

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 1, 2006

**What's Inside:**

Payment  
Resolution  
Process for Child  
Care Providers

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS,  
COUNTY MANAGERS, CHILDREN'S DIVISION STAFF AND  
FAMILY SUPPORT DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR  
CHILDREN'S DIVISION  
JANEL R. LUCK, DIRECTOR  
FAMILY SUPPORT DIVISION

SUBJECT: CHILD CARE PROVIDER PAYMENT RESOLUTION PROCESS

REFERENCE: CHILDREN'S DIVISION  
FAMILY SUPPORT DIVISION

DISCUSSION:

The purpose of this memorandum is to introduce a new process for child care providers to resolve payment problems. Effective with the receipt of this memorandum, child care providers must submit requests for payment corrections via the Child Care Provider Payment Resolution Request form. This form is available as a One Form at [http://www.oa.mo.gov/gs/form/fm\\_indiv.htm#child\\_div](http://www.oa.mo.gov/gs/form/fm_indiv.htm#child_div). This form can also be obtained from the DSS internet page at <http://www.dss.mo.gov/cd/childcare/pdf/payreqform.pdf>. The Early Childhood and Prevention Services Section (ECPSS) in Central Office will accept and review requests for correction payments. Providers are notified of this new process and use of form with their July 2006 invoices (message attached).

The Child Care Provider Payment Resolution Request form is used when payment discrepancies occur or when an invoice is submitted late. Payment discrepancies include but are not limited to:

- a child missing from the invoice,
- incorrect rates on the invoice,
- more care was provided than the authorization reflects, and
- an incorrect payment was made for submitted units.

Payment discrepancies must be submitted within 60 days of the end of the service month in question. Requests received after 60 days of the end of the service month in question are ineligible for review.

**In addition, an invoice is considered late when it is submitted 60 days past the service month or 60 days past the “return by” date found on paper invoices, whichever is later.** If invoices are submitted past these deadlines, providers must be referred to the Payment Resolution Process for payment to be considered. Providers must explain why the invoices are late on the form when it is submitted. This explanation is considered in the review process.

#### CHILD CARE PROVIDER RESPONSIBILITIES

All child care providers are instructed to obtain the Child Care Provider Resolution Request form from the internet (<http://www.dss.mo.gov/cd/childcare/pdf/payreqform.pdf>), from ECPSS, or from their local Family Support or Children's Division office. Local FSD and CD offices are instructed to provide the form to child care providers upon request. Forms are available to field staff as a One Form at ([http://www.oa.mo.gov/gs/form/fm\\_indiv.htm#child\\_div](http://www.oa.mo.gov/gs/form/fm_indiv.htm#child_div)).

When payment resolution situations arise, providers must complete the form and include necessary explanations. Attendance sheets must also be submitted with the form for review. If the form is not complete or lacks attendance sheets, action cannot be taken and the provider is notified by ECPSS. Submission of the form does not guarantee payment to the provider. Each situation is individually reviewed for resolution.

#### ECPSS AND LOCAL FSD/CD RESPONSIBILITIES

All completed resolution forms are submitted to ECPSS in Jefferson City for tracking and review. If the provider is located in a county that has already been implemented into the Child Care Provider Relations Unit (CCPRU), resolution is determined by CCPRU. If assistance from local FSD offices is needed when eligibility is in question, CCPRU staff will contact the appropriate field staff for eligibility information via email. A response to CCPRU from the field staff is requested within five working days. Once the issue is resolved, the CCPRU worker will issue any necessary payment and will notify the provider of the outcome.

If the provider is located in a county that has not yet been implemented into CCPRU, the form is still submitted to ECPSS in Jefferson City for tracking and review. Upon completion of initial review, ECPSS will contact appropriate field staff with direction on how to proceed. Field staff will facilitate the payment resolution, issue any necessary payment, and will notify the provider of the outcome. ECPSS must also be notified of the decision and outcome for tracking purposes. All requests must be resolved as quickly as possible; however, ECPSS requests final response within 30 days from receipt of the request in the local FSD/CD office.

Any questions regarding the payment resolution process should be forwarded through normal supervisory channels.

<b>NECESSARY ACTION:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division and Family Support Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT:</b> Lori Davis (573) 526-9587 <a href="mailto:Lori.A.Davis@dss.mo.gov">Lori.A.Davis@dss.mo.gov</a>	<b>PROGRAM MANAGER:</b> Becky Houf (573) 751-6793 <a href="mailto:Becky.L.Houf@dss.mo.gov">Becky.L.Houf@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b> N/A	
<b>FORMS AND INSTRUCTIONS:</b> Child Care Provider Resolution Request <a href="http://www.oa.mo.gov/gs/form/fm_indiv.htm#child_div">http://www.oa.mo.gov/gs/form/fm_indiv.htm#child_div</a> <a href="http://www.dss.mo.gov/cd/childcare/pdf/payreqform.pdf">http://www.dss.mo.gov/cd/childcare/pdf/payreqform.pdf</a>	
<b>REFERENCE DOCUMENTS and RESOURCES:</b> N/A	
<b>RELATED STATUTE:</b> N/A	
<b>ADMINISTRATIVE RULE:</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS:</b> N/A	
<b>PROGRAM IMPROVEMENT PLAN (PIP):</b> N/A	
<b>SACWIS REQUIREMENTS:</b> N/A	

Attachment: [payment resolution invoice message](#)