

# FAQs – Direct Services for Providers

## **1. How does this affect providers?**

Providers will not be affected. The only difference is that providers will contact their reimbursement specialist at a different number/email. The reimbursement process, attendance submittal deadlines, and payments will remain the same. The coalition still handles the contracts and the provider portal profiles.

## **2. Why is the coalition bringing services in-house?**

As stated in the media release, the ELCOC is providing direct services to align with the Division of Early Learning's (DEL) service delivery model.

## **3. When does this change take place?**

Direct services will be rendered by the ELCOC effective July 1, 2024.

## **4. Who will we contact if we have questions on reimbursement?**

You will continue to contact your assigned reimbursement specialist at 4C until June 30, 2024. If anything changes prior to that date, a notification will be sent out via email.

## **5. How does this affect the families receiving SR and VPK?**

Family Services staff will be ELC of Orange County employees starting in July 2024 and parents will reach out directly to the ELC for assistance with applications and enrollments. We hope this will streamline services for parents.

## **6. Who do I contact if I have more questions?**

The ELCOC is hosting its annual provider meeting on March 26, 2024, at Edgewater, where our CEO, Dr. Fritz, will provide more information on the transition of services. If you have any questions before then, please email Darlene Jones, Chief of Provider Services at [djones@elcoc.org](mailto:djones@elcoc.org).

## **7. Will 4C handle any of my reimbursement paperwork or parent enrollments after July 1, 2024?**

No, they will not. All SR and VPK parent eligibility and provider reimbursements will be handled in-house by the ELCOC.