to obtain a daily amount (truncate after two decimal points) and multiply that by the number of closure days.

  Example: A provider closed for three days and a full month of $568

  - $568 / 30.42 = $18.671926 per day, truncated $18.67
  - $18.67 x 3 days = **$56.01 reduced from monthly unit**

PARTIAL MONTH AUTHORIZATION

DCYF prorates the monthly unit when an authorization is less than a full month. The SSPS system divides the full month amount by 30.42 to obtain a daily amount (truncate after two decimal points) and multiply that by the number of days the authorization is open.

Example: An authorization for 4/1/22 - 4/15/22, 15 calendar days.

- A full monthly unit at $568.
- $568/30.42 = $18.671926 per day, truncated $18.67.
- $18.67 x 15 days = $280.05 = **prorated monthly unit**

NONSTANDARD HOURS BONUS (NSHB)

Nonstandard hours are defined as:

- Weekday hours before 6 a.m. or after 6 p.m.
- Saturdays and Sundays
- Eligible holidays

DCYF will authorize a $150 NSHB once per month per child if the child needs 30 hours or more of nonstandard care.

You may claim 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 claim 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
- Supplies for provider-developed and DCYF-approved pre-kindergarten 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

To claim correctly for reimbursement of the field trip or enhancement activity:

1. If the actual amount spent for a field trip or enhancement activity is less than $30, claim 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
2. Do not claim 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
3. Keep receipts that show the cost of field trips/enhancement activities and a list of children who participated
4. When requested by DCYF, you must submit receipts within 45 calendar days of the request. If you do not provide the records within 45 calendar days, an overpayment may be written to you for the entire amount claimed 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.

INFANT RATE INCENTIVE

Effective July 1, 2024, DCYF will authorize the infant rate enhancement of $300 per month, per child, on the child's child care subsidy authorization for those licensed and certified child care providers who:

- Accept state subsidy
- Participate and are in good standing with the Early Achievers Quality Rating and Improvement System (QRIS)
- Care for children from birth to 11 months

To claim the infant rate enhancement enter "1" in the "Total Units" box on the invoice. If you do not meet the criteria above, do not claim for the infant rate enhancement.

UNPLANNED TERMINATIONS

If a family becomes ineligible for child care subsidy before the end of an authorization period, DCYF will notify you and the family. 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 before an unplanned termination in most instances, and you may claim for those 10 days. If the termination notice extends into the next month, you may claim 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 Child Welfare 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 14 of this guide.

REGISTRATION FEE

If you have a written policy to charge registration fees for private-paying families, you may claim 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 claim an additional registration fee when a child remains in your care but changes subsidy programs.

You may claim 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 **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.

COST OF CARE RATE ENHANCEMENT

Licensed family homes will receive a monthly cost of care rate enhancement of $2,200 for each service month they are eligible. Payments will process automatically mid-month every month. Providers are eligible for this cost of care rate enhancement when the provider has received a child care subsidy base payment:

- For the month of service; or
- For two of the last three months of service; or
- For four of the last six months of service; and
- Has an active, open license, in good standing

Submitting a Claim for Payment

There are several ways you can submit your claim to DCYF. Before you submit your invoice, fill in the units of care provided for each child on the invoice, sign and date it. You must submit your claim for payment within three months of the date of the invoice.

Submit your invoice using only one of the following options:

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, seven days a week, at 1-855-928-3241
- Part 2: Register in the Provider Portal
- Part 3: Enroll in Adaptive Authentication

PHONE

Call Invoice Express at 1-888-461-8855. Instructions on how to use Invoice Express can be found at **www.dcyf.wa.gov/sites/default/files/pubs/EPS_0043.pdf**.

MAIL

Mail a copy of your completed invoice to DCYF at:

Washington State Department of Children, Youth & Families
SSPS
P.O. Box 45812
Olympia, WA 98504-5812

Receiving Payment

All new providers will have payments issued via direct deposit. 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.

DIRECT DEPOSIT

Invoice claims submitted for payment by direct deposit are processed on the last business day of the month of the invoice or on the submission date, whichever is later. Payment by direct deposit occurs 3-5 business days following the invoice process date.

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/services/ssps/direct-deposit**), and then print and mail, or email or fax the forms to:

SSPS Provider File Unit
P.O. Box 45812
Olympia, WA 98504

Request a paper copy of the application packet at **ProviderFileUnit@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 **ofm.wa.gov/it-systems/accounting-systems/statewide-vendorpayee-services/vendorpayee-direct-deposit**.

MAIL

Invoice claims made between the first business day and 4:30 p.m. on the 15th will be issued on the 16th or the first business day after. Should the 15th fall on a weekend or holiday, the cutoff is 4:30 p.m. on the last business day before the 15th.

Invoice claims submitted after 4:30 p.m. on the 15th through 4:30 p.m. on the last business day of the month will be issued on the first business day of the following month.

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

You can access a calendar showing the dates for claiming and corresponding warrant(check) mail dates at **www.dcyf.wa.gov/sites/default/files/pdf/SSPS-WarrantIssuanceCalendar.pdf**.

Special Needs Child Care Rate

The special needs rate is for care you provide to a child with special needs 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

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 invoiced as a monthly unit for the number of hours care is scheduled for.

Level 1

A Level 1 authorization is for the standard state special needs rate. Before the Level 1 special needs rate can be authorized, you and the family must complete a Special Needs Child Care Rate Request form, available online at **https://www.dcyf.wa.gov/forms?field_number_value=12-001&title=**. The form 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 family 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 10.5 **https://ofm.wa.gov/wp-content/uploads/sites/default/files/public/labor/agreements/25-27/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 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:

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 three months after the date of the invoice. Disputes regarding underpayments are grievable. See CBA Appendix E **https://ofm.wa.gov/wp-content/uploads/sites/default/files/public/labor/agreements/25-27/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 claiming 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 written policy

1. If 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. DCYF 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. When requested by DCYF, you must submit receipts within 45 calendar days of the request. It is important to respond to any request for your attendance records. You may contact DCYF 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)
   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.

When repaying an overpayment, it is important to notify the Tax Desk to ensure they are aware and can make necessary changes regarding tax reporting. See the Tax Information section for contact information.

Charging Families 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:

- The difference between the maximum state child care subsidy rate and your private pay rate, if your rate is higher.
- A registration fee when it is more than the subsidy program's maximum registration fee
- Handling fees to process family payments
- Fees for materials, supplies, or equipment needed to meet licensing requirements
- Costs for claiming disputes between you and the state
- For days you are closed

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 45 calendar days of the request. If you do not provide the copy within 45 calendar days, the overpayment may be written for the entire amount that you claimed for that time period.

Tax Information

DCYF mails a record of payments called Remittance Advice. This 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
Email: **SSPSVoe@dcyf.wa.gov**
Wage Verification Phone Number: 360-664-6161

DCYF does not withhold income taxes on your DCYF payment. DCYF reports the income you receive from us 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 recognition 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 Tiered Reimbursement that is a percentage of their monthly subsidy amount. This incentive is a percentage of the monthly unit paid for half-days, partial-days, and full-days of subsidized care claimed by the provider. It does not include field trip fees, nonstandard hours bonuses, special needs, registration, or other increases or bonuses. Early Achievers Tiered Reimbursement will be paid separately from regular invoiced payments.

Any provider that begins accepting subsidy payments after 12 or more months without accepting subsidy is considered a new subsidy provider. This includes newly licensed providers. All new subsidy providers must meet the following requirements:

- Enroll in Early Achievers within 30 days of receiving the initial subsidy payment
- Complete the Initial Program Profile within 12 months of enrollment in Early Achievers or first subsidy payment, whichever is later
- Finalize a Quality Level 3 or higher within 30 months of Early Achievers enrollment or first subsidy payment, whichever is later. An early learning program that does not finalize a quality level within this timeline is no longer eligible to receive state child care subsidy until the required quality level is met
- Maintain an up-to-date early learning program Quality Level 3 or higher by completing the Quality Recognition Cycle every three years

Subsidy providers that earn a Quality Level 2 must complete remedial activities and finalize a Quality Level 3 or higher within 12 months of beginning remedial activities. Any existing subsidy providers that have not finalized a Quality Level 3 or higher within 12 months of beginning remedial activities will no longer be eligible to receive state child care subsidy until the required quality level is met.

Learn more about Early Achievers at **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 claiming. 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

REPORTING ABUSE AND NEGLECT 1-866-363-4276 **www.dcyf.wa.gov/safety/report-abuse**	**ANSWER PHONE FOR FAMILIES** Families authorized for WCCC or SCC may check on their case status by pressing 1 after calling the DCYF Customer Service Call Center 1-844-626-8687	**DCYF BACKGROUND CHECK UNIT** 1-866-482-4325, option 4 **backgroundcheck@dcyf.wa.gov**
DCYF CUSTOMER SERVICE CALL CENTER Families may apply for services or report changes 1-844-626-8687 Fax: 1-877-309-9747	**DCYF ELECTRONIC ATTENDANCE** 1-844-704-6777 **eas.servicedesk@dcyf.wa.gov** **electronic.attendance@dcyf.wa.gov**	**DSHS INVOICE EXPRESS** 1-888-461-8855
LICENSE EXEMPT SERVICES Problems or questions about the FFN approval process 1-866-482-4325, option 8 **dcyf.ffn@dcyf.wa.gov**	**SEIU 925 MEMBER SUPPORT** 1-877-734-8673 **SEIU 925 HEALTH CARE** 1-866-771-7359	**SSPS CUSTOMER SERVICE** 360-664-6161 **sspsmail@dcyf.wa.gov**
WCCC PROVIDER LINE 1-800-394-4571 Fax: 1-877-309-9747 **providerhelp@dcyf.wa.gov**	**OFFICE OF THE SUPERINTENDENT OF PUBLIC INSTRUCTION** Provides federal funds to serve nutritious meals and through the Child Care Food Program 360-725-6206	**OFFICE OF FINANCIAL RECOVERY** DSHS Economic Services Administration, Office of Financial Recovery, P.O. Box 9501, Olympia, WA 98507-9501 360-664-5700 Toll-Free: 1-800-562-6114 TTY: 1-800-833-6388

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/services/early-learning-providers/subsidy**
- Child Care Subsidy Rules and Requirements: **apps.leg.wa.gov/WAC/default.aspx?cite=110-15**
- Electronic Attendance System Information: **www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system**
- Electronic Attendance System Training: **www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/training**
- Families May Apply: **https://www.washingtonconnection.org/home/**
- Invoice Express Information: **www.dcyf.wa.gov/sites/default/files/pubs/EPS_0043.pdf**
- Licensing and Subsidy Rules: **apps.leg.wa.gov/WAC/default.aspx?cite=110**
- OFM Mileage Reimbursement Rate: **https://ofm.wa.gov/sites/default/files/public/legacy/policy/10.90a.pdf**
- Secure Access Washington (SAW): **https://secureaccess.wa.gov/myAccess/saw/select.do**
  - Support Site: **https://secureaccess.wa.gov/public/saw/pub/help.do**
- SEIU 925 CBA: **https://ofm.wa.gov/wp-content/uploads/sites/default/files/public/labor/agreements/25-27/nse_childcare.pdf**
- Special Needs Rate Request: **www.dcyf.wa.gov/sites/default/files/word/Special_needs_request.docx**
- Business Start Up Series: **https://imaginewa.org/business-start-up-series**

*For the most current version of this publication, visit **dcyf.wa.gov/publications-library.** For free copies in an alternative format or language, please contact DCYF Constituent Relations at 1-800-723-4831 or email **communications@dcyf.wa.gov.***

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