

Provider Quarterly Meeting

01/26/2013

Present: Sandra Barrera, Elizabeth MonDragon, Bertha Millan, Alda Rendon, Noemi Pedroza, Andrea De la Garza, Diana Sanchez, Eduardo Cantu and CCS Staff

Ms. Barrera welcomed all providers to the quarterly meeting and started the meeting by introducing the following:

Amended Child Care Services Rules

- New rules effective 01/08/13 affecting parent eligibility will apply to new enrollments effective March 1, 2013 and at recertification for currently enrolled families effective March 1, 2013 as well.

- Rule 809.43 – Priority for Child Care Services

Boards must ensure that children of deployed military parents who are not eligible for other child care assistance through the military are added to the second priority group, subject to the availability of funds.

- 809.44 – Calculating Family Income

Early Withdrawals from 401k Accounts and lottery payments greater than \$600 must be added to the calculation of family income for determining eligibility and in order to assess a parent fee. Parents are responsible for reporting income and Boards must rely on parents' self-report of income with these added sources.

This rule applies to new eligibility determinations effective 01/18/13. For currently enrolled parents, upon re-certification.

- 809.55 – Mandatory Waiting Period for Reapplication

Under this rule, a parent is ineligible to reapply for child care services or to be placed on the waiting list for services for at least 30 days, if the parent's eligibility is terminated for excessive absences, nonpayment of parent fee, 5 consecutive absences with no contact to provider/CCS and/or failure to report, within 10 of occurrence, any changes in the family's circumstances that would have rendered the family ineligible for subsidized care.

- Rule 809.93 – Provider Reimbursement

Boards must not reimburse providers that have been placed on the National Disqualification List (NDL) for the Child and Adult Care Food Program (CACFP). CCS Parents with children enrolled in a facility placed on the NDL, will be notified no later than 2 business days after receiving notice from TWC that the provider is no longer eligible for subsidized child care. Parents that choose to keep children enrolled at that facility, will be considered as

voluntarily withdrawing from the program. Parents who choose to transfer with an eligible provider, must do so within 10 business days of notification. This transfer will not be counted against the parent.

- Rule 809.91 – Minimum Requirements for Providers  
Effective immediately for new referrals and at recertification for current referrals, Boards must ensure that subsidies are not paid for a child in a licensed center in which the parent or his/her spouse is the director or assistant director or has an ownership interest. This rule applies also for home-based care when the parent is working during the hours his/her child is in care.

#### CCAA – Rule 809.95 Provider Automated Attendance Agreement

- Rule 809.95 – Provider Automated Attendance Agreement  
Providers must agree to report to the child care contractor authorized days that do not match the referral in CCAA within 5 days of receiving authorization. Failure to report discrepancy can result in withholding payment to the provider. Providers are responsible for ensuring accurate and timely attendance and billings; and must review the CCAA portal on a regular basis to recognize discrepancies between child care authorization and authorized days in CCAA.

Therefore, the provider CCAA agreement form will be revised and presented to the provider for signature at the time of the next agreement renewal date.

#### Child Care Automated Attendance

Providers were reminded of the requirements to comply with the CCAA system. Ms. Barrera emphasized that it is very important to observe the security requirements. When a violation of the provider CCAA agreement occurs, the provider agreement may be terminated and information will be forwarded to the Office of Investigation at TWC for further action. A copy of rule 809.115 was issued.

#### Billing and Supplemental Billings

A copy of the 2013 provider payment schedule was included in the provider packet. The schedule was mailed out the week of 01/14/13 to all providers. There were no questions regarding the schedule.

#### Provider Comments/Concerns

Providers stated that they are receiving payment proofs one month behind. That the proofs they are receiving do not include information pertaining to the pay period listed in the schedule. Providers feel confused as to not receiving adequate information in a timely manner as to where they can make sure that they have received full reimbursement for services rendered.

Providers requested technical assistance on the payment process.

Ms. Barrera stated that since the last meeting, payment proofs are mailed to providers on Wednesday that is 2 days prior to payment on Friday. Ms. Barrera urged providers to report issues like this immediately in order for board staff to resolve the matter faster.

Board staff inquired if all providers present would like to have the technical assistance meeting during a weekday in the afternoon or maybe during the lunch hour. The majority voted to have the technical assistance meeting on Saturday March 2, 2013. Ms. Barrera stated that providers will be notified should any changes need to be made.

An observation was made by providers that at the end of program year 2011, CCS staff had mailed out letters reminding the providers that the year was closing, should they have any outstanding claims, to please submit by such date in order to ensure reimbursement. Nonetheless, at the end of program year 2012, CCS staff did not send a reminder letter, therefore, some provider were not able to claim unpaid units. What happens then?

Ms. Barrera clarified that the program year always begins October 1 and ends September 30. The money that is not claimed goes back into program to serve more children until the money is fully exhausted. Ms. Barrera also reminded providers to review payment proofs and attendance information in a timely manner in order to avoid non-payment.

#### Questions & Answers

Q1 – How many commissioners does TWC have? Who are they? Who represents daycares?

There are 3 Commissioners: Andres Alcantar, Chairman, Commissioner Representing the Public, Ronald Congleton, Commissioner Representing Labor, and Tom Pauken, Commissioner Representing Employers. As employers, daycare owners, are represented by Commissioner Pauken. Ms. Barrera provided the website for more information [www.twc.state.tx.us](http://www.twc.state.tx.us)

Q2 – Regarding the child care rule changes, who will be advising the parents?

CCS and WSST will be advising the parents about the changes and new program requirements if applicable.

Q3 – For rule 809.55, regarding the 30 day waiting period to reapply for services, when will this rule become effective for current referrals?

This rule will apply to current referrals upon re-certification beginning March 1, 2013.

Q4 – How long is valid a confirmation code for new cards of lost cards?

The code will be valid until the parent receives the card. Provider does not need to request a new confirmation code from CCS.

Q5 – Regarding the requirement to report discrepancies between the paper referral and the CCAA referral, how long does CCS take to enter referrals in order for the referral to appear/be authorized in the system?

CCS has a maximum of 5 working days to enter a referral in the system.

Q6 – Is there an alternate phone number to report absences? Some parents get an error message when trying to enter an absence.

The only number available is in the back of the card. Parents must select the option to enter an absence. The error might be due to parents calling from a different phone number than the one registered in the system to report absences.

Q7 – Is there any flexibility to submit supplemental forms after deadline for reimbursement? For example, getting sick and not being able to finish timely.

Board may approve under extenuating circumstances.

Q8 – When parents do not swipe and CCS is not reimbursing the provider, is it OK to charge parents?

Yes. It is stipulated in their CCAA Parent Agreement that they will be responsible for paying services should they not comply with CCAA requirements.

Q9 – During the last provider meeting, 09/15/12, we were advised that there were no funds available to enroll new clients. What is the current status on that?

CCS started enrollment from the wait list at the end of October. Currently CCS has open enrollment. Please let your parents know.

Q10 – Who is in charge of the Texas Rising Star program?

Ms. Sandra Garza, 956-794-1524.

