MSDE Division of Early Childhood Development

Child Care Subsidy (CCS) Provider FAQ's

Who do I contact if I have a question about CCS?

- Your local department of social services
  - http://www.dhr.state.md.us/county.htm
- MSDE Child Care Subsidy Helpline
  - Toll Free: 1-866-243-8796
- MSDE Child Care Subsidy Helpline Email
  - poc.help@msde.state.md.us

What is the length of a service period?

Each service period is two weeks. They start on a Monday and end on a Sunday. The service period will be noted on the invoices.

How does a voucher get receipted to me as the provider?

The parent applies for a voucher at the local department of social services. If the application is determined eligible, a voucher will be created and mailed to the parent. The parent will give the voucher to you. You will fill out the provider information and return the voucher to the parent to give to the local department. The local department will update the system with your information which will connect you to the voucher.

How do I receive invoices?

Once a voucher is receipted to you as the provider, the system will automatically generate invoices for every service period that the voucher is active. You will receive the invoices in the mail by the end of each service period.

What do I do with the invoices?

When you receive the invoices in the mail, review them to make sure all the children under your care are listed. Also complete the following sections:

- In Section 8, circle any of the days that you were voluntarily closed during the service period.
- In Section 12, circle any of the days that the children were absent during the service period.
- In Section 13, sign your name and date.

When you have completed the form, send it to the Maryland Child Care Subsidy Payment Processing (MDCCSPP).

What if a child is not listed on my invoice?

If a child is not listed on the invoice, there may be an issue with the child's voucher. Check your records or with the parent to find out if the voucher expired. The invoices are generated up to a week before you receive them in the mail, so if a voucher is receipted after the invoices are generated, the child might not be on the invoice. An updated invoice will be generated and sent to you to make up the difference.

How long does it take to process my invoice?

The average amount of time to fully process an invoice is 7-10 days from the day you submit the invoice.

Who processes the invoices?

The MDCCSPP does the initial stages of invoice processing and approval. After that, the invoices are sent to MSDE for review. The end stage results in a payment issued by the State Comptroller's office.

Who creates the checks after the invoice has been processed?
The State Comptroller's office creates and distributes payment in the form of a check or EFT.

Why are the Invoice Detail Reports not included with my check?
The invoice detail report and the checks are created and sent from two different places. The payment is created and sent by the State Comptroller's office. The invoice detail reports are created by the same system that creates the invoices and vouchers. They are sent by MSDE's Mailhouse. You will probably receive the invoice detail report before the check.

What is the voucher specific rate?
The voucher specific rate is the total amount that you will accept for that child that is LESS than the voucher value. It is the sum of the subsidy CCS pays and the amount the parent pays. When the voucher is returned, the local department will update the system with the amount you wrote in the voucher specific rate and the system will determine the parent's copayment.

How do I sign up for Electronic Funds Transfer?
The following link explains the Electronic Funds Transfer (EFT) option. It also provides a link to Form X-10 which you is used to setup EFT.

http://compnet.comp.state.md.us/General_Accounting_Division/Vendors/Electronic_Funds_Transfer/

How do I track my payments on the Comptroller's website?
The following link will provide you with contact information for the Comptroller's office and a way to track your payments after they have been processed by the MDCCSPP and sent to the Comptroller's office.

https://interactive.marylandtaxes.com/extranet/gad/GADLogin/login.asp

Who do I contact about State or Federal Liability Offset withholdings?
You should have received a letter from the State Comptroller's office explaining the situation. You can also call 410-767-1642 and use the following information when inquiring about the State Liability Offset. For Federal Liability Offset, you can call 410-260-7812.

How are credentialing payments made? Tiered reimbursement?
Payment rules have not changed. A percentage of the subsidy is increased for each child in care depending on the tier level and age of child. If a tier is not paid, contact the Credentialing Branch so that a manual calculation can be done and a separate check issued for the time gap of no tier payments.

Who do I contact to change my address?
The Licensing Office changes all of the addresses for formal providers except for the payment address. The MDCCSPP changes the payment addresses. MSDE changes all of the information for informal providers.

To contact the Licensing Office in your region, use the following link:

http://www.marylandpublicschools.org/MSDE/divisions/child_care/subsidy/info.htm