



## Child Development Associates

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

May 22, 2020

### COVID-19 Frequently Asked Questions (FAQs) Update #5

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#### Provider Questions

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**1. Why am I not being paid the maximum amount for school age children who are absent?**

As per Management Bulletin 20-04 issued by the California Department of Education (CDE), CDA will reimburse providers based on a child's maximum authorized hours of certified need regardless of attendance.

For children that would normally be attending school and are absent due to COVID-19, the current maximum authorized hours of certified need is child's approved school schedule based on the school calendar where the child is enrolled. When the child's school calendar reflects a vacation schedule and the child is absent due to COVID-19, reimbursement will be made based on the maximum authorized hours of certified need for vacation.

**2. When will CDA be sending out a new letter explaining the changes to payments?**

At this time, CDA will not be sending out a new letter to providers, as there have not been any changes to provider reimbursements since the last notice was issued on March 25, 2020. CDA will continue reimbursing providers based on the current maximum authorized hours of certified need through June 30, 2020 unless these policies are rescinded by the California Department of Education (CDE) sooner.

**3. Will the payment policies implemented for the State of Emergency continue after June 30, 2020?**

We do not anticipate the California Department of Education will extend the COVID-19 payment policies past June 30, 2020. As noted in Management Bulletin 20-04 these policies may be rescinded by the California Department of Education at any time.

**4. I was expecting my payment to be more. Why am I receiving negative adjustments? I usually receive a letter if an adjustment has been made to my payment.**

The negative adjustments that you are seeing reflected in the Care Portal were processed before the child care payment was released and would not require an adjustment letter. To ensure CDA is implementing state guidance correctly and reimbursing providers accurately, internal reviews of pending provider payments was conducted and any required corrections were made prior to the release of payments. Any payment calculation corrections were based on the directives of Management Bulletin 20-04.

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### **5. Why would CDA make negative adjustments to my payment if it is your error?**

By conducting quality checks, CDA ensures all providers are being reimbursed accurately based on the directives and guidelines issued by the California Department of Education (CDE). Providers continue to be reimbursed the maximum payment based on current authorized hours of certified need regardless of attendance for each enrolled child.

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