

Mark Anderson

Authorized Signature

Number: SS-IM-05-020

Issue Date: 10/07/2005

Topic: Child Care

Subject: Child Care Billing Forms

Applies to (check all that apply):

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|-------------------------------------|-------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

We have discovered a problem with the end of the month computer run. Approximately 900 Child Care Billing (CCB) forms issued on 9/27/05 for 10/2005 contained incorrect information or were issued in error. No JOBS Child Care Billing forms were affected.

Approximately 500 CCBs with incorrect copays and hours will be cancelled and reissued. These providers and clients will receive a notice telling them that a corrected billing form will be sent to them within two mailing days.

Approximately 400 CCBs which were issued in error because eligibility for October was not clear will not be cancelled.

We will send these providers and clients a notice telling them that if DHS pays for care and the client is not eligible, the client will incur an overpayment. If the client is not sure if they are eligible, they will need to contact their worker. Copies of these notices are attached.

Providers who are paid by DHS for care that they did not provide will incur an overpayment.

Thank you for your patience and the hard work you continue to do on behalf of your clients. We are very sorry for the confusion and inconvenience this will cause.

Provider Notices:

Due to a computer error, the child care billing form you received dated 9/27/05 has an incorrect copay amount on it. The correct amount may be higher or lower.

You will be sent a corrected billing form within two mailing days. The incorrect billing form will be cancelled.

Thank you for the valuable service you provide to our clients. We apologize for any inconvenience this may cause.

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Due to a computer error, you received a child care billing form dated 9/27/05. This billing form should not have been sent. Please check with the client to be sure they are eligible for child care benefits.

If DHS pays for care and the client is not eligible, the client will be charged with an overpayment.

Thank you for the valuable service you provide to our clients. We apologize for any inconvenience this may cause.

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Client Notices:

Due to a computer error, the child care billing form your provider received dated 9/27/05 has an incorrect copay amount on it. The correct amount may be higher or lower.

Your provider will be sent a corrected billing form in the next two mailing days. The incorrect billing form will be cancelled.

We apologize for any inconvenience this may cause.
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Client Notices, cont.

Due to a computer error, a child care billing form dated 9/27/05 was incorrectly sent to your provider.

If you are not sure if you are eligible for child care, please contact your worker. If DHS pays for your child care when you are not eligible, you will have an overpayment.

We apologize for any inconvenience this may cause.

If you have any questions about this information, contact:

Contact(s):	Shiela Carter (503) 945-6110 Rhonda Prodzinski (503) 945-6087 Cassie Day (503) 945-5729
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