

Child Care Assistance - Frequently Asked Questions

Last Update: January 1, 2021

On the Kinder Track provider portal, my payment says “PAID”, why does it take so long to receive my check?

Payments processed out of the Kinder Track 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 Kinder Track system shows the payment as “paid”.

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 DHS.

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. This is a sliding schedule that increases the family co-pay fee as the family income increases.

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.

How can I receive direct deposit?

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

[EFT Authorization Form](#)

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 centralized child care unit. The form and the address can be found on the Kinder Track Provider Portal.

[Provider Portal](#)

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

Has a family applied for CCA?

Questions about family eligibility should be directed to the centralized child care unit by calling 1-866-448-4605.

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

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

Specific payment questions should be directed to the centralized child care unit by calling 1-866-448-4605.

Did you get the billings I submitted?

Providers can check the status of payments through the Kinder Track Provider Portal.

[Provider Portal](#)

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 DHS. Changes to these rates can be made at any time by submitting a new CCA Provider Agreement.