



March 20, 2020

## Frequently Asked Questions (FAQs) #2 Update

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### Provider Questions

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**1. Do you know when you will open again?**

Our offices closed on March 20, 2020 due to the Governor's Stay Home Order, but we do plan to resume operations on Monday, March 23, 2020, by having our staff work remotely. Our offices will remain closed to the public, but we will provide all services through telephone, email, web message and drop boxes outside each office.

**2. The Governor has issued a Stay Home order requiring Californians to stay home, but I have families who need child care and I plan to stay open. Will I get paid?**

Yes, the guidance from the California Department of Education (CDE) is to keep child care payments flowing and the Governor has deemed child care as an essential service. Child care providers are allowed to provide child care if they choose and CDA will reimburse for child care services provided.

**3. I am still open, but I read your message stating that "CDA has been given authorization to pay closed providers up to 30 days". What should I do? I don't have the 14 children today that I had scheduled last Friday. Will I be paid only for the kids that I mark in attendance? Or the children that were supposed to be here? It feels like a penalization for us providers that have stayed open during this crisis to let our essential clients go to work. Please explain the policy.**

If you have chosen to remain open, you will receive payment for those children who are absent due to COVID-19 and the State Stay home order based on their certified need/certificate. This includes children who have variable schedules. Please submit the attendance records for these children, notating the reason for the absence(s) as: **COVID-19**.

**4. The governor has issued a Stay Home order requiring Californians to stay home. How will I get paid?**

CDA has a plan in place to continue issuing provider payments to your bank account as we normally do and we do not anticipate any disruption in our processing of payments at this time.

**5. I have closed and already used my allowable 10 non-operational days, can I still get paid?**

Yes, the California Department of Education (CDE) has authorized up to 30 additional days reimbursement for providers who close due to COVID-19. Please be sure to notify your Provider Specialist and if possible, submit your attendance records for reimbursement.



## Child Development Associates

*Our mission is to encourage and support the success and well-being of children, families, and the child care community.*

**6. How do we submit the charges for the days we are closed?**

Please submit your attendance records as soon as you can. You can notate on the records you have closed due to **COVID-19**. CDA has been authorized to pay providers for 30 days after the closure of their program.

**7. What happens once the 30 days allowed by CDE expires? Will I be paid an additional 30 days?**

At this time, CDE has only authorized Alternative Payment Programs to pay an additional 30 days after closure. As the COVID-19 situation evolves, CDE may adjust this direction, we will keep you informed.

**8. How do I document an absence for a child who has not been attending due to COVID-19? The child is not ill, but the family is keeping the child home.**

If a child is not in attendance due to the COVID-19 outbreak and the family wants to keep their child(ren) home, please notate on the attendance record: **Child absent COVID-19**. CDA can continue to pay for absences.

**9. How will I be paid for a child who is not attending due to COVID-19 that has a variable schedule?**

For children certified with a variable schedule, you will be reimbursed based on the maximum authorized hours of care as reflected on the child's most current certificate. Please submit the attendance record and notate the reason for the absent as: **Child absent COVID-19**.

**10. What is the best way to submit my attendance records?**

CDA will continue to accept attendance records via mail and drop box. In addition, during this emergency, you may submit faxes, scans and electronic copies. Please contact your Provider Specialist if you have questions on how best to submit your attendance records.

**11. The parent did not sign the bottom of the attendance record before they left my program. What do I do?**

If the parent left your program before the end of the month and did not sign the attendance record, you can still submit for reimbursement. Please notate on the attendance record where the parent would normally sign: **Parent unavailable due to COVID-19**.

**12. School age children in my care are now unexpectedly on a long break from school. Will I get paid for the additional hours of child care?**

CDA will honor the approved hours on the child care certificate, up to the maximum hours. This means if the child is approved a vacation schedule child care can be reimbursed for those hours during the school closures. If the current approved schedule on the child care certificate does not cover the additional child care hours please advise the family to contact their Child Care Eligibility Specialist to voluntarily request a schedule change.