

POC Provider FAQ's

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

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

What is the length of a service period?

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

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

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

What is the voucher specific rate?

The voucher specific rate is the total amount that you will accept for that child. It is the sum of the subsidy POC pays and the amount the parent pays. If the sum of the rates is more than you normally charge, you can fill in your rate and the payment will equal that amount. If it is less than or equal to your rate, leave that area blank on the voucher and the state calculated rate and parent copayment will be paid.

How do I receive invoices?

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

What do I do with the invoices?

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

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

When you have completed the form, mail it to the local department of social services listed on the invoice.

What if a child is not listed on my invoice?

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

How long does it take to process my invoice?

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

Who processes the invoices?

The local departments of social service do the initial stages of invoice processing and approval. After that, the invoices are sent for payment processing. The end stage results in a payment issued by the State Comptroller's office.

Who creates the checks after the invoice has been processed?

The State Comptroller's office creates and distributes payment.

Why are the Invoice Detail Reports not included with my check?

The invoice detail report and the checks are created and sent from two different places. The payment is created and sent by the State Comptroller's office. The invoice detail reports are created by the same system that creates the invoices and vouchers. They are sent by DHR's Central Distribution Center. You will probably receive the invoice detail report before the check.

What other days do I get reimbursed for?

Family Child Care and Center Providers will be paid for:

- Six holidays including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
- Official weather related emergency closing of schools declared by the state or local government.
- Voluntary closure days when child care services are not provided. Parents and the local department of social services should be given two weeks written notice to ensure proper payment.
- Time a child is absent up to 60 days per calendar year.

How do I sign up for Electronic Funds Transfer?

The following link explains the Electronic Funds Transfer (EFT) option. It also provides a link to Form X-10 which is used to setup EFT.

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

How do I track my payments on the Comptroller's website?

The following link will provide you with contact information for the Comptroller's office and a way to track your payments after they have been processed by the local departments and sent to the Comptroller's office.

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

Who do I contact about State or Federal Liability Offset withholdings?

You will receive a letter explaining the situation. You can also call 410-767-1642 when inquiring about the State Liability Offset. For Federal Liability Offset, you can call 410-260-7812.

How are credential payments made? Tiered reimbursement?

Payment rules have not changed. A percentage of the subsidy is increased for each child in care depending on the tier level and age of child. If a tier is not paid, the local departments can do a manual calculation and issue a separate check for that time gap of no tier payments.

Who do I contact to change my address?

Informal Providers should contact their local department of social services.

- <http://www.dhr.state.md.us/county.htm>

Licensed Providers should contact their Regional Licensing Branch to change the Home and Care addresses. To change the Payment address, contact the local department of social services.

- http://www.marylandpublicschools.org/MSDE/divisions/child_care/licensing_branch/

How do I file taxes?

You will be sent a Form 1099 by the end of each January if the amount paid to you during the past year was \$600 or more. This form is used when filing your income tax. The Department does not withhold taxes from child care reimbursement payments. You are considered independent contractors and are responsible for all tax liability.