

- Area:** Fiscal Systems
- Subject:** FS33 – State Claims Desk Procedure
- Reference:** Title 5, 18223 – 18224; Funding Terms and Conditions VIII – IX; Alternative Payment Program Guide-Attendance Claims; Agreement for Services
- Policy:** Claims are due by the 5<sup>th</sup> business day of each month. Failure of the provider to submit an attendance claim within sixty (60) days after child care services are provided shall constitute a waiver of the provider’s right to receive payment for child care provided.

**Procedure:**

1. Data Technician I shall print and mail attendance claims by the 22<sup>nd</sup> of each month.
2. Data Technician I shall set up a file for each parent/guardian/provider
  - a. Label a letter and legal sized green Pendaflex with provider name.
  - b. File white copy of Agreement for Services in file at Data Technician I desk.
  - c. File yellow copy of Agreement for Services in claim file.
3. Claim are scanned into KinderTrack by support staff.
  - a. On-time Alternative Payment Program claims are placed in the corresponding Data Technician I inbox.
  - b. Late Alternative Payment Program claims are put in the corresponding Data Technician I late claim folder located in their inbox.
  - c. Migrant Head Start and General Child Care claims are put in MIS-Child Care Specialist I in-box. MIS-Child Care Specialist I will make copies and place original in Data Technician I in-box.
4. Data Technician I will match up claim with corresponding Agreement for Services.
5. Data Technician I will process claim in KinderTrack. On-time and correct claims shall be processed by the 20<sup>th</sup> of each month. Late claims are processed after on-time claims.
  - a. If claim is not filled out correctly, Data Technician I will send a “claim correction letter” located in KinderTrack along with the claim back to the provider.
  - b. All absences shall be recorded in KinderTrack.
  - c. If provider invoices less than what is allowed then override KinderTrack and put the invoice amount.
6. Data Technician I will print out payment statements and send to Business Office via the daily Hot Box.
  - a. Enter Agreement for Services # onto payment statements.
  - b. If Agreement for Services is ending, stamp “Final” on payment statements.
  - c. If Agreement for Services needs to be re-opened, send the Contract Modification form to the Business Office.
  - d. Agreement for Services can be increased by 10% of the total contract amount with the Contract Modification form and signature.
  - e. Agreement for Services can be decreased with the Contract Modification form and signature. A Contract Modification form shall be created for decreases that exceed \$200.00.
7. Data Technician I will enter actual payments into the Excel Spreadsheet and write amount of

- payment on the projection sheet attached to the Agreement for Services.
- a. If Agreement for Services has ended then final in the spreadsheet.
8. Data Technician I will file Agreement for Services (white copy) in paid file at claims desk.
  9. Data Technician I will file payment statement and claim in Agreement for Services (yellow copy)/provider file.
  10. Data Technician I will file Notices of Action or other correspondence in Agreement for Services file at claims desk.
  11. If a claim is not received by the end of the third week after child care services, Data Technician I shall mail a no “claim letter” from KinderTrack to the provider and “Cc: (parent/guardian name), (Child Care Specialist I name).”
    - a. Data Technician I shall make two (2) copies: one for claim file and one to distribute to Child Care Specialist I.
    - b. Child Care Specialist I calls parent/guardian and mails parent the no claim letter.
    - c. Child Care Specialist I documents notes in the family tab in KT.
  12. If claim is not submitted within sixty (60) days after child care services are provided, Data Technician I shall send a “denied payment letter” on the last business day of each month from KT to the provider and “Cc: (parent/guardian name), (Child Care Specialist I name).”
    - a. Data Technician I makes two copies: one for claim file and one to distribute to Child Care Specialist I.
    - b. Child Care Specialist I issues termination of provider and mails parent the no claim letter.
    - c. Child Care Specialist I documents notes in the family tab in KT.
  13. Data Technician I will review the spreadsheet for outstanding items by the 4<sup>th</sup> Thursday of every month.

**Supervised by:** Coordinator of Early Childhood Programs

**Performed by:** Data Technician I, Child Care Specialist I

**Forms needed:** Claim, Agreement for Services, Contract Modification Form, Denied Payment Letter, No Claim Letter

**Frequency:** Ongoing