



CCAP Provider Meeting

Payment Based on Enrollment
CCAP Policy Updates
Office of Child Care

March 2026



Meeting Ground Rules

1. There are many providers on this call. To ensure we remain on schedule, please feel free to utilize the chat for questions and we will respond with the appropriate contact information.
2. Please refrain from asking individualized questions/concerns that are not pertinent to the larger group. These can be handled offline by DHS Office of Child Care
3. Concerns and issues are critical for discussion but should be phrased as solution-focused/solution-seeking.
4. We understand you may have topics you would like to discuss that are not on the agenda. Please refrain from asking but feel free to put the items in the chat for a future meeting.

Today's Agenda

Payment based on enrollment

01

History and Context - What is changing. What is not changing.

02

Timeline and Provider Expectations

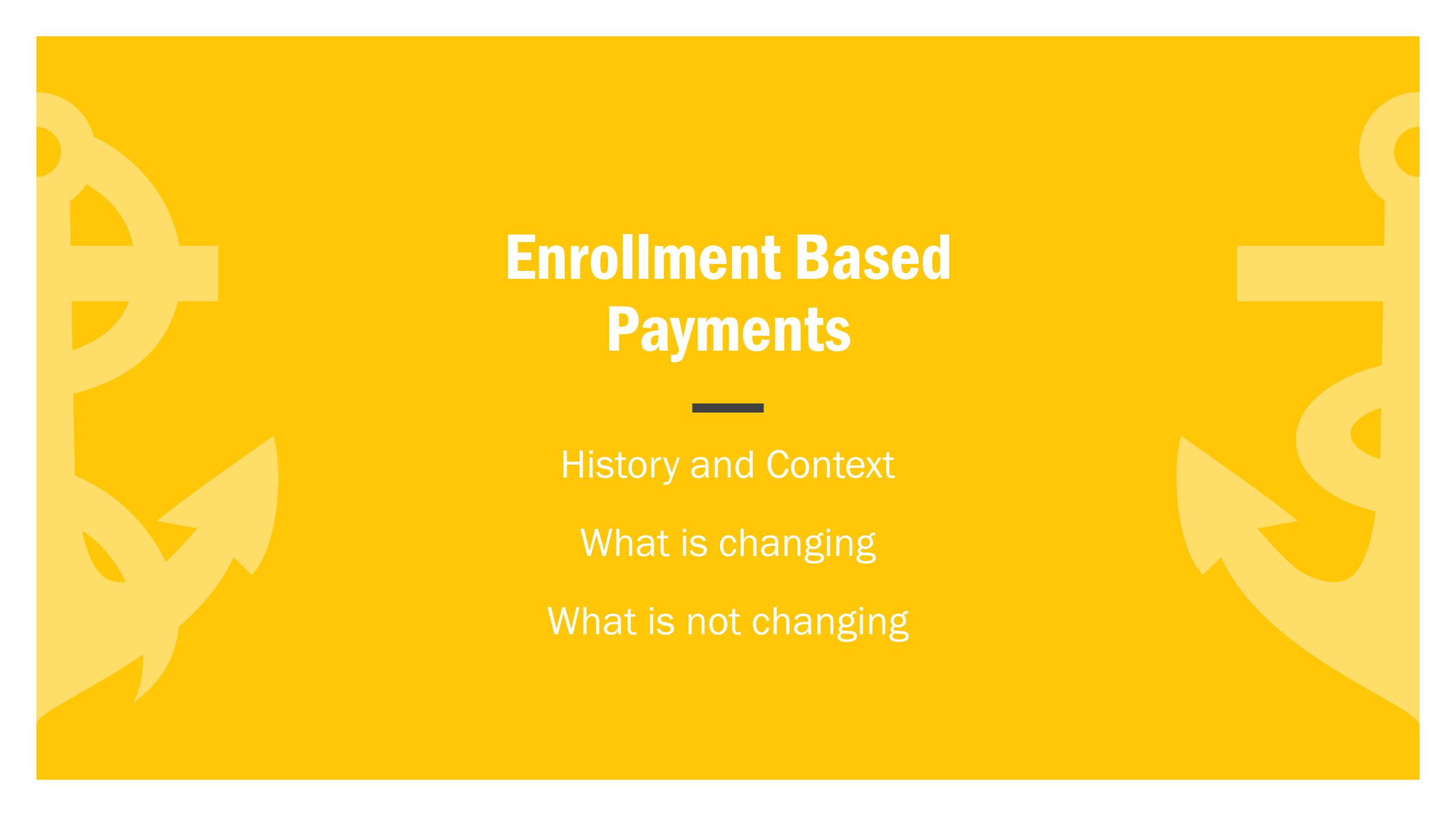
03

CCAP Provider Portal Screens

04

Additional Important Policy Reminders and Updates





Enrollment Based Payments



History and Context

What is changing

What is not changing

History and Context

The 2024 CCDF Final Rule requires states to pay child care providers based on a child’s enrollment rather than paying based on attendance. The purpose of this requirement is to ensure providers caring for children participating in CCAP receive consistent and reliable payments for enrolled children despite lapses in attendance and to ensure families are not displaced from care for lapses in attendance.

2024 CCDF Rule

- 2024 Rule requires enrollment based payments
- RI has a waiver through August 2026 to comply
- The 2024 Rule is currently under review at the federal level - guidance and requirements may change
- RI has committed to this change pending any rule revisions

Payment Based on Attendance

- If a child attends any portion of a week, provider payment is not impacted
- A full week of absence requires a signed absent notice from a parent
- After 2 consecutive weeks of absence, no payment is made unless child returns
- If a child attends fewer than enrolled hours for 2 weeks, enrollment must be adjusted



Payment Based on Enrollment

- If a child attends any portion of a week, provider payment is not impacted
- Absent notices are not required
- Children can be absent for up to 4 consecutive weeks with no impact to provider payment
- Enrollment doesn’t need to be adjusted unless a child attends fewer hours for more than 4 consecutive weeks



Timeline

System Update	Testing	Portal Updates Go Live
<ul style="list-style-type: none">Friday, March 27 (overnight)	<ul style="list-style-type: none">Saturday, March 28 9am – 11am	<ul style="list-style-type: none">Sunday, March 29

Batches	Attendance Submission
<ul style="list-style-type: none">Batch 23Service Weeks<ul style="list-style-type: none">3/15/20263/22/2026	<ul style="list-style-type: none">Beginning Sunday, March 29Deadline for Batch 23 Attendance Submission: (no change): 4/3/26Office Hours for Submission Assistance will be scheduled for the week of 3/30/26



Changing to Enrollment Based Payments

Topic	Payment based on Attendance	Payment based on Enrollment
Attendance Statuses	Present Absent – Notice Available Non-Attending	Present Absent Non-Attending Special Circumstance Absent Notice
Absent Policy and Absent Notice Requirements	Children can be absent for 2 consecutive weeks without impacting payment Absent notice signed by parent required for full week of absence	Children can be absent for up to 4 consecutive weeks without impacting payment Absent notices are not required
Absent-Special Circumstance	N/A	Absence beyond 4 weeks can be requested by uploading the Special Circumstance Absent Notice. Approved on a case-by-case basis for extenuating family circumstances (e.g., illness, hospitalization)
Updating enrollment to match a child’s regular attendance	If a child attends fewer than enrolled hours for a period of 2 weeks, providers should adjust enrollment to match attending hours	If a child attends fewer than enrolled hours for a period of 4 weeks, providers should adjust enrollment



What is not changing?

What is not Changing

- Bi-weekly child care payment schedule – attendance generation, submission deadlines and payment dates all stay the same
- Attendance submission – although payment is based on enrollment, DHS still requires attendance submission to receive payment.
- Upgrade/downgrade use and functions
- Sign in and out sheets are required for all children per licensing and CCAP regulations
- Co-pay – family is responsible for their copay when absent
- Enrollment requirements including the child's schedule
- Parent-Provider Agreements are required
- Provider responsibility to disenroll if child is no longer attending, if family or DHS requests



Importance of Enrolling in the FIRST WEEK OF CARE

Enrolling a child in the CCAP Provider Portal in the first week of care, or reaching out to CCAP Provider Management in the first week of care with any enrollment issues has always been required. It is more important than ever when payments are made based on enrollments.

Enrolling in the First Week of Care

- Payment based on enrollment means that payment is made to the provider where the child is enrolled
- If a provider has been paid based on a child's enrollment in the CCAP Provider Portal, no additional payments will be made
- If you cannot enroll a child with the Sunday start date of the week he/she starts in your program, please contact the Provider Management team so we can assist: dhs.childcare@dhs.ri.gov.



Importance of Parent-Provider Agreements

Parent-Provider Agreements have always been required for CCAP participating families. With the change to payment based on enrollment, it's very important to update this agreement when a family's needs or schedules change, but at least annually.

Parent-Provider Agreements

- Parent-Provider Agreements are reviewed as part of Provider Monitoring to ensure enrollment reflects a family's requested hours.
- Enrollment hours are based on the parent's request, up to the DHS authorized hours, as documented in the signed Parent-Provider Agreement.
- The Parent-Provider Agreement must be updated if a child's attendance reflects a change in the enrolled hours category for more than four (4) consecutive weeks.
- The provider must meet with the family to reassess the child's needs and update the Parent-Provider Agreement and enrollment in the CCAP provider portal to reflect any changes.
- Any fees (see updates on slide 20) in addition to a co-payment must be detailed in the Parent-Provider Agreement.



Portal Screen Samples – Attendance Report

Attendance Report Details HELP

Home
Enrollment
Group Enrollment
Attendance
Correspondence
Reports
Messages
Contact Us

! Please Note

Once your attendance report is submitted, it can only be modified to upload or edit absence notices. For other updates to a submitted attendance report, please contact the Child Care Business Office at 462-6800..

Attendance Report

Select the appropriate attendance status for each child:

Present: if the child attended any portion of the week.
Absent: if the child was absent for the full week and you are requesting payment (up to 4 consecutive weeks).
Non-Attending: if the child was absent for the full week and you are not requesting payment (e.g., the child left your program or enrolled elsewhere temporarily, or your program closed for the week).
Special Circumstances Absent Notice:

- If a family has a special circumstance (e.g., extended illness/hospitalization) and requests absence beyond four consecutive weeks. Upload an Absent Notice Form signed by the parent. Requests are reviewed for approval by the Office of Child Care.
- If you are an FCC provider and your program was closed for a DHS approved vacation week/s. Upload an Absent Notice Form with parent signature for each child.

Upgrade/Downgrade: if you are claiming a temporary increase or decrease in enrolled hours select the appropriate number of hours and reason.

Upload Absence Notice

Individual Upload: A separate absence notice for each child identified as "Special Circumstances Absent Notice."

Bulk Upload: A single file containing absence notices for all children marked as "Special Circumstances Absent Notice."

Status	Reason
Present	Child Attended Some Part of the Week
Absent	Vacation School Closure Weather Other
Non Attending	Payment Not Requested
Special Circumstances Absent Notice	Medical/Other Family Request Family Child Care Vacation Closure
Upgrade/Downgrade	Vacation School Closure Parent Schedule Other



Portal Screen Samples – Absent Special Circumstance

If a family has an extenuating circumstance that results in an absence longer than 4 weeks, the provider can submit a parent-signed Special Circumstances Absent Notice Form for review and approval.

VKIXWMPPR ISASXXWTE Full Time Full Time

Period 04/26/2026 - 05/02/2026 Present -Select-

Period 05/03/2026 - 05/09/2026 Present -Select-

ONFCXDDBJ SCAJEUSRN Full Time Full Time

Period 04/26/2026 - 05/02/2026 Special Circumstances Absent -Select- Choose File No file ch...

Period 05/03/2026 - 05/09/2026 Present -Select-

BACK SAVE&EXIT SAVE SUBMIT

- Special Circumstances Absent Notice Forms will be reviewed by CCAP administration prior to payment approval.



Portal Screen Samples – After 4 Consecutive Absences

If a provider marks a child Absent for four consecutive weeks, a pop-up with the option to disenroll the child appears. Provider can make a choice to disenroll or continue to mark absent. No payment is made beyond 4 weeks of absence.

Disenroll Child

This child has been marked "Absent" for over four consecutive weeks. Would you like to disenroll the child now?

Yes No

Upload Absence Notice

Individual Upload: A separate absence notice for each child identified as "Special Circumstances Absent Notice."
 Bulk Upload: A single file containing absence notices for all children marked as "Special Circumstances Absent Notice."

Warning: This child has been marked as "Absent" for three consecutive weeks. After four consecutive weeks of "Absent" status, payment will not be made until the child returns to care.
Hgb Hgb

Certificate Number	Name	Date of Birth	Enrollment Category	Authorized Hours	Upload Absence Notice
1902432	Hgb Hgb	02/24/2021	Full Time	Full Time	
Period	01/18/2026 - 01/24/2026		Absent		School Closure
Period	01/25/2026 - 01/31/2026		-Select-		-Select-

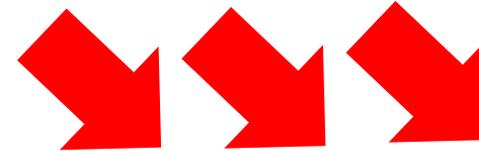


Outstanding Attendance Submissions

Prior batch attendances sitting in generated (not submitted) status will prevent you from submitting current attendance.

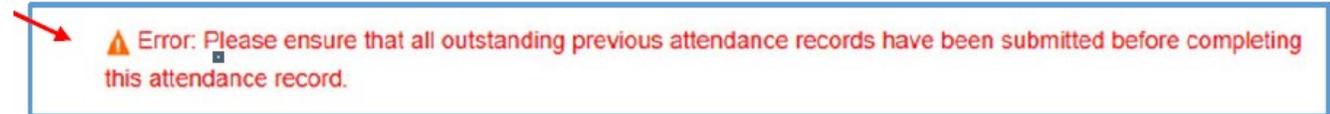
Before 3/28/26

- Check your attendance records for generated but unsubmitted attendances back to 2/1/2026 (Batch 20, 21, 22)
- The Issue Report in your portal will show any still in generated status
- Choose the correct attendance status and submit
- This will prevent any issues when submitting your attendance for Batch 23 the week of 3/28/26



After 3/28/2026

- Submit complete attendance records for each batch period
- **Attendances left in generated status will prevent you from submitting future attendances**

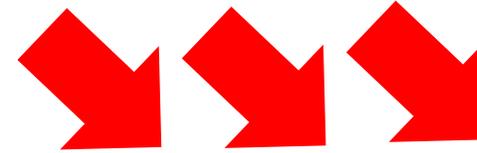


Impact on CCAP for Child Care Pilot

The same changes made for DHS CCAP enrollment and attendance will be made for CCAP for Child Care Pilot participants.

Payment Based on Enrollment

- If a child attends any portion of a week, provider payment is not impacted
- Absent notices are not required
- Children can be absent for up to 4 consecutive weeks with no impact to provider payment
- Enrollment doesn't need to be adjusted unless a child attends fewer hours for more than 4 consecutive weeks
- Attendance for the pilot will continue to be submitted as:
 - Present
 - Absent
 - Special Circumstances Absent Notice
 - Not Enrolled



Pilot Reminders

- Families must apply for DHS CCAP as a prerequisite to their pilot application
- If a pilot-participating family's DHS CCAP is up for renewal, they must complete the DHS CCAP renewal to continue their pilot participation
- Pilot participants will be required to verify continued employment with a licensed child care program at the 12-month mark to continue their pilot participation

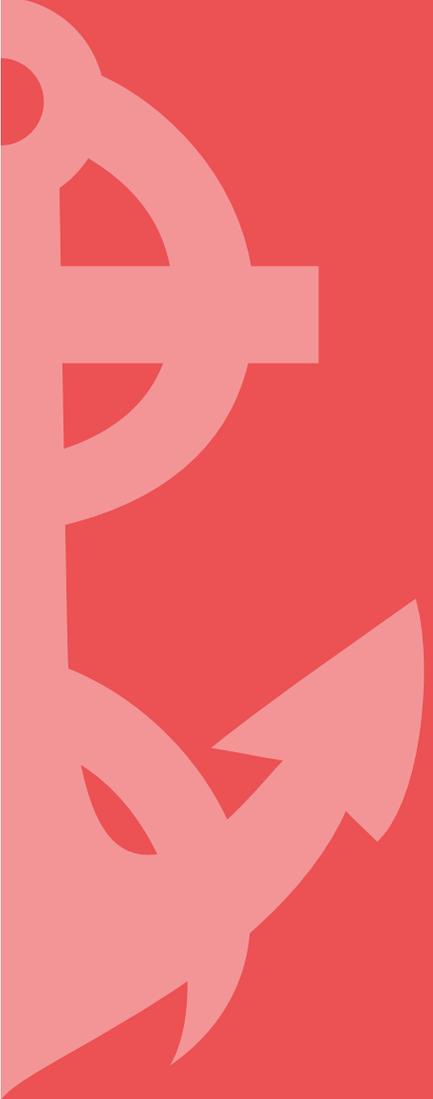


Call for Testers

If you'd like to help test the CCAP Provider Portal system updates related to enrollment-based payments, please put your name/email in the chat or email Sharon.Fitzgerald@dhs.ri.gov

- Saturday, March 28
- 9am to 11am
- Able to join a Zoom or Teams call
- Willing and able to share your screen
- Log in to your CCAP Provider Portal account
- Walk through your attendance submission
- Provide feedback/questions





**(VERY!) Important
Policy Reminders and Updates**

Backbilling

Backbilling

- Backbilling must be submitted **within 90 days of the date of service** or it will be denied
- If payment has already been made to a provider based on a child's enrollment, backbilling will be denied
- Payment is made to the provider where the child is enrolled (enroll during the first week of care!)
- A new backbilling form is available on the DHS website



Sign-In/Out Sheets

Sign In and Out Sheets

- Providers must have record for each child. Each day showing the time the child signed in to the program and the time the child signed out of the program (**before/after school children must be signed in and out each time they come and go**).
- Without sign-in/out records to confirm a child's presence, payments may be considered over-payments and may be recouped.
- Complete sign-in/sign out records are required as part of every provider monitoring review and incomplete records will lead to payment recoupment.



Additional Fees – Updates

Base Policy

Providers shall not charge additional fees to CCAP-eligible families enrolled in their program, including but not limited to activity fees, field trip fees, materials fees, waitlist fees, registration, or annual fees.

Exception - Transportation

Providers may charge reasonable transportation costs when parents request transportation, provided that such costs do not exceed the transportation fees charged to all enrolled children.

Exception – Care In Excess of 50 Hours

Providers may charge reasonable fees for providing care in excess of fifty (50) hours per week provided that such fees are charged to all enrolled children.

*The terms of any additional fees must be clearly stated in the parent-provider agreement signed by the parent.



Handbook, Forms, Orientation Updates

Updated CCAP Provider Support Materials

Backbilling Request Form
Special Circumstances Absent Notice Request Form
Family Child Care/Vacation Closure Request Form
CCAP Allowable Fees Tip Sheet
CCAP Provider Handbook
CCAP Provider Portal Quick Reference Guide
CCAP Family Reminders
CCAP Provider Orientation through CELP

Available on the DHS Website

[Child Care Resources, Handbooks, and Forms | RI Department of Human Services](https://dhs.ri.gov/programs-and-services/child-care/child-care-providers-staff-resources/handbooks-forms)
<https://dhs.ri.gov/programs-and-services/child-care/child-care-providers-staff-resources/handbooks-forms>



Overpayment Recoupment – Starting April 2026

Overpayment and Adjustment Recoupment

Beginning April 2026, the Office of Child Care Financial Management Team will resume communicating with providers when there is an overpayment that needs to be recouped by DHS.

Overpayments can occur for a number of reasons including enrollment or attendance submission errors, payroll errors, or system errors. DHS is continuously reviewing internal processes to prevent overpayments but when they happen, it's important make the appropriate adjustments to avoid improper payments.

If an overpayment is calculated, financial management will send an overpayment notice and recoupment agreement with multiple options for repayment.

Rhode Island Department of Human Services
Office of Child Care – Child Care Assistance Program
25 Howard Avenue, Louis Pasteur Building #57, 1st Floor, Cranston, Rhode Island 02920

Recoupment Notice

Date: _____
Name: _____
Program Name - Provider CCAP PID: _____
Address Line 1: _____
Address Line 2: _____
Re: Recoupment of Child Care Payment Funds
Child: (Child's Name) _____
Certificate Number: (Certificate #) _____

Dear Name: _____

This letter serves as formal notice that the Rhode Island Department of Human Services has identified an overpayment of child care funds issued to your program for services billed under CCAP during the period of [dates].

Under Rhode Island Administrative Code 218-RICR-20-00-4, DHS is required to recoup any overpayment of child care services rendered and to recoup any overpayment of child care services rendered and to recoup any overpayment of child care services rendered.

Pursuant to RICR § 4.11.1(A) and Rhode Island General Laws § 35-3-24, DHS and providers are required to cooperate with recoupment procedures. After DHS is:

Amount Due: \$[amount]

Reason for Recoupment: _____

As a result of the overissued balance listed above, please complete this notice postmarked within ten (10) days. If the Department of Human Services does not receive a response within this time frame, the Department will begin to automatically deduct the overissued amount from your future CCAP payments beginning [Month, Year XX]. These deductions will continue until the overissued amount is fully repaid.

If your CCAP Provider Agreement is terminated (meaning your child(ren) or you no longer have any CCAP-eligible children) or you believe this determination is incorrect, you may submit a request for reconsideration within thirty (30) days from the date of this letter for reconsideration.

We appreciate your prompt attention to this matter and if you have questions or need clarification, please contact the Office of Child Care at (401) 451-6800 or DHS.CCAP@rhodeisland.gov.

Sincerely,
The Office of Child Care
Rhode Island Department of Human Services

Rhode Island Department of Human Services
Office of Child Care – Child Care Assistance Program
25 Howard Avenue, Louis Pasteur Building #57, 1st Floor, Cranston, Rhode Island 02920

Repayment Agreement

Option 1: Lump Sum Repayment
By signing below, I agree to repay the full CCAP overpayment amount in one lump sum by check or money order. The total amount must be received by [date].
I agree to repay the overissued amount of \$ _____ with this option. A check or money order for the full amount is enclosed.
Signature: _____ Date: _____
Checks or money orders payable to: Rhode Island Department of Human Services
Please include your CCAP provider number on all payments.

Option 2: Fixed Dollar Amount
By signing below, I agree to allow DHS to deduct a fixed dollar amount of a \$25.00 minimum from my future CCAP payments. The first reduction will be applied to CCAP payments issued within the next four (4) batch periods.
I agree to repay the overissued amount of \$ _____ by allowing DHS to reduce my CCAP payments by \$ _____ (minimum \$25.00) each pay period. If I become ineligible for CCAP payments, I am aware that any remaining balance becomes due immediately and must be paid to DHS by thirty (30) days after my CCAP eligibility ends.
Signature: _____ Date: _____

Option 3: Percentage
By signing below, I agree to allow DHS to deduct 10% or more of my future CCAP payments until the overpayment is fully recovered. The first reduction will be applied to CCAP payments issued within the next four (4) batch periods.
I agree to repay the overissued amount of \$ _____ by allowing DHS to reduce my CCAP payments by _____% (minimum 10%) each pay period. If I become ineligible for CCAP payments, I am aware that any remaining balance becomes due immediately and must be paid to DHS by thirty (30) days after my CCAP eligibility ends.
Signature: _____ Date: _____



CCAP Provider Renewals in RISES

RISES CCAP Renewals

CCAP-Approved Provider renewals through RISES are well underway! The new system has already streamlined the CCAP provider renewal process and made communication around required documentation more efficient.

Reminders

CCAP-approved status requires timely responses to document requests.
CCAP-approved status requires completion of the renewal process prior to the end of the current agreement.
DHS cannot maintain the approved status of a CCAP provider who does not complete their renewal before the end of their agreement.

It is the provider's responsibility to ensure their CCAP Provider Agreement renewal is complete.
Without an approved agreement, DHS cannot continue payments for CCAP participating children enrolled in your program.



Next Steps

- **Office Hours to assist with uploading attendance to be scheduled for the week of March 29**
- **Updated Provider Portal Quick Reference Guide, Provider Handbook, and other forms will be available on the DHS website this week**

Any feedback or recommendations?

Email **Nicole Chiello** at Nicole.Chiello@dhs.ri.gov or **Sharon Fitzgerald** at Sharon.Fitzgerald@dhs.ri.gov

Couldn't attend?

Copies of the meetings are always available at the following link: <https://dhs.ri.gov/programs-and-services/child-care/child-care-providers-staff-resources/handbooks-forms>

