


Provider Business Procedures

Level 

The South Carolina
 Child Care Program

abcqualitycare.org ■ 1.800.763.ABCD
P.O. Box 1520 ■ Columbia, SC 29202-1520

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**REVIEW AT A GLANCE
WHO TO CALL AND WHEN**

DSS SUPPORTIVE SERVICES SPECIALIST (SSS):

If any of the following occurs or is about to occur, the provider must report this information to the SSS by telephone or in writing. **The provider must not send any information with their SVL.**

- ❑ The facility is being investigated by DSS (Child Protective Services)
- ❑ The facility is notified by DSS that their License/Registration is being revoked or the application for renewal is being denied.
- ❑ Change in facility address or payment address
- ❑ Change in phone number
- ❑ Change in FEIN or Social Security Number [must submit new W-9 and IRS letter if FEIN #]
- ❑ Change in Director
- ❑ Change in Rates
- ❑ Plans to sell facility/change of ownership/entering management agreement
- ❑ Closing of facility permanently
- ❑ If provider needs to add or delete an age group
- ❑ Change in Regulatory Status [must submit copy of new License or Registration]
- ❑ Change in name of child care facility [must submit new W-9 and IRS letter]

LISTING OF PHONE NUMBERS FOR SSS BY COUNTY
[The names are not listed as they vary at all times]

| <i>COUNTY</i> | <i>PHONE NUMBER</i> | <i>ADDRESS</i> |
|---------------|---------------------|---|
| Abbeville | (864) 366-4581 x134 | Abbeville County DSS 903 W. Greenwood St. Abbeville, SC 29620 |
| Aiken | (803) 642-3696 | Aiken County DSS P. O. Drawer 1268 |

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| | | Aiken, SC 29802-1268 |
| Allendale | (803) 584-7063 or 7062 | Allendale County DSS P. O. Box 128 Allendale, SC 29810 |
| Anderson Oconee Pickens | (864) 260-4100 x4096 | Anderson County DSS P. O. Box 827 Anderson, SC 29622-0827 |
| Bamberg | (803) 245-4361 x136 | Bamberg County DSS 374 Log Branch Road Bamberg, SC 29003 |
| Barnwell | (803) 541-1206 | Barnwell County DSS P. O. Box 1306 Barnwell, SC 298132 |
| Beaufort | (843) 470-4639 | Beaufort County DSS P. O. Box 1065 Beaufort, SC 29001 |
| Berkeley | (843) 719-1018 | Berkeley County DSS 105 Gullede Street Moncks Corner, SC 29461 |
| Calhoun | (803) 874-3384 x124 | Calhoun County DSS P. O. Box 467 St. Matthews, SC 29135 |
| Charleston | (843) 953-9265 (843) 953-9433 (843) 953-9807 | Charleston County DSS 3366 Rivers Avenue N. Charleston, SC 29405 |
| Cherokee | (864) 487-2704 | Cherokee County DSS P. O. Box 1359 Gaffney, SC 29342 |
| Chester | (843) 377-8131 x131 | Chester County DSS P. O. Box 488 Chester, SC 29706 |
| Chesterfield | (843) 623-5311 | Chesterfield County DSS P. O. Box 269 |

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| | | Chesterfield, SC 29709 |
| Clarendon | (803) 435-4306 x235 | Clarendon County DSS 3 S. Church Street Manning, SC 29102 |
| Colleton | (843) 549-1894 x 224 Or x 271 | Colleton County DSS P. O. Box 440 Walterboro, SC 29488 |
| Darlington | (843) 332-2331 | Darlington County DSS P. O. Drawer 1377 Hartsville, SC 29551 |
| Dillon | (843) 774-8284 x 158 | Dillon County DSS P. O. Box 1307 Dillon, SC 29536 |
| Dorchester | (843) 563-9524 ext. 329 | Dorchester County DSS P. O. Box 906 St. George, SC 29477` |
| Edgefield | (803) 637-4040 x 123 | Edgefield County DSS P. O. Box 644 Edgefield, SC 29824 |
| Fairfield | (803) 635-5502 x 427 | Fairfield County DSS P. O. Box 210 Winnsboro, SC 29180 |
| Florence | (843) 669-3354 ext. 307 | Florence County DSS 2685 S. Irby Street, Box A Florence, SC 29505 |
| Georgetown | (843) 546-5134 x 121 | Georgetown County DSS 330 Dozier Street Georgetown, SC 29440 |
| Greenville | (864) 467-7859 (864) 467-7887 | Greenville County DSS P. O. Box 10887 Greenville, SC 29603 |
| Hampton | (803) 943-3641 x 2235 | Hampton County DSS 102 Ginn Altman Avenue, Suite A Hampton, SC 29924 |

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| Horry | (843) 915-4747 | Horry County DSS P. O. Drawer 1465 Conway, SC 29526 |
| Lancaster | (803) 289-1548 | Lancaster County DSS P. O. Box 1719 Lancaster, SC 29721 |
| Laurens | (864) 833-0100 x 233 | Laurens County DSS P. O. Box 2001 Laurens, SC 29360-2001 |
| Lexington | (803) 785-2907 or 2976 | Lexington County DSS P. O. Drawer 430 Lexington, SC 29071 |
| Marion | (843) 423-4623 x174 | Marion County DSS 180 Airport Road, Suite A Mullins, SC 29574 |
| Marlboro | (843) 479-7181 | Marlboro County DSS P. O. Drawer 120 Bennettsville, SC 29512 |
| McCormick | (803) 637-4040 x 123 | McCormick County DSS 215 N. Mine Street McCormick, SC 29835 |
| Newberry | (803) 321-2155 x 176 | Newberry County DSS P. O. Box 309 Newberry, SC 29108 |
| Oconee | (864) 638-4400 x 37 | Oconee County DSS P. O. Box 739 Walhalla, SC 29691 |

| | | |
|------------|------------------------|---|
| Orangeburg | (803) 515-1747 or 1752 | Orangeburg County DSS P. O. Box 1087 Orangeburg, SC 29116 |
| Pickens | (864) 898-5810 x225 | Pickens County DSS P. O. Box 158 Pickens, SC 29671 |

| | | |
|---------------------|---------------------------------|--|
| Richland Kershaw | (803) 714-7566 or 7569 | Richland County DSS 3220 Two Notch Road Columbia, SC 29204 |
| Saluda | (864) 445-8151 x178 | Saluda County DSS P. O. Box 276 Saluda, SC 29138 |
| Spartanburg | (864) 596-3001 x2139 | Spartanburg County DSS P. O. Drawer 3548 Spartanburg, SC 29304 |
| Sumter Lee | (803) 773-5351 x311 or x 310 | Sumter County DSS P. O. Box 68 Sumter, SC 29151 |
| Union | (864) 429-1660 x110 or 104 | Union County DSS P. O. Box 428 Union, SC 29379 |
| Williamsburg | (843) 355-5411 x 245 | Williamsburg County DSS P. O. Drawer 389 Kingstree, SC 29556 |
| York | (803) 909-7523 or 7453 | York County DSS P. O. Box 261 York, SC 29745 |

ABC CONTROL CENTER:

The following must be reported to the ABC Control Center:

- ❑ When a child has missed ten consecutive days
- ❑ If payment is not received after 14 working days from receipt of the SVL by DSS
- ❑ If provider is going to discontinue services to a client
- ❑ If provider will be closed for a week or longer
- ❑ If clients fail to attend the program after authorization is given

ADDRESS: ABC Child Care Program
ATTN: Provider Team

Phone: (800) 262-4416
Fax: (800) 310-5417

S. C. Department of Social Services
P. O. Box 100160
Columbia, South Carolina 29202-3160

INTRODUCTION

These procedures were developed as a guide for the operating practices of the payment, documentation and reporting system for the ABC Child Care Program, hereafter referred to as the ABC Program. Upon notification to providers, the S. C. Department of Social Services (DSS), at its sole discretion, may amend these procedures. Once notified in writing, the provider shall be responsible for compliance to the amended procedure for the purpose defined. Provider compliance will ensure timely and proper payment.

THE PROVIDER MUST REVIEW THESE PROCEDURES TO INSURE AN UNDERSTANDING OF WHAT IS REQUIRED.

PROCEDURES

I. PROVIDER SELECTION

Before any provider can be authorized to serve a client as a Level C provider, the SSS, and the provider must complete the following forms in order to establish the provider in the ABC Child Care Voucher System for payment.

These forms only have to be completed one time, and do not have to be repeated for each child served. **Payment to a provider cannot begin until these forms are returned and approved.**

- Level C Provider Information Form
- Level C Provider Agreement
- Participating Provider Rate Form

- IRS Form W-9
- IRS Forms LTR 147-C or SS 4 if provider uses FEIN # or copy of Social Security Card if providers uses SS#
- Copy of **current** DSS License or Registration. If the License/Registration has expired, the provider cannot become enrolled and receive payment for the child requested to serve UNTIL a copy of the current License or Registration is received

The provider must review all forms for accuracy, sign where applicable, and return to the SSS.

The ABC Child Care Program advocates parental choice, and clients are responsible for selecting the provider of their choice. The following are steps to be taken if a client selects the provider's facility:

THERE ARE TWO WAYS IN WHICH THE PROVIDER MAY BE CONTACTED TO SERVE A CHILD:

1) **By the SSS:**

- a. The SSS will contact the provider to determine if a slot is available.
IMPORTANT: If at anytime accepting a client will cause the facility to exceed the licensing capacity, then the provider ***cannot*** accept the client.
- b. The parent may also contact the provider, **but the SSS must be the person to verify the slot and authorize the service for the client.**
- c. The SSS will determine what type of care (full-time, half-time, or less than half-time) is needed for the client.
- d. If the provider has a slot available, the SSS will discuss with the provider the type of care needed and establish a start date for the child to begin. [Note: DSS Human Service Workers and DSS Case Managers are **not** authorized to give start dates for child care, only the SSS].
- e. The provider must make sure they are enrolled for the care type

needed. If the provider is not authorized for a particular care-type, they may contact the SSS to request this care-type be added (See X. Amendment of a Provider's File).

- f. The SSS will send the provider a written letter of approval with the start date and stop date for service. Be sure to pay close attention to these dates, as payment will not be made before the start date, nor after the stop date. **THE PROVIDER MUST NOT SERVE THE CLIENT WITHOUT APPROVAL FROM THE DSS SUPPORTIVE SERVICES SPECIALIST!**
- g. After the SSS has keyed the client's application into the ABC Voucher System, the ABC Control Center will also send a letter of approval called the "Authorization/Connection Letter", which gives detailed information about the authorized service. The ABC Program will not be responsible for payment for services not properly authorized.

2) **By a client already authorized for services:**

The client may already be receiving services at a provider, and wants to transfer to a new provider. [Refer to VIII. Client Transfer, for more detailed information]

- a. The provider should see at least one acceptable i.d. of the client to ensure proper identification
- b. The provider must complete along with the client the blue Client Connection Postcard or Client Connection Fax Form and mail or fax to 1-800-310-5417, in order to connect the client to their program and initiate the payment process for that client. The provider may receive the blue Connection Card or Fax Form from the ABC Control Center or from the parent to obtain authorization to begin services to the client. This must be done in time to receive approval before serving the client. **DO NOT SERVE THE CLIENT BEFORE RECEIVING WRITTEN APPROVAL FROM THE ABC PROGRAM! IF YOU DO, THE ABC PROGRAM WILL NOT BE RESPONSIBLE FOR PAYMENT.**

IMPORTANT NOTE: The provider cannot accept a child for a care type

[age group] for which they have not been authorized. A provider may be authorized for full-time care type, but not half-time, etc. If providers are unsure as to the care types for which they are authorized, they should call the SSS or the ABC Control Center. Care types may be added at the provider's request and upon determination by SSS that the program meets requirements.

- c. Upon receipt of the Connection Postcard or Fax, the ABC Control Center will verify that the client is eligible to receive services, and that the provider is enrolled to serve the care type requested. The ABC Control Center will then authorize the provider to serve the client (if the client has complied with transfer procedures) and make the necessary "connection" in the system with an established start date.
- d. The provider will receive an "Authorization/Connection Letter" confirming the connection, mailed by the ABC Control Center. The letter will include information such as the authorization date, provider billing rate, client fee, care type authorized and number of weeks of care. **THIS IS THE PROVIDER'S AUTHORIZATION LETTER. THE PROVIDER MUST NOT SERVE THE CLIENT BEFORE RECEIVING THE AUTHORIZATION LETTER WITH THE APPROVED DATE.**



SPECIAL NOTE: If clients fail to attend the child care program for ten consecutive days after authorization is given, the provider must notify the ABC Control Center on the 11th day.

II. MAXIMUM CARE ALLOWED

Clients can receive up to a maximum of 52 weeks of care during any one-year period of eligibility. This may be full-time care, part-time or a combination of the two.

III. ABSENCES

Each child is allowed a certain number of absences based on the number of weeks of care that is authorized. The maximum allowable days a child can be absent is 31 days, which is allocated only when 52 weeks of care is authorized. If a child is authorized for less than 52 weeks of care, they will receive a pro-rated share of allowable absences based on the number of weeks of service they receive.

- 1) The ABC Program will pay the weekly rate for the child when absences occur. However, once the child has exceeded the allowable absences, the child can be terminated by the ABC Control Center with the provider receiving written notification. If absences are for an illness, the ABC Control Center must receive a Doctor's statement in order for the absences to be waived.
- 2) If a child misses ten consecutive days without a waiver the provider must discontinue billing and notify the ABC Control Center. If the child returns to the provider on the **11th day**, the provider may bill for the ten consecutive days of absences and submit those days as absences. If the child does not return, services will terminate on the Sunday following the 10th consecutive absence.
NOTE: If the child does not return on the 11th day and payment is rendered past the 10 days of absences, the amount of over-payment will be deducted from the provider's check.
- 3) Children may have scheduled days that they attend the facility. Failure to attend on these days shall be reported as an absence.
EXAMPLE: A parent may work three 12-hour shifts on Monday, Tuesday and Thursday, and decide to keep the child home on Wednesday and Friday. The child would not be considered absent on Wednesday or Friday because they don't normally attend on these days; however, if the child failed to attend on the other days, they would be considered absent. The provider must discuss the child's schedule and agree on an arrangement with the parent upon accepting the child.

Because in many instances absences are reported after the fact on the Service Voucher Log [SVL], a child will be terminated without notice when absences are exceeded. Therefore, all absences must be reported accurately on the SVL.

IV. PAYMENT – [What to do to get paid]

Providers will submit the Service Voucher Log [SVL] for payment.

When the child has been placed with the provider by the SSS:

- After all necessary paperwork is received from the provider and the client's application has been keyed into the ABC Voucher System, the first SVL is printed and mailed to the provider
- If additional children are placed by DSS, those children will automatically be keyed by the SSS and should appear on the next SVL

When the client contacts the provider directly:

- The provider must mail or fax the blue connect card to obtain approval before serving the client
 - If the provider is already receiving an SVL because they are serving other children, the child will automatically be added to the SVL once the connection card/fax is received. The provider need not do anything further
 - The SVL will be printed and mailed to the provider
-
- Requests for payment will be honored only after a start date is authorized for each child.
 - The SVL's will be mailed from the ABC Program. They will contain the name(s), and Social Security Number(s) of the clients the provider has been authorized to serve, along with other information to help in billing.
 - Providers will receive written authorization for each client they have

requested to serve, if approved.

- Providers must not serve a child prior to receiving written authorization. Those who do so will be serving the children at their own risk, as authorizations/payment cannot be backdated. Therefore the connection card/fax has to be received by the ABC Program in time.
- If a connection card/fax is received, any day other than MONDAY, care will begin the following Monday. If cards or faxes are received on Monday, services can begin the same Monday, if needed.

V. PAYMENT PROBLEMS

Payment is expected to take from 10 to 14 working days from the date the ABC Program receives the signed SVL. Providers are required to wait until after the 14th working day before calling about reimbursement.

The provider may call the ABC Control Center [1-800-262-4416] with questions regarding payment problems, or transactions that did not process.

The following describes three types of “Remittance Advice” Statements a provider will or can receive with each reimbursement check:

- 1) Paid Provider Remittance Advice: This will be received with each check. The Paid Remittance Advice will identify the client, child, and payment amount for each transaction on the submitted SVL which make up the check total. Providers are to match the Paid Remittance Advice against the provider's copy of the SVL to ensure proper payment for each transaction.
- 2) Rejected Remittance Advice: This may be included. It identifies the children who were not paid for and the reason.
- 3) Adjusted Remittance Advice: This may also be included, if funds were

deducted from the provider's check. Funds can be deducted if an overpayment occurred.

VI. PROVIDER RATE CHANGES

1) Rate Increases

Providers who increase their child care rates may request a rate increase form at any time.

- The provider must call the SSS and request a Rate Change Form
- The form is completed by the provider and returned with the required documentation, which is identified in the next bullet
- With the Rate Change Form, the provider must include a copy of their published/written child care rates [i.e. written fee policy, parent handbook with rates included] along with any correspondence given to parents notifying them of the rate increase. The rate increase will not be processed without this information. Providers who do not currently have a written fee policy [outlining the care types they offer and the rates charged for each] are strongly encouraged to develop one
- Once approved, the rate increase will not immediately take effect for those clients currently being served by the provider. The payment rate will remain the same until the client's eligibility period is renewed. If the client continues to select the provider, then the new payment rate will be effective for the client with the date of their new eligibility period
EXCEPTION: Foster children are the only clients immediately connected at the new rate
- Any new clients selecting the provider on or after the date of the rate increase will be paid at the new rate
- If the provider charges more than the maximum allowed by the ABC Program, only the maximum will be paid. The provider may require the client to pay the difference between their rate and the maximum paid

2) **Rate Decreases**

Providers who decrease their rates **must** notify the SSS and request a Rate Change Form.

- The same procedures as outlined in rate Increases will be followed with the exception that all rate decreases will be effective immediately without regard to the client's eligibility period

VII. CLIENT FEE

The client fee is based on family size and income and is determined by the ABC Program. **The provider is responsible for the collection of client fees in advance of service delivery and documenting that those fees are paid in a timely manner.** The ABC Program assumes no responsibility for collection or payment of client fees.

Foster parents and clients participating in the Family Independence Program do not pay client fees. However, they are responsible for the difference between the provider's rate and the maximum rate paid by the ABC Program, if the provider's rate exceeds the maximum amount.

- 1) The client fee is to be collected weekly in advance of service delivery. ****Providers should not let clients get behind on their weekly fees. <Refer to the Special Note under VIII. Client Transfer>**
- 2) The provider may discontinue services to the client when client fees are not paid.
- 3) The provider must seek authorization from the ABC Control Center before discontinuing services to a client for failure to pay the client fee [Refer to XI. Termination of Services to Clients].

VIII. CLIENT TRANSFER

Clients may transfer from one provider to another.

- 1) **Clients** must notify the ABC Control Center either by telephone or in writing and receive approval prior to the transfer.
- 2) Clients may be required to adhere to the provider's established policy for notification of transfer.
- 3) The effective date of the transfer will be the 1st Monday following the 7th working day after the ABC Control Center receives the phone call or written notice from the client requesting the transfer.

To determine the effective date of transfer, the day the ABC Control Center receives the phone call or written notice is considered day one of the notice (see Exception). Then begin counting seven working days from that date. In counting the 7 days, do not include state observed Holidays [i.e. 4th of July, Labor Day, etc.] or weekends, as they are not considered working days. Whatever date the 7th working day falls on, the transfer date will be the next Monday after that.

EXAMPLE: Request is made on Wednesday. Counting seven [7] working days beginning with Wednesday, the 7th working day would fall on Thursday of the next week. The transfer date would be the next Monday following this Thursday.

EXCEPTION: If notification is received on a Thursday, then Friday is counted as day one. If notification is received any other day of the week (Monday, Tuesday, Wednesday or Friday), that same day is always counted as day one.

- 4) Notice can be waived under unusual circumstances if sought by the client. The ABC Control Center will notify providers if waivers are

approved.

- 5) The previous provider will not be paid after the start date is established for the new provider. **THE ABC PROGRAM WILL NOT PAY TWO PROVIDERS FOR THE SAME WEEK.**
- 6) The previous provider will be notified by telephone of the client's last authorized day of service. A "Transfer Letter" will also be sent.
****SPECIAL NOTE: Clients with unpaid fees at the time of the transfer will still be allowed to transfer. It is the responsibility of the provider to ensure client fees are paid timely.**

IX. RECORDS

These records are required to be kept on-site and will be reviewed during regular monitoring visits. Providers should establish good record keeping methods and maintain all documentation in an orderly fashion. Records shall be maintained until reviewed or a minimum of 3 years, whichever is longest.

1) Attendance

- Daily attendance records must be maintained for each child served through the ABC Program
- Attendance may be documented in several different ways by recording days of attendance and days of absences on a roll book or log sheet to include the USDA Log sheet, or sign-in/sign-out sheets or computer logs, etc. **IMPORTANT NOTE: If the provider uses sign-in/sign-out sheets, and the parents fail to sign-in and also sign-out, the DSS Auditors may recoup funds.**
- The child's name on the attendance must match the name on the Service Voucher Log. **Use the child's given name, not a nickname**

- Records must match the absences reported on the SVL submitted for the period. **PROVIDERS MUST ACCURATELY REPORT ALL ABSENCES ON THE SVL**
- Absences occurring after submission of an SVL must be reported on the next SVL
- **Providers who do not maintain daily attendance or accurate records may be required to repay funds if the provider cannot provide documentation that the child attended the program**

2) **Service Voucher Log [SVL]:**

- Providers must maintain copies of the SVL on-site for a period of three (3) years for audit purposes. Providers must Xerox the SVL and keep a copy on-site
- The providers must review the SVL against the Provider's Remittance Advice. An explanation of the different Remittance Advice statements are noted in Section V. Payment Problems

3) **Client/Child Records:**

An individual file should be kept on-site for each child enrolled through the ABC Program. Information should include, but not be limited to, the following:

- Parent name, child's complete name [especially if last name different than parent, Social Security # of parent
- It is helpful to cross-reference each child's file with other children from the same family, especially when the last names are different
- ABC Authorization/Connection Letter – describes the client's name and name of the child, amount of billing, start and stop dates, client fee amount (if applicable), and type of care OR
- DSS Authorization Letter – describes the client's name and name of the child, start and stop dates, and client fee amount (if applicable)
- Any correspondence from the ABC Program related to the client

X. AMENDMENT OF A PROVIDER'S FILE

A provider's file can be amended at anytime. An amendment can be initiated by the provider and/or the SSS or ABC Control Center. **The provider must notify the SSS if any changes or amendments need to be made to their enrollment.**

◆ PLEASE DO NOT SEND ANY CHANGES WITH YOUR SVL. ◆

Amendments may occur for, but are not limited to, the following reasons:

- 1) **Adding or Deleting Additional Age Group:**
 - a. Providers can request to add another age group(s) not previously authorized if they are currently providing child care services for that age group.
 - Providers must contact the SSS to request an additional age group be added
 - Providers must meet regulatory requirements for age group(s) served
 - b. Providers can request to add half-time or full-time for an age group for which they are already authorized.
 - c. Providers should request to delete an age group if they are no longer serving an age group or do not want to be authorized for that age group.
 - d. The ABC Program may delete an age group if it is determined that the provider is no longer serving that age group or is not meeting regulatory requirements for that age group.

- 2) **Change in Facility's Regulatory Status:**
 - a. The provider must notify the SSS if one of the following occurs:
 - If provider changes from Family to Group
 - If provider changes from Family or Group to a Center

- If provider changes from a Group to a Family
 - If provider changes from Center to a Family or Group
- b. The provider must forward a copy of the appropriate regulatory document (license/registration) to the SSS to support the change.
- c. The provider must notify the SSS immediately if their registration or license is revoked or the application for renewal is denied by DSS/Child Care Licensing.

3) **Change in Name of Child Care Facility:**

If the provider changes the name of the child care facility they must:

- Notify the SSS in writing
- Submit a signed W-9 Tax form which can be requested from the SSS or the ABC Control Center

4) **Change in Director of Child Care Facility:**

If there is a change in the Director of the child care facility they must:

- Notify the SSS in writing or by phone
- Submit a copy of the new DSS License/Registration with the new Director's name

5) **Change in Mailing/Payment Address or Phone Numbers:**

If there is a change in the facility address where services are provided [other than the provider has moved], such as a change because of 911 or payment address, or phone number:

- Notify the SSS in writing
- Submit a signed W-9 Tax form which can be requested from the SSS or the ABC Control Center

7) **Working Telephone:**

If there is a change in the facility phone number where services are being delivered:

- Notify the SSS in writing or by phone. (The provider must maintain a working LAN telephone at all times, at the facility where services are being delivered. Non-published numbers are not allowed)

XI. TERMINATION OF SERVICES TO CLIENTS

1) Termination by the Provider

Providers have a right to stop serving a client or child if either is disruptive to the program or does not comply with the provider's established policies. Providers must notify clients and the ABC Control Center by calling the provider line at [800-262-4416] **before** discontinuing services to the client.

- The reason for termination must be included, i.e. failure to pay fees, parent does not pick child up on time, or child displays disruptive behavior, etc.
- The termination date will be the last day of the service week, (always a Sunday) in which the provider asked the client to leave
- Clients should be notified by the provider [preferably in writing] a minimum of three working days in advance of the effective termination date
- Clients should be allowed to finish any week in which the provider has billed for the client

2) Termination by the ABC Program

The ABC Control Center may terminate a client's child care services. Once a decision has been reached to terminate services, the provider will receive oral and written verification.

- If termination of services is initiated by the SSS or the ABC Control Center, the provider and client will be notified by phone that the client's services are being terminated and all payments

- for services rendered after the termination date become the client's responsibility
- The provider will be mailed a **Denial/Termination Letter** that reflects the effective date of termination and the reason for the termination. A minimum of 10 calendar days advance notice will be given from the date the determination to end services is made, unless extenuating circumstances exist, and a waiver is given to the client

XII. TERMINATION OF A PROVIDER'S ENROLLMENT

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| TERMINATION BY DSS |
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The ABC Program will terminate any ABC child care provider if the provider fails to comply with the requirements of the ABC Program and criteria for enrollment at the Level enrolled. To maintain enrollment in the ABC Program at any ABC Level, providers are required to meet regulatory requirements, and attendance and payment documentation requirements at all times. A child care facility will be terminated as an ABC provider for, but not limited to, the following reasons:

1. **Failure to Maintain Regulatory Requirements or Regulatory Status in Good Standing** – If a provider fails to maintain their regulatory status in good standing, or if the provider's regulatory status is revoked, denied, or suspended, or an injunction is issued to close the facility, the ABC status of the provider will be terminated. Termination should be immediate.

If a provider is under appeal with Child Care Licensing and the health

and/or safety of the children are jeopardized, depending on the severity of the circumstances, termination should be immediate.

2. **Failure to Meet Staff–Child Ratios Requirements** – If a provider does not meet the required staff–child ratios 3 times during a 1–year period, the provider’s ABC status may be terminated with 10–working days notice, excluding the weekends and holidays, to the provider and clients. To determine whether a provider has failed to meet staff to child ratios 3 times, ABC will rely on reports from ABC staff and child care licensing staff.
3. **Failure to Meet Supervision Requirements** – If a provider does not meet supervision of children requirements 3 times during a 1–year period of the initial finding, the provider’s ABC status may be terminated with 10–working days notice, excluding the weekends and holidays, to provider and clients. If the supervision offense results in harm to a child, termination of the ABC enrollment should occur with the first offense and termination should be immediate.
4. **Failure to Meet Regulatory Capacity** – If a provider exceeds the regulatory capacity of a facility 3 times during a 1–year period, the provider may be terminated with 10–working days notice, excluding the weekends and holidays, to the provider and clients.
5. **OHAN Finding(s)** – If there is an OHAN finding against a staff at an ABC facility that is life threatening or poses an immediate and substantial threat to the health and/or safety of the children enrolled, and the perpetrator is not barred from the facility, the facility’s ABC status will be terminated and termination should be immediate.
6. **Failure to Report Investigations Against Facility** – If a provider fails to notify the ABC Program of any investigation or inquiry received by Child Welfare Services about suspected, or actual, child protective services violations; or investigation or inquiries initiated by any governmental entities, to include law enforcement, concerning possible violations of health and/or safety laws or regulations, termination should be immediate.

7. **Facility Ownership Changes** – A provider will notify the ABC Program at least 30 days prior to the sale of an ABC facility. The provider should also notify the clients when they plan to sell the facility. If a provider sells the facility, the provider’s ABC enrollment agreement becomes null and void effective the date of the sale.
8. **Substantiated Complaints** – If a provider has 3 substantiated complaints regarding lack of compliance with program policies, within a 12 months period, the provider may be terminated with 10–working days notice, excluding the weekends and holidays, to the provider and clients. If any substantiated complaint is life threatening or poses an immediate and substantial threat to the health and/or safety of the children, the termination should be immediate.
9. **Smoking in Facility** – If a provider has 3 documented incidents of violating Public Law 103–227, Part C, Environmental Tobacco Smoke Act, also known as the Pro–Children Act, which prohibits smoking in any indoor facility used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18 years, the provider will be terminated with 10–working days notice, excluding the weekends and holidays, to the provider and clients.
10. **Failure to Provide Child Care Services at Enrolled Address** – Providers should notify ABC in advance of days the facility will be closed or if the facility is moving or closing permanently. If it is documented that children are not being served at the facility enrolled with the ABC Program,
11. **Failure to Respond to Attempts by ABC Staff to Reach the Provider** – If there are 3 documented attempts within a period of 15 business days, by the ABC Program to reach the provider, by phone, letter, e–mail, and/or on–site visit and there is no response by the provider, the provider will be terminated and termination should be immediate. Notice of the termination should be sent by certified mail. Funds should be recouped for the period of time when there is no evidence that services were provided.

12. **Failure to Operate During Stated Hours of Operation** – If a provider has 3 documented incidents of non-compliance with the stated hours of operation during a 1-year period, the provider may be terminated with 10-working days notice, excluding the weekends and holidays, to the provider and clients.
13. **Failure to Maintain LAN Phone Service** – Providers are required to have LAN phone services where ABC children are served. When it becomes known to the ABC Program that a provider does not have LAN phone services at a facility where ABC child care services are provided, the provider should be given 30 days to secure LAN phone services. If the provider does not secure LAN phone services within the 30 days; or if it is documented that the provider did not have LAN phone services 2 times within a 12-month period, the provider's ABC enrollment status may be terminated with 10-working days notice, excluding the weekends and holidays, to the provider and clients.
14. **Fraud** – If a provider intentionally makes a false statement or representation regarding a material fact or fails to disclose a material fact that results in obtaining, attempting to obtain, or continuing to receive ABC funds which the provider would not otherwise qualify to receive, the provider's ABC status will be terminated immediately and funds should be recouped for the period when the provider did not qualify for the funds.
15. **Owner, Director, and/or Operator Guilty of Fraud in Another State or Federally Funded Program** – If an owner commits fraud in another state or federally funded program, the facility's ABC status will be terminated with 10-working days notice, excluding the weekends and holidays, to provider and clients.
16. **Failure to Maintain ABC Documentation Requirements** – If a provider is cited 3 times for the same record keeping violations within a 12-month period, the provider may be terminated with 10-working days notice, excluding the weekends and holidays, to the provider and clients.

17. **Verbal or Physical Abuse of ABC Staff** – If a provider curses or yells at an ABC staff, threatens, or physically challenges him/her during the course of conducting ABC business, the provider’s ABC status may be terminated.
18. **Refusal to Allow ABC Representatives Access to the Facility** – If a provider refuses to allow an ABC staff on the premises or in the building of the child care facility where ABC children receive services, and the ABC staff is on official ABC business during operating hours of the facility and the provider is open for business, the provider’s ABC status should be terminated.

VOLUNTARY TERMINATION BY PROVIDER

Request from Provider to Terminate ABC Enrollment – Providers may voluntarily request to end their enrollment with the ABC Program as a Level C provider, by notifying the ABC Program in writing or through a documented telephone contact.

RE-ENROLLMENT

Waiting Period for Re-enrollment – Providers who are terminated or who voluntarily request termination must wait a period of six months from the date of termination before they may reapply to come back into the ABC Program at any Level.

RE-ENROLLMENT EXCEPTIONS

1. **Death of a Child** – When a negative action by a provider results in the death of a child at a facility, the provider cannot be re-enrolled.
2. **Fraud** – Providers found guilty in court or in a federally funded program of committing fraud cannot be re-enrolled.

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3. **Administrative or Judicial Determination of Abuse and/or Neglect** – Providers with staff who abuse or neglect children cannot be re-enrolled as long as the perpetrator continues to be employed and/or present at the facility.

CLIENTS DURING APPEALS PROCESS

No new ABC clients should be allowed to connect to an ABC facility during an appeal with DSS ABC or Child Care Licensing. However, providers may continue serving current children connected unless the health and/or safety of the children are jeopardized.

II.

GLOSSARY OF TERMS

Definitions of key terms are presented to ensure clarity and understanding. These definitions express the administering agency's intent and meaning for the terms identified.

ABC Child Care Control Center: (ABC Control Center)

The authorized child care voucher system management center that is available to provide assistance to clients and providers, and to handle child care applications, funding and connecting.

Providers call: 1-800-262-4416 for notification requirements and/or questions concerning ABC Voucher Program procedures.

Parents call: 1-800-476-0199 for any questions.

ABC Child Care Program (ABC Program):

The South Carolina statewide child care assistance program funded by Child Care and Development Fund (CCDF), Social Services Block Grant (SSBG) and state match.

ABC Child Care Program Monitoring (ABC Program Monitoring):

The entity that enrolls, monitors, and provides technical assistance to providers enrolled in the ABC Program, and makes all changes to a provider's file. There are two offices of ABC Program Monitoring.

Absenteeism:

When the child is **not** present (absent all day) at the provider's facility during the service unit (week) either due to illness, vacation, or court ordered non-custodial visitation or for other known or unknown reasons.

Activity Fees

Activity fees are considered other fees charged by the provider to parents such as transportation fees, or special activity fees, etc. These fees are the responsibility of the parent.

Authorized Service Period:

The specific time frame that child care services are authorized to a client and a specific provider.

Billing Rate:

The provider's weekly service rate minus any applicable client fee, and any discount for a second child.

Care Type:

The age groups 0–2 years, 3–5 years, and 6–12 years in which the provider has enrolled with the ABC Program. Providers cannot offer services to ABC clients or receive payment for service in a care type in which they have not been enrolled.

Center-based Care:

Facility licensed by DSS to serve 13 or more children.

Child:

The recipient of child care services.

Child Name:

The first name of the child.

Child Number:

This is the client's Social Security number plus the two digit code 01, 02, etc. assigned to the child. It identifies the child for the purpose of payment and system activities. **Providers should never change the assigned child number.**

Client:

An individual who has met the eligibility criteria and is funded for child care.

Client Fee:

That portion of the provider's weekly service rate (cost) which is based on the client's family size and income, and paid by the client directly to the provider. The fee amount is established by SCDSS on the basis of family size and gross family income. The portion of the child care cost, which is paid by the client

Client Number:

The client's Social Security number. This number identifies all client activity in the system.

Client Termination of Eligibility:

Action taken when the client is no longer eligible for services. Once notified that the client is terminated, the provider is not eligible for payment for services.

Connected:

A start and stop date (linked to a specific provider) within the ABC Voucher System.

Continuity of Care:

Continued funding provided to children after the first year, based on availability of funds and the family's continued eligibility.

Denial:

When an applicant is denied child care assistance due to inability to meet eligibility criteria or failure to comply with application requirements.

Eligibility Period:

The amount of time authorized for the individual child to receive child care services.

End Date:

The last date of service authorization.

Facility Cost:

The cost a provider charges all parents for a week of child care. Note: Parents are responsible for the difference between the facility cost and the amount paid by the ABC Program, plus any applicable client fee.

Family Child Care Home:

Home registered or licensed by DSS to serve no more than 6 children.

Family Independence Act of 1995:

An Act passed by the South Carolina General Assembly to require the DSS to

emphasize employment and training with only a minor welfare component. The Act specifies action required by DSS to implement “Welfare Reform”. It also specifies requirements for applicants and recipients in order to receive financial assistance.

Family Independence: (FI)

Child care assistance provided to current FI stipend clients to encourage participation in approved employment, education, or training activities. These requirements are met through the Family Independent Program in SC in an effort to emphasize parental responsibility and self-determination.

Family Independence Stipend:

A monthly payment made to a family who meets the required eligibility standards; previously referred to as Welfare or AFDC.

Foster Care:

Children who are in the custody of DSS, and placed out of their home by and/or under the supervision of DSS.

Full-Time Care:

Thirty or more hours of child care service provided during one week.

Funded:

Any child for whom dollars have been allocated in their name.

Group Child Care:

Home or building licensed by DSS to serve no more than 12 children.

Half-Time Care:

Less than thirty (30) hours, but no more than fifteen (15) hours of child care service provided during one week.

Level A:

Exemplary programs measured against rigorous quality standards.

Level B:

Programs measured against quality standards beyond basic state regulations.

Level C:

Programs meeting basic licensing regulations (health & safety)

Less than Half-Time Care:

Less than fifteen (15) hours of child care service provided during a week. No registration fee is allowed for this care-type. This care-type only applies to Welfare Reform participants receiving subsidized child care.

Maximum Rate:

Maximum weekly rates established by SCDSS on the basis of a market rate survey of urban and rural counties, type of facility, and care types.

Payable Adjustment:

The process of paying the provider for monies due them.

Provider Identification Number:

The Federal Employer Identification Number [FEIN] or Social Security number of the provider. This number identifies the provider for purposes of payment, tracking and reporting.

Receivable Adjustment:

The process of collecting monies that were paid to the provider that were not due them.

Registration Fee:

A fee most providers charge to children participating in a child care program. This fee covers program costs not included in the service rate i.e., insurance, materials, supplies. This fee may not exceed the fee charged to private-paying children in the child care program. Registration fees must be

billed during the time the child attends at the facility. Registration fees cannot be billed after the child has left the program. A Provider is not eligible for a registration fee for clients receiving less than half-time care. The provider may require the client to pay the fee if the client has used up their allocation for registration fees.

Remittance Advice:

A document included with the provider's check. There are three different types: 1) Paid Remittance Advice: indicates what clients and weeks were paid; 2) Rejected Remittance Advice: indicates which clients and weeks were not paid and the reason; 3) Adjusted Remittance Advice: indicates if funds were deducted from the provider's check, the amount, and the reason. An Adjusted Remittance Advice is sent only when there have been adjustments to the provider's payment due to overpayments.

Service Codes:

Those codes assigned to identify the type of payment being made to the provider, i.e. CS for client services.

Service Cost:

The provider rate as reflected in the ABC Voucher System.

Service Unit:

One week of child care [Monday – Sunday]. A service unit may be for half-time, full-time, or less than half-time child care.

Service Voucher Log [SVL]:

A pre-printed payment request form used to process payments to providers for eligible clients.

South Carolina Department of Social Services [SCDSS]:

The administering state agency for the ABC Child Care Program, and the agency responsible for administering the Welfare Reform, Family Independence Program

Start Date:

The date services are authorized to begin by DSS or the ABC Program/Control Center staff.

Stop Date:

The last date of service authorization.

Week:

Monday through Sunday.