

RELATIVE PROVIDER MANAGEMENT

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301.1 GENERAL POLICY & REGULATION

Families eligible for subsidized child care have the right to choose a child care provider who agrees to comply with Department of Human Service (DHS) standards for provider participation. Early Learning Resource Centers (ELRC) located throughout Pennsylvania (PA) administer child care services for low income families and families receiving public assistance benefits.

Parents may select either regulated or unregulated providers. DHS regulates three types of providers: child care centers, group child care homes, and family child care homes. Relative care is legally unregulated care provided by a provider in his/her own home. Relative providers must meet eligibility requirements to receive subsidy payments. This chapter describes policies and procedures for unregulated care provided by the child(ren)'s relative. It includes the eligibility requirements and processes for the parent/caretaker (p/c), ELRC, and the child care provider. See **Chapter 300, Regulated Provider Management** for applicable policies about regulated providers.

A relative provider must be over 18 years of age and may not live with the child(ren) for whom they provide care. In addition, they must be related to the child(ren) for whom care is requested by marriage, blood or court decree as the child's grandparent, great grandparent, aunt, uncle or sibling.

The relative provider is permitted to provide care for:

- A maximum of three (3) children related to the operator at any one time, **or**
- A maximum of six (6) of the provider's grandchildren at any one time; **or**

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- A maximum of five (5) infants (a child from birth to the age of 12 months) and toddlers (a child from 13-36 months of age) who are related to the caregiver in care at any one time.

NOTE: The provider must **personally** care for the children assigned to his/her care at all times. **That care must occur at the provider's residence only. No one else may care for the child(ren) while the relative is scheduled for their care.**

Children cannot live with the relative provider who cares for them.

Example: The p/c works 2 hours away on weekends and takes her children to the relative provider on Friday and picks them up on Sunday evening. If the parent's work/training schedule does not support 48 hours of care, we will not pay for care during that time period because the children are living with the provider during the weekend. Child care is defined as care for less than a 24-hour period. Exception: The parent is a group home parent, nursing home aide or has some other position that requires him/her to be on-site constantly for a 2-3 day shift.

A provider cannot be both a relative and a Family Child Care Home provider.

If the ELRC receives an alert a relative provider has been certified as a Family Child Care Home or other type of regulated provider, an ELRC which has a **Relative Provider Agreement (Agreement)** with that provider must end their Agreement) and establish a Regulated Provider Agreement.

All relative providers who participate in Pennsylvania's subsidized child care program, including those relative providers who are not residents of Pennsylvania, must complete CareCheck. The CareCheck fee is deducted from the provider's subsidized child care payment in PELICAN Child Care Works (CCW).

NOTE: Provider may provide copies of the PSP and ChildLine clearances in order to waive the CareCheck fee.

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Although they are not required to register through DHS, in order to be eligible to participate in the Subsidized Child Care Program, relative providers must complete an **Agreement and its appendices** (hereafter referred to as “Agreement”) with the ELRC and comply with the participation requirements listed in the **Agreement**. Relative providers **must complete approved mandated reporter training (See 301.9, Mandated Reporter Training)**, and **federal criminal history and National Sex Offender Registry (NSOR) verification (See 301.10, Federal Criminal History Certifications)** and **PA State Police criminal and child abuse certifications (See 301.13, CareCheck)**. Certifications obtained for volunteer work are NOT acceptable.

NOTES: The federal criminal history certification, the NSOR verification, the PA State Police criminal clearance, and the child abuse certification must be repeated every 60 months from the date of the oldest certification. All of these certifications must be dated 2015 or later.

If a provider brings in the federal criminal history certification issued through the Pennsylvania Department of Education (PDE) or issued prior to the current request for this provider, the provider must sign a **Disclosure Statement** (Appendix E of the **Agreement**) when they come to the face-to-face meeting. If the provider mails the completed document, it must include a witness signature.

Relative caregivers **and** parents of the subsidy children must sign a statement which is part of the **Agreement (Parent and Related Provider Attestation of Relationship to Child (Attestation))**, Appendix D attesting the provider is the child(ren)’s grandparent, great grandparent, aunt, uncle or sibling. The **Attestation** is a legally binding statement and explains the requirement to repay the full cost of subsidized child care received if the family and/or the relative provider were not related. For more information about the **Attestation**, see **301.7, Identifying a Relative Provider**.

See 301.24.3.1 Questions – 301.1 “General Policy & Regulations”

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301.2 **DEFINITIONS & ACRONYMS**

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See Chapter “101 – Definitions & Acronyms” for a complete, alphabetical listing of definitions and an alphabetical table of acronyms.

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301.3 GOALS & OBJECTIVES

See Manual Section “301.24.1 – Goals” and Manual Section “301.24.2 – Objectives”

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301.4 PARENT/CARETAKER (P/C) RESPONSIBILITIES

The following establishes the responsibilities of a p/c who selects a relative provider. The p/c must:

1. Be determined eligible for the subsidized child care program.
2. Identify a relative provider who does not reside in the same home as the child and submit the person’s identifying information (i.e., name, address, phone number) to the ELRC.
3. Participate in a face-to-face meeting.
4. Sign the **Attestation** when advising the ELRC of the provider’s identifying information or at the face-to-face meeting. **This form must be signed by the p/c and returned to the ELRC within 30 days of the Funds Available Letter date.**
5. Within 30 **calendar** days of the Funds Available Letter date **enroll with an eligible** provider who is interested in participating in the subsidized child care program.
6. Advise the **relative** provider that s/he must complete the federal criminal history **certification, NSOR verification** and the face-to-face meeting immediately within 30 calendar days of the Funds Available Letter date.
7. Choose another provider within 30 calendar days if the selected relative provider is not permitted by ChildLine to participate in the subsidized child care program or after receiving notice from previous provider that

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s/he chooses not to participate in the subsidized child care program. For additional information see [Chapter 408, Enrollments & Co-Payments](#).

NOTE: This applies only if the provider has already completed their [Agreement](#) with the ELRC and the children are enrolled. They do not get an additional 30 days if this occurs during the 30-day timeframe after funds have been authorized.

8. Notify the ELRC of any changes in care.
9. Sign the child(ren) in and out each day of child care attendance.

[See 301.24.3.2 Questions – 301.4 “P/C Responsibilities”](#)

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301.5 ELRC RESPONSIBILITIES

The following establishes the responsibilities of the ELRC after the p/c identifies a relative provider. The ELRC must:

1. Determine the enrollment date for any subsidy-eligible child.
2. Review the most recent weekly Negative Sanction Chart by conducting a name search to confirm the prospective relative provider is not listed. See [301.8, ELRC Procedure After the P/C Identifies the Relative Provider](#) for more information about checking the Negative Sanction Chart.
3. Advise the p/c that the relative provider must pay a fee to [IdentoGO](#) to have a fingerprint scan completed and must submit acceptable federal criminal certification results and [NSOR verification](#) at the face-to-face meeting.
4. Advise the p/c that the relative provider must proceed with the fingerprinting for the federal criminal history and obtain [NSOR verification](#) promptly and complete his/her responsibilities [in order to meet the 30-day timeline](#).
5. Obtain the p/c’s signature on the [Agreement](#) [no later than the face-to-face meeting](#).

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6. Send the provider a CareCheck Appointment Letter generated in PELICAN Child Care Works (CCW). **Include attachments listed in the letter and according to current policy.**

NOTE: It is important that the ELRC generate this letter as soon as they receive the provider's mailing information.

If this letter is given to the p/c at their meeting, be sure to document that in Case Comments.

7. Conduct a face-to-face meeting with the relative provider within 30 calendar days of the date on the Funds Available Letter. **Collect required documents.** For more information about the face-to-face meeting with the provider, see **301.12, Provider Face-to Face Meeting.**
8. Ensure the provider is in compliance with **mandated reporter training**, federal criminal history certifications, **NSOR** and CareCheck requirements. For more information see **301.9, Mandated Reporter Training, 301.10, Federal Criminal History Certifications,** and **301.13, CareCheck.**
9. **Encourage** the provider to obtain child care-related training particularly "Health and Safety Basics: Requirements for Certification." See **301.18, Relative Training Opportunities,** for more information.
10. **Provide information about the Keys to Quality website and assist with access as needed.**
11. Discuss with the provider their daily attendance responsibilities. **Provide a copy of the Daily Attendance Log to all new providers who sign a new Agreement if they do not have an electronic method of attendance tracking which captures the required information.**
12. Obtain providers signature on the CareCheck Application, Agreement, Attestation, Disclosure Statement, as needed according to policy.
13. **Advise the provider that the CareCheck fee will be withheld from his/her subsidized child care payment.**
14. Enter all data into PELICAN CCW.
15. Enter comments into PELICAN CCW.

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NOTE: Case Comments entered by Eligibility staff should include the following:

- Date client told the ELRC the provider's identifying information.
- Date CareCheck information sent to the provider.
- **Date Attestation received by ELRC with p/c signature**

Provider Comments entered by Provider staff should include the following:

- **Date Attestation sent or given in person and date received with provider signature**
- Date of provider's face-to-face.
- Date on the Federal Fingerprint Results Letter.
- **Date on the NSOR verification.**
- **Date provider completed approved mandated reporter training.**
- **Date ELRC received mandated reporter Certificate of Completion**

16. Pay the relative provider according to the most current payment standards set forth in **Chapter 305, Provider Payment**.

See 301.24.3.3 Questions – 301.5 “ELRC Responsibilities”

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301.6 PROVIDER RESPONSIBILITIES

The following establishes the responsibilities of the relative provider. The relative provider must:

1. Sign the **Agreement** and all required documents and submit to the ELRC no later than the face-to-face meeting.
2. Comply with the **Agreement**.
3. **Complete Pennsylvania DHS-approved mandated reporter training prior to the face-to face meeting and repeat as required. Submit certificate of**

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completion no later than the face-to-face meeting. For more information see **301.9, Mandated Reporter Training**.

4. Complete fingerprint scanning for the federal criminal history certification and obtain the required **NSOR verification prior to the face-to-face meeting and repeat as required**. For more information see **301.10, Federal Criminal History Certifications**.
5. Advise the ELRC immediately upon receipt of the federal criminal history results **and the NSOR verification results** and schedule the face-to-face meeting.
6. Complete the ELRC face-to-face meeting within 30 calendar days of the date on the Funds Available Letter sent to the p/c by the ELRC. This meeting should occur as soon as possible after the relative provider notifies the ELRC of the receipt of the federal certification **and NSOR verification** results. For more information see **301.12, Provider Face-to-Face Meeting**.
7. The provider **must sign and submit to the ELRC** all **Agreement** documents which require the provider's signature **no later than the face-to-face meeting**.
8. Provide required information to the ELRC to include the items listed in Care Check Appointment Letter and according to current policy. See **301.11, Procedure to Initiate Federal Criminal History Certifications**.
9. Complete a **CareCheck Application** and submit all required information to the ELRC for review.
10. Utilize daily attendance logs, either electronic or a hard copy, which show each child's name, drop-off and pick-up times, and date. Each drop-off and pick-up must be validated by the parent with signatures or with electronic sign in/sign out process.
11. **Report absences to the ELRC on the sixth consecutive day of absence.**
12. Provide care only at the physical address indicated in the **Agreement**.
13. Not live with the child(ren) for whom s/he provides care.
14. **Not allow another person to care for the child(ren).**

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[See 301.24.3.4 Questions – 301.6 “Provider Responsibilities”](#)

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301.7 IDENTIFYING A RELATIVE PROVIDER

Section 3041.16 (e) (relating to subsidy limitations) and **Section 3041.133 (c) (relating to waiting list) of Title 55 Pa. Code** stipulate a p/c to select an eligible child care provider and enroll the child within 30 calendar days following the date the ELRC notifies the parent that funding is available (using a Funds Available Letter) or within 30 calendar days when the family’s relative provider is no longer eligible or no longer provides care for subsidized children.

A relative provider must have federal clearance results, NSOR verification results, complete mandated reporter training, a face-to-face meeting and sign the Agreement within the 30 days the parent has to enroll the child. The ELRC may approve and enter into an agreement with the relative provider while waiting for the CareCheck results. If the relative provider does not complete the process within the same 30-day timeline as the p/c, the p/c must choose and enroll the child with an approved provider, most likely a regulated provider, to remain eligible for the program.

If a p/c does not select and enroll the child with an eligible provider within 30 calendar days from the date the Funds Available Letter was generated, ELRC must send an Adverse Action Notice (AA) to the p/c on day 31. Upon expiration of the AA, if the child is not enrolled with an eligible provider, subsidized child care eligibility will be discontinued and the case will close during the nightly batch process.

A relative provider must be over 18 years of age and may not live with the child(ren) for whom they provide care. In addition, they must be related to the child(ren) for whom care is requested by marriage, blood or court decree as the child’s grandparent, great grandparent, aunt, uncle or sibling.

The ELRC must obtain a completed **Attestation** signed by both the p/c and the provider to verify the relative provider’s relationship to the child(ren) for whom care is requested. The **Attestation** is considered a legally binding statement that holds the p/c and relative provider liable and explains the requirement to repay the full cost of subsidized child care received for which the family and/or the relative provider was not eligible.

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NOTE: The ELRC *may not* request or obtain additional verification beyond the completed and signed **Attestation** for purposes of verifying the relationship between the relative provider and the child(ren) for whom care is requested.

Have the p/c sign and date the **Attestation**. The ELRC should copy the signed form, and file it in the family file. The ELRC must enter a Case Comment indicating the p/c signed the **Attestation**. Instruct the p/c to obtain the provider's signature on the form. If preferred, the ELRC may opt to have the relative provider sign the **Attestation** when the provider attends the face-to-face visit.

NOTE: CareCheck should NOT be initiated until the ELRC is in possession of the Mandated Reporter training Certificate of Completion, acceptable fingerprint results, NSOR verification and Attestation signed by both the p/c AND the provider. This should be tracked and an AA issued when late.

P/C Telephone Face-to-Face

If the p/c *satisfies the face-to-face requirement via a phone call*, the ELRC should instruct the p/c to return the signed form to the ELRC. Following the phone call, the ELRC must mail the **Attestation** to the p/c for completion. The ELRC must enter a Case Comment indicating the following:

- If the face-to-face requirement was satisfied via a phone call with the p/c.
- The ELRC discussed the rights and responsibilities with the p/c.
- The ELRC sent the **Attestation** to the p/c.
- The date the ELRC received the **Attestation** signed by the p/c.

The p/c must give the ELRC enough provider information (Name, address, phone number, Social Security Number (SSN)) to determine if the provider exists in PELICAN CCW and to enable the ELRC to send the CareCheck Appointment Letter (generated in PELICAN CCW) to the provider. A p/c who does not provide enough information has not fulfilled the obligation of identifying a provider. The ELRC must treat this as they would any other p/c who did not identify a provider within the 30 day period by sending the p/c a Notice of Adverse Action (AA) on day 31.

NOTE: Set a tracking date for 31 calendar days from the Funds Available Letter date to ensure the p/c has selected and enrolled the child(ren) with an eligible provider.

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Even though the parent must enroll the child(ren) with an eligible provider, this does not mean the provider will be paid back to the date care began. More information about retroactive payments can be found in [301.20, Backdating Subsidy Eligibility](#).

[See 301.24.3.5 Questions – 301.7 Identifying a Relative Provider](#)

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301.8 ELRC PROCEDURE AFTER THE P/C IDENTIFIES THE RELATIVE PROVIDER

When a p/c advises the ELRC of the identity of a relative provider, the ELRC must confirm the provider is not on the most recent weekly Negative Sanction Chart. **Conduct name search on the chart to make sure the prospective relative provider is not listed (the provider could be on the Chart as an owner of a regulated child care facility under negative sanction.) If the owner appears, review the corresponding “Enroll as Relative?” column. If this indicates “No”, do not enter into an **Agreement** with the provider. Advise the p/c to select a different provider.**

Next check PELICAN CCW to see if the provider is an active relative provider. Search for the relative provider in PELICAN CCW as follows:

1. Click Provider on the Main Navigation bar.
2. Click Provider Search on the Sub Navigation bar.
3. Enter the search criteria (SSN) and click Search

NOTE: If the provider was previously in PELICAN CCW as a Family Child Care Home with an SSN and the search shows the provider is closed, contact Office of Child Development and Early Learning (OCDEL) headquarters provider staff to reopen the provider as a relative. If the provider is in PELICAN CCW with a Federal Employer Tax Identification Number (FEIN), create a new Legal Entity using the SSN.

When the p/c advises the ELRC of his/her provider choice and the provider either does not exist in PELICAN CCW or is Subsidy Ineligible, the CareCheck status is Not Permitted-Temporary and the Date Eligible for Review is prior to today, the ELRC **immediately** generates (in PELICAN

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CCW) and sends the provider a CareCheck Appointment Letter. The provider has 30 calendar days **from the date of the Funds Available Letter** to submit acceptable federal criminal history certifications and complete a face-to-face meeting. **If the provider has not met this timeline, send the p/c an AA on day 31.**

NOTE: When a p/c advises the ELRC about the relative provider, the ELRC must inform the p/c that timing is critical **because the child(ren) must be enrolled with an eligible provider within 30 calendar days of the Funds Available Letter.**

[See 301.24.3.6 Questions – 301.8 ELRC Procedure After the P/C Identifies the Relative Provider](#)

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301.8.1 Relative Provider Exists in PELICAN CCW

If the relative provider exists in PELICAN CCW, the ELRC worker determines whether the provider is currently eligible or ineligible. An eligible relative provider is one who is already subsidy eligible in PELICAN CCW and has an active ELRC [Agreement](#) in PELICAN CCW.

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301.8.1.1 Provider is Eligible and CareCheck Status is Permitted

If the relative provider is in the system and his/her Subsidy Status displays as Eligible Subsidy Provider on the Location Demographics Summary page, the CareCheck Status on the Location CareCheck Summary page shows Permitted, and the provider has an active ELRC [Agreement](#), continue with the enrollment process.

Type	Status	Reason	Effective Date	End Date	
R&R	Inactive - Not on Mailing List		11/24/2008		
Subsidy	Eligible Subsidy Provider		12/02/2010		

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Date Initiated	CareCheck Type	Date Face-to-Face Due	Date Face-to-Face Performed/Renewal	Certification Date	CareCheck Status	Failure Reason Code	Date Eligible for Review	Under Review
12/03/2010	Regular	12/18/2010	12/03/2010	12/07/2010	Permitted			No
11/24/2008	Regular	12/09/2008	11/26/2008	12/02/2008	Not Permitted - Temporary	Failure to Renew Carecheck	12/02/2010	No

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301.8.1.2 Provider is Ineligible and CareCheck Status is Not Permitted-Permanent

If the relative provider is in the system and displays as Ineligible Subsidy Provider and the CareCheck Status indicates Not Permitted – Permanent on the Location CareCheck Summary page, advise the parent to select a new provider.

301.8.1.3 Provider is Ineligible, CareCheck Status is Not Permitted-Temporary and Date Eligible for Review is Prior to Today

If the provider is in the system, but the current CareCheck status is listed as not permitted for a specified reason and the Date Eligible for Review field on the Location CareCheck Summary page shows a date prior to today's date, initiate new Federal and State certifications.

Date Initiated	CareCheck Type	Date Face-to-Face Due	Date Face-to-Face Performed/Renewal	Certification Date	CareCheck Status	Failure Reason Code	Date Eligible for Review	Under Review
11/05/2004	Regular	11/20/2004	11/05/2004	11/09/2004	Not Permitted - Temporary	Failure to Renew Carecheck	11/09/2006	No

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301.8.1.4 Provider is Ineligible, CareCheck Status is Not Permitted-Temporary and Date Eligible for Review is After Today

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If the current CareCheck status is listed as not permitted for a specified reason and the Date Eligible for Review field on the Location CareCheck Summary page shows a date after today's date, advise the p/c to find a different provider. **The provider selected must be eligible within 30 calendar days of the Funds Available Letter.**

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301.8.2 Relative Provider Does Not Exist in PELICAN CCW

If the relative provider does not exist in PELICAN CCW, enter the relative provider into PELICAN CCW after receiving acceptable Federal certifications. For additional information, see [301.10, Federal Criminal History Certifications](#), [301.11, Procedure to Initiate Federal Criminal History Certifications](#), and [301.12, Provider Face-to-Face Meeting](#).

To enter the relative provider in PELICAN CCW:

1. On the Provider Search page, select Create New Legal Entity and click go.

NOTE:

It is important to avoid creating a second/duplicate record of an existing provider. The provider may experience payment problems if they are entered in PELICAN twice. To avoid duplicates, make sure the search criteria are correct and perform multiple searches: perform a Tax ID search. In addition, perform a search based on the provider's name before creating a new provider.

2. On the Create a New Legal Entity & Location page, click the Provider Type drop-down box and select relative from the list.
3. Enter a Subsidy Effective Date.

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NOTE: This date depends on factors such as funding source and whether the p/c and provider met their timelines. For information about what date to use, see **301.20, Backdating Subsidy Eligibility**.

4. Select the primary worker who will maintain this file from the Provider Load drop-down box.
5. Click Next.
6. Enter the Legal Entity Demographic information including the SSN and Date of Birth obtained for the provider.
7. Click Next.
8. Initiate a CareCheck segment by selecting Regular from the CareCheck Type drop-down box under CareCheck Information.
9. Enter the date in the Initiated Date field.

NOTE: Today's date automatically populates the Date CareCheck Initiated field. The date entered here becomes the subsidy eligibility date and is the date the provider can begin getting paid for subsidy enrollments. The date is driven by OCDEL policy. This date can be changed by the ELRC based on funding program policy explained in 301.20.1 through 301.20.3. The policy is specific to the p/c's funding program. This date should not be earlier than the Date Eligible for Review from prior CareCheck segments.

If backdating is needed and the provider and p/c are in compliance with backdating policy as described in **301.20, Backdating Subsidy Eligibility**, enter a Date CareCheck Initiated in place of today's date remembering that this date becomes the subsidy eligibility date.

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It is recommended that coordination take place between Eligibility Specialists and Provider Specialists to determine **when enrollment began with the relative provider. Refer to the backdating policy in 301.20, Backdating Subsidy Eligibility to determine what date the ELRC is permitted to enter as the Date CareCheck Initiated/Subsidy Eligibility Date.**

10. Click Next.

11. Enter the Legal Entity Physical Address information (the location where the provider resides) and Main Phone number.

NOTE: Legal Entity and Location Physical Address must be an actual street address, not a Post Office Box. **A Post Office Box number can be entered as a Correspondence and/or Payment Address.**

12. Click Next.

13. Select the radio button next to the Potential Address Match and click Select Validated Address or click Continue with Unvalidated Address.

14. On the Provider Certification Results page, click New Provider, if the provider is not listed as a potential match.

NOTE: Relative ownership in PELICAN CCW is based on the ELRC office association of the person who enters the provider into the system. The provider must be transferred as appropriate. For information about transferring ownership, see **301.22.1, Transferring Ownership.**

Relative providers must always be **R&R Inactive.**

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15. Select the Location ID hyperlink and select Subsidy Profile from the Select dropdown box and click Go.

NOTE: Do not enter operating schedules or rates for Relative providers. Rates are automatically populated with the Maximum Child Care Allowance (MCCA) of the county where provider lives.

16. Select the Agreement hyperlink. Add an ELRC Agreement by clicking New. For information about Provider Agreements, see [301.17, Provider Agreement](#).

17. On the Location Agreement Summary page, select ELRC Provider Agreement from the Agreement Type dropdown menu and enter the Effective Date.

18. Click Save.

19. Click Return to Summary.

20. Click the CareCheck hyperlink.

21. Click the Date Initiated hyperlink.

22. On the Location CareCheck Detail page enter the date the provider completed the face-to-face.

NOTE: Entering the face-to-face meeting completion date triggers the processing fee for the provider's initial and renewal State Police criminal history and child abuse background certifications. The CareCheck information is then automatically forwarded to the ChildLine Inbox for review.

If the face-to-face meeting does not occur timely and the Date Face-to-Face Performed/Renewal is not entered by the due date, the provider will become Subsidy Ineligible through the nightly batch process. The ELRC will need to send the appropriate notice to the parent.

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If the ELRC forgets to enter the face-to-face date even though the face-to-face meeting occurred, refer to the process covered in [301.16, Removing a Gap in a CareCheck Segment](#).

23. Click Save.

24. Pay for care while waiting for CareCheck results. Payment ends if ChildLine enters a failure reason into PELICAN CCW.

NOTE: Do not submit a second request for clearances when while waiting the results of the first request.

25. Click Save.

[See 301.24.3.7 Questions - 301.8.2 “Relative Provider Does Not Exist in PELICAN CCW”](#)

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301.9 MANDATED REPORTER TRAINING

Since Dec. 31, 2014, relative providers are considered mandated reporters and are required by law to report suspected child abuse. In order to understand this responsibility, relative providers must complete an approved **three**-hour mandated reporter training course prior to application and repeat the training every five years.

Persons mandated to report suspected child abuse must participate in training approved by Pennsylvania’s DHS. A web-based training “Recognizing and Reporting Child Abuse: Mandated and Permissive Reporting in Pennsylvania” is available at www.ReportAbusePa.Pitt.edu. A Certificate of Completion is presented to the individual at the conclusion of the course and must be printed immediately by the relative provider.

The provider must submit the Certificate of Completion to the ELRC no later than the face-to-face interview. **The ELRC may not initiate a CareCheck segment until the provider presents the Certificate of Completion.**

Information about this training requirement is included in the CareCheck Appointment Letter generated within PELICAN CCW. In addition, the

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ELRCs must send the **Instructions for Providers: Obtaining Federal Criminal History Certifications and Completing Mandated Reporter Training** with the initial packet sent to potential relative providers.

The ELRC enters the three hours of mandated reporter training into PELICAN CCW for the relative provider and **enters a Provider Comment** regarding course completion. The ELRC must maintain a copy of the Certificate of Completion in the provider's file.

Once ChildLine approves the CareCheck segment, enter the training hours completed into PELICAN CCW as follows:

1. On the provider's Location Subsidy Profile Summary page, click the Training link.
2. On the Training Summary page click the Effective Date hyperlink in the Training Hours section.

NOTE

The Effective Date is automatically entered by PELICAN CCW at the time the CareCheck segment is created. This date is the same as the CareCheck Certification Date.

3. Click New. The Training Hours Detail page displays an input text box to add the verified and approved Training Hours Completed.
4. In the Comments box on the Location Training Detail page, enter the number of hours and information about verification of the completed training such as, "In File" to indicate that a copy of the certificate is in the Provider File,
5. Click Save.
6. The Location Training Summary screen shows the cumulative total of training hours completed for the CareCheck segment.
7. To review Training Hours, click Return to Summary.

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301.10 **FEDERAL CRIMINAL HISTORY CERTIFICATIONS**

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On Dec. 18, 2007, an amendment to the Child Protective Services Law (CPSL), known as Act 73 of 2007 was signed into law. Act 73 brought PA into compliance with federal legislation, the Adam Walsh Child Protection and Safety Act of 2006, by requiring child care providers to obtain federal criminal history certifications. Providers are required to submit federal criminal history certifications before being approved to care for children. This requirement is for the relative provider only; other household members are not required to be fingerprinted.

New relative providers must provide a federal criminal history certification at the face-to-face meeting dated no earlier than 2015. If the results are dated prior to 2015, the provider must obtain and submit a new certification to the ELRC for review and repeat the clearance every 60 months.

NOTE: Relative providers who do not live within PA, but participate in the PA subsidized child care program **must** also obtain federal criminal history certifications.

ChildLine interprets the results and sends DHS's official blue results letter along with the provider's ORIGINAL results letter back to the provider. Relative providers must bring the original results letter to the face-to-face meeting. The result, printed on 8.5" x 11" blue paper with the Commonwealth Seal imbedded on the paper, constitutes an official record. If the results letter to the provider indicates any existing offense that prohibits the provider from caring for children, the ELRC may not ask the provider to submit any details about offenses noted on the ChildLine results letter. The ELRC approves relative providers based on the information on the results letter from ChildLine.

Providers receive results within one to two weeks of the scan unless offenses are numerous, dispositions are unreported, or the scan is unsuccessful.

The ELRC can accept result letters dated no earlier than 2015 and no more than five years old as of the date presented to the ELRC. If the results indicate no prior arrest, the ELRC may accept the results. If a prior arrest is indicated, however, advise the relative provider to send the certification letter and rap sheet to ChildLine at the address below for interpretation. ChildLine will send the provider a new federal results letter for submission to the ELRC. **The ELRC will not initiate a CareCheck segment until the provider brings in the federal results letter issued by ChildLine indicating the arrest information does not prohibit child care.** At that time the ELRC will process this information as usual.

FBI Results issued to non-DHS agencies (not for volunteer purposes):

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DHS will accept fingerprint results from the FBI issued to non-DHS agencies such as the Pennsylvania Department of Education (PDE) if the document shows that the provider has no record. The results cannot be dated earlier than 2015 and no more than five years old as of the date presented to the ELRC.

An acceptable background check letter sent from PDE to the provider is on a PDE letterhead, shows the provider had no prior arrest, and states “This copy is for your use only and cannot be used as the official copy that is to be reviewed by your employer.” It shows the provider’s name and address, which must match the address verification documents given to the ELRC. The address verification documents may not match the provider’s current address especially factoring that the documentation can be within 60 months. If the provider has moved since FBI or PDE results, additional address proof documentation will be required. The actual results must match the provider’s name, date of birth and last four digits of the SSN. They also show the report date (which must be 2015 or later).

If no prior arrest is indicated on the PDE letter, accept the certification and proceed the same as with DHS results. If a prior arrest is indicated, the ELRC should send the letter with all attachments to:

ChildLine CareCheck Unit
ChildLine and Abuse Registry
P.O. Box 8054
Harrisburg, PA 17105-8054

After the provider submits federal results that do not prohibit childcare, proceed with the PA certifications as follows:

PA Criminal History and/or Child Abuse History Certifications Brought in Prior to CareCheck:

No Record Exists

Once the provider submits a signed **Disclosure Statement**, accept the certifications as long as they show no record and enter the new CareCheck segment. Delete the CareCheck fee in PELICAN CCW. If the provider only submits one of the PA certifications, the ELRC should not accept it. The ELRC must tell the provider that they must have both PA background checks done through PELICAN CCW and pay the full fee. The CareCheck segment will be sent to ChildLine, which will process both PA checks as they normally do.

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Viewing, Adding, or Deleting a **CareCheck** Processing Fee

1. Click **PAYMENTS** on the Main Navigation bar.
2. Click **PROVIDERS** on the Sub-Navigation bar.
3. Enter the **Provider ID**.
4. Click **SEARCH**.
5. Select the radio button next to the provider's name and click **VIEW/ADD PROVIDER PROCESSING FEE**.

Note:

The Provider Processing Fee Summary page is displayed. The effective date will be the Face-to-Face date.

6. The following options exist:
 - Manually add the processing fee, if needed.
 - Delete the fee, if required.

Notes:

- *The Effective Date is the Face-to-Face Performed/Renewal date.*
- *The **CareCheck** processing fee will only be added to providers if they request a **CareCheck** through ChildLine.*
- *Users can view Provider Processing Fee history. The **CareCheck** processing fee will be displayed with the invoice ID after the recoupment.*
- *The Invoice Detail page displays the **CareCheck** processing fee after the invoice is in calculated status.*

Record Exists

Do not accept certifications that show a record. If the relative is interested in proceeding, inform the relative he or she must pay the fee for CareCheck. Enter the CareCheck segment so the information is sent to ChildLine. ChildLine will process both PA checks as they normally do.

NOTE:

If a provider fails the federal criminal history certification, the p/c only has the remainder of the 30 days **from the Funds Available Letter date** plus the 13-day AA period to enroll with an eligible provider.

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See [301.24.3.8 Questions – 301.10 “Federal Criminal History](#)



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301.11 PROCEDURE TO INITIATE FEDERAL CRIMINAL HISTORY CERTIFICATIONS

If the provider exists in PELICAN CCW, but the CareCheck status is listed as not permitted for a specified reason and the Date Eligible for Review field on the Location CareCheck Summary page shows a date prior to today's date or if the relative provider does not exist in PELICAN CCW:

- Advise the p/c that the provider must pay for and obtain the federal criminal history certification.
- Advise the p/c that the ELRC *WILL NOT PAY FOR CARE* if the relative provider does not submit acceptable federal criminal certification results on time.
- Discuss with the p/c the date the children must be enrolled with an eligible provider within the timeline as well as the need for a back-up child care options in case the relative provider does not follow through with his/her requirements in a timely manner or is deemed ineligible.
- Send the provider the following information as soon as the p/c gives the ELRC the provider’s identifying information:
 1. CareCheck Appointment Letter. This letter **must be generated in PELICAN CCW**. It includes the process the provider is to follow in order to complete the federal criminal history certification, the need to attend a face-to-face meeting, **instructions for obtaining the mandated reporter training certificate**, instructions to schedule the face-to-face meeting as soon as the federal certification results are received, and what to bring to the face-to-face meeting.
 - Provider Specialist will set a tracking date in PELICAN CCW for 31 days **from the date of the Funds Available Letter**.

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- Send the p/c an AA on day 31 if the provider has not submitted the required document and completed the face-to-face.
- 2. **Instructions for Providers: Obtaining Federal Criminal History Certifications and Completing Mandated Reporter Training** details the registration process the provider must follow before going to an **IdentoGO** fingerprinting site, what to bring to the site, and describes how to satisfy the mandated reporter training requirements.
- 3. **The Federal Prohibition and Pennsylvania Child Protective Services Law** flyer detailing offenses which prohibit the ELRC from entering into an **Agreement**.

NOTE: This flyer mentions founded or indicated cases of child abuse. In order for a person to be named as a perpetrator in a founded case of child abuse there must be some type of judicial adjudication. When a case is not heard by the court, the Child Protective Service (CPS) agency makes an administrative decision as to whether the child was abused and who perpetrated the abuse. This decision is based on the results of the CPS investigation, medical evidence, perpetrator admission or a combination of these factors. When the CPS agency names a perpetrator through an administrative decision, the person is registered as a perpetrator in an indicated case of child abuse. If the case goes to court at a later date, the court may change the finding to a founded status.

In 2007, OCDEL determined that founded and indicated reports of child abuse would be treated the same.

The provider should follow the **Instructions for Providers: Obtaining Federal Criminal History Certifications and Completing Mandated Reporter Training**. As indicated on the instructions, the applicant's first step is to register with IdentoGO for fingerprinting through the website or by telephone. The relative provider is responsible for the cost of fingerprinting which is paid directly to IdentoGO online or at a IdentoGO location prior to having fingerprint scans completed. The applicant proceeds to a fingerprint site that is convenient. Local fingerprint location information is provided by the ELRC and can also be found on the IdentoGO website, <https://uenroll.identogo.com>. The fingerprints are sent to the PA State

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Police and the Federal Bureau of Investigation (FBI) for the purpose of comparison with the State Police and FBI fingerprint databases.

For more information about mandated reporter training see [301.9 Mandated Reporter Training](#).

See [301.24.3.9 Questions – 301.11 “Procedure to Initiate Federal Criminal History Certifications”](#)

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301.12 PROVIDER FACE-TO-FACE MEETING

The provider must attend the face-to-face meeting within 30 calendar days of the Funds Available Letter. The child(ren) must be enrolled with an eligible provider within 30 calendar days of the Funds Available Letter.

1. Collect the following information from the provider during the face-to-face meeting:
 - Proof of identity (Photo identification) with a signature.
 - Proof of address.
 - Proof of working telephone with “call-out” capability at the physical location.
 - Social Security card or other proof of SSN.
 - Tax information on a W-9 Form.
 - **Signed Agreement.**
 - Federal Criminal History Certification Results Letter.
 - **Certificate of Completion for mandated reporter training.**
 - **Signed Attestation.**

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2. The provider must bring the original copy of the Federal Fingerprint Results Letter to the face-to-face meeting. At the face-to-face meeting, the ELRC will:
 - a. Review the original Federal Fingerprint Results Letter. The original is blue and has an imbedded Commonwealth seal.
 - b. Make a copy of the original results letter for the ELRC file, and return the original to the provider.

NOTE: Ensure this is the original letter. A copy of the results letter will show a “void” watermark and is not acceptable. If an applicant presents his/her ChildLine Federal Fingerprint Results Letter and the Commonwealth Seal is not embedded on the paper, it should be considered as invalid and not an official Record.

The ELRC is NOT to review the Criminal History Response attached to the federal fingerprint results.

If a provider meets the 30-day timeline, but through no fault of his/her own, must have a rescan by **IdentoGO** or manual printing conducted by the State Police, the p/c must still enroll the child(ren) with an eligible provider within 30 calendar days and the AA period from the Funds Available Letter date. The p/c may later enroll the child(ren) with the relative provider once s/he is eligible.

The Federal Fingerprint Results Letter will have one of the following dispositions checked:

- NO RECORD EXISTS.
- RECORD EXISTS, but conviction(s) **does not prohibit hire** in a child care position according to the CPSL.
- RECORD EXISTS, but no conviction(s) is shown. This **does not prohibit hire** in a child care position according to the CPSL.
- DISQUALIFICATION. Record exists and contains a conviction(s) that is grounds for denying employment in a child care position according to the CPSL.

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Proceed with the face-to-face process **unless** the Federal Fingerprint Results letter shows DISQUALIFICATION. If the letter shows DISQUALIFICATION, the provider has failed and the ELRC notifies the p/c that an eligible provider should be selected **within 30 days from the Funds Available Letter date.**

3. Require the relative provider to complete and sign a **CareCheck Application**.
4. Review the **Agreement** with the provider and obtain the provider's signature.
5. Provide Appendix A, **Rules for Participation in the Subsidized Child Care Program**.
6. Generate an Appendix B
7. Provide Appendix C, **Rules for Payment in the Subsidized Child Care Program**.
8. Have the provider and parent sign **Attestation, Appendix D** if the form has not yet been submitted to the ELRC.

NOTE: The ELRC may not enter a CareCheck segment until this form has been signed by the provider and parent and is in the ELRC's possession.

The children must be enrolled with an eligible provider within 30 days of the Funds Available Letter. A delay in the provider's signing the **Attestation** or fulfilling other mandates jeopardizes the payment by the ELRC.

Enter a Provider Comment documenting when the ELRC received the **Attestation** with the provider's signature.

9. If the provider already exists in PELICAN CCW and the Federal Fingerprint Results letter does not show "Disqualification", enter a CareCheck segment once the provider and p/c have signed the **Attestation**, submitted the Mandated Reporter Certificate of Completion, and signed the **Disclosure Statement**, if needed. If the provider does not already exist in PELICAN CCW, follow the instructions in **301.8.2, Relative Provider Does Not Exist in PELICAN CCW.**

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- a. Navigate to the Location CareCheck Summary page and click New. (You can use the Location CareCheck Summary page to enter a CareCheck segment or to view the most recent segment.)
- b. Initiate a CareCheck segment by selecting Regular from the CareCheck Type drop-down box on the Location CareCheck Detail page.
- c. **If the provider and p/c are in compliance with backdating policy as described in [301.20, Backdating Subsidy Eligibility](#)**, enter a subsidy eligibility date in place of today's date which automatically populates in the Date CareCheck Initiated field. Please note that the Date CareCheck Initiated becomes the Subsidy Eligibility Date and is the date the provider can begin getting paid for subsidy enrollment. This date is driven by OCDEL policy. The policy is specific to the funding program of the p/c. The date entered in this field should not be before the Date Eligible for Review from prior CareCheck segments.

NOTE: It is recommended that coordination take place between Eligibility Specialists and Provider Specialists to determine when enrollment began with the relative provider. Refer to the backdating policy in [301.20, Backdating Subsidy Eligibility](#) to determine what date the ELRC is permitted to enter as the Date CareCheck Initiated/Subsidy Eligibility Date.

Enter the date the face-to-face meeting occurs. Click Save.

NOTE: The CareCheck information is then forwarded to the ChildLine Inbox for review. Entry of the face-to-face meeting completion date triggers the processing fee for the provider's initial and renewal State Police criminal history and child abuse background certifications.

If the Date Face-to-Face Performed/Renewal is not entered by the due date, the provider will become Subsidy Ineligible through the nightly batch process. The ELRC will need to send the appropriate notice to the parent.

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If the ELRC forgets to enter the face-to-face date even though the face-to-face meeting occurred, see [301.16, Removing a Gap in a CareCheck Segment](#).

10. **Encourage the relative provider to attend child care training, particularly the session entitled “Health and Safety Basics: Requirements for Certification.”** Provide information that includes instructions for registration and access to the Keys to Quality website along with any additional training information made available to the ELRC; If necessary, help the provider register on the Keys to Quality website (www.pakeys.org).
11. **Provide the sample Daily Attendance Log.**
12. Pay for care while waiting for CareCheck results. Payment will end if ChildLine enters a failure reason into PELICAN CCW.

NOTE: Payment will not be made while a provider appeals a CareCheck failure.

[See 301.24.3.10 Questions – 301.12 “Provider Face-to-Face Meeting”](#)

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301.13 CARECHECK

CareCheck is the DHS process to review a relative provider’s child abuse and State criminal history. All relative providers must participate in CareCheck.

Relative providers must certify that neither they nor anyone living in their household is under investigation for child abuse or any violation of the CPSL. CareCheck Certifications are required at initial application and every 60 months thereafter. The relative provider pays the CareCheck processing fee which is deducted from a subsidized child care payment. A relative provider who does not live within PA, but participates in PA’s subsidized child care program must also participate in CareCheck.

Relative providers complete the CareCheck Application during the face-to-face meeting with the ELRC. The information on the application is forwarded to DHS’s ChildLine CareCheck Unit when a new CareCheck segment is entered in PELICAN CCW. This unit performs Child Abuse and Criminal History Certifications for relative child care providers who care for children in the subsidized child care program. The results of CareCheck indicate whether

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the individual is permitted to participate in the subsidized child care program. The results are entered directly into PELICAN CCW and are displayed on the CareCheck Summary page.

NOTE: If a p/c uses more than one relative provider, each relative provider must complete a CareCheck Application

[See 301.24.3.11 Questions – 301.13 “CareCheck”](#)

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301.14 CARECHECK RESULTS

The following are the **CareCheck statuses** displayed in PELICAN CCW. These statuses are based on PA child abuse history and PA State Police criminal background check results. The statuses are:

1. Permitted – PELICAN CCW shows the provider as subsidy eligible for two years from the Certification Date.

Date Initiated	CareCheck Type	Date Face-to-Face Due	Date Face-to-Face Performed/Renewal	Certification Date	CareCheck Status	Failure Reason Code	Date Eligible for Review	Under Review
09/22/2010	Regular	10/07/2010	12/03/2010	12/07/2010	Permitted			No

[NEW](#) [RETURN TO SUMMARY](#) [HISTORY](#)

2. Not Permitted – Temporary – the provider is not eligible to have another CareCheck until the Date Eligible for Review that is indicated on the CareCheck Summary page. When the ELRC determines that the subsidy ineligibility alert is a result of the provider’s CareCheck status changing to Not Permitted – Temporary, the ELRC must:
 - a. Attempt to telephone the p/c of the child who is receiving care from the relative provider and advise him/her s/he can no longer get care from the provider.
 - b. Document the telephone attempt in Case Comments indicating whether or not the contact was successful and any steps the ELRC took to assist the parent in locating another provider.
 - c. Send a Stop Letter to the provider and the parent which indicates that the provider will no longer be paid by the subsidy program and that the parent has 30 days to locate a new provider. The Stop

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Letter is generated automatically by PELICAN CCW based on the suspension reason of the enrollment. PELICAN CCW makes the provider subsidy ineligible, ends the Agreement and suspends the enrollments based on the CareCheck status. This action causes PELICAN to create a Non-Compliance with Agreement Letter to the provider.

If the Date Eligible for Review has passed, the ELRC can initiate a new CareCheck segment. After the initiation of the new CareCheck segment including a face-to-face date, ChildLine will investigate the provider again.

3. Not Permitted – Permanent – indicates that ChildLine found reason during the investigation to indicate that the provider listed is never to provide care to children. No new CareCheck segment can be created for the provider. When the ELRC Provider Specialist receives the ineligibility alert regarding the provider's CareCheck status change to Not Permitted – Permanent, the ELRC must:
 - a. Attempt to telephone the p/c of the child who is receiving care from the relative provider and advise him/her s/he can no longer get care from the provider.
 - b. Document the telephone attempt in Case Comments indicating whether or not the contact was successful and any steps the ELRC took to assist the parent in locating another provider.
 - c. Send a Stop Letter to the provider and the parent which indicates that the provider will no longer be paid by the subsidy program and that the parent has 30 days to locate a new provider. The Stop Letter is generated automatically by PELICAN CCW based on the suspension reason of the enrollment. PELICAN CCW makes the provider subsidy ineligible, ends the Agreement and suspends the enrollments based on the CareCheck status. This action causes PELICAN to create a Non-Compliance with Agreement Letter to the provider.

The following are Failure Reasons entered by ChildLine or automatically populated by PELICAN CCW:

- Failure to Complete Face-to-Face – Face-to-face date was not entered into PELICAN CCW. Entry of the face-to-face date initiates the ChildLine review. Therefore, the ELRC must create a new CareCheck segment and enter the face-to-face date.
- Failure Due to Background Check – Indicates ChildLine found issues with the provider through the criminal background certifications and/or child

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abuse registry. This failure reason can be either temporary or permanent based on the investigation through ChildLine.

Date Initiated	CareCheck Type	Date Face-to-Face Due	Date Face-to-Face Performed/Renewal	Certification Date	CareCheck Status	Failure Reason Code	Date Eligible for Review	Under Review
10/01/2010	Regular	10/16/2010	10/01/2010	12/12/2010	Not Permitted - Temporary	Failure Due to Background Check	12/13/2010	Yes
09/08/2008	Regular	09/23/2008	10/02/2008	10/01/2010	Not Permitted - Temporary	Failure Due to Background Check	10/02/2010	Yes

[NEW](#) [RETURN TO SUMMARY](#) [HISTORY](#)

- Failure to Supply Additional Information – The provider did not supply sufficient and/or additional information to ChildLine as requested. When this is the failure reason the ELRC should inform the provider that they must bring the requested information into the ELRC office so it can be faxed to ChildLine (fax number 717-772-6533) in order for a new CareCheck segment to be initiated. If the provider fails twice for this reason, the provider is considered ineligible for the subsidized program for not following through with ChildLine and thus the ELRC should not initiate a new CareCheck segments until the Date Eligible for Review.
- Failure to Renew CareCheck – Displays when the Provider Specialist does not initiate a new CareCheck segment. A new CareCheck segment can be manually initiated any time this failure reason displays on the Location CareCheck Summary Page.

Date Initiated	CareCheck Type	Date Face-to-Face Due	Date Face-to-Face Performed/Renewal	Certification Date	CareCheck Status	Failure Reason Code	Date Eligible for Review	Under Review
01/09/2009	Regular	01/24/2009	01/09/2009	01/10/2009	Not Permitted - Temporary	Failure to Renew Carecheck	01/10/2011	No
01/17/2007	Regular	02/01/2007	01/17/2007	01/18/2007	Permitted			No

[NEW](#) [RETURN TO SUMMARY](#) [HISTORY](#)

If a relative provider disputes the results of CareCheck and asks for reconsideration of the CareCheck results, the ELRC must instruct the relative provider to make a written request to:

Director
 ChildLine CareCheck Unit
 ChildLine and Abuse Registry
 P.O. Box 8054
 Harrisburg, PA 17105-8054

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Or telephone ChildLine at:

717-772-1228

The written request should include the relative provider's name, date of birth, SSN, the reason for the request in the relative provider's own words and copies of any supporting documents (court papers, etc.).

NOTE: It is possible that a provider could pass the Federal Criminal History Certification and still fail CareCheck. The Federal and State rules may differ and local reporting is inconsistent. A provider must pass both investigations.

If the ELRC has concerns about the ChildLine results, contact your Program Representative.

[See 301.24.3.12 Questions – 301.14 “CareCheck Results”](#)

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301.15 VIEW, ADD OR DELETE CARECHECK PROCESSING FEES

CareCheck is valid for 60 months from the CareCheck Certification Date. To create a new CareCheck segment for a relative provider, click New. PELICAN CCW takes you to the Location CareCheck Detail page. Each time a new segment is entered, the previous segment is stored in the History.

A new CareCheck segment cannot be entered until the provider is 60 days away from renewal.

To View, Add or Delete a CareCheck Processing Fee in PELICAN CCW:

1. Click Payments on the Main Navigation bar.
2. Click Provider on the Sub Navigation bar.
3. Enter the Provider ID and click Search.
4. Select the radio button next to the provider's name and click on the View/Add Provider Processing Fee button.
5. The CareCheck initiation fee is displayed and shows the amount of the deduction.

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There is a corresponding Delete column. An authorized user can manually add or delete the fee, if necessary.

If CareCheck is initiated for a provider who never receives a payment, the fee remains in the system and will be deducted from the provider's first check if s/he participates at a later time. If the original CareCheck segment expired and a new segment is created, the provider will see a fee charged on the first payment. In addition, if the provider's first payment only partially covers the fee, the remainder of the fee will be deducted from subsequent payments.

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301.16 REMOVING A GAP IN A CARECHECK SEGMENT

If the ELRC did not enter the face-to-face date timely and a CareCheck segment fails, the Provider Specialist should enter a new CareCheck segment and face-to-face date. Contact OCDEL headquarters provider staff to request a Subsidy Eligibility Date modification.

EXAMPLE:

Worker failed to add provider face-to-face date for CareCheck segment initiated March 31, 2020. Rather than enter a new CareCheck segment date prior to April 28, 2020, the Provider Specialist should enter a new CareCheck segment with an initiated date of April 28, 2020, so that there is no gap or overlap in eligibility dates. If the worker enters a new CareCheck segment which results in a gap or overlap, contact Headquarters for the correction.

Keystone STARS Quality Rating

Date Initiated	CareCheck Type	Date Face-to-Face Due	Date Face-to-Face Performed/Renewal	Certification Date	CareCheck Status	Failure Reason Code	Date Eligible for Review	Under Review
04/28/2011	Regular	05/13/2011	04/28/2011	05/03/2011	Permitted			No
03/31/2011	Regular	04/15/2011			Not Permitted - Temporary	Failure to Complete Face-to-Face	04/28/2011	No

[NEW](#) [RETURN TO SUMMARY](#)

If the Under Review field indicates Yes, ChildLine is continuing to work on the CareCheck segment.

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NOTE: The only time the preceding process is done is when the ELRC does not enter the face-to-face date.

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301.17 PROVIDER AGREEMENT

The **Agreement** is signed by the provider at the face-to-face meeting. It includes the following:

- The **Agreement**;
- Appendix A, **Rules for Participation in the Subsidized Child Care Program**;
- Appendix B generated by the ELRC using the **ELRC Subsidized Child Care Provider's Payment Rates (Rate Guide)**; and
- Appendix C, **Rules for Payment in the Subsidized Child Care Program**; and
- **Appendix D, Parent and Related Provider Attestation of Relationship to Child.**
- **Appendix E, Disclosure Statement**

ELRC must review the Agreement with the provider during the face-to-face meeting. Relative provider rates are based on the county of the provider's residence, the age of the child and the hours of care. In addition, the ELRC reviews and requests the provider to sign the CareCheck Application. The ELRC should inform the provider that the cost for the child abuse and State criminal history check will be deducted from his/her subsidized child care payment as a cost of doing business with the Commonwealth.

Once signed, the agreement is valid as long as the provider continues to provide care as an unregulated provider within the same county and as long as neither party ends the agreement either voluntarily or due to non-compliance.

To create an Agreement:

1. From the Location Demographics Summary page, select Subsidy Profile from the dropdown.
2. Click New.
3. Select the Agreement Type drop-down box and choose ELRC Provider Agreement.
4. Enter the Effective Date.

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NOTE:

PELICAN CCW does not allow enrollments to be created prior to the Subsidy Effective Date or the Agreement Date.

[See 301.24.3.13 Questions – 301.17 “Provider Agreement”](#)

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301.18 RELATIVE TRAINING OPPORTUNITIES

ELRCs should encourage providers to take “Health and Safety Basics: Requirements for Certification,” a free six-hour online training. This training and other child care-related training is available on the Pennsylvania Early Learning Keys to Quality (PQAS) website.

Advise and assist the provider to register with the Pennsylvania Early Learning Keys to Quality (PQAS) on-line training system at <http://www.pakeys.org> where they can view and access training opportunities.

At the face-to-face meeting ELRCs should give the provider the [Accessing Provider Training on the Pennsylvania Early Learning Keys to Quality \(PA Keys\) Website](#) letter along with any additional training information made available to the ELRC; and help the provider register on the Keys to Quality website, if necessary.

Relative providers must complete approved Mandated Reporter training every 60 months. (See [301.9, Mandated Reporter Training](#) for more information). The ELRC enters this training into PELICAN CCW. This can only be entered after the new CareCheck segment is entered. Enter training as follows:

To add training hours completed to PELICAN CCW:

1. On the provider’s Location Subsidy Profile Summary page, click the Training link.
2. On the Training Summary page click the Effective Date hyperlink in the Training Hours section.

NOTE: The Effective Date is automatically entered by PELICAN CCW at the time the CareCheck segment is created. This date is the same as the CareCheck Certification Date.

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3. Click New. The Training Hours Detail page displays an input text box to add the verified and approved Training Hours Completed
4. In the Comments box on the Location Training Detail page, indicate the completion of the mandated reporter training.
5. Click Save.
6. The Location Training Summary screen shows the total training hours completed for the CareCheck segment.

[See 301.24.3.14 Questions – 301.18 “Relative Training Opportunities”](#)

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301.19 RENEWALS

If a relative provider has been subsidy eligible for a **60-month** period, CareCheck can be renewed. All CareCheck renewals must be performed manually by the ELRC. Any provider whose CareCheck segment is not manually renewed will become subsidy ineligible and any active enrollments will be suspended by PELICAN CCW.

Prior to the expiration of the current CareCheck segment, a 60-day alert is sent to Provider Specialists, stating that the provider’s CareCheck is coming up for renewal. **When the ELRC receives the alert, they shall advise providers with enrollments that they must obtain new federal background checks, including the NSOR verification, and they must complete approved mandated reporter training as well. When the ELRC receives the information, they initiate a new CareCheck segment.** .

The provider must submit the required documents to the ELRC timely in order to maintain eligibility.

[See 301.24.3.15 Questions – 301.19 “Renewals”](#)

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301.20 BACKDATING SUBSIDY ELIGIBILITY

If a CareCheck segment is entered into PELICAN CCW after the provider began caring for the children, payment can be made for care provided prior to

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the date the CareCheck segment is input in PELICAN CCW **as long as** the provider submits acceptable federal criminal history certifications and attends the face-to-face meeting **within 30 days of the date of the Funds Available Letter.**

NOTE: In order to backdate the segment, the provider must meet the requirements detailed in this chapter and be in compliance with the specific funding source policy in **301.20.1** through **301.20.3** below.

The p/c must select a provider and give the ELRC the provider's identifying information (name and address, minimally) within 30 days of being determined eligible for subsidized child care. The p/c must enroll the child(ren) with an eligible provider within 30 calendar days of the Funds Available Letter. The date on that letter is very important in the backdating policy because it is the start of the 30-day timeline.

The following are backdating examples of situations when a p/c transfers from one provider to a new relative who is not yet eligible in PELICAN CCW:

EXAMPLES:

10/1 P/C informs ELRC of plans to change provider-**but does NOT identify provider.** P/C remains enrolled with the current provider until 10/24.
10/24 P/C notifies ELRC of new provider's identifying information and child starts with new provider.

10/24

- Send CareCheck Appointment Letter to provider.
- Send Confirmation Notice with the reason of – Ineligible Provider - 30 Days to Enroll (provider must be eligible by 11/23).
- Enter Case Comment stating parent requests transfer to ineligible relative provider effective 10/24.
- Set a tracking date for 31 days.

11/23

- In order for the new relative provider to get paid back to 10/24, the new provider must bring the Identogo

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information to the ELRC within 30 days of transfer to the new provider (by 11/23).

11/24

- Send AA if the provider has not completed the face-to-face.
 - If the provider comes in during the AA period, then the ELRC enrolls back 10/24.
 - If the provider comes in after the AA period then the ELRC enrolls back to the date on the Identogo letter if this is a second provider—otherwise the case would close at the expiration of the AA.
-

10/1 P/C changes to a new provider, but does not notify the ELRC until 10/24.

10/24 P/C informs ELRC that s/he changed provider on 10/1

**The p/c has 30 days from the date s/he notified the ELRC of the change enroll with an eligible provider (11/23).

**The new provider must be eligible within 30 days of the change (10/31)

10/24

- Suspend enrollments effective 10/1 using reason that the provider could not meet the child's needs.
- Send CareCheck Appointment Letter to provider.
- Send Confirmation Notice with the reason of – Ineligible Provider - 30 Days to Enroll
- Enter a Case Comment stating parent requests transfer to ineligible relative provider effective 10/1. (*This step is critical in order for the ELRC to know the earliest date the provider may be paid if the following criteria are met*).
- Set a tracking date for 31 days (from 10/24 to 11/24)

10/31

- In order for the new relative provider to get paid back to 10/1, the new provider must bring the Identogo information to the ELRC within 30 days of transfer to the new provider (by 10/31).

11/24

- Send AA if the provider has not completed the face-to-face.
 - If the provider comes in during the AA period, then the ELRC enrolls back to the date on the Identogo letter.
-

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NOTE: This is not a typo. The provider did not comply within 30 days of the change, but did comply during the AA period.

- If the provider comes in after the AA period, then the ELRC enrolls back to the date on the Identogo letter if this is a second provider—otherwise the case would close at the expiration of the AA.

10/1	P/C informs ELRC of plans to change provider- <u>and gives the ELRC provider identifying information.</u> P/C continues using the current provider.
10/24	P/C starts using the new provider.

10/1

- Send CareCheck Appointment Letter to provider.

10/24

- Send Confirmation Notice with the reason of – Ineligible Provider - 30 Days to Enroll (by 11/23).
- Enter Case Comment stating parent requests transfer to ineligible relative provider effective 10/24.
- Set a tracking date for 31 days.

11/23

- In order for the new relative provider to get paid back to 10/24, the new provider must bring the Identogo information to the ELRC within 30 days of the transfer (by 11/23).

11/24

- Send AA if the provider has not completed the face-to-face.
- If the provider comes in during the AA period, then the ELRC enrolls back 10/24.
- If the provider comes in after the AA period then the ELRC enrolls back to the date on the Identogo letter if this is a second provider—otherwise the case would close at the expiration of the AA.

10/1	P/C informs ELRC no longer using provider but does not identify a new provider.
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RELATIVE PROVIDER MANAGEMENT

10/24	P/C starts using a new provider <u>and gives the ELRC provider identifying information.</u>
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10/1

- Suspend enrollments.
- Send Confirmation Notice with the reason of – Ineligible Provider - 30 Days to Enroll (by 10/31).
- Enter Case Comment stating parent has stopped using the provider but has not identified a new provider.
- Set a tracking date for 31 days.

10/24

- Send CareCheck Appointment Letter to provider.

11/1

- Send AA if the provider has not completed the face-to-face.
- If the provider comes in during the AA period, then the ELRC enrolls back 10/24.
- If the provider comes in after the AA period, then the ELRC enrolls back to the date on the Identogo letter if this is a second provider—otherwise the case would close at the expiration of the AA.

If the subsidy eligibility date needs to be earlier than the date CareCheck was entered and the situation meets the requirements of the funding program, the ELRC must follow the steps below to request a subsidy eligibility date change from OCDEL headquarters provider staff. The procedure to request a provider subsidy eligibility date change is:

1. Compile all provider subsidy eligibility date change requests during the day.
2. At the end of the day, complete the **Subsidy Eligibility Date Change Request Form** for all requests that the ELRC has identified that day (make sure you include on the form all pertinent information, including client information, funding source, the reason the change is needed and the name and contact information for the ELRC requestor).
3. Create an email with the subject “SED Change Request; ELRC (your County’s Name)”
4. Attach the Subsidy Eligibility Date Change Request Form for the entire day to the e-mail.
5. Send the e-mail to CWOPA mailbox “PW CCMIS SEDC Support” to the mailbox address of ra-ccmissedsupport@pa.gov.

NOTE: All requests for a given day should be on one form and should be submitted by one ELRC representative.

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OCDEL staff will initiate the change in PELICAN CCW and send an e-mail response back to the initiator. If there are questions regarding specific providers, OCDEL headquarters provider staff will ask for clarification through an e-mail. Every effort will be made to complete and confirm provider subsidy eligibility date changes within two business days from the date the request is submitted.

[See 301.24.3.16 Questions – 301.20 “Backdating Subsidy Eligibility”](#)

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301.20.1 BACKDATING SUBSIDY ELIGIBILITY FOR LOW INCOME CASES

Providers who care for a Low Income child can be paid back to the date funds were available as long as the provider submits acceptable federal criminal history certifications and attends the face-to-face meeting within 30 calendar days of the **Funds Available Letter** date.

EXAMPLES:

8/20	Provider started caring for child
9/1	Funds Available
9/3	P/C advises ELRC of relative provider and CareCheck Appointment Letter is generated.
9/18	Provider attends face-to face.

The CareCheck Initiated date will be 9/1.

8/20	Provider started caring for child
9/1	Funds available
9/3	P/C advises ELRC of relative provider and CareCheck Appointment Letter is generated.

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10/1	Provider does not respond. AA sent.
10/10	Provider attends face-to face.

The CareCheck Initiated date will be 9/1 because the provider completed the face-to-face meeting within the AA period which resolves the issue.

[See 301.24.3.17 Questions – 301.20.1 “Backdating Subsidy Eligibility for Low Income Cases”](#)

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301.20.2

BACKDATING SUBSIDY ELIGIBILITY FOR TANF AND FOOD STAMP CASES

Payment to a provider caring for a TANF or Food Stamp child will be made back to the date the eligible parent participated in an activity but no more than 60 days before the case appeared in the eCIS in-box **or the day the parent made contact with the ELRC** as long as the provider submits acceptable federal criminal history certifications and attends the face-to-face meeting within 30 calendar days of the date of the **Funds Available Letter**.

If the verification date on the Federal Fingerprint Results Letter is more than 30 days after the CareCheck Appointment Letter, payment will only be made back to the verification date on the Federal Fingerprint Results Letter.

EXAMPLES:

9/1	Case arrives in eCIS Inbox
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9/16	Case closes since p/c did not contact ELRC about childcare.
10/15	P/C provides relative information and verifies care began 9/1. CAO confirms eligibility and participation in an activity since 9/1. Case is reopened. CareCheck Appointment Letter is generated.
10/20	Provider attends face-to face.

The CareCheck Initiated date will be 9/1.

8/15	Provider started caring for child
9/1	Case arrives in eCIS Inbox
9/7	P/C provides relative information and verifies care began 8/15. CAO confirms eligibility and participation in and activity since 8/15. CareCheck Appointment Letter is generated.
9/15	Provider attends face-to face.

The CareCheck Initiated date will be 8/15, the date the p/c participated in an activity.

[See 301.24.3.18 Questions – 301.20.2 “Backdating Subsidy Eligibility for TANF and Food Stamp Cases”](#)

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301.20.3

BACKDATING SUBSIDY ELIGIBILITY FOR FORMER TANF CASES

Payment can be made back to the date TANF closes for a provider who cared for a child if the p/c contacts the ELRC with the provider information within 30 days of TANF closing as long as the provider submits acceptable federal criminal history certifications and

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attends the face-to-face meeting within 30 calendar days of the date of the **Funds Available Letter** date.

If the p/c contacts the ELRC with the provider information between 31 and 183 days after TANF closes, the day the p/c contacts the ELRC s/he must have a subsidy eligible provider in order to receive retroactive payments. In addition, the p/c must provide invoices or receipts documenting care provided. Payment to the eligible provider will be back to the date the provider was eligible by ELRC standards and no further back than 183 days. If these conditions are not met, payment will be made back to the date of the Former TANF Funds Available Letter.

EXAMPLE:

6/1	TANF ends
8/15	Date p/c found eligible for Former TANF/date of Funds Available Letter.
8/20	P/C contacts the ELRC with provider information. The provider is not eligible. P/C supplies receipts showing child care with the provider began on 7/20.
9/15	Provider attends face-to-face meeting.

Since the p/c did not have an eligible provider when s/he contacted the ELRC for child care, subsidy payment will begin 8/15.

[See 301.24.3.19 Questions – 301.20.3 “Backdating Subsidy Eligibility for Former TANF Cases”](#)

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The provider must utilize a method for confirming each child's daily attendance. This can be an electronic sign in/out method or paper sign in/out sheets. The p/c must complete the form and sign the child(ren) in and out each day of attendance.

The provider must document each child's name, drop-off and pick-up times, and date. Each drop-off and pick-up must be validated with the parent/caretaker's signature or an electronic sign in/sign out parent/caretaker validation.

For a newly enrolled child, payment begins on the first day the child attends. If the child is absent on the initial day of scheduled care, payment will not start until the child attends.

Payments to a relative provider can be authorized once a relative provider participates in a face-to-face meeting and signs an **Agreement**. If the relative provider is to receive retroactive payments, the ELRC will pay the provider by entering enrollments retroactively and authorizing the attendance invoice.

The ELRC will pay for a maximum of 40 days of absence during the State's fiscal year (July 1 – June 30) for each child. Children funded through the Food Stamp/Supplemental Nutrition Assistance Program are not subject to the 40 days absence limit. This is a cumulative number per child, regardless of provider transfers during the fiscal year. If a child's absences exceed 40 days, the parent is responsible to pay the provider for all additional absences. The parent is responsible to pay the provider's verified published daily rate for each day of absence starting with the 41st absence in addition to the weekly co-payment. Suspended days are not considered days of absence.

When a parent informs either the ELRC or the provider that the child will no longer be attending a particular facility, the ELRC should stop payment to the provider on the last day the child attends, or the day the parent informs the ELRC, whichever is later. If the parent requests a new provider, the ELRC should begin to make payments to the new provider immediately. The ELRC should not continue to pay the original provider for additional days.

The difference between the provider's request for notice of withdrawal and DHS's 5-day absence regulation has to do with the parent's notification to the ELRC and the provider. We pay for five days of absence when the child is ill or temporarily unable to attend the child care facility. The term "absence" implies that the child intends to return to the provider. We also pay for five days of absence when the child does not attend the facility and neither the ELRC nor the provider has heard from the parent. In these cases, the ELRC sends an AA to the parent after the 5th day of absence.

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EXAMPLES:

In the following examples, the child receives care Monday through Friday.

1. On Wednesday 8/17 the parent informs the ELRC that the child will not return after 8/17 and will be attending a new facility on Monday 8/29. The provider has a ten-day notice policy that parent has not fulfilled.
 - a. ELRC action: The last paid day for the original provider is 8/17. Discontinue/Close the enrollment on 8/18. The ELRC enters a future-date enrollment for the child at the new provider and begins payment to new provider on 8/29, the date the child begins to attend the new provider.
 - b. Provider action: The provider discusses payment of agreed upon prior notice requirement with parent. If parent refuses to honor the agreement, provider has the option to file a complaint with the local magistrate.

2. On Monday 8/22 the parent informs the ELRC that the child will be attending a new facility on Monday 8/29. The child begins attending the new facility on Wednesday 8/31.
 - a. ELRC action: The last paid day for the original provider is 8/22. The ELRC enrolls the child at the new provider and begins payment to new provider on 8/31, the date the child begins to attend the new provider.

3. Child has been absent from Monday 8/15 through Friday 8/19 (5 days); neither the provider nor the ELRC has heard from the parent.
 - a. Provider action: Provider contacts the ELRC to report the absence at the end of the day on 8/19 or beginning of the day on 8/22 (6th day of absence)
 - b. ELRC action: ELRC suspends the child enrollment. **A Notice of Confirmation is generated and the ELRC must contact the p/c to find out when the child will be returning to care.** On 8/22 ELRC pays the provider through 8/19.

4. Same as #3. The parent calls the ELRC upon receipt of the AA and reports that she began to use a new provider on 8/15.
 - a. ELRC action: The parent did not inform the provider or the ELRC of the change in providers. The ELRC pays the old provider for 5 days of absence through 8/19. The ELRC enrolls the child with the new provider starting Monday 8/22.
 - b. Provider action: The new provider should not have expected payment from the ELRC without receipt of an Enrollment Summary or a call from the ELRC. The new provider will need to discuss

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payment arrangements with the parent for care given 8/15 through 8/19.

5. The child has been absent from 8/15. On Monday 8/22 the parent calls the ELRC and informs the worker that she began to use a new provider on 8/15.
 - a. ELRC action: The ELRC pays forward based on the parent's report. The ELRC ends enrollment at original provider, paying through 8/19. The ELRC then creates an enrollment at the new provider and begins paying on 8/22, the date the parent reported the change.
 - b. Provider action: The original provider received payment for five days of absence. If the provider's agreement with the parent is to have 10 days prior notice, the provider will need to make arrangements with the parent for payment for the additional five days.

The prior notice of withdrawal is an agreement between the parent and the provider. It is up to the parent to fulfill the contract. The ELRC is not required to pay when the parent fails to give notice to the provider. Providers may go through their local magistrates to collect unpaid child care bills.

Relative providers are **not paid when they are closed**. The ELRC does **not enter** closed days for relative providers. **If a relative provider reports a closed day, the ELRC should zero out the schedule for the children. If the provider marks a day as paid or non-paid on the invoice, the ELRC should go into the enrollment and zero out the day so that payment is not made. If the child is absent, the provider should be paid but the absence days should be tracked (except for food stamps.)**

Payment will not be made while a provider is appealing a CareCheck failure.

[See 301.24.3.20 Questions – 301.20 “Payment”](#)

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301.22 OWNERSHIP OF RELATIVE PROVIDERS

A new relative provider can be entered in PELICAN CCW by any ELRC in the Commonwealth. The ELRC which “owns” the provider is the ELRC in the county where the provider resides which is not necessarily the county in which the child resides. The owning ELRC maintains identifying information about the relative provider. If the ELRC which entered the new provider in PELICAN CCW is not in the county where the provider lives, ownership **must** be transferred to the correct ELRC either by the ELRC which entered

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the information or through OCDEL headquarters provider staff. The owning ELRC may make changes to identifying information about the relative provider within PELICAN CCW. The owning ELRC establishes a provider file for all relative providers who reside in the county. The provider reports changes and submits paperwork to the owning ELRC.

If a relative provider moves within the region, a new Provider Agreement is not needed if the Agreement in PELICAN CCW is not end-dated. The owning ELRC just needs to update the address information within PELICAN CCW. The ELRC must obtain verification of the new address and working telephone.

The ELRC is responsible for ensuring that the relative provider is not overenrolling subsidized children. If the number of enrollments exceeds three the system provides a warning. After researching the number of enrollments, if the ELRC suspects that the Relative is caring for more than three unrelated children at the same time or an inappropriate number of children, the ELRC should remove/suspend the most recently placed child(ren) who caused the overcapacity and give the p/c 30 days to find a new provider. Use “Provider Non-Compliance” for the suspension reason.

If a relative provider becomes subsidy ineligible or the Agreement is ended, PELICAN CCW issues alerts to any ELRC that has enrollments with the provider. The system will automatically suspend the enrollments and will also issue a Stop Letter to the parent and a Non-Compliance Letter to the provider.

[See 301.24.3.21 Questions – 301.22 “Ownership of Relative Providers”](#)

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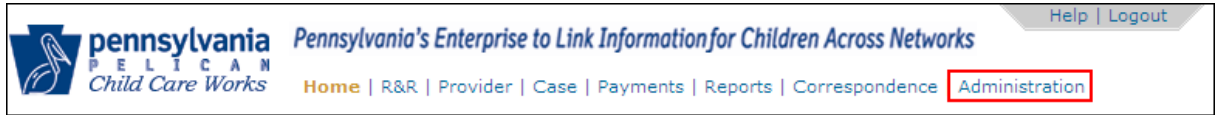
301.22.1 Transferring Ownership

If a provider moves between counties, the owning ELRC enters the new physical address first on the Location, then updates the Legal Entity information. PELICAN CCW updates ownership based on the provider’s address entered.

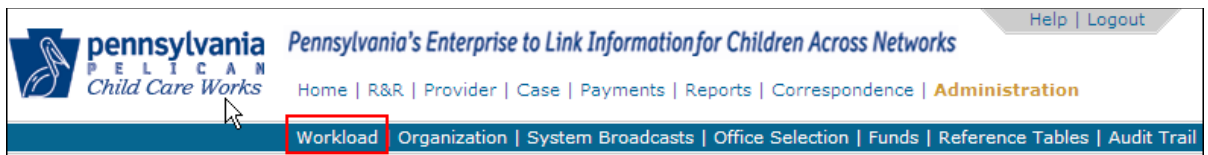
If ownership needs to be transferred within Allegheny or Philadelphia counties, the ELRC can transfer ownership.

RELATIVE PROVIDER MANAGEMENT

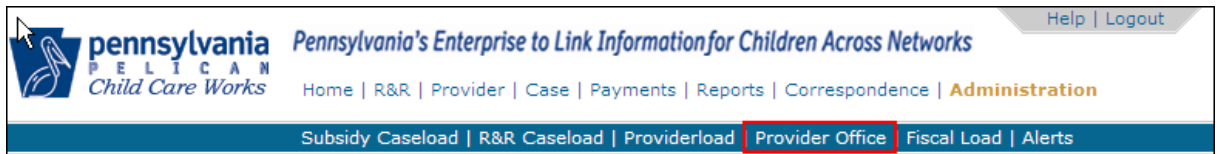
To transfer ownership of a Location within Allegheny or Philadelphia counties, go to Administration:



Then click Workload:



Finally, click Provider Office:



Enter the Provider ID for the provider location to be transferred and click Search:

The screenshot shows the "Provider Office Summary" form. The "Office" is set to "CCIS of Northeast Philadelphia". The "Provider/Location" field is highlighted with a red box and contains a redacted value. The "Assignment Type" is set to "Locator", "Subsidy Status" is set to "All", and "Provider Type" is set to "R/N". The "Sort Options" section has "Provider ID" selected and "Ascending" chosen. At the bottom, there are "SEARCH" and "RESET" buttons.

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Select the radio button. Then click Transfer Provider:

Provider Office Summary

Search Criteria

Office

Provider/Location

Assignment Type Location

Subsidy Status All

Provider Type R/N

Sort Options Provider ID Ascending

Search Results

	Assignment Type	Provider ID	Provider Name
<input checked="" type="radio"/>	Location		Supersite115694

1
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[TRANSFER PROVIDER](#)

In the dropdown box, select the ELRC to which the location is to be transferred and click Save.

Provider Office Detail

Provider Location Information

Provider ID

Location Name

Vendor ID

FEIN

Address Line 1

Address Line 2

City/State/ZIP

Phone

County

CCIS Office *

CAO Office

[SAVE](#) [CANCEL](#)

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The provider is now “owned” by a different ELRC:

Location Demographics Summary Select. . . GO

MPI Location ID	Legal Entity Name	Location Name	Provider Certification ID	Provider ID
		SUPERSITE115694		

Keystone STARS Quality Rating

[BACK TO SEARCH RESULTS](#)

General Location Information

Location Name SUPERSITE115694

Language

Website

Vendor Id R691973

CCIS Office Assignment CCIS of North Philadelphia

MCCA County Philadelphia

Municipality

School District

Provider Load 0001

Fiscal Load 0001

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301.23 ADDITIONAL RESOURCES

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301.23.1 PELICAN Child Care Works Contact Information

Contact Information for Provider-Related Issues

Subsidy Eligibility Date Changes –email the **PW, CCMIS SEDC Support** mailbox at RA-cmissedsupport@state.pa.us

Example: Subsidy Eligibility Date needs to be modified because of an incorrect CareCheck segment

Provider Type Changes (Regulated to Unregulated) – When a regulated provider who uses their SSN for their Tax ID needs to be reopened, the ELRC should contact OCDEL Subsidy through the RA-cmissedsupport@state.pa.us email address.

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- Make sure the regulated provider is closed by the Regional Office.
- Send an email to the above email address and include the
- provider's date of birth with the request to reopen the Legal Entity and Location as a relative provider.

Critical PELICAN Provider Payment Issues –

1. ELRC first contacts the Program Representative to explain the issue.
2. The Program Representative tries to resolve the issue.
3. If the Program Representative cannot solve the concern, the ELRC then calls the Help Desk.

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