

Subject: Adams County CCAP Manual Claims Provider Instructions:

ATS recorded attendance should be the Provider's primary source of CCCAP reimbursement for services provided to CCCAP families. If a provider doesn't receive an automated payment through ATS for an authorized child, provider should notify the county and submit a complete and timely manual claim form along with signed attendance sheets to; Adams County CCAP Providers email box @ AdamsCCAPProviders@adcogov.org for a manual payment as manual claims are a secondary form of CCCAP payment.

1. Child Care Manual Claim form should be completed in its entirety, or it *may be* denied.
2. Please make sure the attendance logs are legible w/ no highlights and in blue or black ink or the manual claim *may be* denied.
3. When submitting an approved state prescribed Manual Claim form, please indicate the reason for submitting a manual claim for each child on each line provided. If you have questions on what the justifiable claim is, please call Provider Specialist Erin Champ @ EChamp@adcogov.org 720-523-2216 or Vacant Caseload.
 - Example: System Error or County Error (what is the error?), no ATS access. What is ATS issue? If ATS Helpdesk email has been submitted to the state @ cdhs_ats_helpdesk@state.co.us best practice cc: the county @ AdamsCCAPProviders@adcogov.org
4. Sign in and sign out sheets (attendance sheets) verified by the parent/primary caretaker with dates & times of attendance are required to process the manual claim. Please submit the sign in & out sheets for each child(ren) along with the state prescribed Manual Claim form.
5. If the Manual Claim form is incomplete or missing information or not legible the claim may be sent back to you with a request for the missing information to be submitted before the claim is processed.
6. Manual Claim form **must** be signed by the childcare provider.
7. Please remember to reconcile all service months' payments from ATS before submitting manual claims. If there was an open authorization, a holiday may have been paid even though the client did not have ATS access or was not in attendance.
8. Manual claims are to be sent to CCAP after reconciliation of prior months' payment. CCCAP pays 2 weeks in arrears, therefore; best practice is to submit manual claims after the 2ND Thursday of the following month payment is being requested for.
9. Remember, all manual claims must be received complete & within 60 calendar days concluding the last month of service or payment shall be forfeited. Please submit all manual claims to Adams County CCAP via e-mail to adamscapproviders@adcogov.org or fax 720-523-2201 or mail Adams County CCAP [11860 N. Pecos St. Westminster, CO 80234-2740](https://www.adamscountyco.gov/11860-N-Pecos-St-Westminster-CO-80234-2740).
10. Manual Claims will be reviewed and acted on accordingly.
11. Questions regarding the authorization, please call the CCAP worker directly or Provider Specialist for support.

Respectfully, Adams County CCCAP Staff