New Families

Here are the steps of a CCAP enrollment.

Parents responsibilities are highlighted yellow.

When a CCAP case becomes approved, **the parent will receive a DCC-94.1, Child Care Approval Notice**. This does **NOT** mean that enrollment has been established or that payments will be made, only that the case is approved for CCAP services.

CCAP payments cannot begin until enrollment is established.

A child will not appear on a Provider Billing Form (PBF) until enrollment is established.

To establish enrollment the **parent must notify Family Support of their provider choice**, a start date for the enrollment, and the care schedule needed. Once Family Support adds this information to an approved CCAP case the system will generate a certificate overnight. The certificate will go out in the mail to the parent and appear in the provider portal if portal consent was given by the parent.

Once generated, **the 3-page signed certificate** is due back to the Family Support office within **10 days** of the date at the top right-hand corner of the certificate (generation date). **Parents are responsible** for making sure the 3-paged signed certificate is returned to Family Support.

A certificate can be mailed, faxed, hand delivered, returned through the KICCS portal, or returned through the parent portal. Either portal is the most efficient method, as once uploaded to the portal, it is sent directly to pending documents for that specific case. Return information is printed on the DCC 94 certificate.

Once the certificate is a pending document, it is assigned a processing task for a Family Support staff to work. If all 3 pages are returned and signed by the parent and provider, the enrollment will be changed from pending to active in the case. This process generally takes 3-5 business days from the date the certificate was returned to Family Support.

A DCC-117, Enrollment Approval Notice will be sent overnight to the provider after the enrollment is made active.

The DCC-117 lets the provider know the enrollment is active and CCAP payments will be made.