



Frequently Asked Questions April 3, 2020

Dear Boulder County CCAP Providers,

Below are frequently asked questions about our current Emergency COVID-19 Absence and Parent Fee Policy. We hope this document serves as a reference guide during this time. If you have additional questions not addressed on this document, please email us at ccap@bouldercounty.org

Emergency COVID-19 Absence Policy: Boulder County CCAP will pay up to 15 absences per month, per child, to all providers beginning March 1, 2020 through June 30, 2020.

1) Is this a state policy or county policy?

A: All counties have the authority to make their own emergency policy regarding parent fees and absences. If you serve children from multiple counties, please check with each county about their policy.

2) Will absences payments be automatic, or will they need to be manually billed?

A: Manual bills will be required for March. April through June, the system will pay absences automatically on the usual schedule two weeks in arrears.

3) Does my site need to be open to receive the payments? What if my site is closed?

A: Absences will be paid to both closed and open sites.

Open Sites: will continue to get paid both attendance and absence fees. Please have families continue to check in and out using the ATS system.

Closed Sites: the system will pay absences for the 15 days.

4) What should I do if I am providing care for a new child who previously attended another daycare that is now closed but billing for absences?

A: Have the family contact the CCAP Team to change their authorization to the open site. Once the change is made, the open site can start getting paid for the child's attendance. Please submit a manual bill if there are days attended, but not paid by the system due to a delay in getting the authorization up-to-date.

For sites that are closed, the site will receive an authorization change. We are asking these sites to keep a list of the children that have left the site due to closure. This list will be submitted to the CCAP team in the future.

5) Where do I find 1) the manual bill claim form to bill for March absences and 2) instructions on how to fill it out? What if I don't have sign in sheets as back-up documentation?

A: There is no back-up documentation needed to manually bill for March absences. If you need to submit a manual claim for days attended, but not paid by ATS, all normal policy and guidelines still

apply. All information, including manual claim form and how to for providers can be found, is located on our website: www.bouldercountychildcare.org.

6) When will I get paid for absences from March?

A: A manual bill is required for March. When the CCAP Team receives the manual bill, it will be processed as quickly as possible (no later than 15 days from receipt).

7) When is the manual bill due for absences in March?

A: Per the CCAP policy, manual bills must be received within 60 days of the non-attended day. For example, if a child did not attend on March 14, we need the bill no later than May 14. Please submit bills as soon as possible for quick processing and timely payment.

8) Does this absence policy extend to the Contract for Slots pilot program?

A: The agencies participating in the Contract for Slots program will receive payment for 22 days for the children in those slots, per the Contract for Slots agreement. Manual bills should still be submitted following the normal procedure.

9) Can I charge families for absences if they are absent more than 15 days?

A: We strongly encourage you not to charge families for any additional absences during these challenging financial times. We also realize that this is an individual business decision.

Parent Fees: Boulder County CCAP has waived all parent fees for the month of April. A decision will be made on or before April 22 regarding May parent fees.

1) If parents withdraw their child from care, should I charge the family for absences if they are absent more than 15 days?

A: We strongly encourage you not to charge families for any additional absences during these challenging financial times. We also realize that this is an individual business decision.

2) How can parents request a waiver for their parent fee?

A: No need to request a waiver for April—parent fees will be waived automatically. If parents are experiencing a hardship, have them email the CCAP team to request a reduction of their future parent fee, so when parent fees are reinstated the paperwork is complete.

3) Parents have already paid their parent fee for March. Should I refund them?

A: No. Parent fees were assessed correctly in March and should not be refunded.

4) For families still attending in-care in April, should I charge them a parent fee? What about May?

A: Do not charge families a parent fee in April. On or before April 22, the CCAP team will communicate about May's parent fees. As of April 1, May fees have not yet been waived.

Other Questions:

1) For families still attending in-care in April, should I charge them a parent fee? What about May?

A: Do not charge families a parent fee in April. On or before April 22, the CCAP team will communicate about May's parent fees. As of April 1, those have not yet been waived.

2) For school-aged children, what do I need to do to receive the full-day rates, rather than the after-school rate?

A: Please submit a list of these children to the CCAP Team, so that we can change these authorizations from “after-school” to “full-time”.

3) Our site has an opening, should I inform the CCAP Team?

A: Yes, please let the CCAP Team know about the opening. We can help place children at your site. Please email Annette Crawford at acrawford@bouldercounty.org.

4) What if a child is attending our sister site?

A: Please let the CCAP team know about the change in sites and we will update the authorization accordingly.

5) Do I need to do anything differently if I use ELV and not ATS?

A: No. Everything is the same for ELV as for ATS.

Resources:

CCAP Team: ccap@bouldercounty.org

Website: www.bouldercountychildcare.org.

COVID-19 Resources: <https://www.bouldercounty.org/families/disease/covid-19/covid-19-resources/>

Colorado Emergency Childcare Collaborative: <https://covidchildcarecolorado.com/>

Boulder County Early Childhood Council: <https://ecclacolorado.org/counties/early-childhood-council-of-boulder-county/>

Kid Connects Mental Health Consulting Warm Line: 303-245-4418