

## Child Care Updates II - 12/13/06

### Child Care Billings

November billings will be published Wednesday, December 13, 2006 after 3 p.m. Please monitor the CCMIS supplemental system until all or the majority of the children that are missing appear.

Currently, we are temporarily approving Child Care case files based on CYS initial review. However, upon verification on IPACS, agencies will be notified if additional information is required or if the case is being denied or canceled.

Nonetheless, agencies will be reimbursed for Cases as follows:

- Denied Cases will be reimbursed based upon the child start date, and/or signature dates (per 02.02.01 - Establishing Eligibility) up to and including the date of the CYS Denied Case notice, provided that the child was in attendance.
- Canceled Cases will be reimbursed for service days thru the effective date of cancellation.
- Canceled Cases are given 10 calendar days from the date of the CYS notice of cancellation.

The cases that have been temporarily approved will appear on CCMIS for the November billing. Once you submit your billings on-line you should also be able to do supplemental billings.

### **CASE FILES/IMEDGE PROCESS**

In order to help expedite these processes, please respond to faxes and notices sent by CYS within the designated deadlines. If this information is not responded to in a timely fashion it could result in case files being denied or canceled.

Please check IMEDGE on a daily basis to keep track of case file status. Again, it is important to respond to rejected case file notes within designated deadlines. Again, if you do not it could result in case files being denied or canceled.

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.

Please do not create and send a new case file when responding to Rejected case file notes. The Rejected Case file must be resubmitted to Clerk Review with the required information that was requested in notes. Creating new case files become duplicate case files in the system. As we mentioned in the last update, duplicate case files have been contributing to the back log.

IMEDGE canceled cases can be found in the Denied Queue. The IMEDGE vendor is currently working on a separate Queue for Canceled cases.

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.

### **Questions?**

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](mailto: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](mailto: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](mailto:cysmis@cityofchicago.org).

#### **Case Files**

Questions regarding "Requests for Additional Information" email your questions to Annette Rallins at [CY00326@cityofchicago.org](mailto: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](mailto:CY00974@cityofchicago.org) or call 312-743-1053.

#### **Child Care Technical Assistance**

Questions regarding the eligibility process or requests for onsite technical assistance, please email questions/requests to Nakia Brandt to [CY00046@cityofchicago.org](mailto: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](mailto:mrashedi@cityofchicago.org) or call 312-743-1633

**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. In the future, inquiries for missing children/days from Child Care billings can be sent to Martha Rashedi at [HSFINANCE@cityofchicago.org](mailto:HSFINANCE@cityofchicago.org) or you may 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](mailto:CY00860@cityofchicago.org) or call 312-743-2080.