

## Frequently asked questions regarding provider billing and payments

1. What is considered a full day?
  - a. Care for at least four (4) hours but less than 18 hours per day
2. What is considered a part day?
  - a. There are two types of part day. Part day less than two hours which is care no less than one minute but not exceeding 1 hour and 59 minutes per day. Part day 2 hours but not exceeding 4 hours per day.
3. Do part days convert to full days?
  - a. Yes, part days can convert to full days, Appendix C of the WV Child Care Policy and Procedure Manual (<https://bfa.wv.gov/page/ece-policies-and-regulations>) list the full conversion chart, but for example 19 billable 2-4 hour days converts to 13 full days.
4. Is there a way to still get monthly billing with only part days?
  - a. Yes, if a child is in care for 13 full days, providers will be paid a monthly rate, this rate will depend on the age of the child and the parents' fee.
5. How is time counted?
  - a. Time in care begins when the child is dropped off at your site and signed in, time ends when the child is picked up from your site and signed out by the parent. Time is counted in exact minutes to determine the type of day you will be billing. An exception to this is if your site picks up the child from a school location, then time begins when the child is signed in by a childcare worker on the transportation from school to the childcare site.
6. If I have the child in the morning and afternoon can those times be added together?
  - a. Yes, billing is for the total time in care, so if the child is in your care in the morning before school and in the afternoon after school, those times may be added together to determine if the type of billable day.
7. When should I submit my billing?
  - a. Billing should be submitted to the Resource and Referral office no earlier than the first day of the month following the month of care. For example, August billing would be submitted no earlier than September 1<sup>st</sup>.
8. What should I submit with my billing?
  - a. All billing submissions should include the request for payment form signed by the childcare provider. Family childcare homes and facilities must submit sign in/out sheets for all children in care each month. Childcare centers must submit sign in/out sheets for school age children monthly, and full

sign\in and out sheets twice per year as requested by the Resource and Referral office.

9. Why has billing changed/ new requirements been introduced regarding school-age children?
  - a. Billing procedures have not changed, the policy regarding billing for school age children during time they are in school is not new and has been in place for many years and is based on long-standing federal policy.