FAQs about Essential Personnel Child Care
FOR PROVIDERS

What steps should Essential Personnel Child Care (EPCC) and Essential Personnel School-Age (EPSA) programs take to ensure timely provider payment?

- Read all instructions on the EPCC/EPSA invoice before attempting to submit the invoice. Follow all instructions as written.
- When faxing your EPCC/EPSA, do **NOT** use a cover letter.
- Invoice should be on the top followed by the family application. Do **NOT** fax or email any other items.
- If you have more than 12 children, submit separate invoices. This will help with the file sizes being sent.
- Do **NOT** send the instruction page back with your invoice. The fewer pages the better.
- Do **NOT** send your invoice more than one time as this may cause an overpayment that will need to be recovered.
- Make sure you know how your fax machine works by sending a test fax to one of your friends before you attempt to fax your Invoice to CCS Central. CCS Central is receiving blank pages, which means the invoice was not facing the correct way in the fax machine.
- When sending multiple pages, write your provider ID on each page to ensure all pages can be linked with the correct provider.

What should I do if I have questions about a payment invoice?

1. Go to Google Assistance Form
   https://docs.google.com/forms/d/e/1FAIpQLSfysBCp6h-sSFq_vsQwVhH569TistyameJCEK8HD4hITJqmtA/viewform
2. Send an email to earlychildhood.msde@maryland.gov
3. Call one of the numbers below, Monday through Friday between 9:00 am and 4:00 pm.
   (410) 767-1664
   (410) 767-7805
   (410) 767-0583
   (410) 767-7798
   (410) 767-7128

What might delay an EPCC/EPSA program's payment from MSDE?

Please be advised that all payments issued from MSDE, including payments to child care providers serving essential personnel, may be subject to federal and state liability offset, meaning that you have
outstanding debt owed to a federal or state agency. If you have not already done so, please visit Maryland’s Online Service Center at https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp where you can register for access to detailed information regarding your payment status and liability offset information, where applicable.

Are EPCC and EPSA programs required to be participating in Maryland EXCELS?
No.

How can I provide child care to Essential Personnel?
At this time, the Office of Child Care has adequate Essential Personnel Child Care (EPCC) and Essential Personnel School Age (EPSA) sites available for essential personnel. As of 4:00 pm on April 7, 2020, EPCC/EPSA application submissions were suspended until further notice. You may only operate if you are an MSDE approved EPCC or EPSA site.

What if I have multiple locations that I want to be EPCC?
EACH site would have needed to complete an application. As of 4:00 pm on April 7, 2020, EPCC/EPSA application submissions were suspended until further notice.

Who is considered Essential Personnel?
Refer to Governor Hogan’s Executive Order:

Are Essential Personnel who live or work in another state eligible for EPCC and EPSA sites?
If a parent lives in Maryland but works in another state as an essential person, they are eligible to be served in EPCC or EPSA.
If a parent lives in another state, but works as an essential person in Maryland, they are eligible to be served in EPCC or EPSA.
If a parent lives in another state and works as an essential person in another state, they are not eligible to be served in EPCC or EPSA.

Does a program need to be licensed to become an Essential Personnel Child Care site?
EPCC providers must have a current child care center license, letter of compliance, family child care certificate of registration, or large family certificate of registration in order to operate. EPSA sites are approved alternative locations that meet some of the regulations.
How will families know that I am an approved EPCC/EPSA site?
Families can find EPCC/EPSA sites at https://earlychildhood.marylandpublicschools.org/state-funded-child-care-essential-personnel
Families may also contact LOCATE: Child Care toll-free at 877-261-0060, Monday - Friday 7:00 am - 7:00 pm or by visiting their website at http://www.marylandfamilynetwork.org/essentialpersonnel

How does an EPCC/EPSA site get paid?
EPCC and EPSA providers submit invoices on a bi-weekly basis.

Can I open a new child care program during the COVID-19 pandemic?
The Office of Child Care continues to provide orientation sessions in each region for anyone interested in applying for a child care license/registration. Contact information for each regional office may be found at https://earlychildhood.marylandpublicschools.org/child-care-providers/licensing/regional-licensing-offices

If my program is closed due to COVID-19, will I continue to receive child care scholarship payments for children enrolled in my program for whom I was reimbursed?
Yes. You will receive payment based upon your receipted Child Care Scholarship enrollment as of March 27, 2020.

Will I continue to receive Child Care Scholarship vouchers/invoices?
You may continue to receive Child Care Scholarships based on enrollment as of March 27, 2020. You will receive a voucher if a parent that is Essential Personnel makes a decision to attend your program.

Are there resources available for EPCC sites to get additional information, supplies, etc?
For medical and other emergency supplies, please contact your Local Emergency Management Directors https://mema.maryland.gov/Pages/emmgrs.aspx. Please check the Division of Early Childhood website for the most current information and to find the order form.

Are there COMAR regulations specifically related to EPCC/EPSA sites?
The Child Care regulations have been relaxed in order to allow child care providers ultimate flexibility when looking at ratios and staff qualifications. There are no specific COMAR regulations for EPCC/EPSA sites.