

Question: Are exemptions ONLY being granted for COVID related issues?

- A. Reasons for low attendance or closure other than COVID can be included. All exemption requests are subject to DHS approval. Exemptions should not be requested if insurance will cover the lost CCAP income. If insurance does not cover all expenses, please provide written documentation from your insurance company verifying such.**

Question: If a class must close for 14 days, can we still receive payment even though the children are not there for that time?

- A. Those days can be included on the exemption request if only the class is closed due to COVID-19 and the center is not. The children will be counted as attended days. The Attendance Exemption can be requested if the center falls below 50% of attendance.**

Question: Because some of us are experiencing delays in mail. Can we instead hand deliver the certificates or fax/email them?

- A. Yes. Certificates can be faxed to SAL Child Care Connection at 309-686-3850 or emailed to CCAPHelp@salccc.org**

Question: If a provider has to close due to an employee testing positive for COVID, can they still bill for payment for those 10 days they were closed?

- A. Providers that are closed by IDPH, or voluntarily close due to COVID-19 related issues, are eligible to request an attendance exemption to be paid for those days. Providers should complete Formula B on the exemption request form. No documentation is needed.**

Question: When students have to quarantine due to a positive result of a teacher from the class, how does this affect payment and meeting 50% for full pay?

- A. If they attended some days during the month, all of their eligible days will be counted in the attendance percentage calculation. If attendance is above 50%, CCAP will pay for 100% of eligible days that they attend at least one of (FT/PT). If attendance is less than 50%, an attendance exemption can be requested.**

Question. Where do we find the waiver form?

- A. Policy, procedures and a link to the form can be found in CCAP policy 02.06.1 <https://www.dhs.state.il.us/page.aspx?item=10571>**

Question: Does the exemption form need to be approved before the monthly certificates are submitted?

- A. Yes, the approved exemption form must be submitted with the certificate. If the exemption form is submitted after the payment has been entered, a supplemental payment can be made.**

Question: Do providers need to contact IDHS if they fall below the 50% attendance percentage? Do they need an OK to use the Attendance Exemption Request?

- A. Yes, providers must contact DHS.CCAP.POLICY@illinois.gov to have attendance exemption approved.**