

VA-ECC CHILD CARE VENDOR FAQ

Centralized Payments

1. Will a vendor who serves children from more than one local department of social services receive more than one direct deposit payment since multiple city/county DSS will be authorizing payment?

No, the vendor will receive a single direct deposit payment, regardless of the number of local departments with which they are working.

2. Will the maximum reimbursable rates increase?

The Department is not changing guidance for determining payments to vendors. The maximum reimbursement rates will continue to be determined in accordance with 22VAC40-661-60 of the Virginia Administrative Code requirements.

3. If a vendor has a problem with their reimbursement in the new system, will they contact the state?

Vendors will continue to contact the local department of social services (LDSS) for issues regarding payments, as the LDSS is still responsible for authorizing payment amounts in the new system.

4. On what days of the month will I receive my bi-monthly payments?

Payments will be calculated twice a month, on the 10th (for services billed through the end of the prior month) and on the 25th (for services billed through the 15th of the current month). The actual date you receive your payment will be dependent upon completion of the direct deposit process.

5. Will you be taking the proper taxes out of the reimbursement or will that still be our responsibility?

No, that is the vendor's responsibility. Vendors will continue to be independent contractors and not employees; therefore, as with any business, vendors will continue to be responsible for maintaining financial records and paying income taxes. Vendors will continue to receive either the IRS form 1099-MISC or IRS form W-2 reflecting their income. For tax year 2011 Vendors may receive a 1099-MISC or W-2 from both the local department and the state. Beginning with tax year 2012, all revenue reporting forms will come from the state.

6. Will vendors receive a printout at the end of the month before payment is issued to review for billing errors and/or verify hours are correct?

No. Vendors will be able to access a payment history report using the VA-ECC Vendor Web Portal. These reports will be available when the Department implements time and attendance tracking and starts making payments beginning in the fall of 2011. Additional reports will be available to the vendor after VA-ECC is implemented.

Memorandum of Agreement/Vendor Web Portal

7. How do I set up my direct deposit? Is there a website I can go to?

No, direct deposit information, including the child care vendor's bank account and routing number, must be submitted to Affiliated Computer Systems (ACS), the Department's VA-ECC contractor, when the child care vendor completes and submits the Bank Information form through the mail. ACS will mail the forms to the vendor prior to implementation of the VA-ECC.

8. Is there training available for vendors on how to access the vendor web portal?

Vendors can go to <http://www.dss.virginia.gov> to access the VA-ECC Vendor Web Portal Instructions and a slide show presentation on how to use the VA-ECC Vendor Web Portal. Vendors will also receive a letter with the VA-ECC Vendor Web Portal Instructions.

9. I heard from a local department that our Memorandum of Agreement will be terminated when the state system is implemented and a new Agreement will need to be signed with DSS. I have not received any information about this from DSS.

Vendors will enter into agreements with the state Department of Social Services (DSS) that will be effective upon implementation of VA-ECC. In order to ensure you do not experience a break in payment, currently contracted vendors will need to follow the instructions that will be mailed to vendors and complete a new Memorandum of Agreement prior to the VA-ECC implementation date.

10. We do not use a full day/part day rate schedule. We charge a weekly rate. Do we need to implement a full day/ part day rates? If we do, what is your suggestion for when the part day rate becomes the full day rate?

To enter into a vendor agreement with the Virginia Department of Social Services (DSS), the Child Care Subsidy Program requires vendors will be paid up to the maximum reimbursable rates of the jurisdiction in which the vendor is located. Vendors that charge the general public less than the maximum reimbursable rates are required to provide a weekly rate for each age range of children

they serve. DSS will use the vendor's rate to calculate the vendor's equivalent part day/full day rates.

Time and Attendance Reporting

11. How will the new system allow me to bill for absent days?

Once the VA-ECC is implemented, the DSS will be calculating the invoices and will pay for absent days based upon the Memorandum of Agreement and current program guidance. The process for reporting absent days in the VA-ECC system will be made available to vendors before implementation of that system.

12. What will the process be if a parent loses a swipe card?

A process will be established for replacement of lost cards. Swipe cards will be replaced quickly and without cost. Signing in after the lost card is replaced may involve “back swiping”, to report attendance that occurred during the time the card was not available to the parent.

13. If the system is down, how will we process for the day?

Point of Service devices will have “store and forward” capability, but you may have to retroactively swipe a card or void an entry depending on the nature of the problem. Specific details about system outages will be provided before implementation of the VA-ECC.

14. Who will be responsible for any maintenance and replacement costs for the POS machine?

ACS, the VA-ECC contractor, is responsible for all maintenance and replacement costs of the Point of Service (POS) device unless the machine is lost, misused or abused, in which case ACS may choose to bill the child care vendor.

15. Will families be allowed to have more than one swipe card?

Families may receive up to two swipe cards, dependent upon each family’s need.

16. Will reports be available to vendors on the new system?

Yes, a variety of reports that will be useful to a child care business, including information on attendance, co-payments and eligibility and authorizations. Reports will be available to vendors in a variety of formats, including online, via a telephone Interactive Voice Response (IVR) system and directly from the Point of Service (POS) machine.

17. What happens if the parent forgets to bring their swipe card, loses it, or forgets to swipe the child out? What happens if a school age child gets off the bus at the center/home? What will be the procedure for the center to ensure the parent swipes the child in and out?

If the parent does not swipe it in/out one day, the option will be available for the parent to “back swipe” the card for the missed day, within the next 9 days. Vendors will need to develop policies and procedures to inform parents about the requirements for swiping in and out. These retroactive swipes will be tracked and will be available to the vendor and the state and local DSS for review.

18. Will vendors be required to use the time and attendance tracking system and what is the vendor's cost for the equipment?

Vendors wishing to provide services to children receiving Child Care Subsidy Services will be required to participate. The machine will be provided at no cost to the Vendor and ACS will be responsible for maintaining the machine. ACS does reserve the right to charge for damaged or lost machines.

19. Will DSS be training vendors on the new time and attendance tracking system?

Yes, there will be training and support available for vendors regarding the new VA-ECC system. The method of training and other details will be provided prior to implementation.

20. How many Point of Service (POS) machines will each center receive?

ACS will provide one Point of Service (POS) machine for every 50 enrolled children receiving Child Care Subsidy Services.

21. Will parents be able to keep cards onsite or do they have to keep the cards with them?

Cards will not be allowed to be left on site with a vendor. The parent will be required to bring the card with them to sign their child in/out for the day. Each parent will have a unique Personal Identification Number (PIN) they will have to enter when they swipe their card. This PIN is not to be shared with the provider, as it is the parent’s acknowledgement authorizing care.

22. What type of phone line is needed to operate the Point of Service (POS) device?

Vendors must have either a landline or DSL based telephone line at the location where care is provided. This line can be used to transmit data from the Point of Service (POS) machine to the Virginia Department of Social Services.