

# Foster Parent/Respite Provider Reimbursement Q&As

## Questions Specific to Foster Parents

### 1. Why are you changing the Foster Care reimbursement process?

Foster parents indicated very clearly in the Dialogue with Foster Parents Report, that they want a more efficient reimbursement process.

### 2. When will the new process be implemented?

The changes take effect on August 1st.

### 3. What are the key changes?

Some of the key changes include:

- there are more options to submit claims e.g. online application form
- they are encouraged to submit expenses at least once a month and when they do, the turnaround time will be 10 business days or less
- there is one consistent form for all Maintenance of Children in Care Expenses
- there are nine centralized locations for processing claims

### 4. Where can I find the Foster Parent/Respite Provider Reimbursement Claim form?

You can obtain an electronic or hard copy of the form from your Foster Care Worker or a Children in Care Worker. You can also obtain an electronic copy of the form from the Federation of Foster Families of Nova Scotia website: [fosterfamilies.ns.ca](http://fosterfamilies.ns.ca).

### 5. What expenses can I submit a claim for?

Maintenance for children in care expenses, travel, respite and alternative care. Expenses can be submitted by the Foster Parents and/or the Respite Providers utilizing the same form and submission processes.

### 6. What are the different options for submitting an expense claim?

You have several options. You can submit:

- an electronic claim form with copies of receipts using the online tool
- through an email attachment to: [fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca) (if submitting a claim by email, insert the location from section 3 of the Foster Parent/Respite Provider Reimbursement Claim form into the subject of the email.)
- in person to the Community Services office nearest to you
- by fax (this is not recommended but will be accepted)

## 7. I have submitted my claim. When can I expect my claim to be reimbursed?

The new process ensures reimbursement of a claim within ten business days provided the claim period is for a period of one month or less, the claim is complete, and all receipts are attached.

## 8. I have more than one foster child in my care. Can I submit one form for all my foster children?

No. You must submit a separate form for each child. If there are shared receipts, the amounts of the receipts must be split among the children, and a copy of each receipt included with each claim.

## 9. Does this new process and form include reimbursements for children from Mi'kmaw Family and Children's Services? Is the process the same? Is there a special claim form for a Mi'kmaw child? Where can I find this form?

At this time, the process is not the same for Mi'kmaw Family and Children's Services claims. Please continue to follow and use the process and form you have used in the past.

## 10. If I have a question about the reimbursement process or the status of my claim, who can I call (or email)?

Contact the Financial Clerk in the office that you identified on your claim form.

There are 9 financial clerks across the province assigned to foster care reimbursement process.

The office locations are:

- Yarmouth
- Windsor(Hants)
- Bridgewater
- Dartmouth
- Halifax
- Amherst
- New Glasgow
- Port Hawkesbury
- Sydney

The assigned financial clerk, in each of the centralized office locations will have a backup from one of these nine offices to ensure the process is not delayed due to volume, vacations or other absence.

The assigned financial clerks will maintain a log to track the dates the claims are received and approved and respond to Foster Parent inquiries regarding where their claim is in the process.

A contact list with contact details has been provided to the Federation and is posted in the same location as the Reimbursement Claim form. The contact information will also be available from your Children in Care and Foster Care Workers.

## 11. The online tool isn't working for me. Who can I contact for help?

If you experience any issues with the online tool please contact your Foster Care worker who will ensure the issue is investigated.

## 12. If I choose to submit my claim electronically, do I need to submit hard copies of the receipts in addition to the electronic copies? Do I need to keep the hard copies of the receipts?

No, you do not need to submit hard copies of your receipts but you will want to retain them for your records in case there is a need to provide further information or clarity.

### 13. If my claim is missing information, what happens to the claim?

A Financial Clerk will contact you for further information and you will be given a choice,

1. to remove this item from the claim allowing the claim to continue being processed and you can resubmit the item, or
2. for the Financial Clerk to hold the claim while you provide the information needed.

### 3. Do I need to seek pre-approval for any of my expenses? How do I do this?

All children in care, regardless of placement, are eligible to receive funding that addresses their developmental and other needs. All decisions regarding purchases for children in care must be consistent with ongoing planning for the child and reviewed/supported during the case planning process involving the social worker, CIC supervisor, the child, as appropriate, and the child's caregiver. Policy 94 identifies the approved expenses.

## Financial Clerk Contact List

### Debbie Bradley

Dartmouth

(902) 424-6705

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Shannon McKay

New Glasgow

(902) 755-5950

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Helen Strickland

Halifax

(902) 474-7336

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Lesley Belyea

Amherst

(902) 667-4054

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Anne Cochrane

Windsor

(902) 798-4594

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Roberta Warner

Port Hawkesbury

(902) 625-2208

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Nancy Lowe

Bridgewater

(902) 541-1230

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Leah Curry

Sydney

(902) 563-2724

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

### Rhonda Hemeon

Yarmouth

(902) 742-0716

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

## Other Resources

Online Submission tool:

[surveys.gov.ns.ca/TakeSurvey.aspx?SurveyID=910J696M](https://surveys.gov.ns.ca/TakeSurvey.aspx?SurveyID=910J696M)

Federation of Foster Families of Nova Scotia:

[www.fosterfamilies.ns.ca](http://www.fosterfamilies.ns.ca)

Email submission address:

[fpreimbursement@novascotia.ca](mailto:fpreimbursement@novascotia.ca)

Mi'kmaw Family and Children's Services of Nova Scotia:

[mfcsns.ca](http://mfcsns.ca)