STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF HUMAN SERVICES

DIVISION FOR CHILDREN, YOUTH & FAMILIES

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September 1, 2017

Changes to NH Child Care Scholarship Billing

Dear Child Care Provider:

On September 11, 2017, changes will be made to the Web Billing system to strengthen payments to providers. The Child Care and Development Block Grant (CCDBG) Act of 2014 requires that payments to providers allow for a child's occasional absence. Policies governing provider payments are an important aspect of ensuring equal access and supporting the ability of providers to provide high-quality care.

CHANGES REGARDING ABSENTEE HOURS

Beginning September 11, 2017, child care providers receiving Employment-related or Preventive or Protective NH Child Care Scholarship payment will be paid for some hours that a child is absent. Each child will receive an annual allotment of absentee hours.
Hours will be prorated from September 11, 2017 - December 31, 2017 as follows:

- Children at Full Time service level will receive 20 hours
- Children at Half Time service level will receive 10 hours
- Children at Part Time service level will receive 1 hour

On January 1st of each year, each child will receive a new annual allotment of absentee hours, based on the child's authorized service level. Hours are allocated as follows:

- Children at Full Time service level will receive 62 hours annually
- Children at Half Time service level will receive 32 hours annually
- Children at Part Time service level will receive 2 hours annually

When submitting a weekly billing invoice via the Web Billing application, providers must bill present and absent hours as follows:

Present: The hours the child was in care, which match the arrival and departure times on the attendance records signed by the parent.
Absent: The hours the child was absent based on the child's schedule to attend that week.

For continuity of care and healthy child development, children are encouraged to attend according to the authorized service level, even if the parent is not at work, school or job searching that day. It is important that the child's scheduled hours to attend each week equal at least the minimum number of hours of the authorized service level. A child's authorized service level is determined based upon a parent's work, training or job search schedule. Billing is now based upon all hours of the child's authorized service level and attendance/absence, even when the parent is not in attendance at work or school on a specific day.

Can a parent or provider choose to save absentee hours for a later date?
No, a provider must bill present and absent hours according to the child's schedule to attend that week and actual attendance or absence.

How many absentee hours will a child receive when the parent applies for the NH Child Care Scholarship after January 1st in a given year?
The child will receive the full allotment based on the authorized service level for the remainder of the year. The allotment will be renewed on January 1st.

What happens if a child does not use their full allotment of absentee hours within the calendar year?
A new allotment will be given based on the authorized service level. Hours do not roll over from the previous year.

What happens to the child's absentee hours when the case closes and reopens?
The hours remaining for the calendar year will be available to the child. If no hours are available, no new absentee hours will be granted until the following January 1st.

What happens to the absentee hours when the child goes from one provider to another?
The hours go with the child.

How will I know how many absentee hours a child has used?
An Absentee Usage Report on the Provider Home Page of the Web Billing application indicates the number of hours the child has used. The report is updated every time a billing invoice is submitted for that child.

Can I bill absent for a child when my program is closed or on a day I am not providing care?
No, absent hours can only be used when your program is open and the child was scheduled to attend, but did not. Absent hours cannot be used when your program is closed on holidays, snow days, partial closure days, professional days, or any other day when your program is closed.

How will absentee hours be used?
System Calculation for an Authorized Service Level
When the combination of present hours (P) and absent hours (A) billed is **equal to or greater** than the minimum number of hours for the authorized service level, the system will pay at the authorized service level and will use **only** the number of the absentee hours needed to meet the minimum service level compared to the number of present hours.

- Example 1: The present hours alone are equal to or greater than the minimum hours of the authorized service level: Child A is authorized for full time care. The provider bills 33 hours present and 7 hours absent during the billing week. Since the number of hours billed present (33) is greater than what is needed to meet the minimum hours required for the full time service level (31), the claim is paid at the full time weekly rate and 0 absentee hours are used from the child's absentee allotment. Once the claim is submitted, the Absentee Usage Report will not show any change in the number of hours used.
- Example 2: The present hours and absent hours together are equal to or greater than the minimum hours of the authorized service level: Child B is authorized for full time child care. The provider bills 22 hours (P) and 18 hours (A) during the billing week. The number of present hours and the number of absent hours together are greater than the number of hours needed to meet the minimum service level. However, the number of present hours is not enough to meet the minimum service level. The 22 (P) hours are compared to the minimum number of hours needed to pay the full time rate, which is 31 hours (31-22=9). Nine additional hours are needed to meet the full time service level. Therefore, 9 hours of absentee are

used from the child's annual absentee allotment (not 18 hours, as billed) and the provider receives the full time rate for this week. Once the claim is submitted, the Absentee Usage Report will show an increase of 9 absent hours used for this week.

System Calculation for a Reduced Service Level

When the combination of present hours (P) and absent hours (A) billed is **fewer hours** than the minimum number of hours for the authorized service level, the system will use **all** of the absentee hours that were included in that billing week, and pay at the reduced service level.

- Example: Child C is authorized for half time child care. The provider bills 3 hours present (P) and 6 hours absent (A) during the billing week, for a total of 9 hours. The 9 hours are **fewer** than the minimum number of hours needed to meet the half time service level (16). The 6 absentee hours are used from the child's absentee allotment and the provider receives reimbursement at the part time service level. Note: The service level dropped **AND** all of the absentee hours billed (6) were used from the child's annual absentee allotment. Once the claim is submitted, the Absentee Usage Report will show an increase of 6 absent hours used for this week.

What happens to the child's absentee hours when the service level changes?

Hours will be allotted based on the current service level and the number of hours previously used in the calendar year.

- Example 1: The child is full time and has an allotment of 62 hours and uses 42 hours, leaving 20 hours. The service level then goes to half time, with an allotment of 32 hours. The Usage Report shows the 42 hours already used, which is more than the half time allotment. Since the child has already used more than the allotted hours for this service level during the calendar year, zero absentee hours will be allotted for this service level.
- Example 2: The child is half time and has an allotment of 32 hours and used 10 hours, leaving 22 hours. The service level goes to full time with an allotment of 62 hours. The Usage Report shows 10 hours used; therefore, the child has a remaining allotment of 52 absentee hours.
- Example 3: The child is full time with an allotment of 62 hours and uses 22 hours, leaving 40 hours for the full time service level. The service level then goes to half time, with an allotment of 32 hours. The 22 hours already used in the calendar year are still reflected in the Usage Report, leaving the child with 10 hours. Then the child uses 4 hours. The service level then goes back to full time and the system looks at the total number of hours used in the year (22+4=26). The Usage Report now shows 26 hours used from the full time allotment of 62 hours, leaving the child with 36 absentee hours.

CHANGES REGARDING BILLING ERRORS

Can a provider submit two claims for different days in the same week?

No, providers can only submit one claim that includes all the days they are billing for in any given week. If a provider forgets to bill for days after already submitting a claim for the week, the provider must contact DHHS to request a manual adjustment following the instructions in "What if I make a billing mistake?" below.

What if I make a billing mistake?

Claims that were submitted incorrectly can be corrected and resubmitted in the Web Billing application.

When a child care billing invoice is completed and submitted incorrectly, you must contact the Child Development Bureau Provider Relations at 1-800-852-3345 extension 4242 or 271-4242 for employment related child care or Provider Relations at 1-800-852-3345 extension 4954 or 271-4954 for preventive or protective child

care to notify DHHS of the error. The incorrect claim will be manually adjusted. Once the claim is adjusted, you must review and correct the claim in the Web Billing application and resubmit the corrected claim via the web. If you do not resubmit the corrected claim via the web, the amount of the incorrect payment will be deducted from your next payment.

How will I know when an incorrect claim was manually adjusted by DHHS?

Providers must check either the Child Claim Search screen or the Current Claims Result screen to see if the incorrect claim week is available to resubmit for billing as described in the steps below:

Child Claim Search screen:

1) The Child Claim Search screen has a Resubmit Adjusted Claims option which notifies the provider that DHHS has adjusted previously submitted claims.
2) To view all DHHS adjusted claims, go to the Provider Home page and click on Eligible Child Claim Search.
3) When 'Resubmit Adjusted Claims' is enabled (not grayed out), DHHS has adjusted previously submitted claims and these claims **must** be reviewed, corrected, **AND** resubmitted within 90 calendar days *of the date of service* in order for payment to be made.
4) Click on Resubmit Adjusted Claims.
5) The web application will open the Claim Entry –Edit screen showing the claim as it was previously billed, including the start/end times, billing indicator for each claim day and the actual amount charged.
6) Enter the correct information, save and submit the corrected claim. If the claim is not resubmitted, payment will NOT be made.

Current Claims Result screen:

1) To view all claims manually adjusted by DHHS, go to the Provider Home page and click on Claim Entry and Submission. Claims that require review and correction are identified by the term 'Edit' in the Action Column **and** a DHHS individual's name in the 'Created By' column.
2) Click on 'Edit' and the Claim Entry – Edit screen will open showing the claim as it was previously billed, including the start/end times, billing indicator for each claim day and the actual amount charged.
3) Enter the correct information, save and submit the corrected claim. If the claim is not resubmitted, payment will NOT be made.

If you have questions, please contact the Child Development Bureau Provider Relations at 1-800-852-3345 extension 4242 or 271-4242.

Thank you for your service to NH's children and families.

Sincerely,

Kristin E. Booth

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