

Billing Procedures

Dear Voucher Provider:

We would like to take this time to remind you of few policies here in the Billing Department.

1. Faxes are welcomes. We must receive your original RFR with the original signature. Checks will NOT be released until I have the original signature.
2. All RFR's must be received in Child Care Network's office no later than the 10th of the month.
3. All Columns of the RFR must be completed, in order to process your RFR. Incomplete RFR's will be returned to your agency to be completed.
4. The absence column should be filled in always. If there were no absences for the month just place a zero in that column. Also remember to call in excessive absences on time to the billing specialist or your payment will be deducted. Please do not deduct absences from billable days. If a child has 6 or more absences in a month that are not reported in a timely manner, the family will be issued a 2 week notice of termination.
5. If you adding a child to the RFR, please attach a copy of the voucher so we can expedite the payment easily. Please write number of billable days and absents on separate piece of paper for that child.
6. If your agency has multiple sites, you must bill for children at the site where the voucher was written for. That is where the child should be. If you bill on another site, we will not pay for that child. Remember that a voucher needs to reflect where the child is located. The parent must contact our agency and sign for a provider or location change before occurs.
7. All changes (provider changes, schedule changes, transportation changes, terminations, etc.) and absences must be reported to Child Care Network prior to submitting your billing for processing. If these items are not reported prior to the billing, you will not be reimbursed for the affected child(ren) that the change is for.
8. If you do not bill for a child, the family will be issued a 2 week notice of termination.
9. If you do not receive your RFR in the beginning of the month, please call us by the 5th so that we can send you another RFR immediately. If you wait too long, your payment may be delayed an additional month.

Please feel free to contact the billing specialist if you have questions. Thank you for your continuing support in providing quality childcare.