

# Child Care Assistance - Frequently Asked Questions for Family Eligibility

Last Update: July 10, 2024

## What is child care?

Child care means the care, supervision, and guidance of a child by a person other than the child's parent, guardian, or custodian for a portion of the day, but less than 24 hours.

## Where can I find more information about Child Care Assistance (CCA) benefits for families?

The Child Care Client Portal has the following information available:

- Child Care Eligibility Requirements
- Do I qualify for Child Care Assistance?
- Locate a Child Care Provider
- Child Care Assistance Application
- Rules, Forms and Documents

Additional questions about family eligibility should be directed to the CCA Eligibility Unit by calling 1-866-448-4605 or emailing [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us)

## How can I submit a Child Care Assistance application?

Child Care Assistance Applications for families can be submitted:

- Online through the Child Care Client Portal  
<https://ccmis.dhs.state.ia.us/clientportal/>
- Print the PDF form, complete form in ink, scan & email to [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us)
- Print the PDF form, complete form in ink, and fax to 515-564-4032
- Print the PDF form, complete form in ink, and mail to 2309 Euclid Ave. Des Moines, IA 50310



Child Care Client Portal



Child Care Application

## **How can I submit additional documents for my Child Care Assistance application?**

Additional documents for families can be submitted:

- via email to [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us).
- via fax to 515-564-4032
- via mail to 2309 Euclid Ave. Des Moines, IA 50310

## **How can I find out the status of my Child Care Assistance?**

Questions about family status eligibility should be directed to the Child Care Assistance Eligibility Unit by calling 1-866-448-4605 or emailing [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us)

## **I received my Child Care Assistance approval Notice of Decision. Can you explain what do the “units” mean?**

The number of units each child is approved to use can be found on the approval Notice of Decision. One unit of service is a half day, which is defined as up to five hours of service during a 24-hour period. Child care received over the approved units may result in additional fees charged to the family by the child care provider.

## **How do I know if I have to pay a co-pay to my child care provider?**

The co-payment amount is listed under “Fees” on your approval Notice of Decision. Families are expected to pay the co-pay directly to their child care provider for the care they use.

## **How can I report changes to my Child Care Assistance benefits?**

Report changes in providers, work hours, class schedule, income, address, or household composition to the CCA Eligibility Unit by calling 1-866-448-4605 or emailing [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us) within 10 days of the change.

## **Can I submit my Child Care Assistance Review form online?**

You may scan and email a completed copy of your Child Care Assistance Review form to [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us). You may also go online to the Child Care Client Portal and apply within 45 days prior to your assistance ending.

## **How do I find out why my Child Care Assistance benefits were denied or cancelled?**

Families will receive a Notice of Decision in the mail that explains the reason for the denial/cancellation of benefits. If you have additional questions about the Notice of Decision you received, call 1-866-448-4605 or email [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us)

**I have a child with special needs. What do I need to do so my child care provider can receive the special needs payment rate?**

CCA Eligibility will need to verify that your child meets special needs requirements, and your provider meets the requirements to receive the special needs rate.

Contact the CCA Eligibility Unit by calling 1-866-448-4605 or email [ccaapps@dhs.state.ia.us](mailto:ccaapps@dhs.state.ia.us) to obtain the additional forms needed.