



Getting Paid During the COVID-19 Emergency

(April 14, 2020)

This guidance applies to providers who supply Child Care services to families paid for with NYC Child Care Vouchers. Child Care Voucher payments continue to be processed. There are actions you can take to help ensure you receive timely payments. See the Frequently Asked Questions below that will help you know the steps to take.

Go to <https://www1.nyc.gov/site/acs/about/covid19.page> regularly to check the ACS website for updates and announcements.

Frequently Asked Questions

- 1. Q) I am a center-based Group Day Care (GDC) program or a legally-exempt Group Day Care Program (LE GDC) that has been closed for the entire month and did not have any attendance for any children in my care. Do I still need to submit an attendance form?**

A) Even if closed for the entire month you must submit the ACS1 attendance form and write anywhere at the bottom of the form that you were closed for the entire month due to COVID-19 pandemic.
- 2. Q) I am a center-based Group Day Care (GDC) Program OR Legally-Exempt Group Day Care (LE GDC) Program. I can only submit a paper ACS1 attendance form. What should I do to get paid?**

A) ACS continues to mail out the ACS1 forms to the address on file. If we have an email on file, we will also e-mail an ACS1 during the COVID19 emergency. There are additional steps you must take to submit a paper ACS1 attendance form:

 1. Fill out either the mailed ACS1 form or print and fill out an emailed ACS1 form and complete it as always;
 2. Scan the completed ACS1 and e-mail it to ACS1submission@acs.nyc.gov; AND
 3. Mail the original hardcopy completed ACS1 to the ACS Child Care Voucher Payment Unit, 150 William Street, 9th floor, New York, NY 10038.
- 3. Q) How do I get a copy of the ACS1 form emailed to me?**

A) Call the ACS Child and Family Well-Being Call Center at 1 (212) 835-7610 and press # to reach the Voucher Payment Unit and submit your email address in order to receive a PDF version of the ACS1 if you have not already provided your e-mail address.
- 4. Q) I am a licensed Group Family Day Care (GFDC) Provider who cares for up to 16 children OR a registered Family Day Care (FDC) Provider who cares for up to 8 children OR a Legally-Exempt (Informal/In-Home Care) Provider. What should I do to get paid?**

A) ACS continues to mail out the ACS1 forms but as a GFDC, FDC or Informal/In-Home Care Provider, use the Child Care Automated Phone System (CAPS) to enter attendance. Using CAPS will speed up your voucher payment. Call 1 (800) 692-0699 to report your attendance after the service month has ended.



5. Q) How soon will I be paid?

- A) GFDC, FDC and Informal Providers will get paid within 7 to 10 business days after attendance has been received from CAPS. Larger GDC or LE GDC Programs that submit a paper ACS1 may take up to 15 business days to process payment, from receipt of the completed ACS1 form via email submission to ACS1submission@acs.nyc.gov. Payment will be issued by direct deposit or payment card based on your chosen payment option.

6. Q) If I am a new provider are there forms I need to complete in order to be paid?

- A) Yes, there are forms you must submit when you are a new provider or a returning provider who needs to update information. Complete 1) a payment option application for direct deposit or a payment card, 2) an IRS Form W-9, and 3) a YMS Terms and Conditions letter.
1. Go to www.childcarepaymentportal.com to register and download a direct deposit or payment card application form.
 2. Complete the form entirely and submit it to the address on the application.
 3. Contact the ACS Voucher Payment Unit at 1 (212) 835-7610, press # for an IRS Form W-9 and Terms and Conditions letter that you must complete and submit per instructions on the forms to receive Child Care voucher payments.

7. Q) How do I contact the ACS Voucher Payment Unit?

- A) For an IRS Form W-9, Terms and Conditions letter, and payment inquiries that do not have an underlying enrollment issue, please dial the ACS Child and Family Well Being Call Center at 1 (212) 835-7610 and press # to reach the Voucher Payment Unit.

8. Q) How do I contact ACS Child and Family Well-Being for Child Care enrollment and eligibility issues (that may affect payment)?

- A) For enrollment and eligibility issues:
1. Contact the ACS Child and Family Well-Being Call Center at 1 (212) 835-7610;
 2. Listen to the outgoing message and use the applicable prompt that pertains to your Child Care issue or send an email to CFWBsupportservices@acs.nyc.gov
 3. CFWB is receiving and responding to enrollment/eligibility Child Care issues by e-mail or phone.

Thank you for your continued cooperation.