



Child Care Provider CCAP Tip Sheet

Provider tips for addressing the Child Care Assistance Program (CCAP) issues:

The Division of Child Care (DCC) is available to answer questions and address payment issues for child care providers. For information about parent concerns please see the Parent Tip page.

- Providers can contact DCC at 844-209-2657.
- Signed certificates should be faxed to 502-573-2007. Keep the fax confirmation showing the certificate was received.
- There are specialized staff who can talk to providers about issues such as not receiving payment for care provided, verifying a child has an active enrollment, and co-pay information. Please note that these workers have been advised as to what information can be shared with providers. DCC acknowledges that providers may not have been able to receive this information when they used this number previously.
- When you call, make sure you have the needed information at hand including:
 - Parent's Name
 - Parent's Case Number
 - Child's Name(s)
 - Dates of Service
 - Reason for reimbursement owed (e.g. termination notice was received late; signed certificate was sent in for this child; CPS said that authorization was received for this child; etc.)
 - Any documents that can help support each case (Signed Certificate, fax confirmation that the signed certificate was submitted, Notice of Change, etc.)
- Providers can be compensated for care that was provided because of late notices of terminations or other reasons related to the transition to Benefind.
- You can visit the Division of Child Care website for more information.

<http://chfs.ky.gov/dcbs/dcc/>