

APPENDIX D RESOURCES

This appendix supports providers with navigating the Collective Bargaining Agreement. See below for resources to help you access services.

Child Care Subsidy and Payment – Provider Resources		
The resources below support providers in topics related to subsidy payments, billing, and accounting.		
Resource	Purpose	Contact Information
Child Care Subsidy Program (CCSP) Contact Center Provider Line	Providers (licensed and FFN) can contact the Child Care Program (CCSP) Subsidy Contact Center Provider Line to understand more about applications, billing, or payment. • Application questions • Confirm billing (hours, units, rates) • Report a mistake on a current authorization • Request Special Needs (SN) Rate • Inquire about an overpayment received from services provided to CCSP parents • Inquire about an administrative hearing request filed with The Office of Financial Recovery (OFR). (Requests must be made to OFR and OFR sends this request to the administrative hearing team) • Inquire about Cost of Care Rate Enhancement payment	Phone: (800) 394-4571 Email: providerhelp@dcyf.wa.gov Language: English and interpretation available in all languages Hours: 8am-5pm, M-F Email for administrative hearing requests: ccsphearingteam@dcyf.wa.gov
Working Connections Information Phone (WCIP)	Providers can contact the WCIP to check on the family's: • Authorization • Copayment • Case status • Effective dates of coverage	Phone: (866) 218-3244 Language: English and Spanish Hours: Automated access is available twenty-four (24) hours a day

	Information is only available after the case has been processed. If the parent's eligibility has not been determined, the information will not be available on the WCIP.	
DCYF Quality Assurance (QA) Team	Providers can contact DCYF QA for: • Subsidy Overpayments • Audits Providers may receive overpayments from different departments. It is important to review the overpayment notice for the correct contact information.	Phone: (360) 725-4677 Email: SubsidyAudit@dcyf.wa.gov Language: English and interpretation available in all languages Address: DCYF Subsidy Audit Team P.O. Box 40970 Olympia, WA 98504-0970
Social Service Payment System (SSPS)	Providers can visit the SSPS webpage to find the following information: • Sign up for direct deposit • Learn to submit an invoice • Information on tax earning forms • Invoice calendar with child care authorization cut off dates • Wage verification and W4 information http://www.dcyf.wa.gov/services/ssps/ Providers can use Invoice Express to submit a SSPS Service Invoice for child care payment using a touch-tone phone.	SSPS Customer Service Phone: (360) 664-6161 SSPS Customer Service Email: dshs_sspsmail@dcyf.wa.gov Invoice Express Phone: (888) 461-8855 Languages: English and Spanish Hours: Automated access is available twenty-four (24) hours a day
Remittance Advice	Providers will be mailed a record of DCYF payments (called Remittance Advice) that includes a list of deductions that can be used for tax purposes, including any union dues. If a person or company wants to verify your income, you may provide them with the remittance advice.	To request an "evidence of income", send your request in writing to: SSPS Attn: Evidence of Income P.O. Box 45812 Olympia, WA 98504-5812 For Wage Verification Phone: (360) 664-6103 Languages: English

	If you need something in addition to the remittance advice, you can request an “evidence of income” form from DCYF.	Email: sspsvoe@dshs.wa.gov
Department of Social and Health Services Office of Fraud and Accountability (OFA)	Providers may contact the Office of Fraud and Accountability (OFA) regarding overpayments and audits if they are notified that OFA is handling an overpayment or audit.	Phone: (253) 983-6769 Address: P.O. Box 48517 Olympia, WA 98504
Department of Social and Health Services Office of Financial Recovery (OFR)	The Office of Financial Recovery (OFR) is responsible for billing and collections of debts due to DSHS/DCYF from providers who provide services to the department or DSHS/DCYF clients. Providers can contact OFR about: • Payment arrangements for debts owed. • Collections such as garnishments. • Overpayment amounts and the collection of the overpayment. • Requesting a hearing to dispute an overpayment. Before requesting a dispute: • Check for understanding on how the overpayment calculation was made. You can contact the CCSP Provider Line (800) 394-4571 to get questions answered about the calculation. Steps to dispute an overpayment by requesting a hearing through OFR: • Provider sends request by certified mail return receipt (or another way that proves OFR received the request) within 28 days of receiving the	Phone: (800) 562-6114; (360) 664-5700 or TTY (800) 833-6388 Address: P.O. Box 9501 Olympia, WA 98507-9501

	overpayment notice from the State. • Provider includes a copy of the overpayment notice. • Provider includes a statement about why the overpayment notice is incorrect.	
Child Care Subsidy and Payment – Family Resources		
The resources below support families in topics related to subsidy applications and payments.		
Resource	Purpose	Contact Information
Child Care Subsidy Program (CCSP) Contact Center Consumer Line	Clients can contact the Child Care Subsidy Program (CCSP) Contact Center consumer line to: • Apply for Child Care Subsidies. • Check the status of CCSP Applications. • Other case actions such as review or report changes.	Telephone: (844) 626-8687 Hours: 8am-5pm M-F Language: English/Spanish and interpretation available in all languages Fax: (877) 309-9747 Address: Department of Children, Youth, and Families Child Care Subsidy Contact Center P.O. Box 11346 Tacoma, WA 98411-9903
Answer Phone for Families	Families can use the Answer Phone to check on the status of their CCSP cases. Providers can encourage families to call and check on the status of their cases.	Phone: (844) 626-8687 choose the self-help option) Families can apply online at: www.washingtonconnection.com
Professional Development and Quality Care – Provider Resources		
The resources below support providers in accessing opportunities to complete training, receive training incentives and other workforce supports, and access resources for Washington’s Quality Recognition and Improvement System.		
Resource	Purpose	Contact Information
Subsidy Billing Training	Providers complete this training to help them understand how to accurately bill for subsidy.	Search MERIT to find training opportunities. Type “subsidy billing” as the training title. http://apps.dcyf.wa.gov/MERIT/Search
The Imagine Institute	The Imagine Institute is a training organization that offers required and	Phone: (206) 492-5249 www.imaginewa.org

	in-service training and other workforce supports including but not limited to initial certificates, training incentives, mentorship, and substitute pool access.	
Washington State Child Care Aware	Providers can find resources to build their knowledge, skills and business.	https://childcareawarewa.org/
Early Achievers Quality Recognition and Improvement System	Providers can access resources to help provide quality care that supports each child's development.	Phone: (866) 922-7629 Email: QRIS@dcyf.wa.gov http://www.dcyf.wa.gov/services/early-learning-providers/early-achievers
Business Support – Provider Resources		
The resources below support providers with business supports such as tax questions, healthcare, and the food program.		
Resource	Purpose	Contact Information
DCYF Tax Desk	Providers can contact the Tax Desk if they need a replacement copy of their 1099/W-2. - Federal income taxes are not withheld from your DCYF payment. - The income you receive from DCYF is reported to the Internal Revenue Service (IRS). - You may receive a W-2 form for income tax purposes. If you have tax questions, please contact the IRS.	Phone: (833) 725-3502 Email: dcyf.taxreporting@dcyf.wa.gov https://www.dcyf.wa.gov/services/ssps/tax-info
Health Care Coverage for Licensed Providers	Providers can contact DCYF Child Care Health Benefits office by phone or email to get questions answered about eligibility, enrollment, and other similar topics.	Phone: (360) 407-1960 Email: dcyf.healthcare@dcyf.wa.gov https://www.dcyf.wa.gov/services/ssps/childcarehealthbenefits
Child Care Food Program	The U.S. Department of Agriculture's Child and Adult Care Food Program provides federal	Contact the Office of Superintendent of Public Instruction Phone: (360) 725-6206, (866) 328-6325 or TTY (360) 664-3631.

	funds to serve nutritious meals and snacks. Providers may be eligible for the program when they are approved by DCYF to care for children in their own home.	http://www.k12.wa.us/ChildNutrition/Programs/CACFP/default.aspx
DCYF Electronic Attendance System (EAS)	Providers can contact the DCYF Electronic Attendance Service Desk for questions or assistance, or visit the EAS webpage to review information regarding system requirements as well as other resources related to electronic attendance.	EAS Service Desk Phone: (844) 704-6777 Languages: English and interpretation available in all languages Email: Eas.servicedesk@dcyf.wa.gov https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system
DCYF Grants	Providers can learn the status of a grant application, or where to find information on opportunities by email or accessing information online.	DCYF Grants Email: dcyf.childcaregrants@dcyf.wa.gov https://www.dcyf.wa.gov/services/early-learning-providers/child-care-grants
General Support – Provider Resources		
The resources below support providers with additional topics not outlined above.		
Resource	Purpose	Contact Information
DCYF Website	Providers can find information on DCYF’s website on the following: • Child care subsidies and rules • Early learning background checks • Electronic Attendance • Ways to support healthy child development • ECEAP and Head Start • Early Achievers • MERIT • Scholarships	www.dcyf.wa.gov
DCYF License Exempt Team	Providers can contact the License Exempt team for questions and support regarding the FFN approval process.	Phone: 1-866-482-4325, option 8 Email: dcyf.ffc@dcyf.wa.gov

DCYF Background Check Unit	Providers can contact DCYF's background check unit for support with completing an early learning background check.	Phone: 1-866-482-4325, option 3 Email: backgroundcheck@dcyf.wa.gov
DCYF Constituent Relations	Constituent Relations provides a fair and courteous process for resolving and responding to constituent complaints or concerns about child welfare cases, foster homes, and child care programs. Constituent Relations also provides information about DCYF programs, policies, services, the dependency process, foster care licensing, child care licensing, and contracts.	Phone: (360) 902-8060 or (800) 723-4831 Email: ConstRelations@dcyf.wa.gov
SEIU 925 Member Resource Center	Providers can contact the member resource center for question regarding your SEIU contract, SEIU meetings and workshops, or representation in your area, or if you need other resources or would like to file a grievance.	Phone: (877) 734-8673
Washington Connection	Providers can access the Washington Connection (WaConn) Webpage to find and allow families to apply for additional programs to assist families in Washington.	https://www.washingtonconnection.org/
Washington Administrative Code	Providers can review the DCYF and DCYF CCSP Washington Administrative Codes (WAC) to review the rules and regulations related to various DCYF topics.	DCYF: https://apps.leg.wa.gov/WAC/default.aspx?cite=110 DCYF CCSP: http://apps.leg.wa.gov/WAC/default.aspx?cite=110-15