

## Process for Submitted Rosters

The “End Child Enrollment Failure” message is to prevent Family Services from keying an End Enrollment Date when the provider has submitted their attendance roster. This can occur if the provider submits their roster on the last business day of the current month, *even if the month is not over yet or the last day of the month falls over a weekend/holiday.*

Example:

- Processing recert (fee change, transfer, etc) on 5/29/20
- End Enrollment date is 5/28/20

**End Enrollment**

**End Enrollment Reason\*** REDE - Next Authorization P ▾

**Last Day of Service\*** 05/28/2020

**Is there a past due parent fee?\***  Yes  No

**Past Due Parent Fee Amount** \$

**Is there a payment plan in place?**  Yes  No

**Please attach payment plan document.**  No file chosen

- If the below error message pops up, this means that the provider has already submitted their May attendance roster:

**End Enrollment** End Child Enrollment Failure

**End Enrollment Reason\***

**Last Day of Service\***

**Is there a past due parent fee?\***

**Past Due Parent Fee Amount**

**Is there a payment plan in place?**

**Please attach payment plan document.**

**Error Summary**  
Failed to complete the End Child Enrollment request.

**Error Details**  
Could not end the child enrollment. The provider has submitted attendance for reimbursement for the enrollment date entered. The enrollment cannot be terminated on this date. The Last Day of Service must be a date that has not been submitted by the provider for reimbursement. **The enrollment can be terminated any day after 05/31/2020.**

- TIP: A good way to check if the provider has submitted the attendance roster is to attempt to end the enrollment. If the error message does not pop up, that means the provider has not submitted it yet. Proceed as normal as the end enrollment date will go through.

Procedure:

- Reimbursement will be able to reject the roster to the provider in order to allow Family Services to complete the transaction up until the 10<sup>th</sup> of the next month.
  - In the example above, reimbursement will reject the roster up until 6/10/2020.
  - Anything after this deadline will become an adjustment. Follow adjustment protocol.
- Family Services will email the provider's Reimbursement Specialist and CC Rhonda to reject the roster.
  - Include site name and child's name for rejection.
- Reimbursement will reject the roster and email the provider. The Family Services caseworker, who requested this, will be CC'd on this email as confirmation of the rejection.
- Family Services will then complete the transaction.
- Family Services will call the provider when complete to advise them to re-submit the roster. This conversation will be included in notes.
  - Example: "Informed Ms. Smith at ABC Daycare of new fees and that she must re-submit her roster."