



Early Learning Coalition of the Nature Coast

Serving Citrus – Dixie – Gilchrist – Levy – Sumter Counties

Provider Alert #75

Date: October 19, 2009
Subject: Provider Payments and Attendance Rolls

Provider Payments:

There has been some confusion in recent months regarding provider payments and when providers will be paid, whether it is via ACH (direct deposit) or a paper check. In order to eliminate confusion, please read and take note:

For those providers that have elected to receive direct deposit, as has been previously stated, your funds will be RELEASED on the seventh (7th) working day of the month. Please keep in mind that on average, direct deposits can take up to two (2) business days to post to your account. In addition, the Finance Department can NOT tell you when you will receive your funds, only that the funds were released. Therefore, it is best to contact your financial institution and speak with them. The Coalition does NOT make concessions for holidays and other days that banks may be closed; Columbus Day was a problem with September's reimbursement. Due to holidays, your payment may possibly be delayed, depending upon your institution's policies and procedures. Please understand that if for any reason your payment was rejected by your bank and returned to the Coalition, the Finance Department will contact you IMMEDIATELY to discuss an alternate payment solution.

For those providers that have elected to receive a paper check, your check will be placed in the mail the morning of the eighth (8th) working day of the month. Your check will be cut on the seventh (7th) working day; however, it will be picked up by the postmaster on the eighth (8th) working day. As you are aware, during the transition period, Coalition staff delivered paper checks to our satellite offices in Chiefland and Bushnell. Beginning with October's reimbursement in November, providers that have opted for a paper checks will no longer have the option to pick up their check at any Coalition office, as all checks will be mailed.

Attendance Rolls:

The Coalition has recently received several telephone calls requesting various months of attendance rolls, and requests by some providers to receive the rolls at different times of the month. In order to eliminate confusion, ALL attendance rolls will be printed and mailed on the FIRST day of the month. For example, November attendance rolls will be printed and mailed on November 1st, December rolls on December 1st, etc. We understand this month, providers accidentally received November's rolls, when it should have been October. We apologize for this error and have printed October's rolls. They were mailed on Thursday, October 15. You will be receiving updated November rolls in the month of November, following the new timeline. In the future, we are asking that providers not to contact the Coalition offices asking staff members to print attendance rolls.

If you have additional questions or comments, please contact Desirae Rickman at (352) 563-9939 x252 or drickman@elc-naturecoast.org.

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