

Child Care Resource Center
130 Bishop Allen Drive, Cambridge MA 02139

Voucher Child Care Program
Department of Early Education and Care
Key Policies Relating to Voucher Management

Managing Voucher Enrollment

- Voucher:** No voucher child should start attending until the provider has received the voucher or has Authorization spoken to the CCRC Family Services Specialist to verify that the voucher has been issued.
- Dates:** There is no payment for services before the voucher start date or after the end date. Vouchers cannot be backdated.
- Parents are expected to give two weeks notice if they are leaving the program before the voucher end date. When a parent gives notice, please call the Family Services Specialist so that the end date can be changed.

THE VOUCHER END DATE IS CONSIDERED PROPER NOTICE OF TERMINATION IF A NEW VOUCHER IS NOT ISSUED.

- Fees:** Some parents may pay part of the total cost of care through a parent fee which is determined by CCRC's voucher counselors. Parents cannot pay more than this fee and cannot pay the difference between what CCRC reimburses you and what private rates are. Providers are encouraged to collect fees in a timely manner. The only other fees that can be assessed to parents are the late pick-up and initial fees.
- Termination:** A parent's voucher can be terminated for non-payment or chronic late payment of fees. You must use the "Advance Notice of Termination" form. Fill out the form, keep a copy for your records and send one copy to the parent and one to the parent's Voucher Counselor. Record the date you submitted the form.
A parent cannot be terminated for non-payment without the proper notification form.

Managing Voucher Billing

- Absences:** Providers must keep track of attendance for each voucher child for their own records and to provide information to CCRC upon request. You will report a voucher child's absences on the Request for Reimbursement form(bill); you will not submit the attendance record itself. Attendance records must be maintained and made available on request.
- If a child has more than 10 excused absences or 3 unexcused absences during 1 calendar month, you must call CCRC and inform Voucher Billing at 547-1063 extension 204 or by email at voucherbilling@ccrcinc.org. You must also complete and submit the Excessive Absence Report form. You will be paid for those days on which voucher children were absent only if you have reported the excessive absences.
- Excused absences: those that the parent reported to you (i.e. illness, vacations).
Unexcused absences: those that the parent did not report or explain.
- Holidays:** Providers can bill for up to 14 holiday/closure days as long a private parents are also charged for those days. Parents are also responsible for paying their parent fee for those days. Providers must notify CCRC and parents one month in advance if the program will be closed on any other than those days on the Voucher Provide Holiday/Closure Schedule form on file at CCRC.
- End Date:** IF A CHILD LEAVES ON THE VOUCHER END DATE, THE VOUCHER CANNOT BE EXTENDED TO COVER YOUR NOTIFICATION PERIOD (See above).

NOTE: OUR COMPUTER SYSTEM HAS BEEN UPGRADED TO MONITOR IMPROPER OR ERRONEOUS BILLING MORE EFFECTIVELY. THE DEPARTMENT OF EARLY EDUCATION AND CARE ALSO MONITORS BILLING AND GENERATES DISCREPANCY REPORTS.