

## **I-Billing for Providers Most Frequently Asked Questions**

### **Billing System:**

#### **How do I find my Provider ID number and Personal Identification Number (PIN)?**

Your Provider ID number is located on the DHS 198, Child Development and Care (CDC) Provider Notice. Your PIN is an automatically assigned six-digit number and is mailed separately.

Note: A PIN reset process is available in the I-Billing system. This process requires you to complete a set of security questions after accessing I-Billing the first time. You must select three security questions from the list of choices and enter a response for each selection. You will also have the option to enter your email address and select whether you want a future PIN emailed or mailed; otherwise your PIN will be mailed to the address on file.

#### **What is a pay period?**

A pay period is a two-week billing period for which a unique three-digit number has been assigned. Refer to the CDC Payment Schedule in the Child Development and Care (CDC) handbook or at [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

#### **How do I use the Internet for billing?**

To enter your billing information, access the I-Billing system at [www.michigan.gov/childcare](http://www.michigan.gov/childcare). Have your Provider ID number, your PIN and your time and attendance information, such as the CDC Daily Time and Attendance Record, in front of you. Enter the attendance information for the two-week pay period for each authorized child that you provided care for.

#### **How do I enter my billing information?**

Select the pay period you are billing for on the main menu and click the “*Work on Billing Invoice*” button. Enter actual in and out times for each child. I-Billing automatically rounds and calculates total hours of care.

Note: Prior to submitting your billing invoice, you must certify that you have read and agree to the requirements stated in the Child Development and Care (CDC) Handbook.

#### **How do I report for a child who is absent?**

Child absence hours may be billed for any periods in which the child is not in care when he/she would have normally been in attendance. This includes periods when the provider is open for business, as well as when the facility is closed. Child absence hours cannot be billed after the child’s last day in attendance. Please understand that billed hours may not exceed the number of hours the child would have normally been in your care. The absent box must be selected when billing absence hours. Also, enter the IN and OUT times the child would normally be in care. Absence hours are limited to 360 per fiscal year (October 1st – September 30th), and to 10 days when no care hours are billed.

#### **How do I report corrections for this pay period or for a prior pay period?**

To report additional or revised time on an invoice that has already been submitted, select the pay period you need to update on the I-Billing Main Menu, and then select “*Work on Billing Invoice*.” Click Proceed to continue. Enter the additional or revised time on the billing screen, then certify and submit the invoice.

Note: Once you certify and submit the information to MDE, you may submit revised invoices up to 90 days after the end of the pay period.

**How do I bill for a child whose name is not listed?**

If a child's name is not listed on the I-Billing screen, select the "Next" button to view additional pages. If a child is not listed, **you may not be authorized to bill for this child**. If the child still does not appear and you know you have authorization to bill, call the CDC office at 1-866-990-3227 for assistance.

**What are the other buttons on the I-Billing main menu?**

The options on the main menu are:

- a) Work on Billing Invoice
- b) View last payment
- c) View previous billings
- d) View payments by pay period
- e) View Statement of Payments
- f) Add/Remove Child

**How do I successfully log-out of the I-Billing system?**

Click on the button labeled "Log Out/Exit" located at the bottom of the main page. Once you have done this, you can close your Internet browser.

**Billing Time Frames:**

**When can I bill for child care with I-Billing?**

The I-Billing system is available 365 days a year, 24 hours per day, 7 days a week. Refer to the CDC Payment Schedule for billing deadlines.

**Training and Technical Assistance:**

**Is there any Internet billing training available?**

The Child Development and Care (CDC) program has created new Provider Training modules located at [www.michigan.gov/childcare/ProviderTraining](http://www.michigan.gov/childcare/ProviderTraining). The modules will assist with providing training and support to follow CDC requirements and maintain proper attendance records as specified in the CDC Handbook. If you receive a Program Violation Notice, you may be required to review one or more of these modules.

**How can I talk to a person about questions I have?**

If you need assistance, you can contact the CDC office at 866-990-3227.