

## Provider Quarterly Meeting

09/15/2012

Present: Sandra Barrera, Elizabeth MonDragon, Bertha Millan, Alda Rendon, Noemi Pedroza, Patricia Martinez, and CCS Staff

Ms. Barrera welcomed all providers to the quarterly meeting. She allowed present board staff to introduce themselves as well as contractor staff.

### Waiting List

Ms. Barrera stated that CCS started a waitlist since the end of July 2012 and that currently no new enrollments were being accepted due to limited funding availability. As of 09/15/12, there were over 400 children waitlisted.

### Policy Changes

Providers were advised that a reduction in funding and performance target for program year 2013 contributed to the decision of reducing the State Median Income (SMI) percentage used to determine income eligibility for families seeking/receiving child care services. The updated SMI Scale & Parent Share of Cost Sliding Fee Scale Chart was reviewed during the meeting. Emphasis was made on the fact that this chart is updated annually to reflect any changes to the income guidelines set by the State. Therefore, as of 10/01/12 this chart was applicable to determine eligibility. Highlighted areas in yellow denoted that effective 11/01/12, the SMI percentages under those brackets will no longer be eligible. A copy of the letter to be mailed to parents during the week of 09/17/12 -- 09/21/12 was included in the provider packet as well.

### Child Care Automated Attendance

Providers were reminded of the requirement to comply with the CCAA system. A copy of the policy approved in 03/2011 was re-issued along with the Provider CCAA Agreement. The Provider CCAA Agreement will be renewed annually. Ms. Barrera requested for providers to review the information under provider reporting requirements and submittal of supplemental billing forms. Some providers decided to sign the agreement and submitted it before leaving; others took the form and will return it signed by 09/28/2012.

### Billing and Supplemental Billings

Effective 09/17/12 there will be a new process in order to pay for supplemental billings when one of the following instances applies:

New Enrollment, parent has not received card

Parent lost card and is expecting a replacement card

In both instances, parents are responsible for reporting the non-receipt or the lost card to their assigned CCS case worker within 3 calendar days of occurrence. The case worker will issue a confirmation number to the parent to ensure that request has been made for replacement card. Providers may get this number from the parent or from CCS. This number will ensure providers receive payment for a supplemental form submitted to claim services rendered during the time the parent could not swipe. Providers need to write the confirmation number on the supplemental billing form using red ink preferably.

POS malfunctions

Providers must call 1-866-320-8720 Help Desk to report malfunctions or related issues with POS machine. Parents will be given a work ticket number by the Help Desk representative. Providers must call Sandra Garza at CCS to let her know they have called and provide the work ticket number. In turn Ms. Garza will issue a confirmation number that malfunction has been reported. Providers must write in red ink the confirmation number provided by Ms. Garza on the supplemental billing form submitted while POS was not working properly. Otherwise, supplemental billings may not be reimbursed.

#### Provider Comments/Concerns

Some providers have parents call CCS to report lost card from the center to ensure they report immediately.

Some providers stated that if the parent does not have the card, they do not accept the child. So far no parents have left the facility by using this practice.

Some providers stated that they do not want to be the “bad guy” and prefer for CCS to contact the parents to remind them about CCAA requirements.

#### Questions & Answers

Q1 – If a parent requests a daycare transfer, will that affect their eligibility for child care services?

Requesting a daycare transfer does not affect eligibility.

Q2 – Is there a list of changes that may affect eligibility available for providers?

Providers may refer to the letter included in the meeting packet to see some of the changes such as new family members, receiving child support lump sums, pay increases, loss of

job, change of jobs, working less than 25 hours per week, dropping classes, and temporary incapacity to mention a few examples.

Q3 – Can CCS request work schedules from parents who are working irregular work schedules?

Providers who are serving parents working irregular schedules need to attach a copy of the work schedule to the supplemental billing form they are submitting in order to claim payment for services rendered. CCS staff will contact parents to request a copy of irregular work schedule as well.

Q4 – CCS authorizes care 8 am – 5 pm, however parent drops off child at 7:30 because parent has to be at work at 8 am, can provider charge the 30 minutes or is the parent covered by CCS?

CCS allows travel time for parents to get to work, therefore, parent is covered by CCS since parent has a full time referral, more than 6 hours up to 12 hours of care (part time is up to 6 hours of care). Parent needs to call case worker to let them know that hours of care need to be modified.

Q5 – Can CCS print the parent cards in house so they can be issued immediately instead of waiting 7-10 days for the card? Can parents use an access code without having to use the card to enter attendance?

The answer to both questions is no. Texas Workforce Commission subcontracted a vendor to issue the cards so there is no local flexibility on this matter.

Q6 – Why getting paid biweekly? How can providers identify what is being paid? Can the payment proof be revised? How come some providers have not received the payment proof? Dates do not match pay period, too confusing.

The payment proof has been customized according to recommendations made by some providers. A copy of the pay release schedule was included in the meeting packet for providers to refer to pay periods. The dates have been fixed already and should appear correct for payment issued 09/14/12.

Q7 – How does Workforce Solutions inform the public about Board meetings where policy changes are discussed and approved? Do you publicize these meetings?

All committee and Board meetings are open to the public. Board meetings are scheduled to be held the 4<sup>th</sup> Thursday of every month. Any policies related to child care services are presented to the Child Care Committee. The meeting is announced via public notice on the local newspaper, and posted on the agenda at the Webb County offices.

Q8 – Can TWC visit with providers to listen provider concerns with the systems TWC has implemented such as CCAA?

Board staff will pose that question to TWC technical assistance team and will follow up with providers.

Q9 – Do parents sign an agreement where it states consequences for non-compliance with CCAA requirements?

Yes, parents sign a parent CCAA agreement where consequences, including termination of services, for non-compliance with CCAA are listed.

Q10 – Why does CCS tell parents that they have 6 days to enter attendance?

CCS has to disclose this information to parents.