Child Care Financial Assistance Program

Provider Handbook

VERMONT

DEPARTMENT FOR CHILDREN AND FAMILIES
CHILD DEVELOPMENT DIVISION

Agency of Human Services

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What is the Child Care Financial Assistance Program?

The Child Care Financial Assistance Program helps eligible families pay for child care services for children from age 6 weeks up to age 13 (or up to age 19 if the child has special needs).

The program is administered by the Child Development Division (CDD), Department for Children and Families, Vermont Agency of Human Services. It is funded through a combination of state and federal funds.

Families may choose any licensed, registered, or approved relative child care provider (ARCC) willing to accept payments from the Child Development Division. Child care providers caring for children from more than 2 families are required by law to be licensed or registered with the state.

The Child Development Division pays all or part of an established state rate directly to the provider. Families are responsible for paying their portion of the charges (as co-payments) directly to the providers they choose. CDD pays higher rates to programs that participate in STARS (Vermont's quality recognition and improvement system) to help families afford these programs.

What is BFIS (Bright Futures Information System)?

BFIS is an online data management and information system used by the Child Development Division (CDD), community child care support staff, child care providers and parents.

Providers can access the information they need to run their business, update referral information, send notification to the CDD, and find information regarding their professional development. Providers receiving payments from the Child Care Financial Assistance Program are required to submit payment information in BFIS.

Through BFIS, community child care support agencies document the eligibility of families who are approved to receive financial assistance and update this information yearly.

The Family's Role in Child Care Financial Assistance

Eligibility

To be eligible, a family must:

- Have a reason to use child care services (called an approved service need)
- Meet the income guidelines
- Live in Vermont
- The child receiving child care services with assistance from the program must be a legal resident of the United States

Approved Service Needs

Each primary caretaker in the household must have at least one of the following reasons for needing child care:

- Has a job
- Is self-employed
- Is actively looking for work
- Is attending school or training
- Is participating in Reach Up activities
- Has a special health need such that s/he is unable to provide care for the child
- Child receiving services has significant health/specialized developmental needs
- Child receiving services has an open case with the Family Services Division of the Department for Children and Families and child care is part of the safety plan
- The family is experiencing significant stress in areas such as shelter, safety, emotional stability, substance abuse, children's behaviors, and parenting issues

Payment Rates

If a family is found eligible for assistance, the Child Care Financial Assistance Program helps pay for child care by paying the child care provider on the family's behalf. Child care assistance payments do not usually cover the full cost of child care services. The amount of assistance a family receives is based on the family size and gross monthly income (before taxes are taken out). Families with lower incomes, or with certain qualifying service needs, receive more assistance.

If the Child Care Financial Assistance application is approved, the state pays the pre-approved percentage of the reimbursement rate directly to the provider. The percentage CDD will pay is included on the child care certificate issued to both the parent and provider.

Payment rates are based on the child's age, type of provider chosen (e.g., licensed center, family child care home, approved relative provider), and the number of authorized hours the child is in care. The rate established by CDD may be less than the provider's rate. In that case, even with a 100% benefit, the family may have to pay more (co-pay) to the provider. For programs participating in STARS, CDD pays a higher reimbursement rate (for more about STARS, see page 11.)

Example:

- An infant attends a licensed center program with a three stars;
- She attends full time;
- The family is eligible for 80% of the weekly base rate paid by CDD (and are responsible for 20% of that rate); and
- The provider's rate for a full-time infant is $180 a week.

Provider rate	$180.00
CDD base rate	$150.36
STARS quality factor (20% for 3 STARS)	$30.07
Total CDD rate	$180.43
Total paid by CDD (80% benefit)	$144.34
Maximum co-payment (20% of base rate, plus any difference between what the provider charges and what provider receives)	$35.66

Definition of Authorized Hours

Part-Time Daily - 1 to 5 hours a day

Part-Time Weekly - 1 to 25 hours a week

Full-Time Daily - 6 to 10 hours a day

Full-Time Weekly - 26 to 50 hours a week

Extended Time - more than 50 hours a week

Definition of Age of Child

Infant - birth up to 24 months old

Toddler - 2 up to 3 years old

Preschool - 3 up to 5 years old

School Age – 5 to 13 years old (child with special needs may be eligible up to age 19)

Co-payment

The family is responsible for paying the provider their share of the rate (the difference between the rate paid by CDD and what the provider usually charges). This is called the co-payment. A maximum co-payment is shown on the child care certificate; however, not all providers charge the maximum co-payment.

Providers may also charge program fees that are not covered through the Child Care Financial Assistance Program such as enrollment fees, activity fees, etc.

The Provider's Role in Child Care Financial Assistance

A child care provider must complete the Financial Services Agreement (Provider Agreement) to receive Child Care Financial Assistance Program payments from the Child Development Division. To receive payments, the child care provider agrees to:

1. Provide child care to children of families eligible for Vermont's Child Care Financial Assistance Program.
2. Read and comply with the Vermont Child Care Financial Assistance Program Regulations.
3. Accept compensation for child care services provided to families, who receive Child Care Financial Assistance Program, at the rates established by CDD.
4. Collect directly from the family the difference between CDD rate and the provider rate (if any). Families receiving Child Care Financial Assistance cannot be charged more than the provider's established rate.
5. Develop a record keeping system for each child's attendance, record date and hours of service provided, and maintain these records for three years.
6. Provide access to all records as may be requested by CDD or other authorized State and Federal agencies. Records are subject to surrender to CDD upon request.
7. Comply with all applicable state licensing, registration and approved relative child care approval requirements for child care.
8. Allow access to the child care premises as requested by CDD. Access may be for the purpose of determining whether the provider is in compliance with all laws and regulations or in connection with particular children authorized for care by CDD.
9. Refrain from subcontracting or assigning any part of the services performed under this agreement without obtaining prior written approval from CDD.
10. Provide parents of children in care with the child care provider's tax ID number or social security number for income tax credit purposes.
11. Respect a parent's, family's and child's right to privacy and keep all matters related to children and families enrolled in child care confidential, including the financial assistance status of families.
12. Submit accurate invoices for payment and only for services actually provided or for reimbursement allowed by Child Care Financial Assistance Program law, regulation or policy. Submit claims for payment within 60 days of services provided in the manner required by CDD.
13. Inform the Child Care Financial Assistance eligibility agency when a child eligible for Child Care Financial Assistance is no longer enrolled and the child's certificate for payment is still viewable in BFIS.
14. Immediately inform CDD if an employee (licensed) or member of your household (registered and ARCC) is convicted of fraud, a felony, a crime of violence, or has a report of abuse or neglect substantiated against them.
15. Provide unlimited access to the child care home or facility without delay by parents while their children are in care.
16. Prohibit all smoking where care for children routinely occurs.
17. Meet all state and federal tax obligations.
18. Report incidents of suspected child abuse and neglect, as required by law, within 24 hours.

Certificates

When a client is approved for Child Care Financial Assistance a certificate is created. The certificate is CDD;s promise to pay and includes information, such as:

- The **start** and **end dates** for authorized services,
- Number of hours of child care authorized for the client,
- The provider's recorded rate,
- STARS rating,
- The amount CDD pays on the client's behalf, and
- The co-pay amount the parent is responsible to pay.

Because the certificate provides important information regarding payment rates and eligibility dates, **a provider should wait to receive the child care certificate prior to starting child care.** Once a certificate is created it appears in the document section of the provider's BFIS account and on the invoice for payment. Five types of certificates may be generated.

- Part time weekly – pays a fixed part time payment for 1-25 hours of child care
- Full time weekly – pays a fixed full time payment for 26-50 hours of child care
- Extended care weekly – pays an extended care payment for 51+ hours of child care
- Variable – This certificate pays a daily rate based upon the number of hours the child attends on that day. If a child does not attend, no payment will be made. Coded days do not pay on a variable certificate.
- Part time/Full time School Age – Based upon attendance submitted by the provider, this certificate pays either a part time weekly rate or a full time weekly rate. This certificate is for school age children only and is created for the school year period only. Providers entering coded days on a PT/FT certificate will be allocated 5 hours per coded day.

Providers must notify the eligibility specialist (name and phone number may be found at the bottom of the certificate) when any of the following occur:

- Child no longer attends and the child remains on the provider's invoice
- Certificate is for full time hours but the child consistently attends only part time
- Provider becomes aware of a change in the client's status that may change their eligibility in some way

How are the Child Development Division payments made?

CDD pays reimbursements for child care services directly to the provider. CDD will help pay for services delivered on or after the start date on the certificate. The certificate also includes the end date of authorized child care and no payments will occur after the end date. All licensed, registered, and approved relative child care providers who wish to receive child care financial assistance payments need to enter their attendance invoice in the BFIS system. Attendance must be entered correctly to receive prompt payment for child care service.

When a child stops attending the child care facility, payments will be made for one week from the child's last date of attendance based on the child's authorized schedule, except as follows:

1. When the child care provider received at least one week notice of the child's withdrawal, payment will end on the child's last date of attendance.
2. When the child care provider asked a parent to remove the child, payment will end on the child's last date of attendance.
3. If a facility closes, payment will end on the last date the child was in attendance prior to the closure date of the facility.
4. When a provider's license or registration is suspended or revoked by the CDD for violation of these or any other regulations, payment will end on the closure date.

Service Periods

Attendance is recorded in two-week intervals called service periods. Service periods are fixed and cover the fiscal year, which runs from July through June. It is important to note that all attendance records are based on the state fiscal year, not the January to December calendar year. For example, licensed and registered providers may be paid for up to 15 closed days. You must use July 1st as the start date when calculating the number of closed days you can be paid for during the year.

Payment Schedule

Online attendance reports are processed immediately by BFIS. The processing cut-off date is normally **12:00 noon Wednesday**, with checks issued usually that Friday. Any invoice processed after **12:00 noon Wednesday noon** will be scheduled for payment the following week. Some delays in the payment process may occur due to mail delivery, holiday interruption, or unforeseen technical difficulties. However, you will typically receive your check on the Monday following the Wednesday processing date.

Reimbursement Rate Tables

The tables on pages below show the Child Care Financial Assistance maximum provider rates at 100% benefit—effective August 21, 2016.

Reimbursement Rates for Licensed Programs

Effective August 21, 2016

Part Time - Weekly Rates at 100%						
Age Category	**Base Rate**	**1 Star**	**2 Stars**	**3 Stars**	**4 Stars**	**5 Stars**
Infant	82.70	86.84	90.97	99.24	107.51	115.78
Toddler	75.59	79.37	83.15	90.71	98.26	105.82
Preschool	73.42	77.09	80.76	88.10	95.44	102.79
School Age	71.22	74.78	78.34	85.46	92.58	99.70
Full Time - Weekly Rates at 100%						
Age Category	**Base Rate**	**1 Star**	**2 Stars**	**3 Stars**	**4 Stars**	**5 Stars**
Infant	150.36	157.88	165.40	180.43	190.47	210.51
Toddler	137.43	144.30	151.18	164.92	178.66	192.41
Preschool	133.49	140.16	146.84	160.19	173.53	186.88
School Age	129.48	135.96	142.43	155.38	168.33	181.27
Extended Time - Weekly Rates at 100%						
Age Category	**Base Rate**	**1 Star**	**2 Stars**	**3 Stars**	**4 Stars**	**5 Stars**
Infant	204.49	214.72	224.94	245.39	265.84	286.29
Toddler	186.91	196.25	205.60	224.29	242.98	261.67
Preschool	181.54	190.62	199.70	217.85	236.01	254.16
School Age	176.09	184.90	193.70	211.31	228.92	246.53

Reimbursement Rates for Registered Homes

Effective August 21, 2016

Part Time - Weekly Rates at 100%						
Age Category	**Base Rate**	**1 Star**	**2 Stars**	**3 Stars**	**4 Stars**	**5 Stars**
Infant	66.69	70.02	73.36	80.03	86.70	93.37
Toddler	62.32	65.43	68.55	74.78	81.01	87.24
Preschool	56.00	58.80	61.60	67.21	72.81	78.41
School Age	55.14	57.89	60.65	66.16	71.68	77.19
Full Time - Weekly Rates at 100%						
Age Category	**Base Rate**	**1 Star**	**2 Stars**	**3 Stars**	**4 Stars**	**5 Stars**
Infant	121.25	127.31	133.38	145.50	157.63	169.75
Toddler	113.30	118.97	124.63	135.96	147.29	158.62
Preschool	101.83	106.92	112.01	122.19	132.37	142.56
School Age	97.99	102.89	107.79	117.59	127.39	137.19
Extended Time - Weekly Rates at 100%						
Age Category	**Base Rate**	**1 Star**	**2 Stars**	**3 Stars**	**4 Stars**	**5 Stars**
Infant	164.90	173.15	181.39	197.88	214.37	230.86
Toddler	154.09	161.79	169.50	184.91	200.31	215.72
Preschool	138.48	145.41	152.33	166.18	180.03	193.88
School Age	133.27	139.94	146.60	159.93	173.25	186.58

Reimbursement Rates for Approved Relative Providers

Effective September 1, 2016

Daily Rates at 100%			
Age Category	**Base Rate**		
	Part Time	Full Time	Extended Time
Infant	9.16	16.03	22.40
Toddler	9.16	16.03	22.40
Preschool	7.84	13.39	18.44
School Age	7.84	13.39	18.44

Specialized Child Care Provider

For parents under stress, quality child care with specific supports can help strengthen the family and promote their child's development. Specialized child care services may offer these supports. Specialized child care is a status that a regulated child care program can apply for in the State of Vermont.

To become specialized, you must do the following:

- Agree to maintain good regulatory standing, which means you have not been substantiated for serious violations or have had a pattern of regulatory violations in the past 12 months;
- Be open to program improvement;
- Take basic specialized care training, which provides an overview of child development, how to communicate with families, how the Vermont child protection system works, and community resources available to support children/families;
- Be committed to ongoing specialized training; and sign a *Specialized Child Care Provider Agreement,* which is sent to CDD for approval.

You should be approved as a specialized child care provider before enrolling children with specialized child care needs. If your child care address changes, a new specializd child care agreement is needed.

Specialized child care provider benefits

- Increased knowledge and skill development;
- Priority access to some trainings, including those sponsored by the Family Services Division of the Department for Children and Families;
- Priority for special services such as literacy programs;
- Eligibility for specific grants and priority for other grants;
- Completion of a component of STARS, Vermont's child care quality and recognition system;
- Enhanced professional partnerships in the community;
- Higher reimbursement rates.

Provider Responsibilities Include

- Attending an additional six hours of advanced specialized care training annually;
- Maintaining good regulatory standing;
- Keeping accurate attendance and recording it on financial assistance program invoices;
- Keeping a written record of the children's activities and progress;
- Making appropriate referrals to other resources after discussing it with the family and getting their consent. *The CIS Child Care Coordinator* can help inform and guide you about the best ways to make referrals.

STep Ahead Recognition System (STARS)

STARS stands for the **St**ep **A**head **R**ecognition **S**ystem. It is Vermont's system for recognizing and improving quality in:

- Registered child care homes
- Licensed family child care homes
- Licensed early childhood programs
- Licensed school-age care programs
- Preschool (PREK) programs that receive public education funding
- Non-recurring child care programs (i.e., child care at ski resorts)
- Head Start and Early Head Start programs

Programs that participate in STARS get:

- A higher reimbursement rate from the Child Care Financial Assistance Program (5% to 40% above base rate) based on the number of stars earned
- Bonus payment for each level achieved ranging from $250 to $1,550
- Help promoting their participation in STARS (e.g., listing on the STARS website, supply of STARS brochures, and a customized press release)
- The opportunity to apply for grants open only to programs that have stars or national accreditation
- Discounts from some companies

How do you apply for STARS?

- Download a STARS application at http://dcf.vermont.gov/cdd/forms-stars; or
- Contact the coordinators at (802)398-2037 or STARS@mjccvt.org to request an application by mail

Attendance & Invoicing

E-Provider

To use the Bright Futures Information System (BFIS) you will need access to the internet through a computer which is available to you on a regular basis and have a working e-mail address.

To sign up to be an E-Provider, log on to https://bfishelp.ahs.state.vt.us and select "How Do I Sign Up" from the top menu items. Enter your information and indicate what type of account you need. For licensed center staff, that do not submit invoicing, please choose "Credentialing Account Only". A user ID and temporary password will be sent to the email address you provide, usually within one business day.

Once you have obtained your login information follow these steps:

1. Go to http://www.brightfutures.dcf.state.vt.us.
2. On the left side of the screen click on *Bright Futures Account Login*.
3. Click on Child Care Program Account
4. On the System Login page enter your user ID and temporary password, (Passwords may be difficult to type so please copy and paste from the BFIS email).
5. After you have entered your user id and password, click the submit button.
6. You will be prompted to change your temporary password. BFIS does not keep records of passwords so make sure to select a password that you will remember. Enter a new password and hit submit. You are not ready to enter attendance.

Paper Provider

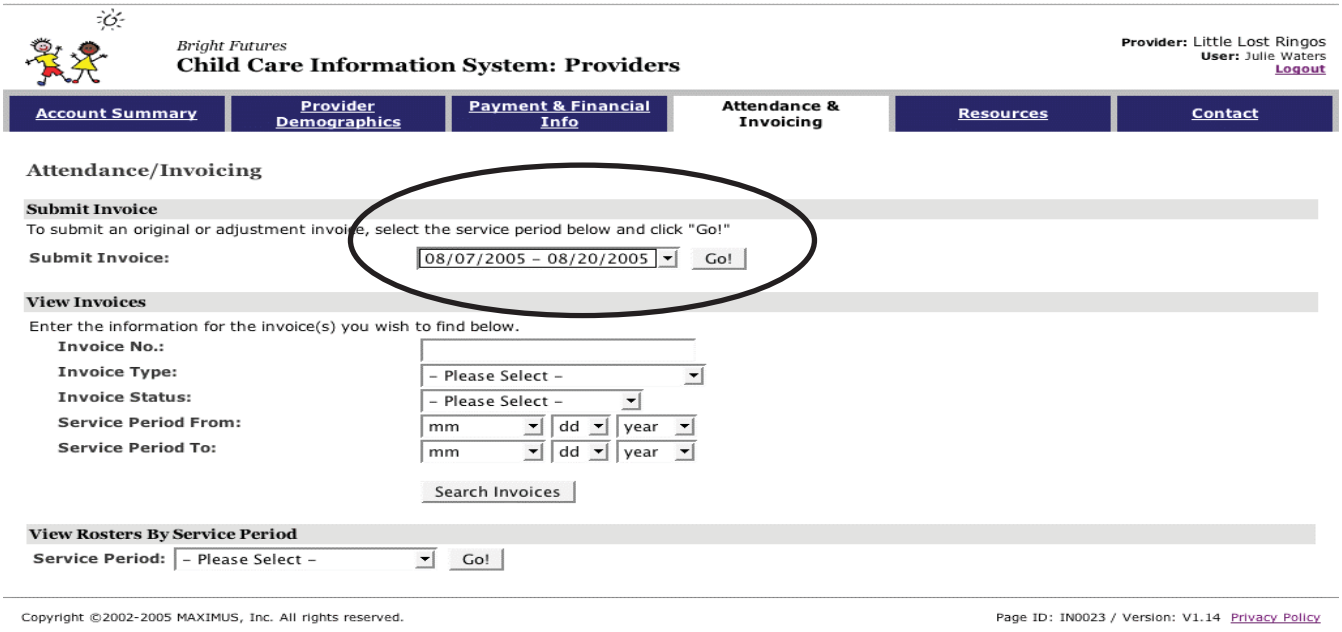
If you do not have internet or access to a computer, you may contact the Child Care Financial Assistance Program at 1-800-649-2642 and request an application to become a paper provider. Once the completed application is received by the Child Development Division and a decision is made, you will be contacted regarding your status.

Entering Attendance

To enter an attendance report online, login and select "Attendance and Invoicing" from the main menu. Under the "Submit Invoice" heading select the service period you wish to enter from the drop down box. Click "Go" and the attendance report for the service period you selected will be displayed.

Follow the steps below to complete your attendance reports:

1. Locate the family name (parent/child) and check to make sure the financial assistance certificate has not expired and the authorized hours are correct. Payment will not be made for expired certificates.
2. Enter the hours for each day the child attends. BFIS allows Licensed Programs and Registered Homes to enter the total number of hours the child attends however you will only be paid for the authorized hours listed on the certificate (part time, full time or extended care). The parent is responsible for any additional child care hours/payment not authorized by the Child Developemnt Division.
3. Approved Relative Providers may only enter up t othe total number of authorized hours indicated on the invoice. Example: If a child is authorized for 30 hours, then the total number of hours you enter for the week may not exceed 30 (6 + 4 + 4 + 8 + 8 = 30).
4. When entering attendance use only whole numbers. Do not use decimals (3.5) or ranges (7:30 — 4:30).
5. If appropriate, enter attendance codes. Certain conditions require the use of approved letter codes when entering attendance. You may only use some codes with approval by CDD. Not using the proper code may result in non-payment. *Approved Relative Child Care (ARCC) providers are not eligible to use codes and if a code is entered, no payment will be made for that day.*



Bright Futures
Child Care Information System: Providers

Provider: Little Lost Ringos
User: Julie Waters
Logout

Account Summary | Provider Demographics | Payment & Financial Info | Attendance & Invoicing | Resources | Contact

Submit Invoice: Service Period 08/07/2005 to 08/20/2005

Displaying 1-4 of 4 Items

Child Name	Parent	Elig Exp	Cert	Auth Hrs	Week	S	M	T	W	T	F	S
Harrison, Georgie ID: 36722	Best, Peter	06/30/2006	36173	40/Week	08/07-08/13:		8	8	8	8	8	
					08/14-08/20:		8	8	8	8	8	
					Notes:							
Ono, Yoko ID: 36723	Best, Peter	06/30/2006	36172	16/Week	08/07-08/13:		3	3	3	3	3	
					08/14-08/20:		3	3	3	3	3	
					Notes:							

Save and Exit | Submit Attendance

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6. Once the report is entered, click "Submit Attendance". If you receive an error message, check to make sure you have not entered partial hours, used an expired certificate, or exceeded the authorized hours.
7. A verification page will be displayed. Review the attendance report and if the invoice is accurate, select "Submit Attendance".
8. A confirmation page is displayed with an invoice number when the invoice has been processed.
9. If you do not see this page then no invoice was created. Repeat the steps above or call the Help Desk at 1-800-649-2642.

To see the payment details of an invoice, click on the invoice number of the service period you wish to view.

Bright Futures-View Details - Invoice No.295615 - Mozilla Firefox

Provider Type: Non-Recurring Clientele
Case Manager: Nancy Robinson

Account Summary | License Management | Payment & Financial Info | Attendance & Invoicing | Quality | Site Visits | Associated Parties

Invoice #295615 Details

Service Period:	01/31/2010 - 02/13/2010
Invoice Created:	02/11/2010
Invoice Created By:	[redacted]
Roster Received:	02/11/2010
Invoice Type:	Attendance
Invoice Status:	Submitted
Date Paid:	
Invoice Amount:	$271.54
Net Amount:	$0.00
Last Calculation Run:	02/11/2010, 09:15:58 AM
Last Update:	02/11/2010, 09:15:57 AM

Summary of Child Attendance Items [View Attendance]

Displaying 1-2 of 2 Items

Child Name	Cert. No.	Base Rate	Quality Factor	Total State Rate	Specialized Services	Unsubsidized Amount	Adj	Net Amount	Status	
[redacted]		$135.77	$0.00	$135.77	$0.00	$1.37	$0.00	$135.77	Submitted	[Details]
		$135.77	$0.00	$135.77	$0.00	$1.37	$0.00	$135.77	Submitted	[Details]

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The invoice provides you with the following information:

- Base Rate – Amount paid by CDD based upon the client's child care financial assistance program percentage
- Quality Factor – Amount paid based on provider's STARS
- Total State Rate – Base rate plus STARS
- Specialized Services – If child qualifies for specialized services, invoice will show the additional payment
- Unsubsidized Amount – The co-payment amount assessed to the family based upon their financial assistance percentage and the provider's rates
- Adjustment – If any adjustments have been made to the attendance record, that amount is shown here
- Net Amount – Amount paid by the State, to the provider, on the behalf of the parent
- Status – The status of the payment to the provider is posted here

Attendance Codes

Provider's may use codes for times when a child is absent from the child care program. Approved codes are listed below.

Code	Reason to Use Code
P: Provider Closed Day	You must use the "P" code when you are closed on normal days of operation. If you are closed on a state/federal holiday you must enter a "P". Do not use this code for weekends if you do not normally provide care on the weekends. Providers are granted 15 provider closed days, calculated from July - June each year. Payment will be deducted from your invoice for any additional "P" days taken beyond your 15 allocated days.
S: Sick Child	Use this code when children are absent due to illness. Parent must verify that child is sick.
V: Vacation	You may use this code when parents notify you that their children are absent due to vacation. Families are granted 10 vacation days, calculated July-June each year.
H: Hold Placement	To hold an opening for a child with an "H" code, you need to contact your local community agency for approval.
N: No Notice	To use an "N" code when a child has stopped attending, you need to contact your local community agency for approval. The "N" code may only be used for one week.

Attendance Adjustments

Any time you make a mistake on an invoice or need to move attendance to a new certificate, you may file an adjustment by completing the following steps:

Once the payment is "posted", go to Attendance and Invoicing and select the service period under Submit Invoice. If an adjustment can be made, the word adjust will appear next to the service period dates (although the word adjust appears, if the invoice has not be processed for payment "posted", no adjustment can be made). Select the service period that needs adjustment and hit go.

At the next page, choose "submit adjustment" and it will take you to a checklist of children. Select the children/certificates for which you wish to make an attendance adjustment.

Submit Adjustment Invoice: Service Period 04/17/2005 to 04/30/2005

Select below the children/certificates for which you wish to make an attendance adjustment.

Select	Child Name	Cert. No.
☐	Jefferson, Tommy	4829
☐	Carter, James	6175
☐	Harrison, Billy	6177
☐	Harrison, Billy	6178
☐	Carter, James	8556

Cancel | Continue >

If you are moving attendance from an incorrect certificate to a corrected certificate, you must choose both certificates for the child. Check off all appropriate boxes, and click on continue.

Do not do one child or certificate at a time. Check off every child and/or certificate which will need a correction before proceeding. The next page will be a scaled down version of an invoice page.

If you are moving hours from one certificate to another, replace all hours on the incorrect certificate with zeros and put the original hours on the correct certificate.
If the child's certificate is correct and you only wish to add additional days/hours, you must remove all the hours from the entire pay period and then reenter all hours.

Submit Adjustment Invoice: Service Period 04/17/2005 to 04/30/2005

*Displaying **1-4** of **4** Items*

Child Name	Parent	Elig Exp	Cert #	Auth Hrs	Week	S	M	T	W	T	F	S
Harrison, Billy		06/30/2005	6175	40/Week	04/17-04/23:	0	0	0	0	0	0	0
					04/24-04/30:	0	0	0	0	0	0	0
					Notes:							
Harrison, Billy		06/30/2005	6177	30/Week	04/17-04/23:	0	6	6	6	6	6	0
					04/24-04/30:	0	6	6	6	6	6	0
					Notes:							

Submit Attendance

The system will then recalculate the payment for the pay period. If you were overpaid, the system will deduct the balance from your next check. If you were underpaid, it will add the balance to your next check.

<u>Attendance Override</u>

A provider is not permitted to override the approval for a coded day (P, S, V, and H). If an incorrect payment is due to a coded day, please contact CDD for assistance.

Troubleshooting

Issue	Try
I cannot remember BFIS provider account password	If you have forgotten your password or when you log in you receive a message that your password is invalid go to the system login screen and click *Forgot username?* or *Forgot password?* Enter in your first and last name or username and your email. You will then be prompted to answer your security question. The system will email you your username or a temporary password.
I cannot access my BFIS provider account	If you are experiencing problems logging in to BFIS, please contact the Help Desk at 1-800-649-2642or bfishelpadministrator@ahs.state.vt.us
The service period is not available	There are two possible reasons why a service period may not show up in the BFIS system. The family has not completed their paperwork for child care financial assistance so a certificate has not been generated. Contact the parent to determine their eligibility status. The attendance is older than 60 days. The CDD requires providers to submit attendance within 60 days from the current service period. No payment for child care services will occur beyond this time period.
The certificate is incorrect	Contact the Eligibility Specialist at your local Community Child Care Support Agency.
There was a payment error	Check that the attendance entered into BFIS is correct. If you submitted incorrect attendance or failed to bill for a specific time period, submit an adjustment for payment in BFIS. If codes were used, check that you have not exceeded the number of coded days available for use. Verify that the family's child care financial assistance percentage has not changed. If a change has occurred, the parent is responsible for the difference in the total state rate paid and your provider rate.
My check did not arrive	Contact the Child Development Division at 1-800-649-2642

If you have tried all of the troubleshooting tips and you are still having issues call the Child Development Division at 1-800-649-2642.

Vermont Department for Children and Families
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