

Department of Human Services (DHS) Foster Care
Provider Hot Line 1-877-DHS-2PAY (877-347-2729)



Payment Procedures

DHS is committed to providing excellence in its support of resource families in the State of Maryland! To that end, Foster Care, Adoption, and Guardianship Assistance Program (GAP) subsidy Payment disbursements are automated.

PROCESS:

A draft statement is mailed to Foster Care Providers (Public/Private) at the beginning of each month. This statement will reflect the current payment data based on child placements for the prior month recorded in MD CJAMS (Child Juvenile & Adult Management System). From this data, payment calculations will be at the approved IRC rates for Private providers and the approved DHS rates for Public providers. Payment Reimbursement for additional services rendered will be made separately, i.e., educational costs, day care expenses, etc.

• **Providers should verify this Statement is correct.**

Verification includes:

- Is the child on the statement
- Are the dates of the child's placement correct
- Are the rates for the child's placement correct
- Is the child in the correct program, for private providers
- If the child is a minor parent in a private setting, do they have a baby living with them and is this reflected on the statement
- Is the child a Non-TFC sibling living with their TFC sibling in a private setting and, is this reflected on the statement

• **If corrections to the Statement are needed, or there are questions about the payment received, providers may do the following:**

- Call the *Toll Free Call Center* at 1-877-DHS-2PAY (877-347-2729), *immediately*.
- For Hearing Impaired please call the TTY: 1-800-925-4434.
- Private providers should submit their monthly discrepancy spreadsheet to the coordinator.

• **The Call center staff are available Monday through Friday from 8:30 a.m. until 5 p.m.**

• If changes were made in MD CJAMS for the child's placement, a Revised Statement is mailed to Foster Care Providers on the 13th of the month.

• All Foster Care Payments are distributed around the 23rd of each month based on the information in MD CJAMS. Payments are either mailed or electronically transferred to the bank account of the provider. If you would like an electronic transfer, you must set up direct deposit.

• The Comptroller's Office in Annapolis sends the foster care payment for Room & Board, as long as the child's placement was validated by the LDSS by the 13th of the month. Checks for late validations or any other adjustments will come from the local department.

• Adoption and GAP providers must complete an annual reconsideration packet and submit to the worker before the subsidy expires.

• Adoption and GAP subsidies are distributed around the 10th of the month.

Direct Deposit:

• If you want to receive payments from the State using the Electronic Funds Transfer (EFT) program, complete and submit form GADX-10 and follow directions on the form. For any questions regarding EFT registration, contact the General Accounting Division with the Comptroller of Maryland at 410-260-7375.

We look forward to working together and continuing to provide the highest quality of support to our Resource Families.