

Frequently Asked Reimbursement Questions and Answers

Q: Why didn't some of my children show on my attendance rosters?

A: The parent's authorized care may have ended. Please review the child's certificate. If authorization ended, the **parent** will need to contact our office at 208-2044 option 7 to see if they are still eligible.

Q: When do I submit my attendance rosters to ELC of Duval for payment?

A: All attendance is due to be submitted by the 3rd business working day of the following month. For example, your February attendance roster is due no later than the 3rd business day of March.

Q: How do I submit an amended roster for a child or children that were authorized to attend my center/FCCH/home?

A: Log into the Provider Portal. Review the service month the child attended. Complete the changes needed and submit. If you need to correct attendance that has already been submitted, call your reimbursement specialist.

Q: How much should I expect to be direct deposited in my checking/saving account for my SR/VPK/Local funding payment?

A: Providers should receive an email with the deposit amount.

Q: How do I know if I received payment for all of the children I submitted on my attendance roster?

A: Reconcile your provider final reimbursement/ review your submitted attendance.

Q: Who do I contact if I need to discuss an issue with my reconciled payment?

A: Please call 208-2044, option 9.

Q: What will cause a child to pre-print more than once on my monthly attendance?

A: Changes in care level (child's birthday within the month), the parent fee or VPK classroom.

Q: Who do I contact if I want to know a parent/child's authorized care begin/end date?

A: The SR child should be enrolled in your program through the provider portal. The parent should have given you a VPK certificate with care authorized dates. If you do not have either of these documents, please have the **parent** call our Child & Family Resources Department at 208-2044 option 7.

Q: Can a parent transfer without having paid their state required parent fees?

A: If a parent has not paid their parent fee for the last 30 days they cannot transfer. We will not hold a parent's transfer for balances over 30 days.