

**EFFECTIVE**

March 7, 2010

**SUBJECT**

1. Child Development and Care (CDC) aide and relative care provider training.
2. New criminal history match and administrative review procedures.
3. Tier 2 training option.
4. Revised DHS-4807.
5. CDC reminders.

**1) CDC AIDE AND  
RELATIVE CARE  
PROVIDER  
TRAINING****BAM 115, BEM 704**

All aide and relative care providers applying or reapplying on or after March 7, 2010, must complete a one time basic training requirement before they will be eligible to receive DHS payments.

Great Start to Quality Orientation, is a free six-hour interactive training. Providers can access training availability online at [www.greatstartforkids.org](http://www.greatstartforkids.org) (click on Great Start Connect) or by calling 1-877-61GREATSTART (1-877-614-7328).

Training topics include:

- American Heart Association First Aid and CPR certification.
- Nutrition.
- Health and safety.
- Shaken baby syndrome.
- Safe Sleep practices.

Aide and relative care providers will not be eligible for payment until the pay period that includes the date training was completed.

***Exception:*** Licensed and registered providers who are also enrolled as aide or relative care providers are exempt from the training requirement.

### **How to process a CDC application when the provider has not completed the training requirement**

When a DHS-220-A, Child Development and Care - Aide Provider Application or a DHS-220-R, Relative Care Provider Application is received, and the aide or relative care provider has not completed training and is not currently enrolled in Provider Management, follow the enrollment process in BEM 704. If eligible, Bridges will mail the provider a DHS-4481-D, CDC Unlicensed Provider Confirmation, with the provider ID number listed.

Process the CDC case, run eligibility determination and benefit calculation (EDBC) and certify the case. Bridges will send the client a DHS-1605, as notification that the provider they have chosen must complete the Great Start to Quality Orientation training before payment can be authorized.

When the provider completes training the following actions will be taken:

- A **data file** will be sent to Bridges with the training completion date.
- Bridges will mail a DHS-198, Child Development and Care Provider Certificate/Notice of Authorization to the provider.
- Bridges will mail the client a DHS-198-C, Child Development and Care Client Certificate/Notice and a DHS-641, Child Development and Care Parent Record.
- Data files will continue to monitor providers until training has been completed. If the training is not completed within four months, the provider's eligibility will be terminated through the automatic inactivation process.

*Reason:* Legislative requirement for DHS fiscal year 2010.

## 2) NEW CRIMINAL HISTORY MATCH AND ADMINISTRATIVE REVIEW PROCEDURES

### **Aide/relative not eligible as a result of a background clearance match**

#### **Central Registry**

The procedure in BEM 704 for central registry matches remains the same.

#### **Criminal History Match**

If a match is found on any of the clearances, follow the process in BEM 704 which includes the following steps:

- Enroll the provider in Provider Management, if not already enrolled. Make sure to use the appropriate closure reason to end the provider's eligibility.
- If the provider is currently enrolled and active, enter the service end date and closure reason. Providers who are already enrolled, but have a service end date on Bridges, should have the closure reason added to the Provider Service Details screen.
- The DHS-4807, Notice of Child Care Provider Eligibility must be manually sent to the client.
- The DHS-4807, DHS-759, Request For Administrative Review Of The Denial Or Termination Of Provider Enrollment and copies of the criminal history match or matches must be manually sent to the provider.
- The DHS-220-A/R and all provider information must be filed in the provider file.

**Note:** Do **not** fax the DHS-220-A/R or any other provider information to central office.

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## ADMINISTRATIVE REVIEW PROCESS

Effective with this bulletin, the administrative review process has changed. The revised DHS-759, available in Word, instructs providers who have been denied or terminated as a result of a criminal history match to send all documentation to the local office where the denial or termination took place. Local offices will no longer fax DHS-220s to central office unless an administrative review has been requested. If a provider requests an administrative review of the denial or termination of enrollment as a result of a criminal history match local offices should:

- Give the administrative review request to the local office person who maintains the provider files.
- Pull the provider file and attach to the administrative review request copies of all information regarding the provider's denial or termination, such as the DHS-220-A/R, criminal clearance match or matches, provider identification and any other information or documentation that is pertinent to the denial or termination.
- Fax all information to 517-241-8679 or send through ID mail to:

Child Development and Care  
Central Office, Grand Tower  
235 S. Grand Ave., Suite 1512  
Lansing, MI

Central office will review the materials and make a determination.

If an administrative review determines the provider/applicant to be eligible, CDC will:

- Complete all criminal history clearances (ICHAT, OTIS, PSOR, NSOPR, FIL).
- Remove the closure reason.
- Notify the provider/applicant of the approval reinstatement.

A new DHS-220-A/R and a DHS-4025 **will be** needed prior to the local office entering authorizations for a provider/applicant determined to be eligible by an administrative review.

If the provider's administrative review request is denied, central office will send the provider a notice.

## **TIER 2 ANNUAL TRAINING**

Once the Great Start to Quality Orientation has been completed, aide and relative care providers have the opportunity to earn an extra 25 cents per hour (up to \$585 more per year) by completing 10 additional hours of approved training per year. Only approved training topics will be considered in determining eligibility for the Tier 2 reimbursement. Providers interested in finding out information about additional training should also be referred to [www.greatstartforkids.org](http://www.greatstartforkids.org) or 1-877-61GREATSTART (1-877-614-7328) to connect to a Great Start Regional Child Care Resource Center in their area.

Clients and providers have been notified via letters and IVR/Internet billing messages regarding the training requirement.

L-Letter 10-001, issued January 5, 2010 has additional information regarding training requirements.

Manual pages will be updated with the next possible BPB release.

## **AIDE/RELATIVE CARE PROVIDER ENROLLMENT PROCESS**

**Effective 3/15/2010**

### **BEM 704**

The DHS-4807, Notice of Child Development and Care Provider Eligibility, has been revised. The form is only sent when enrollment of an aide or relative care provider is denied or terminated. Bridges will send the DHS-4481-D, CDC Unlicensed Provider Confirmation, whenever an aide or relative is approved. The client will receive the DHS-1605, Notice of Case Action.

When local offices deny or terminate the enrollment of an aide or relative care provider as a result of a background clearance, the DHS-4807 must be sent manually to the client. The DHS-4807, the DHS-759, Request for Administrative Review of the Denial or Termination of Provider Enrollment and copies of the background clearance match or matches must be sent manually to the provider.

**CDC UPDATES AND REMINDERS**

Beginning with the pay period 926 which had a begin date of 12/6/09, provider rates changed. Rates are no longer based on shelter areas.

Manual pages will be changed for April.

Effective 3/14/10, all providers are paid the DHS rate. The provider's charge for care is no longer used in calculating the provider payment.

Day care aides are now referred to as aides.

Manual pages will be changed for May.

Effective 9/17/10, aide and relative care providers who were enrolled in Provider Management prior to 3/7/10, who have not completed the training requirement will be terminated.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**