

## **PROTOCOL FOR VOUCHER PROVIDERS FOR REPORTING VOUCHER CHANGES**

This memo is to clarify proper protocol for providers on reporting voucher billing changes.

The following changes should be reported to your case manager immediately:

If the child started your program after the start date of the voucher, please indicate the day child started care.

If the child never started your program,

If the child terminates from your program before the end date of the voucher, please indicate the last day of care.

If the child moves to a different location / program or provider, please indicate the last day of care

If the child has excessive absences, (11 or more explained absences in a 30 day period or 3 consecutive unexplained absences). Providers who failed to report immediately, will not be reimbursed for those absences.

Please email your case manager if any change is needed to the voucher immediately.

Do not wait and send this information with the RFR. This would cause a delay in the processing of your payment.