

CHILD CARE UP DATE 12/20/06

Missing Children/Days

Due to the back log in processing case files, CYS will not be able to respond to inquiries until such time the back log is alleviated. When case files are approved, agencies will be able to bill for missing children/days on the CCMIS Supplemental billing system. Again, emails received will not receive a response.

CYS Finance will notify agencies as to when they may resume sending email inquiries. In the future, inquiries for missing children/days from Child Care billings can be sent to Martha Rashedi at HSFINANCE@cityofchicago.org or you may call 312-743-1633.

IMEDGE Case Files

When creating new case files in IMEDGE please do not forget to enter the COPA generated Family ID and Child ID numbers in the case file.

Agencies are reminded to respond to faxes and notices sent by CYS within the designated deadlines. Failure to respond as indicated may result in case files being denied or canceled.

Agencies must check IMEDGE on a daily basis to keep track of case file status. Agencies must respond to rejected case file notes within designated deadlines. Failure to do so will result in case files being denied or canceled.

Agencies must create one IMEDGE case file per family e.g. should an agency enroll a child with siblings who are also enrolling into programs, agencies can generate one application for one child (preferably the collaboration child) and enroll the siblings via a Change of information form. Creating one case file in IMEDGE is beneficial to all by reducing the amount of scanning, the number case files and duplicate case files in the system.

Creating one case file for one family applies to redeterminations. Eligibility is based on family. Only one redetermination will be accepted and processed per family. Agencies submitting more than one redetermination at a time will be rejected. Agencies must not redetermine each child in the same family. The collaboration child should be on the application for enrollment and for redetermination to give the family 12 months eligibility.

Tracking Eligibility

Agencies are responsible for case management and maintaining current eligibility for clients. Please be reminded that the CCMIS Batch System is still available to research applicant eligibility dates. However, due to the back log you may not find the eligibility date until 60-90 days after document submission.

IMEDGE created Child Care case files contain applicant eligibility information once they are approved. The eligibility information is found within the case file and also in the notes.

CYS Delegate Agency Shared/Transfer Cases

In order to reduce the back log and the number of case files, CYS is revising our current Shared/Transfer case process. Details regarding this process is forthcoming. In the mean time should you have any questions please contact Martha Rashedi at 312-743-1633.

If you have any questions or problems with the Child Care process or systems, below are CYS staff that are available to assist you:

IMEDGE/Scanner

Problems with IMEDGE, scanners or scanning process email problems to Chandra Cannon cysimedge@cityofchicago.org or call 312-743-2085

COPA

Problems with Activity numbers and Program models in COPA email La Tasha White-Grey at cy00515@cityofchicago.org or call 312-743-2084. Problems with COPA System call the Help Desk at 866-647-2489 or email cysmis@cityofchicago.org.

Case Files

Questions regarding "Requests for Additional Information" email your questions to Annette Rallins at CY00326@cityofchicago.org or call 312-743-1443.

Outstanding Child Care Billings

Questions regarding Child Care billings/Supplementals that have been submitted for reimbursement that are 45 days outstanding, email your questions to PhuongY Nguyen at CY00974@cityofchicago.org or call 312-743-1053.

Child Care Technical Assistance

Questions regarding the eligibility process or requests for on site technical assistance email questions/requests to Nakia Brandt to CY00046@cityofchicago.org or call 312-743-4836.

Child Care Process

Questions relating to CYS Child Care/Finance process can be emailed to Martha Rashedi at mrashedi@cityofchicago.org or call 312-743-1633

Special Handling for Child Care Billings

Requests to expedite the processing of Child Care billings can be emailed to Sandra Alaniz at CY00860@cityofchicago.org or call 312-743-2080.