

Department of Veterans Affairs (VA) Child Care Subsidy Program

Frequently Asked Questions for Child Care Providers

What are the CCSP eligibility requirements for child care providers?

Child care providers must be licensed and/or regulated to provide child care services in the state or location in which they operate. Their licenses must be up to date and current.

What documents are required to be submitted before a child care provider can be approved to participate in CCSP?

For child care provider to participate in CCSP:

- The VA Form 0730b, Child Care Provider Information must be filled out by the provider.
- Present a copy of provider(s) license and
- Provide schedule of fees

How are child care subsidy benefits paid?

Payments will be made to child care provider through Electronic Funds Transfer (EFT). For child care providers to be paid, the provider must submit their ACH banking information through the secure web-based [Customer Engagement Portal \(va.gov\)](https://www.va.gov/customerengagementportal/). Step by step guides are provided below. Once a confirmation number is received by the provider from FSC, please allow up to 30 days for the submission to be processed.

Who do I contact if I need assistance with the web-based ACH form through [Customer Engagement Portal \(va.gov\)](https://www.va.gov/customerengagementportal/)?

If you need assistance, please contact FSC Customer Care Center at 1-877-353-9791 or via email to vafscshd@va.gov

Is the child care provider required to issue an invoice to the participant?

Yes, the child care provider **must** issue monthly invoices to the participant and it's the participants responsibility to submit invoices to Child Care Subsidy Program.

How does the child care provider address missing payments?

The child care provider must first contact their bank to confirm or validate the missing payment and then reach out to the participant to inform them of the missing payments.

How do I know a payment has been made and what should I expect?

The child care provider will receive a payment confirmation email from Child Care Subsidy Program. Payments are disbursed from the Department of Treasury on behalf of Department of Veterans Affairs. How it appears on the bank statement will differ from bank to bank. To gain clarity on the payment made please contact your bank.

Is the child care provider required to register with [www.SAM.gov](https://www.sam.gov) ?

No, the child care provider is not required to register with www.sam.gov but if they choose to do so they are required to maintain and keep it current annually, so payment disbursements are not interrupted.