

Child Care Assistance - Frequently Asked Questions for Provider Payments

Last Update: July 10, 2024

How can I receive direct deposit?

Fill out an EFT direct deposit authorization form and mail to the address listed on that form.

EFT Authorization Form



On the Child Care Provider portal, my payment says “PAID”, why does it take so long to receive my check?

Payments processed out of the KinderTrack child care system must be sent to the State Accounting System to have a paper check or direct deposit issued. Normally, providers can expect a payment to arrive in 5 business days after the KinderTrack system shows the payment as “paid”.

I want to change the rates I charge for child care.

To change the rates you charge, you will need to send a new CCA Provider Agreement form to the Child Care Assistance Registration and Payment Unit. The form and the address can be found on the Child Care Provider Portal ccmis.dhs.state.ia.us/providerportal/.

I billed 10 units, why was I only paid for 8?

Providers cannot be paid for more units than the family was authorized to receive. The Certificate of Enrollment the provider received from HHS will provide that information.

Specific payment questions should be directed to the CCA Payment Unit by calling 1-866-448-4605 and following the payment prompts.

Why is a particular rate being paid for this child?

Providers will be paid the rates they normally charge for care, up to a maximum ceiling. Payment rates are established by the provider on the CCA Provider Agreement that was submitted to HHS. Changes to these rates can be made at any time by submitting a new CCA Provider Agreement.

How many units is the family approved to use?

The number of units each child is approved to use can be found on the Certificate of Enrollment you received from HHS.

What does the co-pay mean?

The family co-pay is the amount the family is expected to pay directly to their child care provider for the care they use. The co-pay is either a per unit cost of the approved child care units paid or a percentage of the total cost of care.

Why does the family have a co-pay?

Families with income above a certain level are expected to contribute to the cost of child care. There is a sliding fee schedule that increases the family co-pay fee as the family income increases.

What should I do if I am providing more care and trying to bill for more units than what is listed on the Certificate of Enrollment?

The provider should have a discussion with the family about hours of care and approved units.

If the family needs more units due to their need for service, the family must contact the centralized child care unit to report their change by calling 1-866-448-4605 or email CCAAPPS@dhs.state.ia.us

The family is approved for 12 months, why are they being cancelled early?

A family can lose eligibility for many reasons. However, the most common reasons are:

- Family Income exceeds CCA program limits
- The parent lost employment and did not regain employment within three months
- The family moved out of the state of Iowa
- The family requested CCA be cancelled

When a family is cancelled, a notice of cancellation is mailed to the provider.

When a family is getting close to the end of their approved benefit period, a letter is mailed to the provider notifying them that the family's eligibility is ending soon.

Has a family applied for CCA?

Questions about family eligibility should be directed to the CCA Eligibility Unit by calling 1-866-448-4605 and following the family prompts. Without a release of information, information about family eligibility cannot be shared with the child care provider.

I am providing care for a child with special needs. What do I need to do so I can receive the special needs payment rate?

CCA Eligibility will need to verify that the child meets special needs requirements and that you are meeting the requirements to receive the special needs rate.

Have the family contact the CCA Eligibility Unit by calling 1-866-448-4605 or email ccaapps@dhs.state.ia.us to report their child having special needs.

Make sure the provider agreement you have on file with CCA Registration has special needs rates. If not, submit a new provider agreement form (470-3871) which include the special needs rates.

Provider Agreements can be submitted online through the Child Care Provider Portal or printed and emailed to crsacca@dhs.state.ia.us