

Policy Communiqué #08-09

Title: PELICAN Provider Certification and Child Care Works – Issues and Processes

Priority: High

Category: Action required.

Response Required: None

Purpose:

To inform Child Care Information Services (CCIS) agencies of known system issues regarding transfers of regulated providers from PELICAN Provider Certification to PELICAN Child Care Works (CCW) and to explain the process(es) CCISs should follow if a potential provider issue arises.

Background:

Since the implementation of PELICAN Provider Certification on Wednesday Monday, March 10, 2008, several system issues have been identified. The issues range from creation of duplicate providers, to minor corrections of provider information, to unsuccessful pushes of new certified providers to CCW.

The Office of Child Development and Early Learning (OCDEL) would like to remind CCIS staff of the frustration and hardships that accompany the implementation of a completely new system and business processes. We request that you continue to practice patience in working collaboratively with Regional Office staff during the coming weeks and months.

Discussion:

Following are: descriptions of the system issues (as known today) and appropriate action steps for each; a process for addressing critical provider payment issues; and a process for addressing non-critical, non-payment provider issues.

Description of Known System Issues & Actions

1.) Duplicate provider locations are occasionally being pulled into CCW through the Master Provider Index (MPI).

HQ Action: Subsidy HQ staff is monitoring duplicate locations and closing duplicates as they are created.

CCIS Action: CCIS staff should not enter agreements or enrollments for any provider locations that they believe may be a duplicate.

2.) Two known cases of Legal Entity overwriting have occurred through MPI.

HQ Action: Certification HQ staff is working with Deloitte to test the steps necessary to correct this overwritten information and communicate these steps to the appropriate Regional Offices.

CCIS Action: CCIS staff should report any new provider Legal Entity (LE) overwrites that occur through the Help Desk. (See Critical PELICAN Provider Payment Issue Process below.)

3.) New out-of-state providers are not transferring to CCW.

HQ Action: Certification HQ staff is working with Deloitte to enter out-of-state providers as they are identified.

CCIS Action: Susan Harrison is no longer the out-of-state provider specialist for OCDEL Bureau of Certification Services. Requests for PELICAN entry of out-of-state providers should be forwarded to Julie Merritt or Amanda Dorris as indicated on the attached chart.

4.) New regulated providers are intermittently not having access to CCW.

HQ Action: Certification HQ staff continues to create system fix PCRs as necessary.

CCIS Action: CCIS staff should contact the Regional Office to ask if a new regulated provider has been entered into PELICAN Provider Certification and a new certificate issued. If the provider is processed and cannot be pushed through MPI to CCW, the CCIS needs to contact the Help Desk. (See Critical PELICAN Provider Payment Issue Process below.)

5.) Regional Office staff do not have access to make corrections to the following fields for regulated providers:

- Tax ID
- Provider Name
- Physical Address
- Phone Number
- Email Address
- Website Address

HQ Action: Subsidy HQ staff will maintain a change request spreadsheet to share with Regional Office staff once changes can be successfully processed through PELICAN Provider Certification.

CCIS Action: CCIS staff should use the Non-Critical, Non-Payment PELICAN Provider Issue Process as outlined below.

Critical PELICAN Provider Payment Issue Process

- 1.) The CCIS contacts the Regional Office to explain the issue.
- 2.) The Regional Office takes action as needed.
- 3.) If the provider information does not push to CCW, the CCIS contacts the Help Desk, explains the problem, and indicates the provider LE & Location Names and the impact to provider payment(s).
- 4.) The Help Desk representative adds the provider information to the datafix PCR #17900.

Non-Critical, Non-Payment PELICAN Provider Process

- 1.) The CCIS completes the attached spreadsheet to indicate that a non-critical, non-payment related problem is occurring within PELICAN. Examples of such issues are updates required to one or more of the following fields: Tax ID, Provider Name, Location Address, Phone Number, or Email Address.
- 2.) The CCIS emails the spreadsheet to the CWOPA mailbox "**PW, CCMIS SEDC Support**" at ra-cmissedsupport@state.pa.us.
- 3.) Subsidy HQ staff maintains a complete spreadsheet of requested provider corrections/changes.
- 4.) OCDEL HQ will forward correction requests to the appropriate Regional Office as soon as the updates can be processed through PELICAN.
- 5.) CCIS will receive an alert when the change is made in PELICAN Provider Certification and pushed to CCW. If no change is required per the Regional Office, Regional Office will contact the CCIS.

Next Steps:

1. Share this Communiqué with staff responsible for doing this work.
2. Follow the appropriate action(s) listed above.
3. Direct questions to your Subsidy Coordinator.