

Telephone Billing for Child Care Step-By-Step Instructions for Providers Department of Human Services

Telephone billing allows you to submit billing information to the Michigan Department of Human Services (DHS) for state-funded Child Care. These step-by-step instructions help explain touch-tone telephone billing. Prompts for voice-activated billing are similar, but you speak your responses.

Telephone Billing Numbers:

Touch-tone: 1-888-779-2775 (English and Spanish prompts)

Voice Activated: 1-888-826-1772 (English prompts only)

NOTE: Internet billing is the easiest and most convenient way to bill. Therefore, we **highly recommend Internet Billing if you are authorized to care for more than 12 children. To access the Internet Billing system, please visit www.michigan.gov/childcare.**

When You Call, You Will Hear:

“Thank you for calling the State of Michigan. To continue in **English, press 1** now. To continue in **Spanish, press 2.**”

You must have your **Provider ID number, PIN, pay period number, and your DHS-1546, Provider Time and Attendance form**. This system can only be used if you are a child care provider who cares for DHS state-funded children. You may bill for Child Care by following the system prompts and then entering the information requested using the keypad on your touch-tone telephone.

Starting the Billing Process

STEP 1

Press 1, to begin entering child care billing information, please **press 1** for Providers.

For Information, Press 2

If you are not familiar with the Interactive Voice Response (IVR) Billing System, or have questions on how to use it, press 2.

When You Press 2 For Information:

- For help on how to use the billing system, including information about your Provider ID and PIN numbers, pay periods and billing corrections, **press 1** on your telephone.
- For information about the DHS-1546 form including charge for care, authorized children and Child Ill and Holiday hours, **press 2**.
- For information about when to bill or when you will get your payment, **press 3**.
- For information about training and technical assistance, **press 4**.
- To repeat these choices, **press 5**.
- To return to the billing system to enter child care billing information, **press 6**.
- To end this call, you may hang up at any time.

OR, To Change Your PIN, Press 3

If you would like to change your Personal Identification Number (PIN), press 3.

STEP 2

When prompted, enter your seven-digit Provider ID number.

STEP 3

When prompted, enter your six-digit PIN.

STEP 4

You will be prompted to press # to accept the current pay period or to enter a different three-digit pay period number.

NOTE: *The pay period number is found on the Provider’s Child Care Daily Time and Attendance Record (DHS-1546), or in the Provider Handbook and Reporting Instructions for Child Care Providers (DHS Pub. 230).*

The dates of the pay period you selected will be repeated to you. You must either accept by pressing the # (pound) key, or change the pay period by pressing the * (star) key.

STEP 5

When prompted, please enter the information for <child's name>. To skip this child for this pay period, press the # (pound) key now.

NOTE: The names of the children are spoken in last, then first name order. Listen carefully to the pronunciation of the names. If you do not hear a child's name, that child is not authorized for DHS state-funded Child Care. Please have the parent/substitute parent contact his/her DHS Caseworker. Once a child is authorized, you may bill for that pay period.

- a) Enter the Total Child Care Hours for <child name> for each day during the two-week pay period followed by the # (pound) key. **Round to the nearest half-hour. For example, to enter 8.5 hours, enter 8, press the * (star) key and enter 5. Then press the # (pound) key.** If you do not have any child care hours, press zero then the # (pound) key.
- b) Enter the total Child Ill and Holiday hours for <child name> for each day during the two-week pay period according to the instructions in the **Provider Handbook and Reporting Instructions for Child Care Providers (DHS Pub. 230)** followed by the # (pound) key. **Round to the nearest half-hour. For example, to enter 4.5 hours, press 4, then the * (star) key, then 5. Press the # (pound) key when finished.** If you do not have any Ill/Holiday hours to report, press zero then the # (pound) key.
- c) Enter the total two-week charge for care for <child name> for the pay period followed by the # (pound) key. Enter the amount in whole dollars. For example, to enter one hundred thirty-five dollars, press the 1, 3, 5, and then the # (pound) key. If there is no charge, press zero then the # (pound) key.

Continue with these steps until all billing information for authorized children has been entered.

Ending the Billing Process

STEP 6

Once you have entered billing information for all children authorized for the pay period, you will hear a certification message then "Certify" your billing information by following the prompts. (See Note below.) You will hear a ten-digit confirmation number. Please make note of the confirmation number. To repeat this information press 1.

NOTE; To certify, press the # (pound) key if the information is correct, or to press the * (star) key if it is not correct. If you press the * (star) key, you will be prompted again to either press the # (pound) key to certify or press the * (star) key to cancel your billing.

STEP 7

To bill for another pay period, to make a correction to this or another pay period, press 2 now. If you are finished you may hang up.

NOTE: You must keep complete and accurate Time and Attendance Records for all DHS-funded children you provide care for. Your records must show the daily care begin time and daily care end time for each child. You must keep Time and Attendance Records for four years from the date of care for auditing purposes. You may access the **Provider's Child Care Daily Time and Attendance Record (DHS-1546)** at www.michigan.gov/childcare if you need Time and Attendance Records.

NOTE: If you have questions, or need help, after listening to the help information, you may talk to someone weekdays, except holidays, by calling 1-866-990-3227.

Monday through Friday 8:00 a.m. – 5:00 p.m.

You may also report billing information by using the Internet billing system at www.michigan.gov/childcare.



Quantity: -0-
Cost: -0-
Authorization: DHS Director

Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.