

# Mary Linsmeier Schools

## Wisconsin Shares Payment Policies & Procedures

### MyWIChildCare EBT Card

Parents receiving Wisconsin Shares Child Care Subsidy are issued an EBT card to pay their child care provider, similar to using the Quest card for FoodShare. The EBT system is called MyWIChildCare.

### About the MyWIChildCare EBT Card

Call the number on your EBT card to activate it and establish a PIN, just like setting up a regular debit card.

Your child care authorization is based on a monthly average of your child care needs. A monthly amount of subsidy will be added to your card the first day of the month. Amounts for new authorizations are added the next business day. You will have up to 90 days to use your monthly amount. After 90 days, the unused balance will be removed from your EBT card.

### Mary Linsmeier Schools Billing/Payment Procedures

- The State will add your monthly subsidy to your MyWIChildCare EBT card on the first day of each month. This amount can only be used for your child at our child care center. It cannot be used for any other purpose.
- We will calculate the total child care charge at the beginning of the month based on your enrollment.
- You are required to pay Mary Linsmeier Schools the amount on the EBT card by the 1<sup>st</sup> day of the month by either calling **1-877-201-7601** or by logging into **www.ebtedge.com** and making the payment. If the EBT payment is not received by the first day your child attends in the month, you will receive a letter requiring you to pay the entire charge for the month.
- When we receive the EBT payment, we will deduct the EBT payment from the total charge to calculate your share of the payment. This is called the Parent Share. This Parent Share will be divided into two equal payments. The first payment is due on the second Friday of the month and the second payment is due the fourth Friday of the month. We will send you a letter confirming the amount of the EBT payment and the amounts of the Parent Share payments due and the due dates.
- If there are additional days and hours that your child(ren) attends above the enrolled day and hours, the additional charges will be added to your Parent Share on the next scheduled payment following the processing of the charge.
- If there are any vacation credits or other credits to your account that amount will be subtracted from your Parent Share on the next scheduled payment following the processing of the credit.

- If there is a schedule change any charge or credit will be adjusted on your Parent Share on the next scheduled payment following the processing of the schedule change.
- If the Parent Share payment is not received on the due date your child will be suspended until the payment is received. A \$15.00 late fee will be added to the amount you owe.
- If the authorization has expired, you will be responsible for the full charge after the authorization end date.
- We require a two week written notice when you are withdrawing. Forms are available at the center. If we do not receive the notice, you will be charged two weeks after the last day of attendance.
- If you have any questions regarding your bill or if you have a dispute please contact our billing office. If you have questions regarding the amount of the subsidy please contact your case worker.

**MAILING ADDRESS:** Please mail all payments and forms to:

**Mary Linsmeier Schools/Children's Edu-Care**

**18735 Pleasant Street**

**Brookfield, WI 53045**

**Phone: (262) 781-3636 ♦ Toll Free: (800) 467-8081 ♦ Fax: (262) 783-2797**

**DAYS OFF CREDIT (vacations, short term illnesses, holidays and other):**

The two options available are listed below:

Option one - Two weeks at full credit

You will earn up to two enrollment weeks of credit during the year. One enrollment week will be earned on September 1. If enrollment starts after September 1 a prorated number of days will be calculated based on the time left in the period. A second week will be earned on January 1. If enrollment starts after January 1 the number of days earned will be prorated based on the time left in the period. If the first week of credit is not completely used by January 1, any unused days will be carried into the next period. However, any unused days as of August 31 will not be carried forward.

Option two - Four weeks credit at 60% off

You will earn up to four enrollment weeks of credit during the year. The credit will be for 60% off of the daily charge. One week will be earned on September 1, a second will be earned on December 1, a third will be earned on March 1 and a fourth will be earned on June 1. If enrollment starts after the first day of any period the number of days earned will be prorated based on the time left in the period. If the week of credit is not completely used during any of the first three periods, any unused days will be carried into the next period. However, any unused days as of August 31 will not be carried forward.

If during any period the available credits are used up, you will be charged for any other days off in that period. You may use earned credits all at once or use them individually. Request for credit must be given in writing within 30 days of absence or credit will not be available. Please submit the Days off Credit Request form well in advance to avoid confusion and/or late fees. Days off Credit should not be deducted from your payment until it is processed and appears on your statement.

**LONG TERM ILLNESS CREDIT:** When your child is absent due to illness, you will need to pay the first enrollment week of the illness or use any available days off credit. You will receive full credit for any additional *continuous absence* after the first week. A written notice must be received within 30 days of absence in order to receive this credit.

**HOLIDAYS:** The Center will be closed for the following holidays: **New Years' Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.** If the holiday falls on a Saturday the center will be closed on the Friday before. If the holiday falls on a Sunday the center will be closed on the Monday after. A Days Off Credit Request Form should be filled out and submitted if you wish credit for holidays.

**EMERGENCY CLOSURE POLICY:** In the unlikely event that we would close due to severe weather or other unforeseen event, requested credit will be available after two closings during the year (September 1 through August 31).

**HOLDING A SPOT:** You may request that a spot is held for your child for a future date. The director will determine if there is availability for your child. If there is availability, you can reserve the spot with a payment of a non-refundable \$50.00 Registration Fee.

**WITHDRAWAL NOTICE:** You must give a written notice two weeks in advance of all withdrawals. If this two week written notice is not given you will be charged for two weeks from the last day your child/ren attended. Any complaints or concerns you may have should be addressed with the center director immediately. We will do everything possible to make sure you are satisfied with the education and care your child is receiving.

**TEMPORARY WITHDRAWAL:** You may withdraw temporarily upon a two week written notice. To use a temporary withdrawal your child/ren must be absent for a *minimum of two consecutive weeks* from the center. Space in a classroom cannot be held for a child on a temporary withdrawal. If a room becomes full when a child is out on a temporary withdrawal and a parent requests re-enrollment, that child will be added to the waiting list for that room. Full credit will be given without using vacation availability. A \$25.00 re-enrollment fee is payable upon return from all temporary withdrawals. If a two week written notice is not given, you will be billed for two weeks from the last date of attendance. However, if you return within one year of the temporary withdrawal, we will give you credit for any days you paid but did not attend.

**JOB LOSS:** If you withdraw due to a loss of a job, we will waive the two week notice with written confirmation of the job loss from your employer. This confirmation must accompany your written withdrawal in order to receive credit.

**WRITTEN NOTICES:** Forms are available at your child's center for giving written notice. **Please give all notices to the center director for her/his reference and initialing.** The center director will then forward the notice to the billing office for processing.

**LATE PICK UP POLICY:** Please refer to the Parent's Manual regarding late pick up.

**SUBSTITUTE DAYS:** Please have your child/ren attend only on the days they are enrolled. We strictly follow Wisconsin State Laws on child-teacher ratios, therefore we cannot allow a child to make up or switch days.

**ANNUAL RE-REGISTRATION:** There is an annual re-registration fee of \$25.00 charged each September to all families, regardless of start date.

**RETURNED CHECKS:** Please be aware that there is a \$35.00 service charge on all checks returned by your bank, (i.e. insufficient funds, account closed, etc.).

By signing this agreement, providers and parents agree to abide by the agreement and written policies and procedures of the provider. The provider may amend the policies by giving the parents a copy of the new or changed policy and or procedure.

Parent's Name (print): \_\_\_\_\_

Parent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Admin Name (print): \_\_\_\_\_

Admin Signature: \_\_\_\_\_ Date: \_\_\_\_\_