Child Care Provider Billing Application

For

State of New Hampshire

Department of Health and Human Services (DHHS)

Division of Housing and Economic Stability (DHES)

Bureau of Child Development and Head Start Collaboration (BCDHSC)

Child Care Provider Closures

Date: November, 2019
Important Changes to New Hampshire Child Care Scholarship Program Billing

Effective November 4, 2019 DHHS will allow child care providers to bill the New Hampshire Child Care Scholarship Program for designated closures, which include:

- Thanksgiving Day;
- Christmas Day;
- New Year’s Day;
- 12 hours of staff professional development training per calendar year;
- 12 hours of program closures per calendar year; and
- Federal, state, or DHHS administrator declared disaster closure day(s)

DHHS Billing Indicators:
P – Present, A – Absent, C – Provider Closure, T – Staff Professional Development training, H – Holiday and D – DHHS declared Disaster closure.

Any hours billed “C”, “T”, “H” and “D” will be treated the same as Billing Indicator “P” with respect to determining the total hours billed on the claim and calculating the total paid for the claim.

DHHS will automatically populate the DHHS designated holiday in the web billing application each January 1st. The child care provider may bill for a holiday “H” when the program is closed for the holiday and the child was scheduled to attend. On the Claim Entry screen, the arrival and departure time must reflect the hours the child was scheduled to attend. The Billing Indicator “H” for the DHHS approved holiday will be reflected on the designated holiday. The Holiday indicator can be used on any time slot occurrence for the day. Billing Indicator “H” and “P” are the only allowable indicators on a claim day indicated as billable holiday. Billing indicators “T”, “C” and “A” are not allowed.

Child care providers may bill up to 12 hours of staff professional development training and up to 12 hours of program closures per calendar year. The calendar year begins January 1st. Unused hours will not roll over. Providers determine the closure day and hours that best meet the program need. Some Examples of provider closures are Bereavement, Personal, Sick, Vacation, Weather etc. Calendar entries can be added for future dates. Entries on the Provider Calendar can be changed, as long as billing claims have not been saved, submitted or paid.

The child care provider must enter the program closure days and hours on the Provider Calendar. It is important to maintain an accurate Provider Calendar. The Provider Calendar for Closure and Training for Professional Development is located on the Provider Home Page. The Closure calendar day and hours are effective immediately upon saving the entry. Closures can only be billed on the web billing application. No paper claims will be allowed. Providers will not be able to bill for closures until the provider calendar day and hours have been entered and saved. The calendar may be updated or
adjusted as needed. However, if a billing claim has been saved, submitted or paid based on the closure calendar, the provider will not be able to edit those specific closure hours. The provider must notify the Bureau of Child Development and Head Start Collaboration (BCDHS) Provider Relations immediately, at 271-4242 if a billing claim is submitted incorrectly for Employment Related Child Care or Division of Children Youth and Families (DCYF) Provider Relations at 271-4954 for Protective or Preventive child care. Once the incorrect billing claim is adjusted by DHHS, the provider closure hours will be returned to the child care provider’s closure account.

The child care provider may bill for **professional development training hours** when the program is closed for professional development training and the child was scheduled to attend. On the Claim Entry screen, the arrival and departure time must reflect the hours the child was scheduled to attend. The Billing Indicator “T” for the provider training closure day and hours will be reflected on the designated training closure day. Billing Indicator “T” is only allowable on a claim day/time indicated as training on the provider’s training calendar. “T” can only be used on a time slot occurrence that falls within the specified start and end times on the calendar.

The child care provider may bill for **closure hours** when the program is closed and the child was scheduled to attend. On the Claim Entry screen, the arrival and departure time must reflect the hours the child was scheduled to attend. The Billing Indicator “C” for the provider closure day and hours will be reflected on the designated closure day. Billing Indicator “C” is only allowable on a claim day/time indicated as a closure on the provider’s closure calendar. “C” can only be used on a time slot occurrence that falls within the specified start and end times on the calendar.

**IMPORTANT:** If the child care provider has multiple resource identification numbers, the provider calendar must be completed for each unique resource id number to reflect the closure/training hours for that specific site; each site may have different closure/training hours. Each resource id number is allocated 12 hours for closures and 12 hours for professional development.

DHHS will populate the **DHHS declared Disaster** closure on the web billing application. The child care provider may bill for DHHS declared Disaster closure days when the provider is closed due to the DHHS declared closure and the child was scheduled to attend the program. On the Claim Entry screen, the arrival and departure time must reflect the hours the child was scheduled to attend. The Billing Indicator “D” for the DHHS declared Disaster will be reflected on the designated closure day. “D” is only allowable on a claim day indicated as a billable disaster. “D” can be used on any time slot occurrence for the day.

**Please note:** When the child is scheduled to attend the program, it is important to capture ALL hours on a claim day to reflect child attendance. Therefore, multiple Billing Indicators and Occurrences can be indicated on a claim day. For example Present (P), Absent (A) Closure (C) Training (T) etc.
Click on Maintain Closure Calendar to access your calendar for days and hours your program will be closed.
First: Select the Calendar Year if applicable.

Note: If you made an error, click in the Delete box to delete the entry.

Entries cannot be deleted if a billing claim has been saved, submitted or paid.

Enter the Date (MM/DD/YYYY), the Start Time including AM/PM, the End Time including AM/PM.

Enter Comment (the comment is for you to include information that best reflects the action. For Example: Funeral).

Select a closure reason for when your program will be closed.

Click Save.

Second: Click on the Add button to add closure date and time.
Upon Save, the screen will indicate Calendar Item(s) Submitted.

An error message will appear when the allotted hours exceed the DHHS authorized allowed hours and the information will not save.
Once your Closure calendar day and hours are saved, “C” for Closure will populate as a Billing Indicator on the Claim Entry screen. You must enter the closure hours reflected in your closure calendar and select “C” for Closure if the child was scheduled to attend your program.

Click on Maintain Training Calendar to access your calendar for days and hours your program will be closed for professional development training.
Select the Calendar Year if applicable.
Click on the Add button to add closure date and time.

No data was returned. You need to click the add button to enter a new row and then click the save button after making changes.

Note: If you made an error, click in the Delete box to delete the entry.
Entries cannot be deleted if a billing claim has been saved, submitted or paid.

Enter the Date (MM/DD/YYYY), the Start Time including AM/PM, the End Time including AM/PM.
Enter Comment (the comment is for you to include information that best reflects the action. For Example: the professional development topic)
An error message will appear when the allotted hours exceed the DHHS authorized allowed hours and the information will not save.

Once your training calendar day and hours are saved, “T” for Training will populate as a Billing Indicator on the Claim Entry screen. You must enter the closure hours reflected in your training calendar and select “T” for Training if the child was scheduled to attend your program.
DHHS approved Holiday will populate as a Billing Indicator on the Claim Entry screen.

Record cannot be saved. The claim will not save.

You will not be able to Save a claim day if the hours are not within the hours designated on your Provider Calendar. An error message will populate if you enter a Start or End Time that is not reflected in your Provider Calendar. The Claim will not save. You must correct the Start/End Time.

Closure cannot be used – date/time is not on Closure Calendar.
DHHS approved Holidays will populate as a Billing Indicator on the Claim Entry screen. You must select "H" for holiday when your program is closed for the holiday and the child was scheduled to attend your program. Enter the hours that the child is normally scheduled to attend.