



Early Learning Coalition Payment and Eligibility Transition Frequently Asked Questions (FAQ)

For Parents:

My redetermination date is coming up. How will the transition of services from Broward Regional Health Planning Council (BRHPC) to the Early Learning Coalition (ELC) affect me?

It should not affect your redetermination date at all. On a case by case basis, some redeterminations may be postponed. If we need to delay any redeterminations you will be notified by email by the Early Learning Coalition with a new redetermination date and your eligibility will automatically continue through until your new redetermination date. Do not, however, delay in providing all of the required documents for your redetermination.

Will the way I submit my documents for redetermination change?

*We do not anticipate any major changes regarding the online process or submission of eligibility documents. You can continue to apply, or re-apply for child care from any remote location. You do NOT have to come to the ELC for applying or determinations. **The link to access the Portal to submit your documents for redetermination will now be: family.elcbroward.org***

If I currently receive my eligibility through a referral source (i.e., CareerSource Broward, ChildNet, BSO), will I need to come to ELC now?

No. We plan to continue having staff located at these referral sites, providing the same services currently being offered.

Do I use the same log in/user name and passwords to access the systems I used in the past to sign up for eligibility and/or complete my redetermination?

Yes. Please continue to use the log in/user name and password to access the systems you have used in the past.

What is the best way to contact the ELC if I have any questions?

If you have any questions please email the ELC at info@elcbroward.org.

For Providers:

How does this transition change the way my child care center gets reimbursed?

Other than your funds coming directly from the ELC instead of through BRHPC, there should be no difference. The Provider Portal has not changed. However, IN ORDER TO AVOID ANY PAYMENT DELAYS WE NEED UP TO DATE BANKING INFORMATION FORMS FROM EACH PROVIDER (routing number, etc.!) Even if you have recently updated your banking

information, please access the Provider Portal, and upload the documents requested (W-9, direct deposit form and a copy of a voided check). Please contact your existing ELC Provider Relations Specialist if you need assistance or have any questions regarding this process.

How will I be notified if the redetermination date for children in my program is extended?

The ELC will send notification via email. If you still have a question, please call us, or email a question to us at info@elcbroward.org. Any changes made will be reflected in EFS.

Whom should I contact if I have questions about my payment?

The best place to begin is with your existing Provider Representative.

How do I handle VPK transfers happening in the next few weeks?

We have created a [mailbox—VPKtransfers@elcbroward.org](mailto:VPKtransfers@elcbroward.org). Send your transfer requests to that email address and your request will be processed and then you will be notified.

What happens with parents' eligibility during these transition weeks? How do we advise parents who are not having success calling BRHPC?

Parents whose eligibility is set to end this week, or in the following few weeks, WILL BE EXTENDED. Please do not drop them from your attendance rolls. We will be contacting parents via text and robo-call to let them know. If you see them at your center and they have questions, please reassure them that they have additional time to submit their documentation and care will continue.

Will EFS show children as enrolled (appear on the attendance sheet) when the parents' original redetermination date was extended?

Yes. The ELC will make the appropriate changes to the EFS system to reflect changes to redetermination dates.

Who should I contact with questions regarding payments prior to August, pending payments or payment issue resolution?

Please call or email Sandra Paul, ELC's Payments Manager. Her email is spaul@elcbroward.org and she can be reached by phone at 954-377-2188.

Which bank does the ELC, and will we still be getting paid on the 20th of each month?

*The ELC uses Wells Fargo. Yes, you will still be paid by the 20th of the month. **To avoid any payment issues please go into the provider portal as soon as possible and update your bank information, even if you did updated it a few months ago through the contracts renewal process. Please also complete the Bank Authorization form provided on the portal. This will ensure that our bank has permission to talk to your bank electronically. You will be receiving a***

“ping” on your account within the next couple of weeks. It may be a deposit of a very small amount. This is just our way testing our payment system and making sure we have the right information.

Will you be providing an updated ELC staff directory with names, responsibilities, and phone numbers so Providers know who to contact and are aware of staffing changes as they occur?

Yes, once we have settled in with the new staff we will provide an updated staff directory and will update as changes occur.

My center is in the middle of discussions concerning prior payment with BRHPC. What happens now?

As we are hiring most of the BRHPC staff who had been doing child care eligibility and payment there, we will make sure the discussions shift over to ELC and that all unresolved issues are looked into and resolved.

Will the ELC be providing any future trainings on how to use the Provider Portal?

Absolutely. We will schedule Portal as well as other Provider trainings in the near future.