

Unite to fuel Change



Frequently Asked Questions (FAQ)

Invoice/Billing Questions

Q: Where do I get the invoice form?

You can find all forms on the GTCUW ELSA program website or email ELSAPaymentsupport@gtcuw.org to request any of the forms.

Note: Greater Twin Cities United Way will not be sending an invoice to you after the end of a billing cycle at this time. We understand that one Area Administrator was sending an invoice to providers for each billing cycle with some of the information filled out on the form for them. At this time, we are not planning to send out the partially completed invoice forms each billing cycle, given that the volume would be significant to manage for the entire State of Minnesota.

Q: Where do I send my invoice or any forms?

We are accepting invoices for service periods from July 1 and forward. Any service periods prior to July 1 will still get paid by your current Area Administrator. If you still need to bill for June 24 – July 7, please split the invoice in two and send the service period starting July 1, 2024, and beyond to Greater Twin Cities United Way so we can pay those dates for you.

You can now upload documents to our online secure portal here:

[Secure Portal Dropbox Link](#)

Note: Going forward, please do not email any Invoices, Program Participant Agreements, ACH or W-9 forms, copies of voided checks or other banking information to ELSAPaymentSupport@gtcuw.org email. We have set up a more secure method for you to send your documents to us. The ELSA email address will only be used for you to communicate with us and is not a way to send sensitive information.

Before you upload your documents to our secure portal, please follow the naming schemes in the guidelines linked [here](#). This will make it easier for us to identify what type of form it is and which Child Care Program it is from. This makes it easier to locate your forms when

you contact us with questions about your invoice or other questions and makes processing your invoices for payment much faster.

Additionally, instructions for filling out the invoice form can be found on the first tab of the excel/PDF that is provided on the GTCUW ELSA website.

Q: How do I complete an invoice form?

Here are some steps to take with completing the invoice template that will make completing your invoice easier in the future:

Cover Page Tab

1. Part I – Early Childhood Program Contact Information

- a. If the person who completes the billing is the same every time, fill out the Program Contact Information the same way each time or save the template with this information completed so you do not have to re-enter it each time. This information will not change every other week or even monthly, unless you have multiple people completing the billing.

2. Part II – Invoice Information

- a. Fill out the Authorized Individuals Position/Title only since this will not change each billing cycle and save this on the template so it does not have to be entered each time. (The rest of this section will change each billing cycle.)

Invoice PW-I (A) Standard or Extended Tab

1. Participating Child Information Section

- a. Complete the First Name, Last Name, Birthdate, Award Date and Attendance Start Date for each child who is scholarship eligible.
- b. Complete the Scheduled to Attend, Program Tuition, CCAP Payment and Other Payment(s) Received for each child, if these amounts do not change from cycle to cycle.

Once you have filled out these sections above with the information that will not be changing from one billing cycle to the next, save your invoice form to your computer with another name so you know that it is your template you will use to start your invoicing process for each billing cycle.

Q: Is there any information on assigning invoice numbers or should we move forward with our own invoice numbers?

We are using Greater Twin Cities United Way invoice numbers when we are entering your invoices. The invoice numbers will include the service period we are paying you for with an “E” before the date. (i.e., E07.01.24 – 07.07.24)

Q: Will invoice codes be linked to the payments?

No, invoice codes will not be linked to payments. You will receive payments for each location separately and will also receive an emailed remittance to the email address we have on file.

Notes: The remittance will identify the correct location

Q: What are the service dates?

You can find the service dates in the last tab of the ‘Invoice Form Template’

Note: The first bi-weekly billing cycle was 6/24 – 7/7/24, but because Greater Twin Cities United Way is not responsible for paying the dates prior to July 1, 2024, you will send invoices for service dates in the last week of June to your current Area Administrator, and then send a separate invoice for the service dates in the first week of July to Greater Twin Cities United Way.

Q: What is the due date for invoice submissions and what is the expected payment date?

Invoices are due by the end of the business day on Tuesday, following the service period end. The Friday in the following week is the corresponding payment due date. See below for an example.

- Bi-weekly service period end: 7/8 – 7/21/24
- Invoice submission due date: Tuesday, 7/23/24
- Invoice payment due date: Friday, 8/2/24

Note: You can submit invoices on a bi-weekly or monthly schedule depending on how frequently you would like to get paid

Q: Will we receive confirmation that you received our invoices/other documents?

We are working with our IT Department to create an automated confirmation response when you upload a document to the portal. If you are sending invoices to the ELSA email, you will not get confirmation because we are no longer accepting invoices, ACH and W9s forms through our ELSA email address. However, if you do end up sending a document to our ELSA email address, please DO NOT also upload it to the portal. Sending us duplicate invoices or other documents slows down our process significantly. We will make sure that

your invoices or forms get to the portal, if you sent them to us via email. Just know that you will not be receiving an email confirmation from us at this time.

Q: What is your approach to overpayments?

Our process will be to recoup the funds on future invoices. Please make sure you are not putting a negative amount in the “Scholarship Payment Award Requested” column on the invoice since we cannot submit a negative amount. If the calculation is a negative amount, please correct your entries and change it to zero before submitting it to us.

Q: Rebills – CCAP absent days for service periods already billed – how would you like this represented on the invoice?

Code 9 is to be used for “Other Fees” and is not intended to be used for billing absent days. The CCAP payment is already reduced for exceeded absent days, and with this the scholarship position will increase. If the child hits 25 absent days in their scholarship, we will look for or request an absent day exemption before reducing the scholarship payment. If there is one on file, there would be no reduction.

Q: If the center’s registration fee is \$135 per student, but the scholarships only cover \$125 per student, what amount should we report?

The remainder can be covered as part of the scholarship cost, if the child has funds. You can report the actual \$135 and then put an extra \$10 in other payments received.

Note: The maximum registration fee is the amount above the Cap by age, geography, program type, and star rating that can be added on top of the child’s base maximum. If there is a balance between the total award, plus maximum registration fee after tuition is covered, then the difference in registration fee charged and maximum can be covered.

Example: Max 4 Star Center for children is \$20,000, with up to two \$25 registration fees. The program charges a \$150 registration fee. The \$25 difference can be covered by the scholarship if there is a balance from the \$20,000 for the base scholarship. If not, and it is projected to be charged to the family, it would be a reason for the PPA to be completed.

Q: Now that all scholarships have been renewed on 7/1/2024 and are good until 6/30/2025, will families or providers receive any notice about renewing these scholarships?

Families will be given notice to renew starting 90, 60, and 30 days in advance, beginning in April of 2025. This will be a continuation of the same timeline Area Administrators used previously. The on-line application system sends out automatic notices, and the Area Administrators provide additional support to families.

Q: Can we submit corrected invoices if we made a mistake on the invoice?

Yes, on the cover page of the invoice you can check the box that says this is a corrected invoice for the same service period.

Document/Form Questions

Q: Can the Program Participation Agreement (PPA) be submitted to the portal?

No, programs should submit the Program Participation Agreement electronically through Alchemer: [Program Participation Agreement](#) or request a paper copy from your local Area Administrator. Scan and send the paper copy to DCYF at DCYF.ELScholarships@state.mn.us.

Note: Programs with multiple childcare licenses and different tuition and fees should have each site complete a Program Participation Agreement.

Q: Would you like the Program Participation Agreement (PPA) sent via email or snail mail?

DCYF has made the Program Participation Agreement an on-line document. We are offering an online option this year. Here is a link to the [Program Participation Agreement](#). If you have not completed one, please do so through the online survey. For those that cannot complete this online, there is still an option to complete a paper form. Programs with multiple childcare licenses and different tuition and fees should have each site complete a Program Participation Agreement.

Q: Do I need to complete a new Award Planning Agreement?

The Award Planning Agreement that previously needed to be updated each year, will now only need to be used for new children in programs with a scholarship, an approved enhancement, or if there is still an out-of-pocket cost for families.

Note: As families renew or are awarded, they will be provided a link to get this form, but programs may contact their local Area Administrator on behalf of the family as well. If an Award Planning Agreement is needed, it should be sent via mail or sent securely via email since it includes private data.

Q: Could I request an Early Learning Scholarship Program Closure Request Form to have on file in case we need it?

Programs may have a closure for unplanned emergencies such as severe weather, facilities issues caused by severe weather or public health-related issues. The [Program Closure Request Form](#) is an on-line survey that will be completed by the program to request up to 2

closure periods, not to exceed 30 days. Programs must re-open once the issue is resolved. The closures days should be noted on the appropriate invoice.

Pathway Questions

Q: Do I still send in new Pathway I applications to the Area Administrator like the past? Yes, please share the new online application website

Yes, you can still submit Pathway I applications to the Area Administrator or families can use the new online application here: <https://earlylearningscholarshipshub.mn.gov>

Q: Do we fill out a program participation agreement if we don't currently have any students on Pathway I?

This is predominantly for Pathway I. Pathway II childcare does not need a program participation agreement as your application and MOU serves as that agreement.

Q: For Pathway II, do registration fee payments of \$125 decrease the award balance?

The registration fee if charged to the scholarship will reduce a child's balance. However, the award can be increased to cover the registration fee. Programs with Pathway II funding can award the allocation to an eligible child based on allowable costs. Higher awards mean fewer children awarded as the total allocation per program remains the same.

Q: Do Pathway II registration fees impact the scholarship balance?

The allowability for registration fees is for both Pathways, however, a program does not get an increase in their Pathway II funds to cover registration fees.

General Questions

Q: Who can we reach out to if I need to get payment breakdowns?

Contact MDE (now DCYF) and they can publish a report through the most recent 2024 payment date.

Q: When will we be informed of FY 2024 rollover amounts?

Once all 2024 payments are completed, DCYF can identify the balance, roll it forward and add the allocation to FY 2025. We anticipate that this will take place in October. A summary of the balance can be provided before the actual roll forward occurs.

Q: How do I get added to the ELSA email distribution list?

Please fill out the form here: [Contact Information Collection Form](#)

Q: Is there something we can use for scholarship tracking?

Invoice Form PW-I (B) Standard or Extended can be used to track Award Starting Balance and Award Ending Balance. This is also available in the PWII Invoice Form.

Q: When you pay our program, will the payment receipt you send us show each child and the amount you are paying us for them?

The children will not be listed in compliance with personal information protection laws.

Q: Will we be notified of low funding?

There will be reports for low balances, this process will be defined more clearly in the future.

Q: If a student is transferring, who should we contact to get an update on award balance and absent days utilized? Would we be reaching out to the Area Administrator or to Greater Twin Cities United Way?

We are working on finalizing a process to determine where this fits best, and if it is better to have a regular report rather than one off questions about a child. We will figure out the best process for this by the end of October, if not sooner.