

**CHILD CARE SUBSIDIES**

# Licensed and Certified Child Care Centers Billing and Payment Guide



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**





## Contents

Introduction .....	2	Payment Errors.....	13
Child Care Subsidy Programs (CCSP).....	2	Underpayment Errors.....	13
Working Connections Child Care (WCCC) Program .....	2	Overpayment Errors .....	13
Seasonal Child Care (SCC) Program.....	2	Charging Families for Services Not Authorized . . . .	14
Child Welfare Programs Child Care .....	2	Written Policies .....	14
Licensed Center Provider Roles and Responsibilities	3	Tax Information .....	15
DCYF’s Responsibilities .....	3	Program Violations .....	16
Family Responsibilities .....	3	Early Achievers.....	16
Child Care Eligibility Process.....	4	Resources.....	17
Center Daily Attendance Tracking and Claiming . . . .	5	Contact Information.....	17
Rates .....	5	Online Information .....	18
Daily Attendance Tracking.....	6		
Correct Claiming .....	6		
Submitting a Claim for Payment .....	10		
Receiving Payment.....	11		
Special Needs Child Care Rate.....	12		
Level 1 .....	12		
Level 2.....	12		

## Introduction

This guide provides information about Washington State subsidy claiming for payment and payment for licensed and certified child care centers. This guide is produced and maintained by the Washington State Department of Children, Youth & Families (DCYF). 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 that 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

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. Licensed or certified child care providers and Family, Friend, and Neighbor providers (FFN) 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 benefits. 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.

## Licensed Center Provider Roles and Responsibilities

As a licensed center provider, you have a unique role with the children in your care. 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 for payment correctly. You are required to:

1. Meet Washington's child care center 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 recordkeeping system
5. Collect copayments directly from the family or the family's third party and report to DCYF within 60 days if not paid
6. Follow all Washington Administrative Codes (WAC), including WAC 110-15-0034 and WAC 110-15-0036, when claiming for payment

## DCYF's Responsibilities

- Determines and writes policy and eligibility rules for CCSP
- Reports to the federal government on Washington State child care subsidy programs
- Audits attendance and billing 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 Payment 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

- A. An individual who wants help to pay for child care may either contact:
- 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/>
- B. DCYF gathers and reviews information to determine a family's eligibility.
- C. 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.
- D. 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
- E. 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
- F. DCYF sends a re-application packet to families before an 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.

# Center 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 on the following page), the child's age, the amount of care needed, and the type of care.

## DCYF AUTHORIZES FOR HALF DAY AND FULL DAY CARE 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

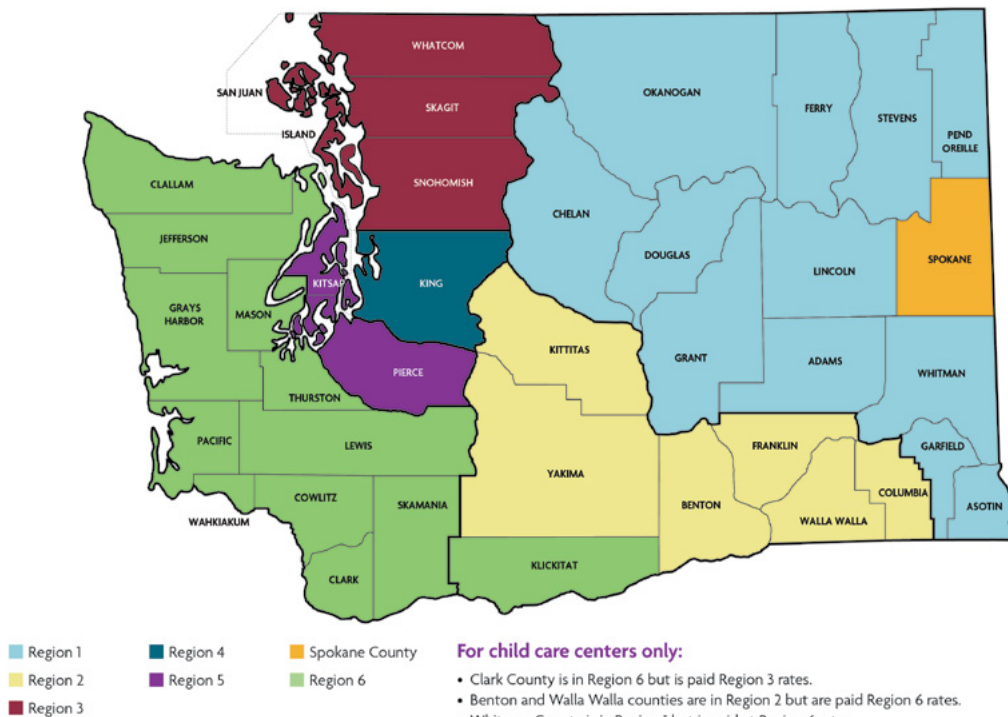
## Weekly

- 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 five 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 both non-school-age and school-age children
- Example: If you charge \$450 for non-school age children per month, your rate is \$20.45 per full day. If you charge \$200 for school-age children per month, your rate is \$9.09 per half day

## Child Care Subsidy Rates Regional Map



## 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](http://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](http://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 for payment
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 and 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](mailto:providerhelp@dcyf.wa.gov) and give them an email address. Learn more about SSPS at [www.dcyf.wa.gov/services/ssps](http://www.dcyf.wa.gov/services/ssps).

The 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 for payment based on the child's attendance and authorization. The units and services of care you can correctly claim for payment 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 the absent day section below.
2. **Half-Day Unit.** A half-day unit is equal to up to 4 hours and 59 minutes. If care is authorized and provided less than five hours in one day, you may claim a half-day unit for that day. For absent days, see the absent day section below.
3. **Overtime 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 if you have a written policy to charge private paying families a higher rate to care for children more than 10 hours in a day. The state will pay for care at the half-day rate. Care above 15 hours requires supervisor approval and is paid at the maximum state child care subsidy rate.
  - a. **If a child attends care less than 10 hours a day, and is not scheduled to attend more than 10 hours in a day, even if authorized for overtime, 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 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](mailto:providerhelp@dcyf.wa.gov).



## ABSENT DAYS

When a child who has been approved for subsidy attends 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 to attend and was absent. This is based on the schedule the parent has with you and not on what schedule DCYF has in their system. You may not claim for payment for more days than authorized for 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” means 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 claim absent days for days after the date care ends. “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. 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, there are 23 days possible Monday – Friday, and in August, there are 22 days.

JULY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## HOLIDAYS

If you are closed for an eligible holiday within an authorization period, you may claim the day and be paid as a day the child attends, indicating it is a holiday on attendance records. 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
- If you are open only Monday through Friday and the eligible holiday is:
  - Saturday: The Friday before is the eligible holiday
  - Sunday: The following Monday is the eligible holiday
- If you are open on weekends, the actual holiday is the eligible holiday.
  - Saturday through Sunday and the holiday is on a Sunday, then you claim Sunday as the eligible holiday
  - 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 claim for that day. You must be closed on the day you claim as the official holiday
  - 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 claim 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 claimed. 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 claim that day.

## CLOSURE DAYS

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

## 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 during the NSHB timeframe in a month, 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.

## UNPLANNED TERMINATIONS

Sometimes, a family becomes ineligible for child care subsidy before the end of an authorization period. When this happens, DCYF will notify you and the family of an unplanned termination of child care at the same time the family is notified. 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, 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.

## SPECIAL NEEDS HOURS

See the Special Needs Section on page 12 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](mailto: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.

## 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.

## Submitting a Claim for Payment

There are several ways you can submit your claim for payment 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](http://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](http://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](http://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.

## MAIL

Invoice claims made between the 1st 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](http://www.dcyf.wa.gov/sites/default/files/pdf/SSPS-WarrantIssuanceCalendar.pdf).

## DIRECT DEPOSIT

Invoice claims submitted for payment by direct deposit are processed on the last 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](http://www.dcyf.wa.gov/services/ssps/direct-deposit)), and then print and mail 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](mailto: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](http://ofm.wa.gov/it-systems/accounting-systems/statewide-vendorpayee-services/vendorpayee-direct-deposit).



## Special Needs Child Care Rate

The special needs is for the 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 invoiced for the same number of hours as you do for the non-special needs units.

### 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 fill out a Special Needs Child Care Rate Request form, available online at [https://www.dcyf.wa.gov/forms?field\\_number\\_value=12-001&title=](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.



## 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 invoice.

### Overpayment Errors

Being paid more than you should might occur because:

- You do not use the DCYF electronic attendance system 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
  - A fee was claimed that was not outlined in your handbook
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](mailto: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 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)
  - 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 must request a hearing for each action you want to dispute. You may receive additional overpayment notices while you have one or multiple hearings pending in the hearing process.

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
- Field trip expenses
- 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 charged for all services and fees. 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, an overpayment may be written to you 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](mailto:SSPSVoe@dcyf.wa.gov)  
Wage Verification Fax: 360-664-6103

DCYF does not withhold income taxes from 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, option 1  
Email: [dcyf.taxreporting@dcyf.wa.gov](mailto: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 claiming. Failure to do so will result in a program violation, and sanctions will be imposed as listed in WAC 110-15-0279.



## 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 half-day and full-day amount 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 is 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](http://www.dcyf.wa.gov/services/earlylearning-childcare/early-achievers).



## Resources

### Contact Information

<p><b>REPORTING ABUSE AND NEGLECT</b> 1-866-363-4276 <a href="http://www.dcyf.wa.gov/safety/report-abuse">www.dcyf.wa.gov/safety/report-abuse</a></p>	<p><b>ANSWER PHONE FOR FAMILIES</b> 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</p>	<p><b>DCYF BACKGROUND CHECK UNIT</b> 1-866-482-4325, option 4 <a href="mailto:backgroundcheck@dcyf.wa.gov">backgroundcheck@dcyf.wa.gov</a></p>
<p><b>DCYF CUSTOMER SERVICE CALL CENTER</b> Families may apply for services or report changes 1-844-626-8687 Fax: 1-877-309-9747</p>	<p><b>DCYF ELECTRONIC ATTENDANCE</b> 1-844-704-6777 <a href="mailto:eas.servicedesk@dcyf.wa.gov">eas.servicedesk@dcyf.wa.gov</a> <a href="mailto:electronic.attendance@dcyf.wa.gov">electronic.attendance@dcyf.wa.gov</a></p>	<p><b>DSHS INVOICE EXPRESS</b> 1-888-461-8855</p>
<p><b>SSPS CUSTOMER SERVICE</b> 360-664-6161 <a href="mailto:sspsmail@dcyf.wa.gov">sspsmail@dcyf.wa.gov</a></p>	<p><b>SSPS PROVIDER PORTAL</b> 1-855-928-3241</p>	<p><b>WCCC PROVIDER LINE</b> 1-800-394-4571 Fax: 1-877-309-9747 <a href="mailto:providerhelp@dcyf.wa.gov">providerhelp@dcyf.wa.gov</a></p>
<p><b>OFFICE OF THE SUPERINTENDENT OF PUBLIC INSTRUCTION</b> Provides federal funds to serve nutritious meals and through the Child Care Food Program 360-725-6206</p>	<p><b>OFFICE OF FINANCIAL RECOVERY</b> 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</p>	



## 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/services/early-learning-providers/subsidy](http://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](http://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](http://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](http://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](http://www.dcyf.wa.gov/sites/default/files/pubs/EPS_0043.pdf)
- Licensing and Subsidy Rules:  
[apps.leg.wa.gov/WAC/default.aspx?cite=110](http://apps.leg.wa.gov/WAC/default.aspx?cite=110)
- OFM Mileage Reimbursement Rate:  
[www.ofm.wa.gov/policy/10.90a.pdf](http://www.ofm.wa.gov/policy/10.90a.pdf)
- Secure Access Washington (SAW):  
<https://secureaccess.wa.gov/myAccess/saw/select.do>
  - Support Site:  
[support/secureaccess.wa.gov](http://support/secureaccess.wa.gov)
- Special Needs Rate Request:  
[www.dcyf.wa.gov/sites/default/files/word/Special\\_needs\\_request.docx](http://www.dcyf.wa.gov/sites/default/files/word/Special_needs_request.docx)