

Talking Points/Q&A for Rating Extension, Restorations, and Supports - Providers

Extensions and Restorations

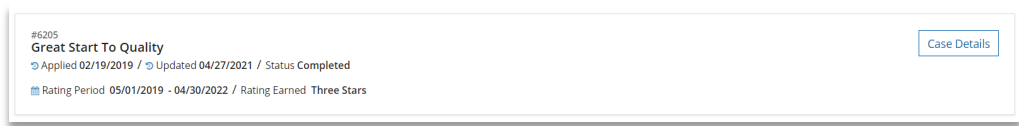
- Are there any additional benefits for those programs that either maintained or improved their star rating during this time?
 - Programs who maintained or improved their star rating during this time have a current rating and will receive a 1-year rating extension. Other benefits for programs include but are not limited to the following:
 - Giving you a profile that can be personalized and used for marketing to show your program's success.
 - Providing an unbiased assessment of care provided.
 - Having a consistent set of program quality indicators to measure quality.
 - Providing a roadmap for improving your program.
 - Offering quality improvement supports that include coaching, consultation, training, professional development, and workforce development.
 - Giving you access to a local Great Start to Quality Resource Center with a lending library that has books, CDs, and other learning materials.
 - Teacher Education and Compensation Helps (T.E.A.C.H.) is a statewide scholarship program designed to help those working in the field of early childhood, whether it is in a center or at a family child care, meet their professional development goals and continue their education. The T.E.A.C.H. scholarship allows you to continue working while helping cover most of the cost of your tuition and books. T.E.A.C.H. links education, compensation, and commitment to improving the quality of early education children are receiving. If you would like to learn more about the opportunities available to you through T.E.A.C.H. you can call them at 1-866-648-3224 or email them at TEACH@MiAEYC.org.
- What will happen for programs that declined the on-site assessment due to COVID, which resulted in a lower rating?
 - All programs that received a lower rating are eligible for rating restorations during Phases 3. As of April 30, 2021, currently rated programs that earned a lower rating between June 29, 2020, and April 30, 2021, will have their prior rating restored. For programs that

experienced a period where their rating was lost or lowered but is back at the same rating as before the pandemic, a supplemental subsidy payment will be issued, no updates will be made in the STARS platform.

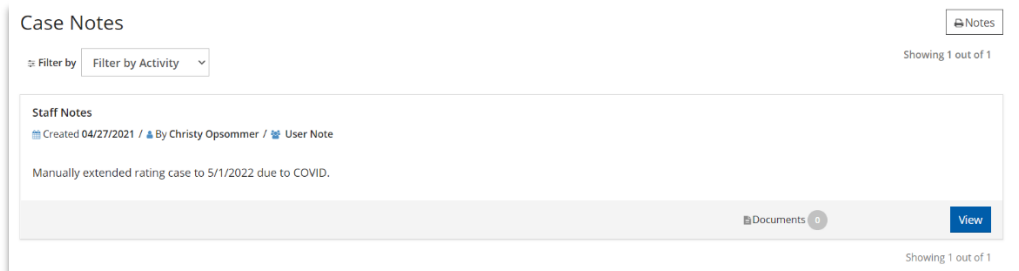
- For programs that had their rating expire and will now have their ratings restored, they will need to make sure their employees have MiRegistry memberships and are correctly connected to the organizational profile. Programs should ensure that all staff are connected to the Organization Profile, have the correct position title, and have applied for membership to prepare for the next rating case.
- Another available support is for programs that choose to continue with the rating process. Qualification indicators can be earned without membership completion in MiRegistry. This is, in addition, to support for professional development indicators that are currently in place. Both will be available until December 31, 2021, and credit can be earned when:
 - The program indicates they meet the indicator on the Self-Assessment Survey.
 - All staff members are connected to the Organization Profile and have correct staff titles.
 - All staff have a current individual MiRegistry membership or are in the membership approval process. Membership Status' of Applied, Materials Received, Awaiting Print, Current, or Expired will meet the intent of a valid membership status.
 - If an employee was hired in the last 90 days, they are exempt from having a valid membership status.
- When will programs see their rating change?
 - Phase 1 will take place through May 2021. Please note that these actions require the support of technology and we will be implementing Phases 2 and 3 as quickly as possible with the hope to be completed in June 2021. Please be patient as we work through these details.
- Will I get an updated rating certificate with the new date?
 - Programs and providers can access their star rating certificate anytime by going to the STARS tab of the Organization Profile and selecting Case Overview. In the Case Overview, the rating certificate can be printed anytime by selecting the blue *Print Rating Certificate Button* in the upper right-hand corner of the page.



- How will I know my rating was extended or restored?
 - Programs can see their rating date by going to the STARS tab of the Organization Profile and selecting Case Overview. In the Case Overview, select the Case History button. In the Case History, the most recent rating period with application extensions will be listed.



If the case details button is selected, there will also be a Case Note indicating that the rating was adjusted.



- If my program is currently in the rating process, what supports will I receive?
 - Programs currently in the rating process are encouraged to continue if they do not fall into any of the phases. We will address any rating changes, on a case-by-case basis once the rating process is complete to ensure programs are best supported in maintaining or improving their ratings.
 - Another available support is for programs that choose to continue with the rating process. Qualification indicators can be earned without membership completion in MiRegistry. This is, in addition, to support for professional development indicators that are currently in place. Both will be available until December 31, 2021, and credit can be earned when:
 - The program indicates they meet the indicator on the Self-Assessment Survey.
 - All staff members are connected to the Organization Profile and have correct staff titles.
 - All staff have an individual MiRegistry membership or are in the membership approval process. Membership statuses of Applied,

Materials Received, Awaiting Print, Current, or Expired will meet the intent of a valid membership status.

- If an employee was hired in the last 90 days, they are exempt from having a valid membership status.
- Who can providers contact if they have questions about the rating extension or restoration?
 - Should you have questions about these changes, or anything related to Great Start to Quality, please contact your Great Start to Quality Resource Center at 1-877-614-7328 or by emailing greatstarttoquality@ecic4kids.org.

MiRegistry

- What are the plans going forward after this extension period to help assure that memberships are processed in a timely fashion and do not affect star ratings and subsidy payments?
 - MiRegistry will continue to process individual memberships as quickly as possible. Another available support is for programs that choose to continue with the rating process. Qualification indicators can be earned without membership completion in MiRegistry. This is, in addition, to support for professional development indicators that are currently in place. Both will be available until December 31, 2021, and credit can be earned when:
 - The program indicates they meet the indicator on the Self-Assessment Survey.
 - All staff members are connected to the Organization Profile and have correct staff titles.
 - All staff have an individual MiRegistry membership or are in the membership approval process. Membership statuses of Applied, Materials Received, Awaiting Print, Current, or Expired will meet the intent of a valid membership status.
 - If an employee was hired in the last 90 days, they are exempt from having a valid membership status.

Subsidy

- Will there be an expectation that programs refund families who had a higher subsidy co-pay when the program's rating lowered?
 - This has not yet been considered and will likely not be the case. This effort is intended to restore ratings and provide supplemental payment to providers.
- If a program received a lower rating after June 29, 2020, and resubmitted a few months later earning back their previous star level, would they receive CDC reimbursement for the few months that they were at the lower star level?
 - Yes, providers that billed between June 29, 2020, and April 30, 2021 will receive a supplemental payment for the restored rating.

- When will providers receive the supplemental payment?
 - CDC and Great Start to Quality are working hard to implement the technology to make supplemental payments happen. We anticipate this work will take place in June 2021.
- Who can providers contact if they have questions about the supplemental payment?
 - Child care providers do not need to take any action. Updates to supplemental payments will be applied automatically. Additional questions about the supplemental payments can be answered by visiting the [Child Development and Care](#) website or by calling 866-990-3227.