

Frequently Asked Questions

Payment Rate Increase and Retroactive Payments for Family Child Care Providers

Payment Rate Increase

Q1. When are the increased payment rates effective?

A. The effective date for the increased rates is October 1, 2018.

Q2. What are the new rates and what are the 2017 rates?

A. [Click here](#) to view the new 2018 rate tables. [Click here](#) to view the 2017 rate table.

Q3. Will all family child care providers be entitled to the increased payment rates?

A. Rate increases are for all family child care providers that participate in the Care 4 Kids (C4K) program.

Q4. Why did I get a new childcare certificate effective July 1, 2019?

A. Effective July 1, 2019, C4K updated the computer system with the increased payment rates. Enrolled families and their providers were mailed a child care certificate to reflect the increased rates as of July 1, 2019.

Q5. Why did I get a childcare certificate with different payment rates?

A. The childcare certificate indicates the 2017 payment rates. [Click here](#) to view the 2017 rate table. As of July 1, 2019, the certificate also indicates the new payment rates. [Click here](#) to view the new rate tables.

Please [click here](#) to see a sample of the child care certificate.

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Retroactive Payments

Q6. What are Retroactive Payments?

A. In order to reimburse providers for rates that were increased effective October 1, 2018, C4K will issue a separate retroactive payment for the difference from the old rates to the new rate for eligible providers during the retroactive period of October 1, 2018 up to June 30, 2019.

Q7. How will the childcare provider receive the retroactive payment?

A. C4K will issue the amount due to providers as a separate retroactive payment. Payments will be made using the provider's current payment method on file. Retroactive payments issued in 2019 will also be included on the 2019 1099 form.

Please note: these payments will not be included in our automated payment line. Provider's must monitor their bank or debit card accounts.

Q8. How much money will the childcare provider receive for the retroactive period?

A. Providers will receive the difference from what was already paid and the new higher rate. [Click here](#) to view the new rate table. [Click here](#) to view the 2017 rate table.

Attention provider members of the CSEA-SEIU Local 2001 Labor Union: union dues will be deducted from the retroactive payments.

Q9. When will the childcare provider receive retroactive payments from October 2018 through June 2019 service months?

A. The fall of 2019. Continue to check our website for updates and more details.

Q10. Do I (provider) still need to be an active provider to receive these retroactive rate increases?

A. Yes. Retroactive payments will only be made to providers who are active on 07/01/2019 and serving at least one child on 07/01/2019 and received payments for care provided anytime during the period 10/01/2018 – 06/30/2019..