



CCDF Program Participant Frequently Asked Questions

1. How can I become a voucher participant?
 - a. Must be a licensed provider and Better Beginnings Level two (2) or higher. If the requirements are met, please email ocf.familysupport@ade.arkansas.gov to apply to become a CCDF Program Participant (Provider).
2. Provider Q: Can I bill for a child who was temporarily absent from my facility?
 - a. Yes, per the Absentee billing policy, if the facility is open and the child(ren) are scheduled to attend, but does not, the provider is able to bill those absences to Office of Early Childhood (OEC) not exceeding the Absentee day limit set forth in the Agreement).

The maximum billable absentee days per trimester are as follows:

Trimester	Days Allowed	Not to Exceed
July – October	12*	6 in a given month**
November – February	16*	8 in a given month**
March – June	12*	6 in a given month**

** Days will be pro-rated based on the start date of the authorization.*

*** The Participant reserves the right to charge the client for absentee days that exceed the above limits. TEA clients and foster care clients are exempt from all fees*

**** Absentee Days will follow the child per calendar year.*

3. Provider Q: How can I get paid for absences if the child(ren) has exceeded their allowed days for the month and/or trimester?
 - a. Excessive absences can be billed to the parent/family (excluding TEA and Foster Care clients). Parents with excessive absences can submit a request for an absentee waiver to their Program Eligibility Specialist.
4. Provider Q: How should I bill a child(ren) who arrives late or leaves early?
 - a. Child(ren) who arrive late or leave care early may be billed for the regularly scheduled rate unless the condition of early departure (less than full time hours) continues for more than two consecutive weeks.
5. Provider Q: Who should I contact if a child(ren) is attending Part Time hours, but I have a Full-Time authorization?
 - a. If the child(ren) is attending Part Time consistently for over two consecutive weeks, the authorization must be adjusted by contacting the assigned Program Eligibility Specialist via email. This contact information can be found on the Authorization Worksheet received through the CC Billing Portal.
6. Provider Q: How should I bill for Holidays?
 - a. Provider can bill “Holiday” on the billing menu if the facility is closed on the observed date. If the facility is open, the provider will consider this a regular billing day and bill “Regular” or “Absentee” according to their attendance.
7. Provider Q: How do I change my password?

- a. Providers can change their password under the “Maintenance” tab once logged into the CC Billing Portal. If a password need to be reset, contact staff listed on the CC Billing Portal via phone to request your existing password.
8. Provider Q: Why can't I open the Authorization worksheet/Closure Notice/Remittance when I click view/print in Reports?
 - a. Make sure your web browser does not have pop-ups blocked/an Ad Blocker program.
9. Provider Q: How do I bill if I am unable to open my center due to an exceptional/emergency circumstance (pipes burst, no electricity, otherwise unsafe conditions)?
 - a. Provider must maintain and submit documentation of the circumstance via email to the CCDF Program Administrator requesting approval to bill as “Inclement.”
10. Provider Q: How should I bill if I have to close my center early due to an exceptional/emergency circumstance (pipes burst, no electricity, otherwise unsafe conditions)?
 - a. Facility will bill as a regular day since the center was open and providing services for a portion of the day; provider would bill “Regular” for children in attendance and “Absentee” for children who did not arrive before the early closure.
11. Provider Q: Can I dismiss a child(ren) exhibiting challenging behaviors?
 - a. No, the provider must follow the Behavior Help process and cannot dismiss a child(ren) from care per the CCDF Program Participant Agreement.
 - b. <https://behaviorhelponline.org/>
12. Provider Q: What if the subsidy amount I receive from OEC is less than my daily private pay rate?
 - a. The provider has the option to charge a MAXIMUM of an additional 15% over the designated subsidy rate listed on the Authorization Worksheet as long as the additional percentage does not cause the daily rate to exceed that of private pay clients.
13. Provider Q: When I log into the CC Billing Portal, I received an alert saying my refresher training is due. What should I do?
 - a. The provider must go to the “P.A.T.” tab once logged in and take the refresher training/exam by due date listed. Failure to complete the training on time will result in a billing hold and the eventual cancellation of the provider’s CCDF Program Participant Agreement.
14. Provider Q: What should I do if I bill for a child(ren) after they no longer attended my facility?
 - a. The provider must self-report this instance to the provider billing contact listed on the CC Billing Portal. This will result in an overpayment, as the provider was not entitled to those funds after the child(ren) no longer attended.
15. Provider Q: A parent took their child(ren) out of care without notice. Can I charge a drop fee?
 - a. No, clients are not obligated to give notice and cannot be charged any withdrawal fees. The provider will not bill Absentee days after the child has left care to make up for lack of notice.
16. Provider Q: My summer program has field trips each week. Can I charge activity fees to the parents receiving voucher subsidy funds?
 - a. No, our subsidy rate was expanded to cover any additional fees such as activity fees, registration fees, etc. Field trip costs cannot be mandatory.
17. Provider Q: A parent is dropping their child off without signing the child in on our attendance sheets. What can I do?

- a. The provider must require a parent to sign child (ren) in and out to be paid for services rendered. Signatures are waived for electronic attendance systems.
18. Provider Q: A child(ren) attending my center does not have an active authorization. What do I do?
- a. If this child(ren) is not in Foster Care, the family is responsible for paying out of pocket.
 - b. If this child(ren) is in Foster Care, contact the staff listed on the CC Billing Portal with the first/last name and date of birth of the child(ren), as well as their start date at your center.
19. Provider Q: My Better Beginnings level increased. Will the daily rate I receive from OEC increase?
- a. Rates will automatically increase in the system from the date of the level change.
20. Provider Q: How do I change my rates?
- a. Rates can be changed in the Provider Portal of the Enterprise Licensing System (ELS). For assistance, the provider must contact their licensing specialist.
21. Provider Q: How can I change my direct deposit banking information?
- a. Provider must contact the person listed on the CC Billing Portal to receive a new W-9 and direct deposit form. This documentation must be completed and returned to OEC for processing.
22. Provider Q: What if I'm an existing CCDF Program Participant, but my facility site location changes?
- a. Licensing must be notified of the new center location; if Taxpayer Identification Number remains the same, the provider must submit a facility mass change form to OEC Provider Support to transfer existing voucher clients to the new facility license number.
 - b. If the Taxpayer Identification Number changes, the provider must set up their facility as a New Participant and confirm eligibility for Participation through Licensing and Better Beginnings and request new vendor password to complete initial Participant Agreement training and exam.

If any provider questions were not answered by this FAQ, please contact OECchildcareparticipant@ade.arkansas.gov and a representative from OEC will contact you.

CCDF Child Care Subsidy Assistance Frequently Asked Questions

23. Applicant Q: How do I apply for childcare assistance?
- a. To apply for child care assistance, submit a complete [application \(SP\)](#), supporting documents, and [child care arrangement form](#), completed by the selected CCDF Program Participant (childcare provider), to OEC.FamilySupport@ade.arkansas.gov. The files can be found [here](#) while the accompanying supporting documentation is detailed on the first page of the application.
 - i. Note that by signing the application, you certify that you have read and understand the [Rights and Responsibilities \(SP\)](#) afforded to applicants.
 - b. Program Eligibility Specialists have ten (10) business days to approve, pend or deny an application.
24. Applicant Q: What happens after I have applied?

- a. If all necessary information has been provided, and the system has determined applicant eligible, the Program Eligibility Specialist will contact the applicant for a required interview. After the interview, an approval email will be sent to the applicant.
 - b. If additional or corrected information is needed, a Notice of Action (NOA) will be sent via email from ChildCareAssistance-Prod (ChildCareAssistanceProgram@ade.arkansas.gov), to request further information needed to process the application. The NOA will often go to the junk/spam folder. Requested information shall be sent to the Program Eligibility Specialist listed on the NOA.
 - i. If the requested information is not provided on or before the date listed on the NOA, the application will be denied for failure to provide information.
25. Applicant Q: What are the qualifications?
- a. In order to qualify for childcare assistance, all adults in the household must be working a minimum of at least twenty (20) hours weekly, attend school full time, or a combination of these activities to equal twenty (20) hours or more weekly. Extended Supportive Service, (ESS) applicants, at least one adult must be working twenty (20) hours per week or more in the first year, twenty-five (25) hours per week or more in the second year.
 - b. Other qualifications may be met on a case-by-case basis.
26. Applicant Q: What is the qualifying income?
- a. Families may review the sliding fee chart to determine the household's eligibility based upon the gross income using the below link:
https://dese.ade.arkansas.gov/Files/Sliding_Fee_Scale_20240729143425.pdf
https://dese.ade.arkansas.gov/Files/Sliding_Fee_Scale_SP_20240729143406.pdf
27. Applicant Q: How is childcare provided to my children?
- a. Once an applicant is determined eligible for childcare assistance, the applicant must select a CCDF Program Participant that is licensed or registered by the OEC and has a CCDF Program Participant Agreement.
 - b. Payments will be submitted directly to the provider through the CC Billing Portal.
28. Applicant Q: How do I find a childcare provider?
- a. Childcare providers may be located using the below link:
https://ardhslicensing.my.site.com/elicensing/s/search-provider/find-providers?tab=CC&language=en_US
29. Applicant Q: What do I do if my application was denied?
- a. If the application was denied for failure to provide information, the information can still be submitted for up to forty-five (45) days from the date of denial and may be reopened if all requested information was provided.
 - b. If it has been more than forty-five (45) days since the date of denial, a new application packet will need to be submitted.
30. Applicant Q: Where can I direct inquiries?
- a. Inquiries should be directed to the assigned Program Eligibility Specialist. If you do not have an assigned Program Eligibility Specialist, the inquiry may be sent to oec.familysupport@ade.arkansas.gov.
 - i. Please include your name and the child (ren) name to better assist.
31. Applicant Q: I am no longer working or going to school, will I lose my childcare assistance?

- a. OEC has procedures in place to assist with continuity of care while the family has a temporary loss in eligible activity.
32. Applicant Q: I received a statement that looks like a bill, am I responsible for payment?
- a. The statement is an Authorization Worksheet that serves as the approval notice and provides information to detail the approved dates for care, the daily casehead copayment amount (if applicable), and daily amount paid to the provider by OEC.
33. Applicant Q: I was told that I was not eligible for assistance. Are there any programs that can help me?
- a. The Arkansas Better Chance Program may be an option, as well as Head Start, and Early Head Start. For additional information on the ABC program, please email; oc.family.support@ade.arkansas.gov. For Head Start and Early Head Start, please call 1-866-371-0740 or view online at <http://arheadstart.org> to view participating centers in your area.
34. Applicant Q: How do I appeal a denial decision?
- a. Whenever an application is denied, or an adverse action is taken on a case, the applicant will be informed in writing of the decision and of the right to a review of the decision. An applicant must provide a written request within ten (10) days from the date of the adverse action.

If any applicant questions were not answered by this FAQ, please contact OEC.FamilySupport@ade.arkansas.gov and a representative from OEC will contact you.