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**DEPARTMENT OF
HEALTH AND HUMAN SERVICES**
DIVISION OF WELFARE AND SUPPORTIVE SERVICES
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Child Care and Development Program
QUESTIONS & ANSWERS FROM COPAYMENT WEBINAR

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This Q&A is divided into two sections for parents and providers, addressing specific questions regarding new child care policies. The Parent's section explains copayment amounts, notifications for available child care slots, exemptions from copayments, and clarifying financial responsibilities. The Provider's section covers payment processing, copayment collection, and timesheet submissions to help providers manage operations effectively.

Q&A FOR PARENTS

1. Where can the new income chart be found?

The income chart is available on the [DWSS Child Care website](#) or on nevadachildcare.org. The State Median Income (SMI) amounts are determined by the [Administration for Children and Families \(ACF\)](#). All household income is evaluated using gross monthly income. Child care subsidy is paid at the state max rate minus any copayment amount the family may be responsible for. Subsidy is paid at the state max rate minus any copayment amount the family may be responsible for.

2. Will the new income thresholds and flat rate copayment changes impact ongoing cases, or will they only apply to renewals and new applications?

The new income thresholds and flat rate copayment changes will only effect renewals and new applications received after October 1, 2024.

3. For families exceeding the new income limits, how can families find out their specific copayment amount?

Copayments are based on household income and size, applied per family, regardless of the number of children in care. Families should contact their Case Manager to determine their specific copayment amount, which will also be indicated on their certificate. The current certificates will remain unchanged, and flat rate copayment amounts will not be implemented until renewal.

4. What options are available for those who do not qualify under the new income tables?

Families who no longer qualify for the child care subsidy program will be responsible for paying for their child care costs in full. For further assistance with child care financial expenses, you can call [Nevada 211](#) or text your zip code to **898211**.

5. How long is the current waitlist for child care assistance? How are families notified when a slot becomes available?

The current waitlist is constantly changing due to the new income guidelines effective October 1, 2024, as well as new applications for child care assistance. Families will be notified when they are approved or denied for subsidy, or when a slot becomes available.

6. How do the new income rules affect adopted children, children in foster care, and households where the child lives with non-related caregivers?

The policy on adopted children remains unchanged. For children in foster care, the foster parent's income is not counted, but it will count if the child is adopted or placed under legal guardianship. Children in foster care are exempt from copayments and the wait list (*see question 7*). Once legal guardianship is established, the guardian's income becomes countable for child care subsidy eligibility. Caregivers who obtain legal guardianship may receive subsidy assistance if they meet the income guidelines. Non-related individuals living with the applicant do not need to be included in the child care subsidy application.

7. Which populations are exempt from copayments?

- TANF/New Employees of Nevada (NEON)
- Foster Care/Child Protective Services (CPS)
- Wraparound (Head Start/Early Head Start)
- Households experiencing homelessness, Households who only use Out-of-School Time (OST) or Out-of-School Recreation (OSR) providers, and households with individuals attending an approved Substance Use Disorder (SUD) treatment or recovery program through the Nevada Division of Public and Behavioral Health (DPBH). SUD populations are evaluated on a special consideration basis.

8. When will families receive their certificates detailing the current copayment amounts?

Certificates are issued at the time of approval and are sent to providers and families for ongoing cases. Current copays will remain in effect until the listed expiration date. If you have not received a child's certificate, reach out to your case manager at [The Children's Cabinet](#) or [Las Vegas Urban League](#). Flat rate copayments will only be recalculated for new applications and at renewal. Providers can still collect the current copayment listed on current certificates from parents until they receive their new copayment with their new certificate.

If a child attends more than one provider, the monthly copayment must be split equally among the number of providers used. Certificates will indicate the monthly family copayment and the number of providers.

9. How does a parent's copayment factor into the total monthly payment, and what happens to that amount if the state does not cover it?

Subsidy is a cost-share between the state and the families. The copayment is the parent's responsibility to pay to the child care provider. The copayment amount is deducted from the maximum rate that the state pays. Any additional costs the providers charges are the responsibility of the family.

10. Does the copayment amount vary based on the number of days a child attends childcare within the month?

The copayment is a flat family monthly rate regardless of the number of days that a child attends. It is not prorated.

11. How can parents find out the number of discretionary days available for a new child upon enrollment?

Discretionary days are tracked in the Nevada Child Care System (NCCS). Please reach out to your case manager to determine a child's remaining discretionary days.

12. Are parents required to settle any outstanding copayment balances before transferring to a new provider?

Parents are responsible for ensuring that copayments and any outstanding balance(s) are paid in full to the current provider prior to transitioning. Providers have the right to unenroll children when copayment arrears are not paid. It is recommended that parents pay providers upon enrollment and prior to care being provided for the month.

Q&A FOR PROVIDERS

1. Do overages apply to wrap around services? Or is the state rate the most that can be charged for wraparound?

Overages can apply to wraparound (Early Head Start/Head Start) services depending on how much the provider charges. Copayments are waived for wraparound certificates.

2. How does the parent's copayment affect the total monthly payment, and what is its role if the state does not contribute to this amount?

Subsidy is a cost-share between the state and the families. The copayment is the parent's responsibility to pay to the child care provider. The copayment amount is deducted from the maximum rate that the state pays. Any additional costs the provider charges are the responsibility of the family.

3. For families with multiple children, how will the copay be deducted? Will it be deducted equally from each payment for each child?

The family copayment is applied to the entire household, not per child. The copayment will be deducted from provider payments equally based on the number of provider(s) child(ren) are enrolled with. This information will be listed on the certificate.

4. How early can timesheets be submitted?

Timesheets can be submitted after the last working day of the month. Timesheets for the same family but different children can be submitted in one email. Providers need to ensure that timesheets are legible, has both the parent's and provider's signature, has the correct date, and then it can be entered into the system for payment.

5. How can providers manage their business operations with a payment timeframe of 45 days per contract, given the uncertainty of when payments will be received?

Providers should receive payment within 35 business days from an approved timesheet submission. The CCDP is making efforts to improve and expedite payment processes. For providers that have not received payment within 45 days of timesheet submission, please email ccdp@dwss.nv.gov.

6. Why are Child Care Resource & Referral agencies collecting family copayments for past months if copayments are scheduled to start later?

Copayments were reinstated in April 2024. The flat rate copayments went into effect October 1, 2024, for new applications and renewals. Copayment arrears are the responsibility of the family and must be paid directly to providers. Providers have the right to unenroll children when copayment arrears are not paid.

7. Is there a specific timeframe for when reimbursements will be issued, and is it possible to switch to bi-weekly payment schedules?

Payments are currently paid retroactively within 30-35 business days of an approved timesheet submittal as specified in the [Provider Service Agreement](#).

8. Can a provider request payment for a child registered with both a facility and Safe Key if the child is not attending that facility? How can providers ensure parents disclose multiple enrollments?

You cannot submit a request for payment for a child that does not attend a facility. The number of providers will be indicated on the certificate. For specific questions regarding the number of providers, reach out to [The Children's Cabinet](#) or [Las Vegas Urban League](#) for further information and guidance.

9. Can providers waive a copayment for a month if a parent is unable to pay?

Copayments are the responsibility of the parent(s) and represent an agreement between the parent(s) and provider(s). Providers have the discretion to be flexible in establishing payment plans for families.