REMINDER … COMMUNICATION IS KEY! Please remember to follow these guidelines to help ensure that your child care is uninterrupted and paid accurately:

- **Communication** - Contact your family specialist to report changes in advance whenever possible
  - It is critical that the ELRC have **CURRENT contact information**. Report changes of address and/or phone number immediately so that we can reach you regarding changes in your eligibility, redetermination, etc.
  - Look for mail from the ELRC. This is how we communicate eligibility, changes that impact your child care, and important deadlines. Failure to open your mail could result in your child care ending.
  - When leaving a message, please leave your first and last name, and if possible, your case number, and details of the reason for your call. We strive to return calls within **24-48 hours**. We thank you for your patience.

- **Deadlines** - It is very important that paperwork is returned on time.
  - Failure to submit required documentation prior to the due dates can result in care being discontinued and/or your application being rejected.

- **Changes** – all changes to your case will require verification. A verbal notification is helpful, but your specialist will then instruct you regarding what additional documentation is needed to make the change official.

- **Provider changes** – Notify the ELRC if you plan to change providers.

- **Co-payments** – are considered delinquent if not paid by the last day of the service week
  - Failure to pay the assigned co-pay on-time will be reported by the provider, and will result in a Notice of Adverse Action being issued.
  - Failure to satisfy outstanding co-payments can result in care being discontinued.
  - Notify the ELRC immediately when the delinquency is resolved so your case does not close.

- **Five Day Absence** - the ELRC will ONLY PAY the provider for five consecutive days of absence.
  - Notify the provider and the ELRC if your child is absent for 5 or more days. Care will be suspended so that excess absences do not accumulate. Advance notification is preferred for planned absences (vacation, summer, etc.)
  - Your child’s enrollment will be reactivated when your child returns.

- **40 Day Absence** - the ELRC will pay ONLY a maximum of 40 days of absence during the fiscal year (July 1-June 30)
  - Effective with the 41st day of absence, the ELRC will no longer pay for care. You will be responsible for all costs related to your child care beginning on the 41st day.
  - Suspended days and provider closed days are not considered days of absence.

- **Schedules** - Changes will not be paid without prior authorization, and only as dictated by your work schedule.
  - Contact the ELRC when circumstances change that will impact your schedule.
  - The ELRC will not pay for drop-in care.
  - Adjustments to schedules will be paid from the day of notification – not retroactively, so it is important for approval prior to attendance on unscheduled days.

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