



DELAWARE HEALTH AND SOCIAL SERVICES

DIVISION OF SOCIAL SERVICES

Deliver, Support, Serve

Child Care Co-Pay Redesign Frequently Asked Questions and Answers

1. **Q:** All my families that now have a parent co-payment are also receiving the max amount from the state. I am afraid that these are all incorrect State Fees. We need the correct state fee amount to determine a families POC + portion and to know what we will be receiving for all children.

A: Example- I have an 18-month-old child who had a \$19.92 parent fee with a state fee of \$8.79. The new monthly Co-Pay is \$246 and a state fee of \$28.70.

Copay is \$246 per month

State rate is \$28.70 per day

Authorized 5 full days per week

Take \$28.70 per day x 5 days per week = \$143.50

Multiply \$143.50 x 4.33 = \$621.35; this is the monthly authorization value

If there are 20 billable days in the month then the max a provider can receive is \$28.70 x 20 = \$574

Since the family co-pay is \$246, subtract this amount from the max a provider can receive: \$574-\$246 = \$328 to be paid by the state for that month

To collect the fee on a weekly basis, divide \$246 by the number of weeks in the month:

$\$246/4 = \61.50 per week

$\$246/5 = \49.20 per week

2. **Q:** I have multiple families that previously had no parent fee and now have a significant Monthly Co-Payment. Have these parents been notified of these changes? I feel that it is going to be difficult for these families to now pay for their childcare.

A: Copay is now based on household size and income. DSS is no longer considering expenses as a deduction. There was also a change in how we determine if a family has a waived fee. Parents were notified via written correspondence on February 28th informing them of the upcoming change to parent copays. DSS sent notices to parents on March 16th informing them of their new copayment amounts.

3. **Q:** I have multiple families that were approved for an extended period and now are showing as expiring after March 31st and don't have Parent Co-Pays for the months thereafter.

A: A new authorization should be in place for the remaining period of the original authorization. If a new authorization is not in place, it is possible that something else is going on with the case(s) and it would be helpful to have examples. Please send these examples to Belvie Herbert, Belvie.Herbert@delaware.gov, 302-255-9611, and Linda Freeman, Linda.Freeman@delaware.gov, 302-255-9572.

4. **Q.** We currently have multiple families that are enrolled in our school age program. Previously we would cut that child's parent fee in half and charge them that amount daily. If the child attended the whole day for extended care we would charge the other half of their parent fee for Do we charge the parent co-payment regardless of part-time or full time? If we are supposed to cut the co-payment to reflect a part-day then how do we determine that amount that is specifically for that child (As the co-payment isn't child specific and most families have more than 1 child, not all attending part-day)?

A: The parent is responsible for the entire monthly copay. The fee is no longer based on the type of care. It is based on household size and family income.

5. **Q.** Will there be a new POC + Worksheet provided to centers or should we continue to use old form?

A: Yes, the POC Unit updated the worksheet and we will send an electronic version to OCCL on or before 3/29/2019 for dissemination to providers.

6. **Q.** Currently we are required to have each parent sign a POC worksheet to show what their current parent fee and state fee is. Should this be changed to reflect a family now?

A: Yes, everything is based on family, so there should be one worksheet. It should not exceed the POC+ old amount.

7. **Q:** What if more than one child is approved for POC on our portal but not all children attend? Do you we still charge the whole co-payment?

A: Yes, the whole co-payment is still charged.

8. **Q.** Currently only one child has the co-payment, how will this be reflected in our payment summary from POC? Will it be broken down per child or by family?

A: The copay is broken down by child, and in some cases, the whole co-payment will be satisfied by charging it to one child. In other cases, the fee will be spread over all enrolled children.

9. **Q.** Will there be any type of training or specific guidance that is put out to programs to help with the transition to this system?

A: The POC Unit will have a Provider Meeting in April to discuss questions and concerns. In the interim, we are gathering questions, have created this FAQ document, and will be amending the document based on new scenarios on a weekly basis.

10. **Q:** Are we to move our parent billing from weekly to a monthly basis?

A: There is no requirement that providers charge this fee monthly, and it can be considered with respect to individual program's cash flow needs and the ease of administration. Additionally, since April is the first month of implementation, we understand that the system programs create for April may need to be modified in future months based on program and family needs. You will not be penalized for making those changes.

For those who would like to continue to charge the fees on a weekly basis, please see the example in question one.

11. **Q:** If we are a POC + Center, do we still charge the additional fee?

A: Yes, you are still permitted to charge POC + fees.

12. **Q:** The portal also went from per child to per family - again with multiple children in the household how are we determining per child rates considering we have to bill per child.

A: If a family has a co-pay, it will be assigned to the youngest child. If the co-pay is maxed out on the youngest child, the other children will not have a co-pay. The state would be responsible for paying the full daily rate for each of the other children.

13. **Q:** I do have a few children in the portal still on the daily rate instead of the monthly

A: You may have to clear your cache to refresh the system for the update to occur. In addition, if the families were approved prior to April 1, the changes would not show at this time because the family's parent fees are under the old rules. The new co-pay fees should be visible on or after April 1st. We were also advised that Google Chrome works best as a browser and the use of other internet browsers may impact the system updates. If you are still seeing the old daily fee after April 1, please send the MCI number and the names of the children to the POC resource mailbox so that we can research the issue.

14. **Q:** Is the monthly co-pay pro-rated for months where we are partially opened?

A: No. The family co-pay is based on the family size and family income. Fees will not be prorated.

Please send any questions or comments to:

Belvie Herbert, Belvie.Herbert@delaware.gov, 302-255-9611, and

Linda Freeman, Linda.Freeman@delaware.gov, 302-255-9572