

November 13, 2020



ProvNm
address_Street
address_City, address_State address_Zip

Dear Child Care Provider,

We are sending you this letter to let you know that the Oregon Department of Human Services (ODHS), also referred to as DHS, is here to support providers during the COVID-19 pandemic. We recognize family, friend and neighbor providers are an important resource for families and children, and your hard work is very appreciated.

ODHS is strongly encouraging providers who closed their child care site to quarantine due to COVID-19 exposure to call and report this to the Direct Pay Unit (DPU). This includes providers who closed because they contracted or show symptoms of COVID-19. Reporting this to the DPU does not replace the requirement to report to your local Public Health Authority if you have been exposed to, contracted, show symptoms of, are self-isolating, or in quarantine due to COVID-19.

Report a temporary closure due to COVID-19 to DPU either by phone or email.

- **Phone:** 1-800-699-9075
- **Email:** dpu.providerreporting@dhsoha.state.or.us

You will need to provide the following information:

- Provider name
- ODHS provider number
- If you have already contacted the Public Health Authority
- If you have contacted all families in care
- If you notified others who you may have been in contact with you
- The date your child care site closed
- When you plan to reopen

ODHS is committed to supporting providers with COVID-19 related temporary closures and child absent days. **Changes have included:**

Temporary closures due COVID-19:

- Providers may bill for COVID-19 related closures.
- Providers may bill for the days and times children were scheduled to be in their care during the closure. This only applies to ODHS child care eligible families currently connected to a provider.

Expanded absent day billing:

- Providers may bill ODHS for up to a full month for families, regardless of whether a child attended care as long as the child was scheduled to be in care and it is the provider's policy to bill all families for absent days. This only applies to ODHS child care eligible families currently connected to a provider.

DPU will assist providers to access **Personal Protective Equipment (PPE)** resources in the community. Child care providers can now receive a free order of supplies by applying at <https://supplyconnector.org/states/oregon/free-ppe/>. They will also assist providers in understanding the guidance in the "Health & Safety guidance for license exempt providers" released by the Early Learning Division (ELD), which you will receive in the mail soon. You can access the guidance, and other additional resources, online at <https://oregonearlylearning.com/COVID-19-Resources>. ODHS will contact families with children attending closed child care sites to help them access resources and benefits.

DPU is available Monday through Friday, 8:30 a.m. to 4:30 p.m., at 1-800-699-9074. Providers and families may also email:

- **Billing and listing forms:** DPU.ChildCareBilling@dhsosha.state.or.us
- **Customer service:** Customerservice.DPU@dhsosha.state.or.us

Families with questions about qualifying for benefits may contact their local ODHS office.

Find your local office:

- Online at <https://www.oregon.gov/DHS/offices/pages/self-sufficiency.aspx>
- Dial 2-1-1

Thank you,

Child Care Policy