



## Early Learning Resource Center Region 16 Community Services for Children

### ***PROVIDER TIP SHEET***

**REMEMBER ... COMMUNICATION IS KEY! *Please help us make accurate and on-time payments by following these guidelines, as noted in your agreement:***

- **Co-payments** - considered delinquent if not paid by the last day of the service week
  - Report delinquent co-payments on the **FIRST** business day following the last day of the service week
    - **Note: Delinquent co-pays dating further back than the previous week are not reportable**
  - Notify the ELRC **immediately** when the delinquency is resolved so the client's case does not close
- **Five Day Absence** - the ELRC will **ONLY PAY** the provider for five consecutive days of absence.
  - Report the absence to the ELRC on the sixth consecutive day of absence.
  - The enrollment will be **suspended** until the child returns to care.
- **40 Day Absence** - the ELRC will pay for a maximum of 40 days of absence during the fiscal year (July 1-June 30)
  - Effective with the 41<sup>st</sup> day of absence, the ELRC will no longer pay for care.
  - Suspended days and provider closed days are not considered days of absence.
- **Closed Days** - The ELRC will pay for up to **15 closed days** per year (July 1 - June 30)
  - Closed days must be reported yearly before July 1
  - Notify the ELRC at least two weeks prior to adding a closed day (paid or unpaid)
- **Invoices** - **Due by the 5<sup>th</sup>** calendar day of the month
  - **On-time invoices will be paid on the 15<sup>th</sup>**
  - **Late invoices (received by the 17<sup>th</sup>) will be paid on the 30<sup>th</sup>**
  - Invoices received more than 60 days after the last day of care cannot be paid
- **Schedules** - Changes in schedule will not be paid without prior authorization, and only as dictated by the parent's work schedule. Encourage parents to contact us when circumstances change that will impact their schedule. 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.
- **Communication**
  - *Please understand that details about a client's eligibility cannot be discussed with providers*
  - *Please encourage clients to contact their family specialist to report changes in advance whenever possible*

**Consider Signing up for Provider Self Service (PSS) - <https://www.pelican.state.pa.us/provider>. Benefits Include:**

- Manage and submit attendance invoices online
- Save time, paper, ink and postage
- Enter attendance daily so paperwork doesn't pile up
- Sort invoices by child's last name or care level, making it easier to record attendance information
- Easily locate all correspondence associated with an invoice
- Receive e-mail notifications for child enrollment schedule, invoice changes, etc.
- Report delinquent co-payments electronically to the ELRC
- Submission of invoices is real time, with immediate confirmation of receipt
- Attendance comments to explain details or updates can be entered at the individual child level

333 N. Oxford Valley Road, Suite 402-403, Fairless Hills, PA 19030

**Hours: Monday-Friday 8:30 AM – 5:00 PM**

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