Community Connections for Children

EARLY LEARNING RESOURCE CENTER
OFFICE OF CHILD DEVELOPMENT AND EARLY LEARNING

Top 10 Common CCW Topics

Regulated Providers

1 Who do I call?

Provider Liaisons have caseloads based on county and provider type. See the attached Contact Sheet for the Provider Liaison assigned to you.

2 Attendance Invoice Completion

- Only use symbols indicated on the attendance invoices. Using any other letter or symbol not listed may delay payment.
- If using PSS, be sure to save any notes for children prior to hitting submit.
- Paper invoices can be submitted vis email to attendance@cccforpa.org.

3 Absence Reporting

- Report child absences on attendance invoice.
- For 6+ consecutive absences, notify ELRC immediately via phone or email to suspend payment.
- Notify ELRC immediately via phone or email of child's return to care.

4 Provider Self Service (PSS)

- PSS Help Desk Phone Number: 1-877-491-3818
- Access to online attendance invoices
- Easily locate all correspondence associated with an invoice.
- Receive email notifications of child enrollment schedule, invoice changes, etc.
- Report and resolve copay delinquencies.

5 Closures - Paid/Unpaid/Emergency

- ELRC MUST be notified in advance, by phone or email, of a planned closure.
- Emergency closings MUST be reported within 3 days of reopening.
- Failure to report in a timely manner will make closed days unpaid.
- PSS users can add closed days when needed.

6 Provider Payment Summaries

- Review details for each child such as copay amount, FT vs PT, etc.

7 Co-Payment Information & Reporting Delinquent Copays

- It is the provider's responsibility to collect the copay weekly.
- If a child's first day of enrollment is Tues-Fri, the copay will start the following Monday.
- The copay is delinquent if it is not paid by the last day of the service week.
  - Delinquent copays must be reported to the ELRC no later than the Monday following the week the copay was due.
  - Re-notify the ELRC as soon as a delinquent copay is paid.
- Copays are deducted by the number of Mondays in the month.
  - Ex. Parent has a $10 copay. If March has 5 Mondays, ELRC will deduct $50 for the copay. If April has 4 Mondays, ELRC will deduct $40.

8 Terminations

- Inform ELRC immediately, via phone or email, when a child leaves care.
- Indicate a "T" (terminated) on attendance invoice for last day attended.

9 Sign In/Out Tracking

- Daily sign in/out sheets are required in electronic or hard copy form and must show each child's name, drop off and pick up times, and date.
- Each drop off and pick up must be validated by the parent via signature or electronic process.
- ELRC requests sign in/out sheets when the "NC" (no change) box is marked for 3 consecutive months.
  - Records must be submitted for remainder of fiscal year.

10 Communication is Key!

Timely and effective communication goes a long way in guaranteeing timely and accurate payments.

Provider Liaison Contacts

ELRCs 8, 9, & 10

For any questions or concerns regarding your program's Child Care Works (CCW) invoices and billing, please contact the Provider Liaison assigned to your county.

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