

## Types of Disputes

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The Child Care Scholarship Program has established timely appeal and resolution processes for any payment inaccuracies and disputes. The applicable process depends on the nature of the dispute. To assist child care providers in navigating the various procedures, below is a summary of the types of disputes that may arise and the corresponding dispute resolution procedure.

If you have questions about these procedures, contact Child Care Scholarship (CCS) Central 2 at 1-877-227-0125.

### INFORMAL RESOLUTION FOR ADVANCE PAYMENT DISPUTES

If a provider disagrees with the True-Up calculation or Advance Payment, the provider may submit an inquiry through the Provider Inquiry Link on the MSDE website no later than 90 days from receipt of the payment at issue.

- The Provider Inquiry Link submission must include a written explanation of the provider's position. CCS Central 2 will review the written submission.
- The Child Care Scholarship Program will address a provider's inquiry within 3 business days of receipt of the provider's inquiry.

### INFORMAL APPEAL FOR REPAYMENT AND PROGRAM INTEGRITY AUDIT DISPUTES

If a provider disagrees with a repayment resulting from Advance Payment or the results of a Program Integrity Audit, the provider may submit an informal appeal with CCS Central 2 through the [Provider Portal](#) no later than 90 days from receipt of the notification.

- The Provider Portal submission must include a written explanation of the provider's position and attach any supporting documentation. If the provider would like the opportunity to attend a telephone conference, one must be requested in the Provider Portal submission.
- The Child Care Scholarship Program will issue a final decision within 90 calendar days of the filing of the informal appeal.

### FORMAL APPEAL FOR INTENTIONAL PROGRAM VIOLATION DISPUTES

If a provider is alleged to have committed an Intentional Program Violation (IPV) under [COMAR 13A.14.06.14](#), the case may be referred to the local State's Attorney or to the Office of Administrative Hearings (OAH) for an administrative disqualification hearing.

- Following an IPV finding, if a provider disagrees with the amount of overpayment or the method of repayment related to the IPV finding, the provider may submit a formal appeal with CCS Central 2 within 90 calendar days of the notification.
- Within 5 business days, CCS Central 2 will transmit the appeal to OAH. The appeal will be processed in accordance with [COMAR 13A.14.06.15](#).
- Upon receipt of an IPV-related appeal, CCS Central 2 will promptly offer the provider a telephone conference. Although a conference may resolve the dispute, a hearing will be held unless the provider withdraws their appeal request in writing.

- The Administrative Law Judge will issue a final decision on the appeal within 90 calendar days of the filing of the appeal.