

October 25, 2022

Dear Child Care Operator:

Subject: Interim changes to subsidy and claims process

As you are aware, the new affordability supports have resulted in a significant increase in the number of families who are eligible for subsidy. As we continue to process a high volume of subsidy applications, we are implementing two short-term changes to support operators through the claims process.

We are automating subsidy payments on a weekly basis for those children recently approved for subsidy who were too late to show up on the monthly claim form already submitted by the operator. This means that if a child attending your program was approved, for example, with an August start date, the automatic payments will cover the subsidy rate for August and September (and any other eligible months where the claim has already been submitted) without the need to submit a manual program adjustment form. Automatic payments will include the child's eligible subsidy rate based on the hours a parent requested in their application.

The first round of these automatic payments will reach operators by November 2, 2022, with subsequent auto payments made on a weekly basis until the subsidy program is processing applications within 10 to 15 business days.

We also wanted to inform you that as of October 24, 2022, we are temporarily providing subsidy applicants with a 4-month conditional approval period. This will provide programs with the subsidy information required to bill parents accurately, avoiding changes to the parent portion of fees in the future.

We will broadcast a message on the Online Claims system when auto payments are discontinued and the subsidy program reverts to the original 2-month conditional approval period. If you have any concerns or questions about your payments, please contact Child Care Claims at 1-855-638-6121 or cs.childcareclaims@gov.ab.ca.

Thank you again for your patience and understanding as we work to reduce child care fees for families.

Sincerely,

Jerri Chugg
Acting Executive Director