

**Children & Family Services Division**  
**Childcare - CEOG**  
*Frequently Asked Questions – Provider & Payment Portal*

**May 4, 2020 Updated (Edits made to Q2 chart and Q4 contact information)**

**Q1 Will I get a verification email once I submit all my information?**

No. In part because we had to set up the system for CEOG so quickly, we weren't able to build verification emails into the survey tools. However, if you submitted the following items then we have everything we need to process your first payment.

- W-9
- Bank Information (if we don't have banking information, we will mail a check)
- Completed and submitted the Baseline Survey and Provider Payment Request

**Q2 What do I need to do to submit for future payments? How soon can I submit my information?**

To receive payment, providers need to **complete a new payment request form** via the online survey link in the provider portal. This will need to be done **once every two weeks**. The payment request form is your opportunity to attest to the fact that you are open and serving families (evidenced by numbers of kids attending), and that you continue to follow the program requirements.

Dates of Service	Payment Request form Due 8:00 p.m.	Payment Date
April 27 – May 8	May 3	May 8
May 11 – May 22	May 17	May 22
May 25 – June 5	May 31	June 5

**Q3 What is my CEOG payment based on?**

The payment is calculated based on licensed capacity, as noted in the state's childcare licensing system.

**Q4 Why are you asking for attendance / enrollment numbers in the survey?**

Your answers to the questions on the survey regarding attendance are intended to help us better communicate about the on-the-ground availability of and need for childcare in ND (they are not the basis for payment).

**Q4 Who should I contact if I do not receive a payment in my account? Or by mail (if I didn't provide a bank account)?**

Please contact Carmen Traeholt at [ctraeholt@nd.gov](mailto:ctraeholt@nd.gov) or call 701.328.4010.

**We know how hard everyone worked to implement the new guidelines and practices these last couple of weeks. Thank you for your patience and for all your effort!**

**CHILDREN AND FAMILY SERVICES**

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