

Frequently Asked Assistance Questions:

1. *Am I eligible for assistance?*
 - a. Refer to the Best Beginnings brochure. Income guidelines are listed by household size.
 - b. Must work:
 - i. single parent not in school: 60 hours per month
 - ii. single parent in school (12 or more credits): 40 hours per month
 - iii. two parent household: 120 hours per month (even if both are full time students)
 - iv. high school/GED student: work optional
 - c. Must be in compliance with child support, have a reason for good cause, or a parenting plan filed or signed by a judge with any absent parents.
2. How much will I have to pay?
 - a. Your co-pay amount will be determined based on your income (number of hours of care and number of children do not affect your co-pay). You might have to pay more than your co-pay if your provider charges more than what the state reimbursement rates are.
3. *What is my co-pay?*
 - a. Once in CCUBS navigate to person screens, person search, and enter their first and last name, F8. Double click on their case below (usually highlighted in yellow) this should take you to their case. Family co-pay tab is 3rd to last towards the top of the page, click and that will tell them what their current co-pay is or what it has been in the past.
4. Do I have any CE (Certified Enrollment) hours left?
 - a. Once in CCUBS, navigate to person screen, person search, and enter their first and last name, F8. Double click on their case below (usually highlighted in yellow) this should take you to their case. Once in their case screen, go to Navigate to, Notifications, F8, and click on the most recent explanation of benefits. Click View Notification mid-page on the right. The screen will pop up and if you scroll below the hours on the table it will let you how many CE hours have been used and how many are left.
5. When will I be paid?
 - a. If you refer to the Child Care Under the Big Sky Production manual, you will see "Payments" this is the day the payments are processed by the state. The checks will be sent out the following day at 8am and the provider/parent can expect payment 2-3 days after the payment date. In order to be paid, invoices need to be turned into Child Care Connections by 12pm the day before the payment date.

Q: How is my child care provider chosen?

A: You choose your own Licensed or Registered child care provider. These providers meet Montana's basic regulations regarding child development, health, and safety. Generally, your child care provider receives a direct payment from the state if you are approved for one of our child care scholarships.

Q: Can I choose a family member or friend as my provider?

A: Family members and friends are often eligible to be paid as "Legally Certified" child care providers through the Best Beginnings Child Care Scholarship program.

[For More LCP Information: please visit www.childcaresolutionsmt.org](http://www.childcaresolutionsmt.org)

Q: How much do I pay to my provider?

A: Families using scholarships make co-payments to providers. These co-payments are determined on a [sliding fee scale](#) beginning at \$10 per month and increasing based on family size and income. Families must pay their providers the required co-payment and any other fee or charges that may exceed the region's reimbursement rates.

Q: How does the scholarship pay my child care provider?

A: A preprinted invoice is mailed to the child care provider each month. Child care providers receive one invoice for every eligible family in their care. The invoice lists the family's children for whom care will be paid, the certification end date, and the amount of the family's co-payment. The hours billed on the invoice must reflect the child's actual attendance rounded to the nearest ¼ hours as it relates to approved activities. The child care provider must enter the daily attendance hours for each child and co-payment received. The invoice must be completed, signed, and dated by the child care provider. The completed invoice must be mailed, faxed, or delivered to the families' [local Child Care Resource and Referral Agency](#) within 5 days following the month in which care was provided.

Q: How do I know when I am approved for a Best Beginnings Child Care Scholarship?

A: Child Care Solutions Montana (or the local Child Care Resource and Referral Agency) sends a copy of the family's child care certification plan to the family and to the child care provider when the family has been approved to receive a Best Beginnings Scholarship. The certification plan shows the days and hours of care, the beginning date and ending date of care, the children authorized for care, and the co-payment amount. The certification plan shows the minimum benefit available to the family, and the provider may bill only for actual attendance, rounded to the nearest 1/4 (0.25) hour each day as it relates to approved activities. The provider is not entitled to bill for certified hours, unless the child attends. There are specific policy exceptions, such as CE days, holidays, or a pre-approved hold-the-slot payment. New certification plans are sent if there are any changes. Read the certification plan carefully and contact the case manager at Child Care Solutions Montana with any questions.