

Commitment to Quality (C2Q) Quarterly Payments

Frequently Asked Questions

General Information

What is the quarterly Commitment to Quality (C2Q) Payment?

C2Q payments are lump sum quarterly payments from Quality Rated made to 2- and 3-Star rated CAPS providers. These payments replace CAPS tiered reimbursement and are separate from weekly CAPS payments. They are designed to support providers continued focus on the type of high-quality care that has been proven to help improve children's outcomes.

Why end Tiered Reimbursement and replace it with C2Q Payments?

The evolution from tiered reimbursement to C2Q payments represents a new phase in DECAL's commitment to continuing to raise the bar for Georgia's children and families. To better differentiate funds that represent a quality award from funds being provided for regular business operations, Quality Rated is making C2Q payments to 2- and 3-Star CAPS providers on a quarterly basis. This change allows DECAL to better understand how an infusion of lump sum quality dollars can impact high-quality care; it will allow us to make data-driven decisions; and it allows for a more accurate measure of the true cost of delivering high-quality care over time.

Are the C2Q Payments replacing my CAPS payments?

No. CAPS payments will continue to be paid weekly from Maximus after you have billed in the GACAPS portal. The C2Q Payments replace the CAPS tiered reimbursement incentive that was being paid as part of the weekly CAPS payment.

What are the C2Q Payments intended to be used for?

While tiered reimbursement was viewed as a reward for past performance, the C2Q payments are designed to look forward and support providers who demonstrate higher-quality practices by providing funds to sustain their ongoing improvement efforts. It is expected that regular weekly CAPS payments from Maximus will be used to offset your daily operating expenses, while C2Q payments should be used to continue the improvement processes that help achieve higher quality ratings. While submitting receipts for items purchased is not currently required, DECAL reserves the right, at a later date, to request feedback to better understand the different categories in which providers spend the funds to learn how the payments are being used to support ongoing quality efforts.

Are these C2Q Payments subject to audit?

As with any payment received from DECAL, C2Q Payments could be subject to an audit. Submitting receipts for items purchased with C2Q funds is not required; however, it is good business practice to keep accurate records of payments and expenditures for your program.

Who will be making the C2Q payments?

DECAL has partnered with Care Solutions to serve as the payment vendor to verify and issue the C2Q payments to eligible CAPS providers each quarter.

How are C2Q payment amounts determined?

The amount you will receive for your C2Q payment is based on the amount paid by CAPS in the preceding quarter. The star rating in place on the eligibility verification date determines the percentage of the C2Q payment.

- 2-Star CAPS providers will receive a payment equal to 5% of the total payment received from CAPS.
- 3-Star CAPS providers will receive a payment equal to 10% of the total payment received from CAPS.

What is an Eligibility Verification Date?

This is the date each quarter when data is extracted from licensing (Child Care Services), Quality Rated, and GACAPS to determine eligibility for payment and to calculate the amount of the payment. The eligibility verification dates will be published and shared with providers annually.

The following information is extracted from each data system:

- CCS: license status (open, pending, closed, etc.), compliance (good standing, support, deficient), relevant enforcement actions (pending revocations, consent agreements etc.)
- Quality Rated: current Star Rating level or status designation (1-, 2-, 3- Star Ratings, Provisional or Probationary Status), QR enforcement actions (rating suspensions, etc.)
- GACAPS: amount paid to provider by CAPS during the applicable quarter

What if my program participates in CAPS but we did not receive any CAPS payments during a particular quarter?

C2Q payment amounts are determined on the amount CAPS pays a 2- or 3-Star provider during a given quarter. If you do not bill CAPS during a particular quarter, you will not receive C2Q payment for that quarter. However, your program is still eligible for C2Q payments once your program resumes billing CAPS.

My program experienced a temporary closure during the quarter, how will that impact my C2Q payment?

The amount of your C2Q payment is determined by calculating your CAPS payments for the applicable quarter. Since you are not billing CAPS during a temporary closure, we are not able to include that time when calculating your C2Q payment. Therefore, your quarterly payment is impacted if your program was not open and billing CAPS during a given period during the quarter.

What was the BOOST Payment?

The BOOST Payment was a one-time payment made in late December 2024 or early January 2025, to eligible 2- and 3-Star CAPS providers to cover the gap between the end of tiered reimbursement weekly payments (September 30, 2024) and the first quarterly C2Q Payment, which will begin being issued February 27, 2025. The payment was calculated on CAPS billing during the first five service weeks after the end of tiered reimbursement (9/30/24 – 10/28/24). These first five service weeks were used to estimate a full quarter, and the BOOST payment was calculated using this estimate.

Eligibility

How do I know if my program is eligible to receive C2Q Payments?

CAPS providers with a 2- or 3-Star Quality Rating and whose license is open and in good standing on the eligibility verification date are eligible for C2Q Payments.

Will payments be based on star rating when billed or at the time of payment?

Payments are based on the star rating assigned as of the quarterly eligibility verification date. Quality Rated will not issue new star ratings on this date.

How will Care Solutions know if I become eligible for payments?

Newly rated 2- and 3-Star CAPS providers will be submitted by DECAL to Care Solutions for the quarter following their rating announcement. Providers will be contacted by Care Solutions to submit their enrollment documentation to be included in the next round of C2Q payments.

I know that I meet the eligibility requirements, but I didn't receive an email about submitting program information for payments. What should I do?

Care Solutions uses the primary email address for your program as shown in KOALA. First, check with the administrator of that email address to determine who may have received the enrollment email. If the email still cannot be located, contact Care Solutions at support@decalsrpayments.com 800-227-3410, ext. 613 or 770-642-6722 ext. 613.

I am a 1-Star CAPS provider, am I eligible for the C2Q payment?

At this time, only 2- and 3-Star CAPS providers are eligible for the C2Q payment. Because of the increase in the CAPS rate to the 60th percentile, most 1-star CAPS providers will see an increase in their regular weekly CAPS payments.

Why was the decision made to not include 1-Star CAPS providers in the C2Q payments?

With the increase in the base rate to the 60th percentile for all CAPS providers, DECAL had to make some tough decisions about how to distribute the remaining funds. Recognizing that 1-Star is now the entry point for CAPS participation, the decision was made to apply the C2Q payments to providers with the highest level of quality, which research shows to have the most outcomes for children, this being our 2- and 3-Star providers. Quality Rated will offer additional support for 1-Star CAPS providers to assist them in attempting to achieve a higher rating, thus making them eligible for C2Q payments.

What if my program's rating decreases to a 1-Star?

1-Star providers remain eligible to receive CAPS payment for their scholarships at the newly increased base rate, but they are not eligible to receive C2Q Payments. If your program's star level changes to a 1-Star before the eligibility verification date, your program will not receive the C2Q payment for that quarter. If your rating changes to a 1-Star after the eligibility verification date but before the payment issuance date of a given quarter, your program will receive the C2Q payment for that quarter but will not be eligible to receive the C2Q payment starting with the next quarter's payment. Quality Rated will not issue ratings to programs on the eligibility verification date.

My program has received a 1-Star rating, how quickly can I attempt to re-rate at a higher level to resume eligibility to the C2Q payments?

While all ratings are currently valid for three years from the rating announcement date, a program does have the option to attempt a re-rating sooner by creating a QR Reapplication and completing another rating attempt by signing up for a slot during any available cohort window. Depending on when the 1-Star is earned there may not be any more available cohort slots available until the following year.

My program is undergoing a Change of Ownership, how will this impact my eligibility for C2Q payments?

For a Change of Ownership, determination will be made on a case-by-case basis as to whether the previous owner, new owner or neither is eligible for the C2Q payment based on the timing of the Change of Ownership application, permit issuance date, star rating transfer date, and eligibility verification date for the quarter. See C2Q Policies for more information on Change of Ownership details <https://decalqrpayments.com/index.php/resources/>.

My program is undergoing a Change of Location, how will this impact my eligibility for C2Q payments?

If requested and Quality Rated approves the star rating transfer, the program is likely to remain eligible for C2Q payments. However, due to the timing of the COL process, Permission to Operate (PTO) issuance, star rating transfer date, and eligibility verification date, any C2Q payments may be delayed and handled manually.

Payment Processing

When will I receive my payment?

Beginning in 2025, C2Q payments will occur on the following schedule:

- Quarter 1 Payment– C2Q payment issued at the end of February 2025
- Quarter 2 Payment– C2Q payment issued at the end of May 2025
- Quarter 3 Payment– C2Q payment issued at the beginning of August 2025
- Quarter 4 Payment– C2Q payment issued at the beginning of November 2025

How will I receive my C2Q Payment?

You have the option to either receive your payment via direct deposit (ACH) or as a paper check mailed to your facility address.

How do I make sure I receive my payments?

Eligible CAPS providers receive an individualized link unique to their program from Care Solutions via email to their primary KOALA email address. They will be directed to a payment portal to submit their W9 and banking information and initiate the payment process. This enrollment documentation must be submitted to Care Solutions before payments can be started. If you received the BOOST payment in December 2024 or early January 2025, you have already completed the enrollment process for 2025 and future payments will be made automatically.

Is there a deadline to complete my enrollment with Care Solutions after I receive my individualized link?

Yes! When you receive the email to complete your program's enrollment for your initial C2Q payment there will be an enrollment window during which you will need to submit your banking information and W9 in order to be eligible for that quarter's payment. Failure to complete enrollment in the window will result in non-payment of C2Q quarterly funds until the next quarter. Payments will not be backdated to make up for failure to submit enrollment documentation in time to receive a quarterly payment.

Do I have to submit documentation each quarter in order to receive my C2Q payment?

No, as long as there are no changes to your W9, program contact, or banking information you will not need to submit additional documentation each quarter. Documentation may need to be verified and confirmed on an annual basis.

How do we bill for the C2Q payments / Who do we bill?

You do not bill QR or Care Solutions for these payments. After you have completed your initial enrollment information with Care Solutions, you are set up for automatic payment. Approximately one week before payments are processed each quarter, Care Solutions will send an email requesting any updates. If you do not have any updates to your W9, program contact, or banking information, you do not need to do anything more, your payment will automatically be issued according to your initial distribution selection, either direct deposit or paper check. Keep your payment and contact information updated to ensure a smooth process.

How do I update my contact and payment information?

Contact Care Solutions at support@decalqrpayers.com or 800-227-3410, ext. 613 or 770-642-6722, ext. 613. if you have any program contact or banking updates.

What happens if I forget to update my contact and payment information?

Inaccurate program contact and payment information may significantly delay or even forfeit payments. Contact Care Solutions immediately if your information changes.

How do I confirm that my information has been received by Care Solutions?

After providing the requested information on the portal you will be taken to a landing screen to confirm successful submission. Additionally, you will receive an email confirmation from support@decalqrpayers.com

How are the payments calculated for Q1 and Q2 2025?

The calculations for Q1 and Q2 will be based on designated service weeks from the previous quarter. Because payment calculations will be based on specific service weeks only, there will be a CAPS billing cut-off date that you will need to pay attention to. The billing cut-off date is the last date to bill CAPS for the applicable service weeks to ensure the service weeks are included in the calculation of the C2Q payment. If you bill for service weeks after the billing cut-off date, these weeks will not be included in the calculation of your C2Q payment for the current or future quarters. **The billing cut-off dates for C2Q payments differ from the 60-day billing window in GACAPS.** See C2Q Payment Schedule for Q1 and Q2 below:

C2Q Payment Quarters	Payments Issued Beginning	CAPS Service Week Used to Calculate C2Q Payment	CAPS Billing Cut-Off	C2Q Payment Eligibility Verification Date
Quarter 1	February 27	9/30/24 – 1/5/25	Feb 3	February 10
Quarter 2	May 29	1/6/25 – 4/6/25	May 5	May 12
Quarters 3 and 4 will transition from payments based on service weeks billed to CAPS payments received during the previous quarter – more to come as we finalize the details				

How are the payments calculated for Q3 2025 and beyond?

Beginning with Q3, DECAL will transition away from using service weeks to calculate C2Q payments and replace it with using CAPS Payment Periods. The CAPS payment period is the timeframe during the previous quarter that all payments received from CAPS will be used to calculate the C2Q amount. Basing the C2Q payments on CAPS payment periods rather than billed service weeks is a greater benefit to providers. Beginning with Q3 2025, any late billing, billing errors, manual payments, or payment adjustments made by CAPS will be included in the calculation of future C2Q payments. See C2Q Payment Schedule for Q3 and Q4 below.

C2Q Payment Quarter	Payments Issued	CAPS Payment Period Used to Calculate C2Q Payment	C2Q Payment Eligibility Verification Date
Quarter 3	August 2025	4/1/25 – 6/30/25	July 14
Quarter 4	November 2025	7/1/25 – 9/30/25	October 14

Why are payments for Q1/Q2 2025 calculated differently than Q3 and beyond 2025?

Due to administrative processes related to ACCESS, we have to compute the payments for the first two quarters based on service weeks instead of payment periods.

Can you provide me with an exact payment date for my quarterly C2Q payment?

C2Q payments are processed in batches throughout the payment month. Care Solutions cannot provide an exact payment date, since it is dependent upon the processing batch, when funds are received from DECAL, and the payment method selected. If ACH is selected, all banks have different payment ACH timing, which could vary between 3-7 business days once payment is initiated. If check is selected, it will depend on the US postal service once the check is put into the mail, which could vary between 1-4 weeks.

Troubleshooting with Care Solutions

Who do I contact if there is an issue with my payment?

You will need to reach out to the payment consultants with Care Solutions, they can be contacted at support@decalfqrpayments.com or 800-227-3410, ext. 613 or 770-642-6722, ext. 613. The QR

Provider Help Desk staff do not have access to your individual payment information, they can only assist with basic questions related to the C2Q payment process.

I cannot upload my W-9.

Save your W9 in pdf format, this format is the most compatible with uploading into the payment platform. There may be problems if you attempt to upload a different file type. If you need assistance with saving a document in .pdf format, please reach out to Care Solutions support for help at: support@decalfpayments.com or 800-227-3410, ext. 613 or 770-642-6722, ext. 613.

I am stuck and cannot see the Payment Section.

Your EIN/TIN number must be validated, and your W-9 uploaded, before the Payment Section appears.

An error shows when I enter my EIN/TIN number.

This error means that the name we have for your program does not match the name the IRS has on file for you. Please email support@decalfpayments.com or call 800-227-3410, ext. 613 or 770-642-6722, ext. 613 for assistance with this issue. You will need to have your IRS letter on hand to verify your facility's name.

I want to enter my program's banking account information, but it is asking for my name and address.

At the top of the Payment screen there is a section labeled "Type" where you can select "Pay Company" (not Individual).

I do not see the Submit button.

Please ensure that your EIN is entered and validated, your W-9 uploaded, your Payment section completed, and the Certification and Authorization checked. The Submit button will only appear when all information is entered.

I did not receive a confirmation email after I submitted everything.

Please email Care Solutions at support@decalfpayments.com or call 800-227-3410, ext. 613 or 770-642-6722, ext. 613 to confirm that your submission went through.

I want to change my Payment Type.

Please email Care Solutions at support@decalfpayments.com or 800-227-3410, ext. 613 or 770-642-6722, ext. 613 to have your email resent. You will be able to re-submit your information and select a new payment type.

I received an email, call, or voice message that I need to re-upload my W-9.

If your W-9 needs to be resubmitted, please click on the email link to reopen your submission page. The email will look the same but will indicate at the bottom what needs to be corrected. When you click on the link, you will see the same submission page. Please upload your corrected W-9 and fill in all information again and submit it again.