ELRC REGULATED Provider Top 10

1. **I have a question… Who do I Call?**

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| --- | --- | --- |
| County | Provider Liaison | Contact Information |
| **Cumberland/**  **Perry/Dauphin groups** | Wendy Snyder | [wsnyder@childcareconsultants.org](mailto:wsnyder@childcareconsultants.org)  work: 717-771-8555  cell: 717-472-2518 |
| **Dauphin centers, family providers & relative providers** | Damaris Vazquez | [dvazquez@childcareconsultants.org](mailto:dvazquez@childcareconsultants.org)  work: 717-210-3343  cell: 717-472-2878 |
| **York** | Rebecca Anciso | [ranciso@childcareconsultants.org](mailto:ranciso@childcareconsultants.org)  work: 717-771-8541  cell: 717-472-2439 |
| **Adams** | Jessica Lupian | [jlupian@sccap.org](mailto:jlupian@sccap.org)  717-334-7634 x 141 |
| **Lancaster & Lebanon** | Karina Mojica | [kmojica@caplanc.org](mailto:kmojica@caplanc.org)  717-299-7301 x 3105 |

1. **Co-payment Information/Reporting Delinquent**

* It is the providers responsibility to collect the co-payment weekly.
* The co-payment is delinquent if it is not paid by the last day of the service week. Delinquent co-payment(s) must be reported to the ELRC on the business day following the day the co-payment becomes delinquent.
* Notify ELRC as soon as delinquent co-payment is paid.
* Co-payments are deducted by the number of Mondays in the month. Some months have four Mondays, some have five. Ex: Parent has a $10 co-payment. If March has five Mondays, ELRC will deduct $50 for the co-payment. If April has four Mondays, ELRC will deduct $40.

1. **Attendance Invoice Completion**

* Only use symbols indicated on the attendance invoices. Using any other letter or symbol not listed may delay payment.

1. **Absence reporting**

* Report absences on attendance invoice.
* For 6+ consecutive absences, notify ELRC immediately via phone or e-mail. Cannot pay starting the 6th consecutive absence.
* Notify ELRC immediately, via phone or e-mail, when child returns to care.

1. **Terminations**

* Inform ELRC immediately, via phone or e-mail, when a child leaves your care.
* Indicate a “T” (terminated) on attendance invoice for last day attended.

1. **Parent Sign In/Out Sheets (any tracking of your choosing – use pen if using paper)**

* ELRC requests sign in/out sheets when the “NC” (no change) box is marked for three consecutive months. Must submit records for the remainder of the fiscal year.

1. **PSS (Provider Self Service)**

* Help Desk phone number: 877-491-3818
* Access to on-line attendance invoices.
* Easily locate all correspondence associated with an invoice.
* Receive e-mail notifications for child enrollment schedule, invoice changes, etc.

1. **Provider payment summaries**

* Review details for each child. (Co-payments, FT vs. PT)

1. **Closures (paid/unpaid; emergency closures)**

* ELRC MUST be notified, in advance, by phone or email, of a planned closure.
* Emergency closings MUST be reported within 3 days of reopening.
* Failure to report in a timely manner, will make closed days unpaid.
* PSS (provider self-service) users can add closed days when needed.

1. **Communication is key!**

