

Top 10 Questions- continued

6. What if I have other concerns beyond payment issues, who can I speak to?

You may contact the parent's Eligibility worker or a worker in the Provider Unit. If you are not satisfied with the outcome, you may request to speak to the Supervisor or Manager of the Unit. Our **Assistant Directors for Provider/STARS and Eligibility/Resource and Referral** handle all concerns that cannot be resolved by the respective Unit Managers. If you need to speak to someone else, you can always contact our Program Representative at the Office of Child Development and Early Learning for assistance.

7. Can I accept a child on any day of the week?

Decisions to accept a child is up to you, but remember if you would like to receive a subsidized payment for the child you must have an **Enrollment Summary** from the ELRC office.

8. What if I decide to move my Child Care Program?

If you are a Certified Provider - You must contact the Office of Child Development and Early Learning's Bureau of Certification. We can only pay for subsidized child care at a Certified Child Care Program.

If you are a Relative Provider - You must contact the ELRC Office. You will need to submit new information to verify your address and operating telephone information. We will not be able to pay you until the information is updated.

9. If I cannot reach someone by telephone can I come to the ELRC Office?

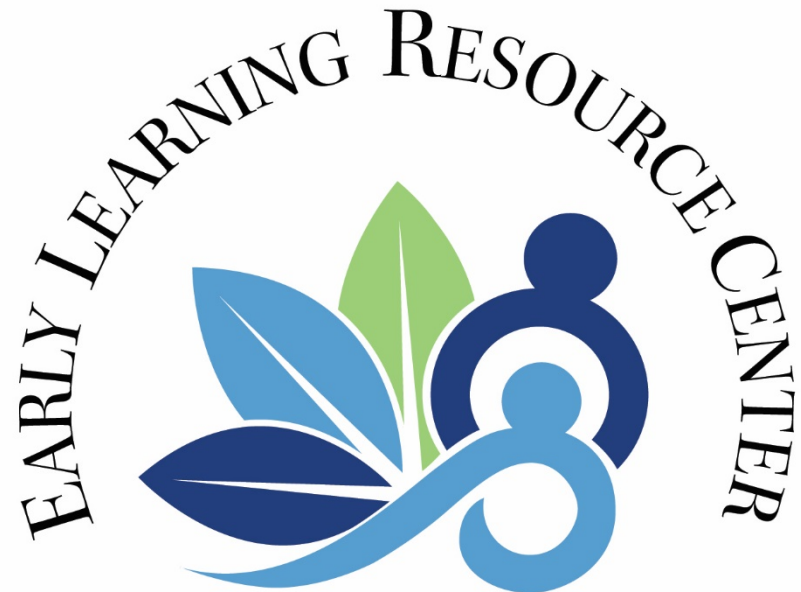
Due to the pandemic all 3 locations are closed to the public. We do have drop off boxes available at each location for you to drop off documents. We also have an email address for providers: ELRC18providers@caringpeoplealliance.org. We respond to provider emails daily, but we will not include client identifying information.

10. How can a parent apply for subsidized child care?

A parent can call our office for an application - we will mail an application to them or they can come to our office to pick up an application. A parent can also apply for subsidized child care on line at www.compass.state.pa.us.

FOR YOUR INFORMATION

A PROVIDERS GUIDE TO:



pennsylvania

DEPARTMENT OF HUMAN SERVICES
OFFICE OF CHILD DEVELOPMENT
AND EARLY LEARNING

**We are here to help you
Find and Pay for Child Care**

Funded by the
**Pennsylvania Department of Human Services
Child Care Works**

Thank you for working with us and welcome to Early Learning Resource Center (ELRC), Region 18 serving Philadelphia County. It is our goal at ELRC Region 18 to meet the child care needs of the children and families in Philadelphia and to work closely with providers and other community partners. We look forward to strengthening our partnership with you. This brochure lists the Top 10 questions child care providers have presented to us over the years. We have included those questions along with information we believe you need to know. If you have additional questions, please feel free to contact us.

Information you need to know:

Hours of Operation:	Monday Tuesday Wednesday Thursday Friday	8:00am – 5:00pm
Offices are closed to the public We have drop-off boxes located at all 3 locations		
WELSH ROAD	2361-2373 Welsh Road Philadelphia, PA 19114	
GERMANTOWN AVENUE	2816 Germantown Avenue Philadelphia, PA 19133	
CHESTNUT STREET	5548 Chestnut St, 2nd Floor Philadelphia, PA 19139	
Contact Information for Providers		
Telephone Number	215-382-4762 1-888-461-KIDS (5437)	
Attendance Invoice Fax Number	215-940-0224	
Finance Email Address	ELRC18invs@caringpeoplealliance.org	
Provider/Stars Email Address	ELRC18providers@caringpeoplealliance.org	

ELRC 18 website: www.philadelphiaELRC18.org

Top 10 Provider Questions

1. When will I receive my payment?

Child care payments are issued a month after services are rendered. **We issue payments on the 20th** of the month. If you submit your attendance invoice timely you should receive your payment timely. You may receive your payment by check or by Direct Deposit. **We encourage providers to sign up for Direct Deposit.**

2. When are Attendance Invoices due?

Attendance Invoices are due in our office by the 5th business day of the month. You should complete the Attendance invoice and remember to sign and date it before you submit it. **We encourage licensed providers to sign up for Provider Self Service (PSS).** See the PSS brochure.

3. What is an Enrollment Summary?

The Enrollment Summary is verification of subsidized eligibility. **The Enrollment Summary is the most important piece of information for the Child Care Provider.** The Enrollment Summary lists the child's name, child care schedule, weekly co-pay amount and the enrollment begin date. Also, whenever the parent's child care needs change (decrease or increase in days) you will also receive an Enrollment Summary.

4. Should I collect a fee from the parent?

Yes, if the parent has a **Co-Pay** assignment, (see the enrollment summary) you should collect a co-pay on the first day of the service week. If the parent does not pay by Friday of the given week; you should report the information to the ELRC. The ELRC will send a notice to the parent.

5. Who should I call if I have a problem with my payment?

If you believe there is an issue with your child care payments, you should contact our **Fiscal Unit**. They will research the issue and get back to you with an answer. If the ELRC made a mistake with your payment, a correction will be made in most cases during the next invoicing cycle.