

## Interview Flow

- ✓ Go over Terms and Conditions in MOD.
- ✓ Payment Certificate Review:
  - Daily co-pays for each child.
  - Next Recertification date.
    - ★ Courtesy reminders are sent via email. It is a client's responsibility to track expiration dates.
    - ★ TIP: Write Recertification date on calendar with a reminder at least 30 days in advance to complete the process. (Ex If recert date is 5/1/22, clients should put a reminder on their calendar of 4/1/22 to complete the process.)
  - Review Dates-If a client has a review date prior to the recertification date, give client review date and what is needed in order to continue care.
  - Must be signed every time there is a change to a client's eligibility. (Ex. Recert, Transfer, Fee Change)
  - A client can log into their Family Portal account to view their fees and next recertification date on the payment certificate.
  - This can be printed and given to provider or shown from a computer or smart phone as long as the client logs into their Family Portal account.
  - Providers can view the Payment Certificate once it has been signed.
  - NOTE: If a client can't sign payment cert while on the phone, they should sign within 24 hours in order to properly appear on their provider's roster.
- ✓ Additional Reminders:
  - Additional Provider Charges-If the provider charges more than the ELC's child care reimbursement rate, you may have to negotiate or pay the extra money in addition to your parent copayment. It is important that you inquire about any additional provider fees before selecting your child care provider.
  - Attendance Policy- Your child is authorized a total of three (3) absences per calendar month, except in the event of extraordinary circumstances. Ask your provider about their attendance policy. If you remove your child from child care for more than 10 days in any month without initiating a temporary termination by contacting Family Services, your child care scholarship may be terminated. If your child is sick, you must call your provider to let them know.
  - Transfer Procedures-A Child Care Transfer form must be completed and submitted to the Family Services Department **72 hours** prior to the start date. If you move your child without authorization from the Family Services Department, you will be responsible for paying the full cost of care.
  - Communication-Information is primarily communicated via email. It is important to check emails. Any changes to the email address, phone number or address must be reported immediately in order to properly receive notifications.
- ✓ Any Additional Questions? Caseworker's name and number if assistance is needed in the future.