

**IMPORTANT INFORMATION FOR ALL CHILD CARE PROVIDERS**

This message is to introduce a formal process child care providers must follow effective immediately when there are payment problems. Payment problems include, but are not limited to such things as a child missing from the invoice, incorrect rates, incorrect days submitted and incorrect units paid. To be considered for review, requests must be submitted within 60 days of the end of the service month in question. A request must also be submitted when invoices are submitted late. While you are expected to submit your monthly invoices and attendance records within 30 days from the end of the service month, an invoice may still be considered for possible payment if it is submitted within 60 days past the end of the service month or 60 days past the "return by date" found on paper invoices, whichever is later. Whichever the issue this process must be followed to have your situation reviewed.

To file a request to have a payment reviewed, you must use the Child Care Provider Payment Resolution Request form available on the internet at <http://www.dss.mo.gov/cd/childcare/pdf/payreqform.pdf> . Forms may also be obtained from the Child Care Provider Relations Unit in Jefferson City by calling 573-522-1385 or from your local Family Support Division or Children's Division Office.

Once the form has been completed, attach the attendance sheets that correspond to the service month(s) for which there are problems. Incomplete requests or requests submitted without attendance sheets cannot be reviewed. Mail all information to:

Early Childhood and Prevention Services Section, Children's Division  
Attn: CCPRU Unit  
PO Box 88  
Jefferson City, MO 65103-0088

Upon receipt, ECPSS and CCPRU staff reviews the child's eligibility, the provider's eligibility, and/or the situation to determine the outcome. Coordination with the county office is often required in the review process. The review process takes time, but providers are notified of the outcome at the end of the review.

Note: Submission of the Child Care Provider Payment Resolution Request form does not guarantee payment. All decisions are final.

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**IMPORTANT NOTICE TO ALL CHILD CARE PROVIDERS!!!**

The new Contract Compliance Review (CCR) team has begun its work. You received a letter dated February 8, 2006 which explained that the team would be visiting providers to conduct basic reviews of compliance with DSS policies and procedures. The first reviews have noted a number of concerns with non-compliance. **Please remember that as a child care provider, you must maintain appropriate records as defined by either your contract or provider registration agreement.** Appropriate records include copies of your invoices and attendance records on all children for whom you receive subsidy reimbursement. If you are concerned about meeting compliance requirements, review the terms and conditions of your child care contract or your provider registration agreement. You may also contact the CCR team by mail at Division of Budget and Finance, Attn: Contract Compliance, P.O. Box 1082, Jefferson City, MO 65102-2082 or via E-mail at [contractcompliance@dss.mo.gov](mailto:contractcompliance@dss.mo.gov). Please be aware that contract compliance will continue to be regularly monitored. If you fail to comply with the review process or if you do not have appropriate records, payments for child care reimbursements may be affected. If intent to defraud the agency is suspected during the course of the review process, further investigation will be conducted by DSS legal services. Referral for prosecution will be made when findings indicate potential fraud.