Six Provider Peer Tips for managing CCAP

1. **Build a relationship with CCAP staff**
   - Having a contact at CCAP helps you get responses quickly
   - Having this relationship can help you get information earlier and helps you stay "in the know"
   - Having this relationship can prevent families from falling through the cracks
   - It's someone you can immediately contact for card denial
   - It's someone you can directly connect the parent with if they are having issues with their card

   *Contact Taryn Temple - Provider Specialist @ taryn.temple@denvergov.org*

2. **Monitor the CCAP system**
   - Check parent fees in the Provider Self Service Portal (PSSP) often*
   - Monitor authorizations to prevent gaps in care
   - Provide lost card forms to parents if they need them
   - Send in paperwork for parents through fax or email whenever possible
   - *Email cdhs_pssp@state.co.us to learn about PSSP!*

3. **Participate in the Denver CCAP Collaborative**
   - It helps to network with other providers and hear their ideas and experiences with CCAP
   - Keeps you informed about policy changes, trainings and CCAP updates
   - The Denver CCAP Collaborative is an open meeting that provides an opportunity to participate in CCAP discussions with Denver Human Services, Denver's Early Childhood Council and other providers
   - Reminders are sent out prior to each meeting*

   *Email info@denverearlychildhood.org to be added to the reminder list.
   Put "Denver CCAP Collaborative" in the subject line!

4. **Communicate with parents often**
   - Work with parents to support them with CCAP when possible
   - Help them understand the system when they enroll
   - Set policies within your handbook that detail what the parent should do if their swipe is denied or they lose their card

5. **Use PSSP daily**
   - Helps conversations about parent fees because it shows what the fees are and when they start
   - Gives real-time authorization information
   - Talk to parents about their reauthorization dates and ask if they have received their redetermination packets
   - Monitor authorization end dates in PSSP and help parents send in paperwork
   - Pull remittance statements
   - Check on fiscal agreements

6. **Find a system that works for you**
   - Use PSSP or another way to track attendance/swiping
   - PSSP parent fees and attendance information can be sorted/filtered and transferred into a spreadsheet
   - Create a process to help remind parents to back-swipe
   - If possible, put someone at the front desk to monitor denied transactions