



**PROVIDER SERVICES DEPARTMENT  
CLAIMS UNIT**

**ATTENDANCE RECORD INSTRUCTION CHECKLIST**

Please refer to this quick and easy instruction checklist, along with your Attendance Record, to submit a “Payment Ready” claim.

- Complete your claim by using a **blue or black ink pen**.
- Do not use whiteout.** If you make a mistake on your Attendance Record and need to make a correction, cross out the mistake and initial the change.
- Pre-printed Attendance Records** will be mailed to you on a monthly basis for all authorized children in your care.
  - Contact the office if you have not received or have misplaced your pre-printed claim form immediately
  - Confirm that all pre-printed information is correct
- Parents or authorized persons are required to record **Actual sign in and sign out times** twice daily.

**Example: Mon-Thurs 8:00A-4:30P & Fri 8:00A-6:00P**

Date	Day	Time In	Signature	Time Out	Time In	Signature	Time Out
Jul 5	Mon	7:48A	<i>Jane Jones</i>	4:37P		<i>Jane Jones</i>	
Jul 6	Tue	8:08A	<i>Jane Jones</i>	4:39P		<i>Jane Jones</i>	
Jul 7	Wed	7:57A	<i>Jane Jones</i>	3:39P		<i>Jane Jones</i>	
Jul 8	Thurs	8:15A	<i>Jane Jones</i>	4:52P		<i>Jane Jones</i>	
Jul 9	Fri	11:57A	<i>Jane Jones</i>	6:08P		<i>Jane Jones</i>	

- Parent or authorized person must record actual sign in and sign out times twice daily
- Indicate A.M. or P.M. for each actual time in and time out
- Claims that are submitted with “Block times” will be returned for correction
- Authorized persons signature must be on file before submitting your Attendance Record
- Parent or authorized person must initial any changes made on the Attendance Record
- The parent and provider must **sign and date** the Attendance Record on the last day that child care was rendered.
- If applicable, **Parent Fee Self Certification** must be completed on the last day that child care was rendered.
  - Confirm that you have collected all parent fees owed or have established a payment plan with the parent
  - Confirm that you did not collect the parent fee due or that the parent did not comply with the established payment plan
  - Parent and Provider must sign and date the Parent Fee Self Certification
- Absences, Holidays, Vacations**
  - List and record specific reasons for all absences, holidays, and vacations on the backside of the Attendance Record
  - The parent must record their full signature for each absence, holiday, or vacation
  - A doctor’s note must be attached to the Attendance Record for absences due to illness or injury for 5 or more consecutive days
- Claims are considered on-time if received in office between the **1<sup>st</sup> and 5<sup>th</sup> business day** of each month.
  - Must be complete, accurate, and submitted by 5:00 P.M. by the 5<sup>th</sup> business day of the month

Once completed, your Attendance Record may be mailed to our **P.O. Box Address** or placed in the drop box located inside the office lobby or in the **drop boxes** located on the corner of Fairfax and Goldleaf Circle, in our special turn-around area.

**Please call the following numbers if you have any questions:**

- **Payment Related Questions** (323) 421-1087 English (323) 421-2482 Spanish

**Crystal Stairs, Inc. Claims Unit  
5110 W. Goldleaf Circle, Suite 150 Los Angeles, CA 90056 / P.O. Box 92240 Los Angeles, CA 90009**