Alberta Human Services

To: Licensed and Approved Child Care Programs and Contracted Family Day Home Agencies

From: Early Childhood Development Branch, Human Services

RE: Enhancements to the Online Child Care Claims System (C3P)

Effective November 25, 2015, a number of enhancements and upgrades are being implemented into the Online Child Care Claims System that programs use to complete their monthly child care claims. This document outlines the enhancements and upgrades being made. For detailed instructions, including screen prints, please visit our website at www.humanservices.alberta.ca/claims under "Tip Sheets".

Claim Summary Report

A new report is available that contains a summary of all of the information entered into online Child Care Claims System by the program, including child, staff, and statistical totals. This report is available once the claim has been submitted (last step of the claim entry process). An icon will appear called the "Claims Summary Report". If you require a copy of this report, it must be saved and/or printed before closing or exiting the screen otherwise it will not be available once leaving that web page.

If you notice that a data entry error was made upon reviewing the report, you will need to fill out a Program Adjustment Form and send into the Claims Unit with the updated information. The next Payment Summary Statement will reflect the updated information.

Staff Wages

To reduce the administrative paperwork for child care programs participating in accreditation, programs will no longer be required [1] to submit the Supplementary A (Wage Verification) Form to the Alberta Child Care Accreditation Funding Program. Participating programs will now be required to enter the employer-paid wages for staff in order to receive the Staff Support Funding (wage top-up). For Family Day Home Agencies, the reporting of a wage is not required for day home providers, as they are not an employee of the agency.

Once this wage information has been entered for each staff, it will be carried forward on each subsequent monthly claim. This wage is to be updated (wage and effective date) whenever the employer-paid wage changes for a staff and/or every April claim when the system will prompt you to update it. The following information will need to be entered:

- Hourly Wage Effective Date
- Hourly Wage (if staff are paid a monthly salary, please convert to an hourly wage based on the average number of hours worked per month)

In cases where the wage data is not required, these fields will be "greyed out" and data entry is not required.

If an invalid wage is entered (e.g., below minimum wage), an error message will be displayed.

The wage information entered on the claim must reflect the staff member's current employer-paid wage. Audits will continue to be conducted to verify the accuracy of the information being submitted by the program.

[1] *Supplementary A Forms are still required to accompany the Accreditation Grant Application Form when eligible child care programs apply for accreditation funding for the first time or if the program is not submitting an online claim (i.e., completing a paper claim).*

Operator 's Report

Child care programs will now be able to produce an Operator's Report on demand that will contain real time (the most current) information for enrolled children that have been approved for child care subsidy. This report will provide information including: the parents name(s), name(s) of child(ren), child(ren)'s birthdate, subsidy effective date, subsidy expiry date, approved subsidy hours, maximum subsidy payment amount, and their subsidy status.

The report will include the most recent information that exists in the provincial database for the selected program and current claim period, at the time when the report is requested by the user. Information will be updated every night.

Example: If the program runs the report on July 1 and again on July 5, any changes made to the subsidy approvals since July 1, will appear on the July 5 report (for the selected claim period).

A link for the "Operator's Report" will appear on the Main Menu along with the "Payment Summary Report". When you click on the 'select a program' drop-down box, you will be presented with a list of your authorized child care programs. Select the program you wish to view the report for. Then click on the "Generate Operator Report" link to access the report in a PDF format.

Multiple Claim Submission/Creation

Programs will no longer be able to create or start multiple claims. If a claim has already been started, but not submitted, it will continue to appear in the "Incomplete Claims" section of the New Claims screen, however, the "Start New Claim" button will be greyed out on the screen.

If you have made a mistake on the claim and would like to start over, you must contact the Claims Unit for assistance.

"Contact Us" Link

When the "Contact Us" link is clicked, a new pop-up window will be displayed with the following message:

Contact the Human Services Child Care Claims Unit at:
Phone: 1-855-638-6121
Fax: 1-780-427-1258
Email: hs.childcareclaims@gov.ab.ca

Remove Accreditation Label for Non-Eligible Programs

The Accreditation status ("Accredited", "Pre-Accredited" or "Non-Accredited") will no longer appear for the following program types:

- Preschool
- Early Childhood Development (ECD)
- Group Family Child Care

The Accreditation status will continue to be displayed in its current location for all of the remaining Program Types (day care programs, out-of-school care programs and family day home agencies).

Payment Summary Report

The Child Care Claims unit phone number has been updated to reflect the correct phone number (1-855-638-6121).

Add Infant Screen – Birth Date Edit

Changes have been made to the birth date field on the "Add Infant" screen to:

- Ensure the birth date entered is less than the current date
- Ensure the birth date year and month entered is less than or equal to the Claim Period for the claim being entered
- Display an appropriate error message if the date entered is not valid

Change Online System's Application Title

The title on the main screen will be changed from "C3P Main Menu" to "Child Care Claims Program Main Menu".

If you have any questions regarding these changes, please contact the Child Care Claims Unit at:

Phone: 1-855-638-6121
Email: hs.childcareclaims@gov.ab.ca
or visit the Claims Website at www.humanservices.alberta.ca/claims