

## Step-By-Step Instructions for Child Care Billing Telephone Reporting for Parents Michigan Department of Human Services

Telephone reporting allows you to report Parent Actual Activity and Total Child Care hours to the Michigan Department of Human Services (DHS). These step-by-step instructions help explain touch-tone telephone reporting. Prompts for voice-activated billing are similar, but you speak your responses.

### Telephone Reporting Numbers

Touch-tone: 1-888-779-2775 (English and Spanish prompts)  
Voice-Activated: 1-888-826-1772 (English prompts only)

**NOTE:** Visit [www.michigan.gov/childcare](http://www.michigan.gov/childcare) to report your hours using Internet Billing. Internet billing is the easiest and most convenient way to report your Parent Actual Activity and Total Child Care hours.

### When You Call, You Will Hear:

“Thank you for calling the State of Michigan. To continue in **English, press 1** now. To continue in **Spanish, press 2.**”

This system can only be used if you are an eligible parent who has been approved for the Child Care Assistance. You may report your daily Parent Actual Activity hours and Total Child Care hours by following the system prompts and entering the information requested using the keypad on your touch-tone telephone. You must have your **Parent/Client ID number, PIN, your Child Development and Care (CDC) Parent Record (DHS-641), and pay period number** to complete telephone reporting.

**NOTE:** You must keep your CDC Parent Record (DHS-641) for four years from the date of care for auditing purposes. You must keep complete and accurate records of Parent Actual Activity hours and Total Child Care hours for each authorized child. You may obtain the **CDC Parent Record (DHS-641)** from your local office or visiting the DHS public website at [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

### Starting the Reporting Process

#### STEP 1

*To begin entering Child Care information, **press 1.***

*If you are not familiar with the automated billing system or have questions on how to use it, **press 2.***

*If you would like to change your Personal Identification Number (PIN), **press 3.***

**NOTE:** Your original PIN can be used in Internet billing as well; however, the Internet Billing system will require you to change your original PIN the first time you login. If you change your PIN it can be used in either billing system. Call 1-800-444-5364 if you have lost or forgotten your PIN.

#### STEP 2

*When prompted, enter your ten-digit Parent/Client ID number using your touch-tone telephone.*

#### STEP 3

*When prompted enter your six-digit PIN.*

#### STEP 4

*You will be prompted to either accept the current pay period or to enter the three-digit pay period number for which you are reporting. This number can be found in the CDC Parent Record (DHS-641) Instructions.*

**NOTE:** Pay period dates you select will be repeated to you. You must either accept by pressing the # (pound) key, or you can change the pay period by pressing the \* (star) key.

## STEP 5

When prompted, enter your daily Parent Actual activity hours for each day of the pay period followed by the # (pound) key. Please round to the nearest half-hour. This is the number from row seven of your DHS-641, Child Development and Care Parent Record. To enter a half hours, press \* (star) five. If you did not work or participate in another approved activity on a particular day, enter zero hours for that day.

### Example

Enter your daily Parent Actual Activity hours for each day during the two-week pay period followed by the # (pound) key. **You MUST round to the nearest half-hour.** To enter 8.4 hours for example: press 8, press the \* (star) key, press 5 then press the # (pound) key. If you do not have any Activity hours, press zero then the # (pound) key.

*Continue with this step until all fourteen days in the pay period have been reported.*

## STEP 6

When prompted, enter the Total Child Care hours for each child for the pay period followed by the # (pound) key. This is from line five, the total hours column, of your DHS-641, Child Development and Care Parent Record. Enter only whole hours here, rounding as instructed on the DHS-641 form.

**NOTE:** The names of the children are spoken in last, then first name order. Listen carefully to the pronunciation of the names. If you do not hear your child's name, then that child is not authorized for DHS state-funded Child Care. Please contact your DHS Caseworker.

### Example:

Enter the total child care hours for <child's name> for the pay period followed by the # (pound) key. Enter only whole hours. To enter 30 hours for example: press the 3, 0, and then the # (pound) key. If there are no hours, press zero then the # (pound) key.

*Continue with these steps until all child care hours for authorized children have been reported.*

## Ending the Reporting Process

### STEP 7

After you have entered all of your Total Child Care hours for each authorized child you will hear a certification message. You will be prompted to confirm the certifications by pressing the # (pound) key. If you are not confirming the certifications, please press the \* (star) key. (See Note below.) You will hear a ten-digit confirmation number for the pay period you have reported. Please write this confirmation number on your DHS-641 form. **To repeat this information, press 1.**

**NOTE:** If you press the \* (star) key, you will be prompted again to either press the # (pound) key to certify or press the \* (star) key to cancel your billing.

**NOTE:** If you have questions or need help after listening to the help information, you may speak to someone weekdays, except holidays, by calling 1-866-990-3227.

Monday through Friday 8:00 a.m. – 5:00 p.m.

You may also report billing hours by using the internet billing system at  
[www.michigan.gov/childcare](http://www.michigan.gov/childcare).



Quantity: -0-  
Cost: -0-  
Authorization: DHS Director

Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

WEB ONLY  
DHS-PUB-133 (Rev. 8-09)