



100 South Grand Avenue, East • Springfield, Illinois 62762
401 South Clinton Street • Chicago, Illinois 60607

Date: March 31, 2020

From: Kisha D. Davis

Bureau Chief of Subsidy Management

To: Child Care Resource and Referral Agencies

Site Administered Child Care Programs

Re: CCAP Payment Procedures During COVID-19

These procedures are to be followed during the COVID-19 State of Emergency, or until instructed otherwise by IDHS, beginning with the service month of March 2020.

Child Care Certificate and Certificate Reports

- Providers should enter the actual attended days on the certificate.
- Centers and Licensed home providers (760-763) need to include the COVID-19 Attendance Exemption Form with all Certificates to be paid 100% eligible days if they are closed or their attendance is less than 20% of expected.
 - Providers who are open and have an attendance percentage of 80% or higher receive 100% of eligible days, as is standard CCAP Policy, and do not need to submit the COVID-19 Attendance Exemption Form.
- CCR&Rs are to enter 100% of eligible days for all providers listed as License Exempt home providers (764-767) when processing payments in HSCCMS.
 - The COVID-19 Attendance Exemption Form is not required for these providers.
- Providers who are caring for children of Essential Workers who are still working can adjust eligible days if there is need for more care than was initially approved.
 - Any adjustments made on Certificates or Certificate Reports can be paid by CCR&Rs with no further documentation.
 - CCR&Rs and Site should update eligible days when parents request a change to their eligible days (by form, note, or verbally) when additional days are needed or to change care from Part Time or School Age days to.
- If CCR&R staff see that the month of service was already entered through IVR, enter any additional day billed for that were not already approved as a supplemental payment
 - The supplemental payment should not be entered if the Exemption Form is not included with the certificate
 - Do not issue an overpayment at this time for this situation.



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IVR Telephone Billing System

- Providers entering payment information through the IVR Telephone Billing System should enter 100% of their eligible days.
- After entry of the payment on the IVR, licensed home provider (762, 763) will need to send the COVID-19 Attendance Exemption Form to the CCR&R for each applicable month that they were not providing care or attendance is less than 20% of expected.
- Providers who are caring for children of Essential Workers who are still working and need more care than approved should:
 - Enter 100% of Eligible Days through IVR.
 - Complete and submit the Certificate and the COVID-19 Attendance Exemption Form (Provider Types 760-763) to the CCR&R with the actual days attended.
 - CCR&Rs will then enter a Supplemental Payment for any days not entered on the IVR.
 - The supplemental payment should not be entered if the Exemption Form is not included with the certificate
 - Do not issue an overpayment at this time for this situation.

Site Provider MERs

- Sites should add the days the center was closed to the actual attended days on the MER.
- Sites should enter the actual attended days on the MER.
- Sites need to include the COVID-19 Attendance Exemption Form with all MERs to be paid 100% eligible days if they are closed or their attendance is less than 20% of expected.
- Sites who are open and have an attendance percentage of 80% or higher receive 100% of eligible days, as is standard CCAP Policy, and do not need to submit the COVID-19 Attendance Exemption Form.
- Sites approved as an Emergency Child Care provider through DCFS that are caring for children of Essential Workers who are still working can adjust eligible days if there is need for more care than approved.
 - IDHS staff will enter any adjustments listed on the MER for these cases without additional documentation.