



**WORKFORCE
SERVICES**
CHILD CARE

Payment-to-Provider
Reporting requirements and eight-hour rule

Webinar 1

October 11, 2017

Department of Workforce Services
Office of Child Care

Agenda

- 1) Introduction
- 2) Steps taken to reduce overpayments
- 3) Reportable changes for providers, including tips
- 4) New portal reports and resources
- 5) Policy changes-November 2017
 - Eight-hour rule policy change
 - Certification of attendance
- 6) Upcoming webinar
- 7) Questions

Steps taken to reduce overpayments

- Added information to the child care application instructing parents to talk to their provider and enroll their children before reporting a provider to DWS
- Train eligibility workers to call new providers before payments are issued
- Continually educate parents to report changes in providers timely
- Ability for providers to report children not in care electronically
- Provider fliers-overpayment tips and customer education

Provider reportable changes

1) Child stopped attending

- a) Anytime during current month
- b) Not returning next month (enter last date of current month)
- c) Attended less than eight hours

2) Child has never attended

3) Apply a DWS Credit to a Case (if child still attending)

4) Report (lower) Child Care Rate Per Child

How to report changes in the DWS Provider Portal

"Children in Care" tab

- Click on "**Actions**" next to the case
- Click on change you are reporting
- Follow prompts

Tips to reduce overpayments

- Review the DWS Provider Portal, Children in Care page, regularly.
 - Watch for new customers in “pending” status.
 - Look for children who stopped attending or have had a schedule change. **(View Details)**
- Report all changes **by the 25th** of the month or as soon as known.

New Resources

Reports at a glance

In "Reports" and "Children in Care" tabs

- **Monthly report:** View all changes reported for the month at once
- **Historical report:** Sortable report options including by dates and action types
- Reports will be available in the portal beginning October 15
- Updated FAQ's and DWS Provider Guide (available November 1)
- More to come...

New reports

Screenshots

Policy changes effective November 2017

The eight-hour rule

- SUPPORTS PROVIDERS by:
 - allowing the full payment to be applied to monthly business expenses;
 - covering the costs of reserving slots for the month
- Is NOT intended to pay based on enrollment only
- Is NOT intended to have a child attend one day, or sporadically on a regular basis, to receive the full, monthly payment

1. Revised eight-hour rule

Providers may retain the authorized monthly subsidy payment so long as at least eight hours of care were provided for the child by the 25th of the month

OR

the change was reported (child stopped attending) by the 25th AND the child returns for eight hours by the end of the month.

Why?

- Allows for more situations beyond providers control.
- For purposes of determining an overpayment, it simplifies the process. Results in reduced overpayments.
- Key is to **report by the 25th**. Otherwise, only eligible to retain partial payment for actual hours in care if at least eight hours provided.
- **There are no exceptions. If a child has not attended eight hours by the 25th for any reason, report this through the provider portal.**

What if the child returns after the 25th?

- If you report a child stopped attending by the 25th and the child returns for eight hours before the end of the month, email occ@utah.gov to cancel the overpayment.
- We may require verification of attendance.
- We may require that the parent contact DWS to determine their eligibility for the following month and to confirm that you will be providing care.

2. Certification of Attendance

- In November, licensed providers must certify in the portal each month attesting that each case has been reviewed and reportable changes have been reported
- Certify between the 25th to end of the month
- Requirement to receive subsidy payments
- Reduces overpayments and the risk of recurring overpayments
- Strengthens the integrity of the program

Save-the-Date

**Webinar #2-
November 2 at 10:30 a.m.**

For licensed family and licensed center providers

- Review of provider reporting requirements and new reports
- Provider monthly attendance certification requirements
- Certification Demo

Questions?

Resources

- jobs.utah.gov/childcare -DWS Provider Portal, Frequently Asked Questions (FAQ's)
- jobs.utah.gov/occ -click on *Provider Resources* for Subsidy information, fliers and recorded webinars
- occ@utah.gov -DWS, OCC Provider Helpline email