

How to Verify Your EFS MOD Overpayment Balance

Four Basic Elements to Verification

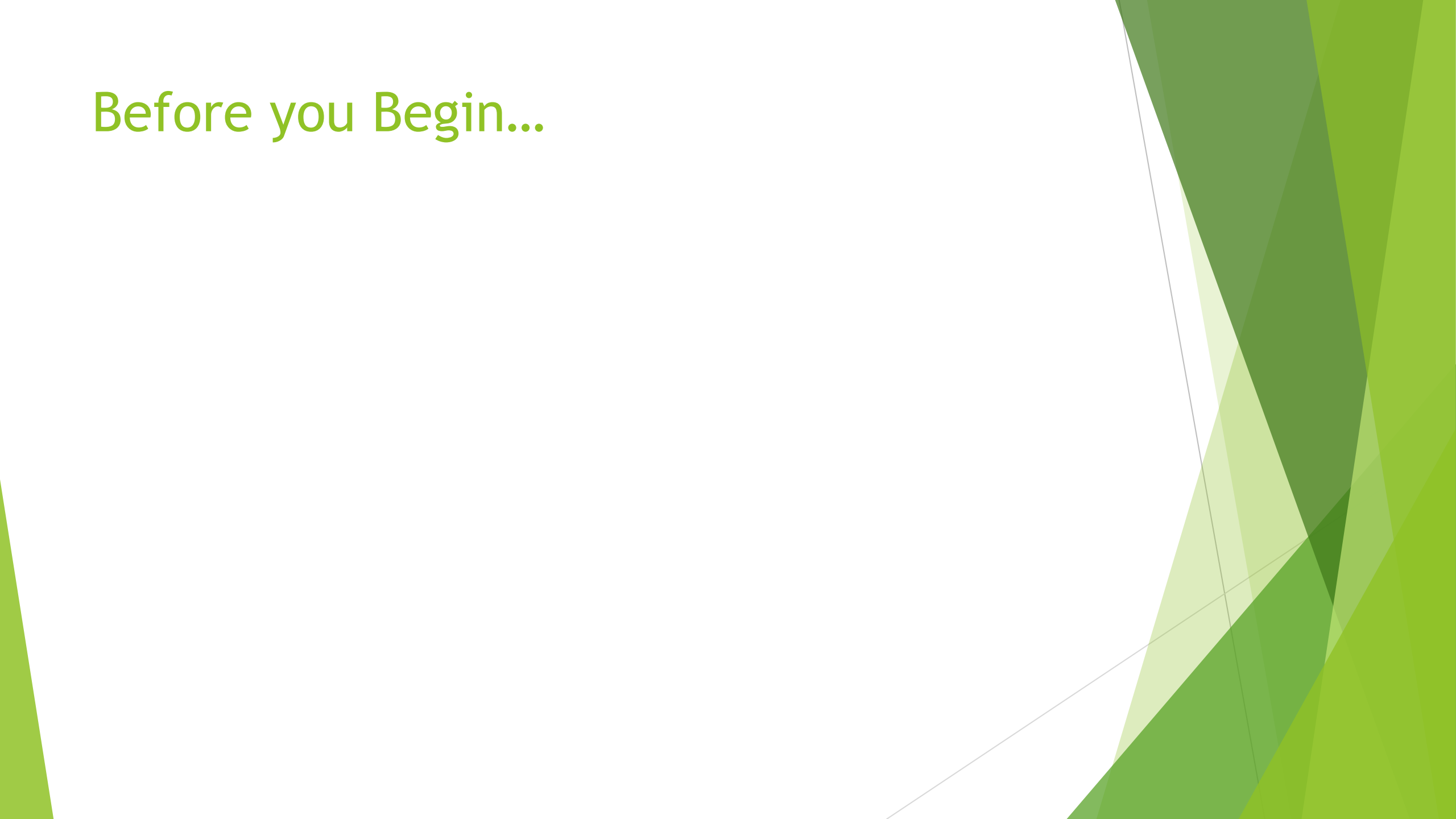
These two elements are the most impactful & important to your balance:

- ▶ Cash Amount Paid for SR & LOCAL Services
- ▶ List of Children Served in EFS MOD

These two elements can change balances, but not by as much:

- ▶ Provider Rates
- ▶ Parent Co-pay Rates
- ▶ Days Attended for Individual children

Before you Begin...



Gather your Records

Items You will Need from the Provider Portal on EFS MOD

- ✓ Comparison of Payment Report
- ✓ Provider Payment Reports
- ✓ Reimbursement Details by Service Period

Gather your Records pt. II

Items You will Need from Your Records

- ✓ Bank Deposit Records
- ✓ Sign in/Sign out sheets
- ✓ Certificates or other documentation of child SR Program participation that you received from ELC or Parents for services during those dates

We Recommend Reviewing your Records One Month at a Time

Review the *Most Impactful Elements* First:

1. Verify that YOUR Cash Received records match ELC records.
2. Verify that YOUR records match the Child Rosters in EFS MOD.

Verify the Cash Amount Paid for SR & Local Services Month by Month

ELC Fiscal Staff have already verified that the following three documents match for your account:

- ✓ Original payment calculations for estimated payments for each month
- ✓ Monthly amounts paid to you for SR & LOCAL from our Financial Database
- ✓ Monthly amounts paid to you from our Wells Fargo Bank Account

You can check these amounts by:

- ❑ Comparing your monthly bank deposits from ELC with the **Provider Payment Reports** we uploaded to the provider portal for each period
- ❑ Comparing the SR & LOCAL amounts (without VPK) on the **Provider Payment Reports** with the **Comparison of Payments Report** we provided.

****If a month doesn't match, tell us and we will investigate further.**

Verify the List of Children in EFS MOD Month by Month:

What ELC Reimbursement Staff have done so far:

- ✓ Worked with you to help you enter attendance when EFS MOD started working in August/September 2019
- ✓ Worked with OEL to make system corrections when you told us children were missing or when children were duplicated.

What you can do to make sure you entered all of your children:

- ❑ Compare the names of children listed for each month in EFS MOD with the names on your sign in/sign out sheets for the same month.
- ❑ Are there children missing from EFS MOD during that month?
- ❑ If there are, we need you to upload the sign in/sign out sheets for those children for each month they are missing.

****Sending us sign in/sign out sheets for eligible children that were not previously recorded could reduce the balance you owe significantly.**

Only YOU know
which children came to your
center for each month!

If a child is missing from EFS MOD, tell us & we
will investigate!

Verify Your Rates and Parent Co Pay Rates

What ELC Reimbursement Staff have done so far:

- ✓ Analyzed payment calculations to find provider or copay rates that are missing or obviously incorrect and worked with OEL to make corrections
- ✓ Worked with OEL to make system corrections to all rates, comparing them to rates in your provider profile

What you can do to make sure EFS MOD is pulling the correct rates:

- Review the care level (age of the child) listed in EFS MOD **Reimbursement Details by Service Period** and confirm that the correct provider rate is present for that child based on your rates in effect at the time.
- Review each parent co-pay daily rate listed in EFS MOD **Reimbursement Details by Service Period** and compare it to the parent's certificate or your records of what you collected.

****If you find errors, tell us about them and we will investigate and make adjustments if needed**

Verify Days of Attendance for Each Child

What ELC Reimbursement Staff have done so far:

- ✓ Since attendance can only be entered or certified by the provider, we have worked with you to assist with making entries and making adjustments if you noticed errors.

What you can do to make sure EFS MOD is capturing all the days each child attended:

- Compare the number of days listed for each child for each month listed in the EFS MOD **Reimbursement Details by Service Period** to the number of days of attendance listed on your sign in/sign out sheets.

****This verification may be time consuming!**

Reminders

- ▶ We are committed to help you verify your balances.
- ▶ We need to make a good faith effort to work together on this.
- ▶ We cannot do the verification for you, but we will investigate and make adjustments if you identify errors.
- ▶ We will gladly answer all of your questions but we may need to make appointments to work with you one to one.

Questions?

