



Practice Alert

AUTHORIZATION ISSUES IMPACTING CHILD CARE PROVIDER PAYMENTS

The purpose of this Practice Alert is to remind CD and FSD staff of the need to provide timely follow-up with Child Care Provider Relations Unit (CCPRU) staff to address child care authorization issues impacting payments to providers.

When staff does not respond timely to questions about authorizations, this impacts the CCPRU staff's ability to determine whether the provider should be paid for services provided to our children and families. The expectation is for CD and FSD staff to respond in a timely manner to authorization issues in an effort to reduce the likelihood of an improper child care payment. For FSD staff in areas where there is no staff assigned to a case, the worker who receives the request should coordinate within their local office to find the case information to resolve the issue.

Staff are encouraged to review memorandum [CD11-32/OEC11-08](#) titled "HOW TO ADDRESS AUTHORIZATION ISSUES IMPACTING CHILD CARE PROVIDER PAYMENTS." Please review the flow charts and follow the steps in this memorandum to ensure children who are receiving child care are authorized correctly so payment is made timely and accurately.

[How to Address Protective Services Authorization Issues Impacting Payment](#)

[How to Address Family Support Division Authorization Issues Impacting Payment](#)

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