



# Early Learning Coalition of the Nature Coast

Serving Citrus-Dixie-Gilchrist-Levy-Sumter Counties

## Provider Alert #73

Date: September 18, 2009

Subject: Provider Payments

Recently the Coalition received complaint letters from providers with regard to the August 2009 School Readiness and Voluntary Pre-Kindergarten reimbursement payments. Specifically, providers complained that the payment was submitted late by the Coalition to providers. Please note the following:

1. The August 2009 School Readiness and Voluntary Pre-Kindergarten Program reimbursement payments were released on the seventh working day of the month in September 2009.
2. On March 12, 2009 the Coalition released Provider Alert #59 notifying providers of the change in service delivery system resulting in the cancellation of the CDS contract and all services being provided by the Coalition. In addition, the Provider Alert notified providers that a Provider Retreat was scheduled for April 24, 2009. The purpose of the retreat was to discuss the revised service delivery system "and to share **critical** information."
3. On April 24, 2009, the Coalition hosted the Provider Retreat. Providers were notified that the Coalition would **release** provider reimbursement payments for the School Readiness and Voluntary Pre-Kindergarten Programs on the seventh working day of the month. Providers were cautioned to note that although the Coalition would **release** the reimbursement payment on the seventh working day the actual date providers would receive the funds was dependent on each banking institute's policies and procedures related to the release of ACH funds.
4. On May 26, 2009 the Coalition released Provider Alert # 65 again notifying providers of the changes to the Coalition's service delivery system including the Coalition's standard reimbursement date for School Readiness and Voluntary Pre-Kindergarten services. The Provider Alert included the following statement: Standard Payment: The Coalition will disburse payments to providers on a regular basis on the seventh working day of the month. It is important to note that electronic payments are released to the bank on the seventh working day of the month; however the bank may release the funds on another day based on the institute's policies and procedures.
5. Coalition representatives notified providers of the revised service delivery system and reimbursement procedures during the mandatory provider meetings held in March, 2009. Providers were cautioned to note that although the Coalition would **release** the reimbursement payment on the seventh working day the actual date providers would receive the funds was dependent on each banking institute's policies and procedures related to the release of ACH funds.

In summary, the Coalition took the opportunity to notify providers of the revised service delivery system and reimbursement process on four separate occasions. As a result, the Coalition will find all complaints related to the reimbursement of School Readiness and Voluntary Pre-Kindergarten Services released on or before the seventh working day of the month unsubstantiated and resolved.

Please submit any questions or concerns with regard to this Provider Alert to Sonya Bosanko at [sbosanko@elc-naturecoast.org](mailto:sbosanko@elc-naturecoast.org) or fax to 352-563-5933.

Thank you,

Sonya Bosanko  
Executive Director