

FAQ's for Provider Reconciliation Process

1. Q- I have a contract with more than one Coalition. How do I know the reconciled SR data is separate from other counties?

A- In the Summer of 2019 you were asked to submit your child attendance for the 2018/2019 year based on the attendance rosters in your portal. Attendance rosters are created based on the children enrolled in each county you serve and you would have a separate roster for each county's children served.

- a. The Attendance Rosters submitted by you were processed as submitted, corrected for the allowable absences and any other corrections needed such as number of days paid, daily rate, and any other corrections noted needing to be made.
- b. That information is then received by 4C's Finance and Accounting Department, by county, and paid separately by county.
- c. An overall payment reconciliation has been provided in your portal showing the amount of attendance processed, the amount of cash paid to you, and the amount owed to the ELC. This has been provided by month.
- d. If your bank does not process incoming direct deposits separately, please contact your financial institution as needed as payments are sent to your bank separately.

2. Q- What is the best way to reconcile the 2018/19 year?

A- There are various options available to you, but here are two:

- i. **Access your reimbursements reports in your portal.** These are found in your Portal, click on Attendance, then dropdown and pick Reimbursement Detail, then chose Final Reimbursement download. Then you click on the payment period, and then at the bottom of the screen hit 'download' and they should open. While multiple attendance rosters for 2018/19 were processed in August 2019, the reimbursement report itself will appear in the month paid, but also break it down into the monthly service periods with totals by month and in total. The reimbursement report shows what you submitted on your attendance roster as well as any adjustments for child absences not supported by notes and other adjusting entries needed (i.e. for duplicate children, number of days or rate paid incorrect, etc.) These reports are downloaded in your portal after every reimbursement.
 1. Next, take your parent sign/in out sheets and verify that your SR funded children on your sign in/out sheets are on your reimbursement reports.
 2. Review your reimbursement reports to the corresponding sign in/ out sheet for missing attendance, either by child or for a whole month. Ensure that you've submitted ALL of your attendance rosters based on your sign in/out sheets. Please remember to review your adjustments; and,
 3. You may contact your reimbursement specialist if you find additional absence notes or an attendance roster to be submitted. Additional absence notes will need to be uploaded in your Document Library under the folder "2018/19 Provider Reconciliation" in a file labeled the month and day of the absence note. You must also call your assigned reimbursement specialist to advise of additional uploads.
- ii. **Access the Service Period Detail that was uploaded into your Document Library.** This report will show you, by child, all children paid for all months based on the attendance rosters submitted.

1. Take this report, by child, and compare it to your sign in/out sheets by month, by child, making sure all SR funded children were paid. SR funded children are known from the Certificates of Enrollments that are in your provider portal.
2. This report also shows adjustments at the bottom. Make sure you also review these adjustments.
3. Should you find a SR funded child on your sign in our sheet not paid for, please contact your assigned reimbursement specialist. You will need to submit attendance as well as the sign in/out sheet for this child to support the adjustment.

iii. You may also contact 4C for copies of your OEL 5045 payment detail should you need further assistance.

1. Please contact your reimbursement specialist and they will contact the Finance and Accounting office to assist you as needed.

3. Q- Why haven't my eligibility certificates been uploaded in my portal?

A- Your child eligibility certificates, known as the Certificate of Enrollment, are in your provider portal. Once a child is enrolled, you have access to the certificates on line. In the first months of OEL's conversion, manual certificates had to be issued for some at-risk referrals and those were given to you by the parent/guardian and will be on file at the provider's location. Once an eligibility is enrolled in EFSM, those children are pre-populated to your attendance rosters. Prior to submitting your attendance roster, you are responsible for reviewing all SR funded children appearing on the roster as compared to the Certificates of Enrollments in your portal. Should you find an issue that can't be corrected on the roster, the process is to call your reimbursement specialist so they can process an adjustment.

- a. Should you find a child listed on your sign in/out sheet not on your attendance roster, please contact your reimbursement specialist.
- b. You will need to provide the sign /out sheet to your specialist if not already previously uploaded in your Document Library.

4. Q- I seem to be missing some reimbursement reports. Is this possible? What should I do?

A- Your reimbursement reports are shown in the month they were paid and not the month the service was provided. For example, if multiple attendance rosters were processed, they may be saved under 'August 2019' or 'October 2019' regardless of the month the child was cared for. The report itself will break down the months into service periods that you can compare to the cash paid.

- a. Check all of your payment dates in your portal and you should find the report under one of the payment dates. Again, that is dependent on when you submitted the attendance roster which was most likely much later than the month of actual care.
- b. If you don't find the report, make sure you don't have any attendance rosters to be processed. If so, submit the attendance roster for processing along with the sign in/out sheets. Please make sure you contact your reimbursement specialist so they are aware of this additional processing.
- c. If you can't find the report AFTER looking for it, you may call your assigned reimbursement specialist.

5. Q- Don't I need the list of children actually paid that accompanied the basis for the estimated payments?

A- No, you do not. The two most important items you must have are:

- a. What was the total amount of cash paid to me, by month and in total; **AND**
- b. What my actual reimbursement was, after processing all attendance rosters, correcting for absence notes, and any other adjustments.
- c. You can recreate the monthly reimbursement amounts from your Reimbursement Detail in your portal, with the corresponding cash payment amount from your "2018/19 Provider Reconciliation Folder".
 - i. Put all in an excel file and you can see the differences monthly between the cash paid and actual attendance processed.