

PROVIDER BUSINESS PROCEDURES

Family, Friend, and Neighbor Care

The South Carolina
Voucher Program

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INTRODUCTION

Family, Friend, and Neighbor Care (FFN) is child care provided by a relative, neighbor, or friend.

FFN child care can be provided in the child's home, or in the home of a family member, friend, or neighbor. FFN child care provided in the home of the child can be provided by a relative or non-relative. If the care is being provided by a relative, the relative must be an aunt, uncle, grandparent, great-grandparent or adult sibling of the child and they cannot live in the home with the child.

NOTE: A non-relative planning to provide care in the child's home will be approved only when the parent needing care has five or more children needing care. The Fair Labor Standards Act (FLSA) (29-USC Section 2069A) states, non-related providers are considered domestic service workers covered under minimum wage and are subject to tax requirements.

These business procedures are to help you, the provider, understand how to get paid, records you must keep and records you must send to the SC Voucher Program. The South Carolina Department of Social Services may change these procedures. If procedures are changed you will be sent a notice by mail. Once you have been sent changes you will be responsible for following them.

YOU MUST READ THESE PROCEDURES SO YOU UNDERSTAND WHAT YOU MUST DO TO PARTICIPATE IN THE SC VOUCHER PROGRAM.

IF YOU NEED HELP AT ANYTIME, CALL 1-800-262-4416.

I. WHEN A CLIENT CHOOSES YOU TO CARE FOR THEIR CHILD

Clients must choose who will keep their child. If an eligible SC Voucher Program client wants you to care for their child, you will need to complete the SC Voucher Program enrollment forms for enrollment in the SC Voucher Program. The following steps must be taken if a client chooses you to care for their child:

- 1) Make sure the SC Voucher Program provider forms are complete and correct, and send them, along with a copy of your Social Security card and SC driver's license or SC picture identification card, to the SC Voucher Program Control Center, SC Voucher Program, P.O. Box 100160, Columbia, SC 29202-3160.
- 2) You must submit a Connection Card to the SC Voucher Program in order to get payment started. Once the SC Voucher Program has received the card you will be sent a connection letter by mail telling you the start and stop dates for the child you have been authorized to care for and the amount of any fees the client is to pay you.

IMPORTANT NOTICE: If the child never starts, you must notify the Control Center at 1-800-262-4416 and payment will not be made.

II. HOW MANY WEEKS OF CARE A CHILD GETS

A child may get up to one year (52 weeks) of care. This can be all full-time care, all half-time care or a combination of full-time, half-time care and/or less than half-time.

The number of weeks approved and the type of care is determined at client eligibility.

NOTE: Less than half-time care may be used with full or half-time or may be used alone but cannot be used to pay the same provider.

III. WHEN A CHILD IS ABSENT

- 1) A child may be absent no more than 31 days a year. Children who get less than a year of child care will receive less days they can be absent based on the number of weeks of care they receive.
- 2) The SC Voucher Program will not pay you when the children are absent for a week or more.

- 3) When a child has exceeded the allowable absences, the child may be terminated by the SC Voucher Program. You and the client will be sent a letter if the child is terminated. You will not be paid for any care you provide to the child after the week the child is terminated.

Here are examples of the number of allowable absences for childcare arrangements:

52 Weeks of Care = 365 Days = 31 Days of Absences
50 Weeks of Care = 350 Days = 30 Days of Absences
38 Weeks of Care = 260 Days = 23 Days of Absences
33 Weeks of Care = 231 Days = 20 Days of Absences
13 Weeks of Care = 91 Days = 8 Days of Absences
12 Weeks of Care = 84 Days = 7 Days of Absences

- 4) If a child misses an entire week, illness, etc., you are required to record "0" in the hours box and you must enter the appropriate absence code in the ABS code box on the SVL, and will not be paid for that last week.

NOTE: When using absence codes NLA, CNS, DEC or MOV, you must enter a drop/transfer date and a pay until date.

IV. CLIENTS MUST PAY A FEE

You must collect client fees and keep a record. The client fee amount is on the Connection Letter. The SC Voucher Program will not collect or pay client fees.

- 1) The client fee should be collected weekly.
- 2) You must give the client a receipt.
- 3) You must keep a record when clients pay fees.
- 4) Clients who participate in the Family Independence Program or foster children do not pay fees. However, all clients are responsible for paying any difference to you if you charge more than the SC Voucher Program pays.

V. CLIENTS CAN MOVE OR TRANSFER

Clients may move from you to another provider or from another provider to you.

- 1) Clients must call the Control Center prior to moving their child.
- 2) Family, Friend and Neighbor Care providers are not entitled to a transfer notice. Services will end the Sunday following the last day the child attends.
- 3) Once the client is approved to transfer, the Control Center will tell the client the approved transfer date. You will receive the "Transfer Letter" telling you the child is transferring with the last day you should care for the child.
- 4) You will not be paid after the transfer date given by the Control Center. **The SC Voucher Program will not pay two providers for the same week.**
- 5) If a client wants to move to you from another provider, you and the client must call the Control Center at 1-800-262-4416 to get approval before you start care for a new family.

VI. YOU MUST KEEP RECORDS

You must keep all letters, forms, and SVL's from the SC Voucher Program for three years or until any required audits are done. If an audit is in progress, records must be kept until the audit is complete.

- 1) Attendance Records
 - You must keep attendance records for each child.
 - Your records must be the same as the attendance recorded on the SVL.
- 2) Fee Receipts
 - You must give a receipt to the client when they pay fees.
 - Your records must show that client fees are collected on time.
- 3) SVL's
 - You must keep a copy of your submitted SVL.

VII. STOPPING SERVICES TO SC VOUCHER PROGRAM CLIENTS

- 1) If you choose to stop caring for an SC Voucher Program child, you must tell the client and the Control Center by calling **(1-800-262-4416)** before stopping service.
 - You must let them know the reason for stopping services such as client will not pay fees or the client has too many absences.
 - The end date is the last day of the service week which is always a Sunday.
 - You should let the client know in advance before you stop caring for the child.
 - Clients should be allowed to finish any week that you have asked to be paid for on the SVL. If the client is not allowed to finish the week, you will not be paid for that week.
- 2) The Control Center may terminate a client's services. If a client is terminated, you will receive a letter stating the date of termination, the reason for the termination, and the last date the SC Voucher Program will pay.

VIII. PAYMENT

1) **Service Voucher Log (SVL)**

The Service Voucher Log (SVL) is the official payment document for the SC Voucher Program used to request reimbursement of child care services provided to eligible children participating in the SC Voucher Program. Enrolled SC Voucher Program providers may choose to receive either the paper version of the SVL or enroll in the On-line SVL system. To participate in the On-Line SVL system, the provider must be an active, enrolled child care provider in the SC Voucher Program and must call the Control Center at 1-800-262-4416 to request the change from the paper SVL to the On-line SVL.

The SVL (both paper and On-line) is a pre-populated document that lists the children for whom payment is due, any applicable registration fees, and the weekly reimbursement rate per child. Child care providers are required to verify on the SVL that they served the children, record the actual hours attended (total hours) per day, record any absences and select the correct absence code, and insert a drop/transfer and pay until date if a child no longer attends the facility.

2) **Initial Service Voucher Log**

When a client selects an enrolled SC Voucher Program child care provider, the first SVL will generate when that initial connection has been made. The SVL's generate during the nightly batch process.

A new SVL is generated with each payment that is made and will continue to generate as long as there are active connections which have not paid to the provider.

3) **General Payment Information**

- You must complete and send in the SVL in order to be paid.
- As soon as you get the SVL, review it carefully. You must record hours attended (whole hours) or, if absent, you must record "0" and the reason code for each absence in the ABS code box.
- You must sign and mail the original copy of the SVL back to the address on the SVL or submit your SVL via the On-line SVL system.

NOTE: Your SVL cannot be submitted prior to the ending date of the SVL.

EXAMPLE: If the week of 10/06/14 through 10/12/14 appears on your SVL, you cannot submit your SVL prior to 10/12/14.

- You must keep a copy of the submitted SVL for your records.
- Payment is expected to take from 10 to 14 working days from the date the SC Voucher Program receives the original, completed, signed, SVL or the electronic version of the SVL. Providers are required to wait until after the 14th working day before calling about reimbursement.
- The provider may call the Control Center (1-800-262-4416) with questions regarding payment or transactions that did not process.
- If a child misses an entire week, illness, etc., you may ask to be paid for the week. You are required to record "0" in the hour's box and you must enter the appropriate absence code in the ABS code box on the SVL.
- If you are not able to care for the child(ren) for an entire week, you may not be paid for that week. The child may need to go to another child care provider and the SC Voucher Program will not pay two child care providers for the same week of care. You must contact the Control Center at 1-800-262-4416 in advance with this information.

When you get your payment, your next SVL will come with a "Remittance Advice" that tells you which child has been paid for or if you have not been paid for a child. The following describes three types of "Remittance Advice" statements a provider will or can receive with each payment:

- 1) Paid Provider Remittance Advice: This will be received with each check. The Paid Remittance Advice will identify the client, child and payment amount for each transaction on the submitted SVL which make up the check total. Providers are to match the Paid Remittance Advice against the provider's copy of the SVL to ensure proper payment for each transaction.
- 2) Rejected Remittance Advice: This may be included. It identifies the children who were not paid for and the reason.
- 3) Adjusted Remittance Advice: This may also be included, if funds were deducted from the provider's check. Funds can be deducted if an overpayment occurred.

IX. CHANGES TO YOUR FAMILY, FRIEND, AND NEIGHBOR PROVIDER ENROLLMENT

- 1) Adding An Age Group – You can ask to add another age group to your file so you can be approved to care for another child of a different age. To do this, you must contact the Control Center at 1-800-262-4416.
- 2) If You Become Licensed or Registered by DSS – You must call the Control Center at 1-800-262-4416 if you become licensed or registered by the State Department of Social Services. New paperwork will be required.
- 3) If Your Name Changes – To avoid possible payment delays, you must call the Control Center if your name changes and you will also need to complete a new W-9 Form and provide a copy of your SC driver's license or SC identification card and a copy of your Social Security card.
- 4) If You Move or Your Address Changes – To avoid possible payment delays, you must contact the Control Center as soon as possible, but no later than 15 days before you move. Address changes must be submitted in writing and the following information is required:
 - Your Printed Name
 - Your Social Security Number
 - Your Old Address
 - Your New Address
 - Your Signature
- 5) If Your Telephone Number Changes – Family, Friend and Neighbor child care providers must have access to a working telephone. If your telephone number changes, you must call 1-800-262-4416 as soon as possible but no later than 15 days of the date your numbers changes.

X. GLOSSARY

Definitions are given to make sure that you understand the program.

SC Voucher Program

The management system with toll-free numbers available to handle child care applications, funding and connecting to providers; and to provide assistance to clients and providers.

- Providers call: 1-800-262-4416 with any questions.
- Clients call: 1-800-476-0199 with any questions.

Absences

When the child is not present (absent all day) with you during the service unit week either due to illness, vacation, or court ordered non-custodial visitation or for other known or unknown reason.

Absence Reason Codes

Pre-determined absence reason codes that must be used when completing the SVL.

Authorized Service Period

The specific time frame child care services are approved to a client and a specific provider.

Billing Rate

The weekly rate you are paid to keep a child.

Care Type

The age groups (or care types) 0-2, 3-5, and 6-12 you have been approved to serve.

Child

The recipient of child care services.

Child Name

The first and last name of the child that is eligible to receive child care services.

Child Number

The last four digits of client's Social Security number plus the two-digit code 01, 02, etc., given to each child.

Client/Client Name

An individual who has met the eligibility criteria and is funded for child care. The client is listed on the SVL by the initial of their first name and their last name.

Client Fee

The fee amount established by SCDSS, based on the family size and gross income, paid to you by the client.

Client Number

The last four digits of the client's Social Security number.

Client Termination of Eligibility

Action taken when the client is no longer eligible for services. Notice always given to you when child care services are terminated.

Connection

The start and stop date (dates a child is connected to a specific provider) within the SC Voucher System.

Department of Social Services (DSS)

The lead agency responsible for implementation of the SC Voucher Program.

Effective Date of Termination

The date a client or child no longer qualifies to receive child care.

End Date

The last date of services authorization.

Family, Friend, Neighbor Child Care – In-Home Care

A neighbor, relative or friend who does not reside in the home of the child or client, but is not required to meet regulatory requirements. Child care is provided in the home of the child.

Family, Friend, Neighbor Child Care – Out-Home Care

A neighbor, relative or friend who cares for the child in their home, and is not required to meet regulatory requirements. Child care is provided in the provider's home.

Full-Time Care

Thirty or more hours of child care provided during one week.

Half-Time Care

Less than thirty hours, but more than 15 hours, of child care provided during a week.

Less Than Half Time Care

Less than fifteen (15) hours of child care services provided during a week. No registration fee is allowed for this care-type.

Provider Identification Number

The Social Security number of the provider. This number identifies the provider for purposes of payment, tracking and reporting in the SC Voucher Program.

Provider Remittance Advice

The document that comes with each payment and tells the client, child, voucher number and amount paid for each child.

Service Unit

One week of child care (Monday - Sunday). A service unit may be for half-time, full-time, or less than half-time child care.

Service Voucher Log (SVL)

The payment document used to process payments to providers for eligible clients.

Start Date

The date you are approved to begin caring for a child.

Stopping Services

When a provider chooses to stop serving an SC Voucher Program child.

Termination

Action taken by the SC Voucher Program when the client or child no longer qualifies to receive child care.

Week

Monday through Sunday.

XI. DETAILED EXPLANATION OF ABSENCE CODES

The following codes are to be used when documenting absences. When a child is absent, you must enter a "0" for hours attended and indicate the appropriate absence code for each child for each day. If there are not any absences to report for a child, you must enter the total number of hours a child attended for that day. The following are the only approved absence codes. Failure to use these codes will result in your SVL being returned for corrections which will delay payments.

CNS – Child never started the facility

This code should be used when a child never started the facility. This code will result in the child being disconnected from your facility unless you are requiring a notice. When using this code, you are required to indicate a drop/transfer date and a pay until date.

COV – Child had court-ordered visitation

This code should be used when a child does not attend your program for a specified period of time due to visitation with a non-custodial parent (court ordered or parental agreement).

DEC – Child is deceased

This code should be used in cases where the child is deceased. When using this code, you must enter a drop/transfer date.

Note: Entering deceased for a child will end connections the Sunday following the date the code is notated. Notice will not be given to child care providers for this reason code.

FCL – Facility closed

This code should be used when the actual facility is closed. Example: Inclement weather, holidays, or other reasons when the facility is not open for business.

FNL – Child on funeral leave

This code should be used when the child does not attend the facility due to a funeral.

HOS – Child out with serious injury/illness/hospitalization

This code should be used when the child, parent, or sibling is hospitalized which would prevent the child receiving the services to be able to attend the facility.

MOV – Child moved out of county/state

This code should be used when a child moves out of the county or state. When using this code, you must enter a drop/transfer date and a pay until date.

NLA – Child no longer attends

This code should be used when a child no longer attends your program. When using this code, you must indicate a drop/transfer and pay until date.

NSD – Not a service day for the child

This code should be used when the child is not scheduled to be at the facility. Example: Parent keeps the child home on the days they are off work and its part of the normal schedule. Example: Parent works Monday, Wednesday and Friday and is off on Tuesday and Thursday and keeps the child home on Tuesday and Thursday. This code should be used for the Tuesday and Thursday absence.

Note: If your facility is not open on the weekends, you must enter zeros for hours attended for Saturday and Sunday and must use the absence code NSD.

SIK – Child out sick

This code should be used when the child is out sick, the parent is sick, doctor/dentist visits, maternity leave, or other reasons associated with illness.

VAC – Child on vacation

This code should be used when a child is on vacation, personal days or for any unknown absence reason.