

# BBCCS COVID-19 Invoice Backpay FAQs

## Provider License

**Is BBCCS “backpay” only for providers that have chosen to reopen?** Yes, a child care provider must be open in CCUBS. Backpay is referring to providers that have not invoiced for the period of time the facility was closed due to COVID-19.

**Does a provider need to be “open” to be paid for March, April, and May invoices?** A provider must be open to be paid.

- The provider must **not** have a termination date in CCUBS on the License Tracking and Approval Screen.
- Comments on the Screen will indicate if the facility is temporarily closed to COVID-19 or if there was a date span when the facility was closed.

## Copayments

**Copayments for families receiving the BBCCS were waived for March, April, and May 2020. Do General Correspondences need to be sent to parents and providers?** Please see the *“How should invoices be processed through CCUBS?”*

## Un-expiring Invoices

**What date would the invoices expire?** Invoices expire 60 days after the end of the service month. March 2020 invoices have already expired. April 2020 invoices expire on 6/30/2020, and May 2020 invoices expire on 7/31/2020.

**If submitted an invoice from March, April, or May 2020 is submitted by 7/31, how many working days does a CCR&R agency have to release them?** The three business days invoice processing requirement will not follow these invoices when they are submitted for payments. Due to the additional steps required to process an invoice from March, April, or May 2020, the policy will not be enforced.

**What is the process to have the invoice unexpired?** The un-expiring invoice process outlined in the Procedure Handbook will be followed. Refer to Section 6-7

**Are sign-in/sign-out records needed?** Sign-in/sign-out records won't be required unless there is a question involving multiple providers claiming reimbursement.

## What must be marked on an invoice?

**What should the provider write on a March, April, or May invoice to be reimbursed for closure due to COVID-19?** The provider should list “Closed, COVID-19” in the comments section of the invoice. When the provider has opened after the closure, an open date should also be listed.

## How should invoices be paid?

- First, a child can only be paid for child care once during March, April, and May 2020. This could be either a “hold the slot” or actual attendance. The scholarship will not pay for both.
- Please look in CCUBS to see if a payment has already been paid for March, April, and May 2020. If this has occurred, please review the newly submitted invoice and send case specific questions to ECSB.
- If a provider was closed for the entire month (March, April, and May 2020) and submits for a “hold the slot,” the entire authorized amount must be paid.
- If a provider has submitted for a partial month of payment, the provider can submit for the remainder of the month, if the child did not attend another provider.
  - The paper invoice would need to be submitted again for the service month.
  - A Fee for Service must be paid to pay for the remainder of the entire authorized amount.
- All invoices for March, April, and May 2020 must be submitted as paper invoices. The Provider Portal does not have online invoices available for these months.
  - The provider can print the paper invoices through the Provider Portal.
  - The CCR&R agency can access a PDF of a paper invoice through the Notifications Screen in CCUBS.

## How should invoices be processed through CCUBS?

- A case note is required for each March, April, and May 2020 invoice paid. If multiple invoices are paid at the same time, only one case note needs to be completed.
- If you are modifying an invoice or creating a Fee for Service, the reason is “COVID-19.”

## What if a provider has already submitted an invoice?

- Refer to “How should invoices be paid?” for more information.
- If a provider has submitted for 0 hours in an online invoice and the invoice has not been paid, then the invoice can be un-expired and processed in CCUBS.

## Provider Communication

**Has this information been communicated with the providers?** ECSB will discuss this with the CCR&R Directors.

## Emergency Workers

**Can a child care provider that was only open to emergency worker and providing care for scholarship children request reimbursement for March, April, and May 2020?** Yes, a child care provider that was temporarily closed due to COVID-19 and has re-opened can submit for reimbursement for children receiving the BBCCS.

**What if an invoice was deleted?** Please contact ECSB on a specific provider that meets the question above and has had an invoice deleted. ECSB will work with the CCR&R agency to plan on how payments will be completed.