DEPARTMENT: **Eligibility**	SUBJECT: Procedures for **"How to key Transfers"**
REVISED: 11-21	AUTHORIZATION APPROVAL: Manager, Family Services

Transfers is a standard process to allow clients the opportunity to transfer their School Readiness scholarship from one provider to another.

Before keying the transfer, co-pays must be verified with either a completed Transfer form or current and verifiable receipts from the existing childcare provider. The current childcare provider will sign the Transfer form to verify that Co-payments are paid. The new childcare provider must sign with the agreed upon start date.

Process:

1. End the current provider enrollment. The current enrollment will end the day <u>before</u> the "Child's Start Date" on the transfer form.

a. Locate the child listed on the transfer form in MOD and click on their **Enrollments** button.
b. Under **Current Enrollments**, click <u>End</u> on the right.

c. Terminate child's previous enrollment:
   i. **End Enrollment Reason**: <u>PT-PROVIDER TRANSFER</u>
   ii. **Last Day of Service**: Day before the "Child's Start Date" on the transfer form.
   iii. **Is there a past due parent fee**?: No
   iv. <u>Save</u>

d. Click <u>Acknowledge</u> button if it appears.
2. Start the enrollment with the new provider. The new enrollment will start on the date listed under "Child's Start Date" *as long as the transfer form is received on or before the "Child's Start Date"*.

a. Remain on the **Enrollments** screen. Click <u>Add Enrollment…</u> at the bottom of the screen.

b. Use the <u>Search</u> button to locate the New Provider.

c. The <u>Enrollment Start Date</u> will match the "Child's Start Date" on the transfer form. (See Tip #1 below if form was not turned in by the "Child's Start Date")

✓ Reference "Enrollment Schedules" and "Process for Special Enrollment Schedules".

3. Check the **Enrollments** screen to ensure accuracy:
   a. The *previous* enrollment must have an end date.
   b. The *new* enrollment must start the day after the previous enrollment ended. NO gaps or overlapping dates.
   c. Review all other fields of the new enrollment: *Level of Care*, *FT and PT Copays*, *Copayment in Effect*, and *Schedule*.
   d. <u>Close</u> once all enrollment fields are correct.

4. Scan and upload TS form under Additional Docs.

✓ <u>Verify</u>-Select for all documents that need to stay in the record to support transaction.

5. Enter Case Note:
   a. **Description**: <u>Miscellaneous</u>
   b. **Custom Code Type**: <u>Parent</u>
   c. **Custom Code**: <u>TRANSFER</u>
   d. **Note**: Indicate the start date, the child(ren)'s names, effective date and site. Notate fees were paid per signed transfer form. Client will sign payment cert for client and provider records.
   e. <u>Save</u>.

Add Case Note

Description *

Miscellaneous

Custom Code Type   Custom Code

Parent   TRANSFER - Transfer

Note

Transferred Nixie to Growing Room Enrichment Center eff 5/30/19, per signature on ts form from Jen Dukes at YMCA Ozona fees are pd, client will sign payment cert for client and provider records.

Save   Cancel

Transfer Tips:

1. If the receipt date of the transfer form in the history notes is 5/14/19 but the "Child's Start Date" on the transfer form is 5/5/19, key the start date for 5/14/19. We cannot backdate transfers if it was received after the child started.

2. Please be careful when transferring children. If the transfer date comes before the enrollment date, that means an upcoming recert or fee change has been keyed prior to the transfer form submission. For example, if you go to key a 5/31/19 transfer date and see the following screen:

Enrolled   MEMIC, DIJANA

Level of Care	Full Time Copayment	School Calendar	Provider ID	View
24 < 36 Months	$0.90	N/A	4762 (View Profile)	
Age at Enrollment Start	Part Time Copayment	Care Days	Location	History
2 years	$0.45	M T W R F Sa Su	5551 100TH AVE N	
Enrollment Period	Copayment in Effect	FT FT FT FT FT	PINELLAS PARK, 33782	Payment Certificate
06/03/2019 - N/A	FT		Pinellas County	
Attendance	Billing Group / Eligibility		Contact Phone	
N/A - N/A	BG1 / 13		(727) 545-7869	
	Match Funder ID		Contact Email	
	N/A		dijanamemic631@yahoo.com	

Do not close this enrollment out 5/30/19 and continue to key your transfer as normal. You will actually negate this enrollment by doing so. You will need to cancel the enrollment tied to the recert or fee change. Then, process the transfer. Finally, re-key the enrollment reflecting the recert or fee change. Ensure that fees are pulling correctly for each of these enrollments. The client must sign off on all payment certificates.

✓ **Basic rule of thumb: If you are about to key an end date prior the start date, this is an indicator/red flag that there is an issue in the file.**

3. If you run into one and the *BG1 assignment* has expired, please stretch out the BG1 assignment beyond the "Child's Start Date". (Example: Child's start date is 5/30/19— Stretch out elig assignment end date to 5/31/19). Please send an email to the case manager to let them know you had to extend the assignment dates in order to process the transfer.

4. Transfers for families under "Pending Update-Redetermination" (Families who are due within the next 45 days and have not submitted their wizard yet.):
   a. **Change Household Status** to <u>Active</u>.
   b. Follow normal Transfer procedures.
   c. NOTE: For families under "Rejection," please "Reject" the wizard back to the family using the same verbiage from the original rejection.
   d. Call client if recertification is within 30 days to remind them of upcoming deadline. Add to <u>Transfer</u> case note that reminder was given to client.
   e. The next day, make sure the system put it back under "Pending Update". Email for help if it did not switch.

5. Please remember there are certain occasions where a child may have a special schedule. The <u>Enrollment Schedule Note</u> from the previous enrollment must be reviewed.

   a. A preschool child may be authorized for PT care ONLY. When transferring the child, you will have to key the PT schedule in the enrollment screen as well.
   ✓ If you key a screen that looks like this, note the discrepancies, which should raise a red flag:

   ✓ Review the notes to see if the child is truly only eligible for PT care. If so, the enrollment should look like this *with* an appropriate <u>Enrollment Schedule Note</u>:

b. A child may be approved for a Special Enrollment Schedule based on the client's eligibility needs.
  ✓ When transferring a child already approved for a Special Enrollment Schedule to another in-home provider, contact the client to see if the schedule is still needed.
  ✓ Reference "Process for Special Enrollment Schedules" in order to key.

6. When transferring a Kindergartner, ensure that the Level of Care, Copay in Effect and Calendar are correct once enrollment is keyed.

Pending Family Acceptance	YMCA SACC PROG MAXIMO ELEM		
Level of Care	**Full Time Copayment**	**School Calendar**	**Calendar Applied**
In School	$2.60	118 - PCSB - School Age	
Age at Enrollment Start	**Part Time Copayment**		
5 years	$1.30	**School Holiday Unit of Care**	
Enrollment Period	**Copayment in Effect**	FT	
08/11/2021 - N/A	PT	**Care Days**	
Attendance	**Billing Group / Eligibility**		
N/A - N/A	BG8 / ECON		

M	T	W	R	F	Sa	Su
PT	PT	PT	PT	PT		

Match Funder ID
1202 (26-26-26, BG8 0% Match)

Enrollment Schedule Note
N/A

  ✓ If there is any discrepancies, follow "Kindergarten School Age Flip" instructions.

Note: The information listed in these guidelines are not all inclusive and staff are responsible for ensuring that all applicable rules, policies and procedures are adhered to in the execution of their duties and responsibilities as it relates to their position. These guidelines can be modified and exceptions may be made upon justification within program policy and with management approval. This procedure will be reviewed periodically or as needed for updates or revisions as approved by management.