

FAMILY INDEPENDENCE AGENCY

Child Daycare Provider Payments

Each State has Tens of Thousands of Individual Day Care Providers that have been assigned the responsibility for tracking, auditing and issuing payments to individuals caring for children whose parent(s) are receiving state support. The FIA reimburses two major factions, companies and individuals. Companies receive payments based on forms mailed or faxed to the agency. Individuals (caregivers, relatives, friends, etc.) are required to report hours and charges for each of the children in their care every two weeks.

How does it work?

Centurion, Inc. developed an Interactive Voice Response (IVR) / reporting application interfaced to a mainframe database that provides the following functions:

- Providers call in to report billable information on a bi-weekly basis.
- The caller is prompted to enter their provider ID, confirms the pay period and collects (1) childcare hours, (2) absences/holidays and (3) charges for care.
- Text to Speech software is employed to speak the name of the child to the caller to start the input sequence.
- During normal business hours the caller has the option to “0” out to a contact center agent.