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CCFA Update

EEC Board

September 13, 2016

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CCFA Billing Successes

* After a year of intense work by the Contract Providers, the CCRRs, and EEC; the assistance and cooperation of MADCA, the Ys, MA Head Start, Family Child Care Systems, and the SEIU Local 509; and with the support of EOE IT and MassIT, CCFA was fully functional for billing purposes on July 1, 2016.
* Alleluia.

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**CCFA Billing Successes**

* Center Based Contract Providers, FCC Systems, and CCRRs successfully submitted billing through CCFA in August 2016 for July 2016 services.
* The EEC Accounting Unit was able to download from CCFA in a successful and timely manner the payment report needed to enter payments into the Commonwealth’s payment platform.
* In addition to processing the first payment for FY17, the majority of providers successfully processed ALL of FY16 billing.
* Consistent with the prior months, the Accounting Unit is processing payments within 10 to 15 days of receipt of payment voucher.

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**CCFA Billing Challenges**

* Learning Curve for Providers
  + Although billing guidelines were provided for CCFA and the transition from APM to CCFA calculated billing:
    1. Some providers continued to submit estimated billing or handwritten vouchers.
    2. A few providers did not understand how to complete the billing process in CCFA to generate a payment voucher.
  + Approximately 13.4% or $4.9M of the Contract Providers/FCC Systems have not yet submitted hard copy Payment Vouchers for July 2016. (They billed in CCFA, but did not submit PVs.)
  + All contract providers that did not provide the correct payment voucher or submit a payment voucher have been contacted and, once received, The PV will be processed for payment.
* As expected, we encountered some minor system glitches using CCFA for billing in its first month.
  + The CCFA development team worked quickly and efficiently to address any billing issues that arose.

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**CCFA Update – Earned Sick Time**

* Earned Sick Time (EST) Module

The CCFA EST module replaces the manual billing procedure implemented by EEC to support the statutory mandate imposed last year.

* + EST functionality was deployed to CCFA on Thursday, August 25, 2016.
  + The EST module accrues earned sick time and records EST requests and the associated substitute care if accepted by the family.

* + Providers with access to CCFA can request an EST day in CCFA and view their EST balance.
  + Providers will earn one EST day for each month they submit billing
  + A Provider can earn up to 4 EST days per year.
  + Training Webinars were conducted the week beginning August 29, 2016.
  + Additional training will be held during the month of September 2016.
  + FY2016 unused EST is in the process of being collected and will be loaded into CCFA.

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**CCFA Update – Reconciliation**

* Last month all CCR&Rs and Family Child Care (FCC) systems were asked to upload a data file ("Paid Amount workbook") in CCFA of their payments to providers in FY16.
* The figures in these "Paid Amount workbooks" will be reconciled against CCFA data to determine if there is variance in payment calculations.
* Any variance amounts will be determined in September 2016.
* If the variance shows that EEC underpaid a provider, EEC will pay the provider the entire amount owed to them in October 2016.
* If the variance shows that EEC overpaid a provider, EEC will collect the overpayment amount in six (6) monthly installments.
* EEC will take the amount of the overpayment, divide it by six (6), and collect this amount each month over a six month period from October 2016 through March 2017.

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**CCFA Update – Reconciliation**

* Preliminary FY2016 APM vs. CCFA
  + The FCC Systems and Contract Provider preliminary variance is $7.0M.
    - The FCC Systems and CPs owe EEC $9.3M, but EEC owes them $2.3M, so the net is $7.0M.
  + The CCRR preliminary variance is $5.1M.
  + The total PRELIMINARY variance or recoupment is $12.1M.
* The figures are PRELIMINARY because all Providers have the opportunity over the next six months to make attendance and other corrections in CCFA that will offset some of the preliminary variance number.
* Final variance figures will not be available until April 2017.

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**CCFA Update - Reconciliation**

* This a change from EEC's original plan to use a four month period for collecting any overpayments and to start the recoupment period in September 2016.
* EEC decided to extend the recoupment period to six months because the reconciliation module was not yet ready. We also based this decision on a review of the FY2016 billing data submitted in CCFA.
* The CCFA development team is currently testing, identifying “bugs” and applying corrections to the reconciliation process.
* The reconciliation in CCFA will reconcile at the provider level for the CCRRs.
* The FCC Systems were given the option for CCFA to reconcile at the Family Child Care level.

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**CCFA Update - Reconciliation**

* Tools provided to CCRRs, Center Based Contract Providers, and FCC Systems
  + Payment Review Sessions
  + Reconciliation files containing placement level detail by service month
  + Individual Assistance
* Collection of Family Child Care Provider (FCC) Payments
  + CCRRs were required to provide the provider payments for reconciliation
  + Only FCC Systems had the option to opt out of the provider payment reconciliation
  + After the reconciliation is applied in CCFA, the next step will be to reconcile the union dues reported to FCC providers by FCC Systems and the CCRRs during APM.

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**CCFA Update - Reporting**

* CCFA Reports
  + The reports in CCFA were designed be as close as possible to the reports available in the legacy applications, eCCIMS and CCIMS.
    1. Except for the SEIU remittance reports all are available to the end user.
    2. The process to replicate the reports in CCFA is on-going.
    3. Modifications are documented and implemented.
  + ECIS Reports
    1. The ECIS reports are predominately used by the Fiscal team for forecasting, audit (internal and external), and ad hoc requests.
    2. Currently half of the ECIS reports are in review and will shortly be available for the fiscal team to use for forecasting and reporting.
       - The prioritized ECIS reports are being modified by the CCFA development team to incorporate EST, substitute care relative to EST, and the reconciliation variance by the end of September 2016.
       - The remaining ECIS reports are being reviewed by the CCFA development team to determine if they meet the business requirements and require additional changes for EST, substitute care, and reconciliation.

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**CCFA Update – Next Steps**

* MMARS Interface for Payments
  + The Comptroller’s Office has expressed interest in a direct interface between CCFA to MMARS.
* Implementation of FY2017 Rate Reserve Increase
  + The estimated 3.5% increase for CBC programs and the FCC System Admin requires change to the rates in CCFA and the nightly feed from Contract Manager.
* Union Dues Reconciliation
  + The CCRRs and FCC Systems reported the CY2015 Union Dues to the Family Child Care (FCC) Providers.
  + A separate reconciliation will be necessary to reconcile what was reported vs. CCFA calculations.
  + DTA Parent Fees collected from July 2015 through January 14, 2016.
  + Establish a process to reimburse families parent fees collected by providers.
  + Implement the correction to the parent fees in CCFA.
  + Review and prioritize outstanding changes to CCFA
  + End User Enhancement Requests
  + Changes for identified bugs and data fixes that have a work around in CCFA.
  + CCDBG Regulation impact to CCFA.