

FAQ: Online Provider Tuition Survey/Scholarship Specific Rates

1. **Question:** Do I have to complete the Online Survey again, if completed previously?

Answer: If you have already entered each of your Scholarship (voucher) Specific Rates into the online survey and **verified all your active scholarships are on the EXCEL spreadsheet, no further action is required of you.** (Please **do not make any assumptions** that the scholarships (vouchers) are on the EXCEL sheet or not. You must check all Scholarship (voucher) Numbers. If you find a scholarship (voucher) missing, you have to use the Scholarship Specific Letter or the actual scholarship (voucher) in order to enter the missing information into the Online Provider Survey.)

2. **Question:** How do you expect me to find out whether or not I entered all of my active scholarships (vouchers) into the Online Provider Survey; when there are thousands of scholarship (voucher) numbers listed on the Excel spreadsheet?

Answer: Once you open the Excel spreadsheet:

- Press the “CTRL” key and the letter “F” on your keyboard.
- Once you press “CTRL F”, an empty box will appear.
- Enter the scholarship (voucher) number into the box.
- Select “Find Next”.
- If “Find Next” locates the EXACT SCHOLARSHIP NUMBER, no further action is needed for that voucher. Then, enter the next Scholarship Number you are trying to locate and repeat the process.
- If “Find Next” locates a similar number or partial number, continue to select “Find Next” until the EXACT SCHOLARSHIP NUMBER is located. If you do not find the exact scholarship number, then you must enter the missing scholarship into the Online Provider Survey.
- If “Find Next” returns the message that “We could not find what you are looking for...”, check to make sure that you have entered the correct Scholarship Number into the “Find what” box. If you did enter the correct number and you received the message, “We could not find what you are looking for...,” then you must then enter the missing scholarship into the Online Provider Survey.

3. **Question:** Why does MSDE keep sending out reminders about the Online Provider Tuition Survey, when I have already completed the survey?

Answer: MSDE is attempting to prevent a break in provider payment that could last anywhere from 30 to 120 days. If a provider does not enter a Scholarship (voucher) Specific Rate for each active voucher into the Online Survey prior **to 5:00pm on November 6, 2020**, any scholarship (voucher) not entered will end and the parent will be issued a new scholarship (voucher) in which they can take to the current child care provider or a new child care provider. Payment for the new voucher will not continue until the parent and the provider completes and returns the scholarship (voucher) to CCS Central.

4. **Question:** Why did MSDE attach an Excel spreadsheet with the email blast and create an Online Voucher Verification link on Money4ChildCare.com to the same Excel file?

Answer: MSDE created the Excel spreadsheet so that providers can confirm that all active vouchers have been entered into the Online Provider Tuition Survey. In addition, the Excel spreadsheet allows providers to confirm that no additional actions are required by them before **5:00pm on Friday, November 6, 2020**. We attached the Excel spreadsheet and posted the same Excel spreadsheet for your convenience.

5. **Question:** I ignored responding to the Online Provider Tuition Survey because I thought the completion of all “surveys” was optional. What will happen to my scholarships (vouchers)?

Answer: Unless all of active scholarships (vouchers) are entered into the Online Provider Tuition Survey by **5:00pm on Friday, November 6, 2020**, the scholarships (vouchers) will end. If the provider wishes to avoid a stop and/or delay in payment, each active voucher must be entered into the Online Provider Tuition Survey.

6. **Question:** What is going to happen if I don't enter the Scholarship (voucher) Specific Rate into the Online Provider Tuition Survey by **5:00pm on Friday, November 6, 2020**, but I enter it after this deadline?

Answer: Any scholarships (vouchers) not entered by **5:00pm on Friday, November 6, 2020** will end and will need to be reissued. Providers will not have an opportunity to enter in Scholarship (voucher) Specific Rates after **5:00pm on Friday, November 6, 2020**. The link to the Online Provider Tuition Survey will be removed from MSDE's website.

7. **Question:** Why is MSDE just now telling providers that the scholarships (vouchers) will end if providers do not enter a Scholarship (voucher) Specific Rate for each active voucher by **5:00pm on November 6, 2020**?

Answer: MSDE completed two separate mailings to parents and providers requesting the Scholarship (voucher) Specific Rates and informing providers and parents that the scholarship would end and be reissued, if the Scholarship (voucher) Specific Rates were not provided. MSDE postponed the initial termination of vouchers to allow providers additional time to respond. The email blasts and this FAQ are final attempts to encourage providers to take an active part in preventing a delay in payment or having services ended.

8. **Question:** What if I already entered the scholarship (voucher) multiple times into the Online Provider Survey, but the scholarship (voucher) number is not on the Excel spreadsheet?

Answer: If you did not locate a specific Scholarship (voucher) Number on the Excel sheet, enter it into the Online Provider Survey. Any scholarship (voucher) not entered into the Online Survey by **5:00pm on November 6, 2020**, will end and will result in a disruption of payment.