

Best Practices for Child Development Home Providers

ISSUES WITH PAYMENTS?

STEP

1

Ensure all monthly meal claims are accurate and submitted on time. Any amendments to the claim could delay payment.

STEP

2

Remember, an inaccurate or invalid claim will restart the 45 calendar day clock for processing so be sure to follow the timeline.

STEP

3

Make sure all claims, even revised ones, are submitted within the 60 calendar day deadline. OSSE cannot process claims for payment after 60 calendar days.

STEP

4

Look for payments from your sponsors within five calendar days of reimbursement to the sponsors. If there are questions on monthly payments, please contact your sponsor.

STEP

5

If there are still questions and your sponsor cannot answer, please contact OSSE.

What should I be asking my sponsor:

When did you (sponsor) submit the monthly claim to OSSE?

Was the monthly claim submitted to OSSE within the 60 calendar day timeline?

Have you (sponsor) received payment from OSSE? If yes, when?