FREQUENTLY ASKED QUESTIONS ABOUT MD'S ESSENTIAL PERSONNEL CHILDCARE PROGRAM (EPCC) PAYMENT PROCESS

Q: Who administers the EPCC program?
A: The Maryland State Department of Education (MSDE) administers this program. The program was announced by Governor Larry Hogan by executive order on March 13, 2020. To read more about the executive order, visit https://governor.maryland.gov/wp-content/uploads/2020/03/Child-Care-Access.pdf

For more information, visit:
https://earlychildhood.marylandpublicschools.org/system/files/filedepot/3/executive_order_waived_regulations_covid.pdf

Q: How do providers register for this program?
A: Currently MSDE is not accepting additional applications for the EPCC and EPSA programs. MSDE has over 3,700 participating child care providers and non-profit organizations with over 20,000 available spaces for children and youth. If a provider would like to be placed on a wait list, please e-mail us at earlychildhood.msde@maryland.gov with your name, program, address, e-mail/phone, and license number.

Q: Who is funding these payments?
MSDE is providing funding for these programs.

Q: How do we invoice MSDE?
A: To learn more about how to invoice MSDE, click here:
https://www.youtube.com/watch?v=0_BLcFYVjt4&feature=youtu.be

Q: Who do we contact if we have questions about the invoice amount?

A: To inquire about an invoice, please complete the Child Care Scholarship Payment Inquiry form https://docs.google.com/forms/d/e/1FAIpQLSeEFdqtPioQ0PRyrIZrqMswEQkPvGmGNQmmIn099e76er5ucg/viewform or call 1-866-243-8796.

Q: What are the $800 and $2,000 grants to be used for and how do we receive those?
A: Initially, family child care providers received $800 and child care centers received $1,600 for COVID-19 related sanitization and supply needs. The additional $2,000 grant is for continuance of operations in the COVID-19 environment.

Q: What should you do if you're not sure if an invoice has been received by MSDE?
A: All questions about invoices and amounts should be sent to earlychildhood.msde@maryland.gov

Q: How does the payment process work?

A: MSDE receives the providers' invoices and authorizes them for payment. Once authorized, MSDE keys them into the system. Behind the scenes, review is conducted on an automated basis to ensure there are no errors. Once the invoice batch is error-free, it is forwarded to the Comptroller of Maryland's General Accounting Division (GAD). GAD reviews the file and releases the batch to the State Treasury to begin payment processing. Treasury then issues the electronic payments to the financial institutions and prints checks, which are then mailed by the Comptroller's mailroom. Providers usually receive the payments within 2-3 business days after the payments have been processed.

Q: Where do I access the Comptroller's General Accounting Division (GAD) online system for Vendors?
A: From the Comptroller's website at https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp. New users must register for the system. Once you have registered, you simply enter your Taxpayer Identification Number (TIN) and password, then select "unpaid" to view pending payments or "paid" to view payments that have been processed.

Q: How can I verify if MSDE has transmitted my invoice to the Comptroller for payment?
A: GAD's One-Stop Vendor Payment System can show you the status of your payment. You can find the GAD system at https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp
Note: If your pending payment shows the code "123"/"456"/"Agency Processing," this means MSDE has not yet transmitted the payment invoice to the Comptroller. To check if your payment has been processed by the Comptroller's Office, select "Paid" on the main page and view processed payments listed with a code of "600."

Q: How can we verify if our payments were mailed or direct deposits initiated?
A: Verify that the status of your payment shows with the code "600" in GAD, which means the invoice has been paid. If your payment is still listed in the "Unpaid" section as "123" or "456" or "Agency Processing," your invoice has not yet been transmitted to GAD for payment. If the code shows "600," but you have not received payment after 5 days, you can email your status request to taxpayerrelief@marylandtaxes.gov, including your provider number, last four digits of your SSN or FEIN, phone number, name and email address.

Q: What should you do if GAD shows an invoice has been paid, but you haven't received a payment after several days?
A: First, verify that the status of your payment shows with the code "600" in GAD, which means the invoice has been paid. If your payment is still listed in the "Unpaid" section as "123" or "456" or "Agency Processing," your invoice has not yet been transmitted to GAD for payment. If the payment code "600" is shown and you have not received payment, you may contact taxpayerrielief@marylandtaxes.gov to request the status be reviewed.

Q: How long will it take me for my payment to arrive when it's in the paid status on GAD?
A: Allow 2-3 business days for the mail or a deposit to transit to your bank account.

Q: What should I do if I do not see any pending payments in the GAD system?
        A: Send an email with your documents to MSDE's Christy Shockley at
        Christy.Shockley1@maryland.gov. In the subject line of your email put the term "Invoice
        Status."

Q: What should I do if I have received an incorrect payment amount?
        A: Send an email to MSDE's Christy Shockley at Christy.Shockley1@maryland.gov. In your
        email's subject line put the term "Incorrect Payment Amount."

Q: Are our payments taxable income?
        A: Yes, all payments for services are taxable income.

Q: If we have incorrect information regarding addresses for checks to be mailed, addresses
        associated with direct deposit, or routing numbers for direct deposit, who should we contact?
        A: All requests for updating any information associated with your payment mailing address or
        routing information will require the appropriate form complete and sent to
        GADCSC@marylandtaxes.gov. We will reply to your inquiry and will work with you to update
        your account. See the below links to the appropriate forms:
        To update your payment address and vendor information, please visit the link, complete the
        form, and submit to the email above:
        https://www.marylandtaxes.gov/forms/state-accounting/static-files/APM/gad-710.pdf To sign up
        for direct deposit for payments, visit the link, complete the form, and submit to the email above: :
        https://www.marylandtaxes.gov/divisions/gad/docs/GADX10Form20150615.pdf

Q: When is the GAD system updated so that we can track our payments?
        A: The GAD system updates overnight daily.

Q: Will my daycare payment be offset by any previous taxes I owe the State of Maryland? IRS?
        A: Due to multiple accounting systems in play with this payment system, any debts owed to the
        state of Maryland will be "offset" or captured from the daycare provider payments; HOWEVER,
        we will release the funds that were captured for a state tax debt the following day via the payment
        process we initiated for these accounts. Providers impacted by a State of Maryland income tax
        debt do not need to contact us - our system will automatically release the payment to your
        account. If you owe money for a federal debt, such as tax due to the IRS, you must contact that
        federal agency to resolve your federal liability.

Q: If I have questions that are not answered on this Frequently Asked Question document, who can I
        contact?
        A: For other questions relating to the payment of your invoice, you may email the Comptroller at
        taxpayerrelief@marylandtaxes.gov. However, questions relating to your invoices and
        documentation sent to MSDE, must be directed to MSDE. MSDE has provided contact
        information on their website: www.marylandpublicschools.org