

## **Frequently Asked Questions Regarding Enhanced Reimbursement – 04/17/20**

### **Registering in FSF and Obtaining Supplier ID**

Q. Where do I find my Tax ID # and supplier ID # or access code?

A. These are all items that are asked as part of the FSF registration process. A Tax ID may be found on your business license. If you do not have a supplier ID or access code, please contact the FSF (Division of Accounting) office at 302-526-5600, choose option 1 and leave a message. You can also email them at [FSF\\_Supplier\\_Maintenance@delaware.gov](mailto:FSF_Supplier_Maintenance@delaware.gov). Someone will get back to you.

Q. I have sent an email and left a phone message about needing a code and my supplier ID but have received no response. The latest email said that the 17th is the last day to enter February's attendance. What can/should I do?

A. The Division of Accounting (FSF) is working through a backlog of calls and emails. They will get back to you as soon as possible.

Q. I have more than one supplier ID. Which one do I use?

A. Contact FSF to see which one is active.

### **About Enhanced Reimbursement**

Q. Is Enhanced Reimbursement for centers that only take POC?

A. It is for all licensed providers in DE.

Q. Do I have to submit for Enhanced Reimbursement?

A. Programs are not required to participate, but if they wish to receive the monthly enhanced reimbursement payments, they must complete the Enhanced Reimbursement form on the portal each month.

Q. Is the reimbursement only for the child care programs that remained open after April 6th for essential workers?

A. It is for all licensed child care providers that have vacant slots as of the 15<sup>th</sup> of each application month.

### **Calculating Enrollment and Payments**

Q. What if I need assistance calculating my enrollment?

A. Email [early.learning@doe.k12.de.us](mailto:early.learning@doe.k12.de.us) and someone will get back to you to assist with the calculation as soon as possible.

Q. I have some children that attend part-time. Do we count them as a vacant seat because they attended one day, or this considered a filled seat?

A. You would consider them a filled seat.

Q. My child care is closed. When it asks if I am closed and paying/not paying staff and I don't have any staff other than myself, should I consider myself closed and paying staff?

A. You are paying staff if you are collecting a salary and not receiving unemployment benefits. If you are not collecting a salary and are receiving unemployment benefits, then you are considered closed and not paying staff.

Q. If enrolled private pay parents do not pay any tuition during this emergency time, can we count their children's slots as vacant slots even if they have not formally withdrawn?

A. If you are not receiving any form of payment, even a reduced amount, they are considered a vacant slot.

Q. If our private pay parents who had been paying a percentage of their tuition in April, but no longer pay that amount and pay nothing for May, can we change our submission of vacant slots for May?

A. Yes, you can change the slots each month based on enrollment.

Q. Is the monthly Enhanced Reimbursement application in addition to the POC monthly reporting?

A. Yes, these are two separate reports.

### **Completing and Submitting an Enhanced Reimbursement Application**

Q. What if I entered information incorrectly and have already submitted my application?

A. Email [enhanced.reimbursement@doe.k12.de.us](mailto:enhanced.reimbursement@doe.k12.de.us) and explain the error. Be sure to include your application ID number.

Q. We were told that we would need to certify our payroll, but I didn't see a checkbox to certify payroll/payment?

A. There is a statement on the certification page that ask you to certify your payroll by checking the box, typing your name and date, confirming you are not a robot and hit "sign" to represent your signature. If you were not instructed to complete these steps, then your application was not completed.

Q. Why doesn't the application let me enter information for February?

A: The ER payments started in April, so you can't enter information for any time prior April.

Q. Do we apply every month until the state of emergency is lifted?

A. Yes, or until otherwise informed. The end date for Enhanced Reimbursement payments has not been decided yet. You will submit an application monthly for your Enhanced Reimbursement payment. It is up to the individual child care provider if they wish to participate each month.

Q. In the Enhanced Reimbursement portal there are only two listings for Childcare category - Childcare Center and Family Childcare. If I am a Large Family Child Care which one should I select?

A. First, be sure to check your license to see what you are officially licensed as, then most likely you would select Family Childcare.

Q: On the Enhanced Reimbursement portal there were not enough spaces to enter bank account info. What should I do?

A. Please try the portal again. This has been fixed.

Q. How will I know if my Enhanced Reimbursement application was successfully submitted?

A. You will receive an application number and a confirmation page that lists all of your info.

Q. If I don't receive a confirmation page after submitting my Enhanced Reimbursement application, what should I do?

A. If you did not receive a confirmation page, it means that you did not complete the application. You will need to submit a completed application.

### **Receiving Payments**

Q. If I submit an application today, how long will it be before I am approved and will receive my Enhance Reimbursement payment?

A. If you have an accurate and complete application, you can expect to start receiving a payment within about two weeks.

Q. What months are we going to be reimbursed for?

A. Reimbursements will be processed beginning with the month of April. You will receive a reimbursement for each month that you submit an accurate and complete application.

### **Other Questions**

Q. Are there any restrictions on how we use the enhanced reimbursement money?

A. Enhance reimbursement money must be used to pay staff first and any leftover funds can be spent on supplies, professional development or other business related expense.

Q. During the state of emergency, what capacity are we working under? Is it our licensed capacity?

A. Yes, you are still working under your licensed capacity prior to the state of emergency.