

ELRC REGULATED PROVIDER TOP 10

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

County	Provider Liaison	Contact Information
Cumberland/ Perry/Dauphin groups	Donna Henry	dhenry@childcareconsultants.org work: 717-771-8555 cell: 717-472-2518
Dauphin centers, family providers & relative providers	Damaris Vazquez	dvazquez@childcareconsultants.org work: 717-210-3343 cell: 717-472-2878
York	Rebecca Anciso	ranciso@childcareconsultants.org work: 717-771-8541 cell: 717-472-2439
Adams	Tammy Barnhart	tbarnhart@sccap.org 717-334-7634 x 1141
Lancaster & Lebanon	Ana Campos	providers@caplanc.org 717-299-7301 x 3105

2. Co-payment Information/Reporting Delinquent

- It is the providers responsibility to collect the co-payment weekly.
- If a child's first day of enrollment is Tues-Fri the copayment will start the following Monday.
- 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.

3. Attendance Invoice Completion

- Only use symbols indicated on the attendance invoices. Using any other letter or symbol not listed may delay payment.
- If using PSS be sure to save any notes for children prior to hitting submit.
- If submitting paper invoices you can also submit via email to attendance@childcareconsultants.org

4. 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.

5. 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.

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

- Daily sign in/out sheets are required in electronic or hard copy form and must show each child’s name, drop-off and pick-up times, and date. Each drop-off and pick-up must be validated by the parent with signatures, or an electronic sign in/sign out process.
- 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.

7. 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.
- Report copayment delinquencies. Resolve copayment delinquencies.

8. Provider payment summaries

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

9. 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.

10. Communication is key!

