Oregon ELMS Payment FAQ

Quick answers to common questions

Q. What is Oregon ELMS?

A. Oregon Early Learning Management System (Oregon ELMS) is a new online platform that will support childcare providers, families, and early learning system partners across Oregon.

Q. How do I get set up in the new payment system for Oregon ELMS?

A. In order to get paid through this new process (paper check or direct deposit), whether or not you enroll in Oregon ELMS, you must be enrolled in the Statewide Financial Management Application (SFMA). If you are currently enrolled as a subsidy (ERDC) provider with your Social Security Number, you have been automatically enrolled in SFMA. If you are currently enrolled as a subsidy (ERDC) provider with an EIN or Tax ID, you need to submit a W-9 form to get set up in the new payment system.

Q. Do I need to submit a W-9 to get paid in Oregon ELMS?

A. Only ERDC providers that used an EIN/TIN number when being set up as an ERDC provider by the Oregon Department of Human Services will need to submit a W-9 form. You should have received direct communication from DELC if you need to submit a W-9. If you are unsure if you need to, please contact us at DELC Customer Service at 1-800-556-6616 or email delc.customerservice@delc.oregon.gov. (see additional W-9 FAQ)

Q. I am currently enrolled in Direct Deposit, do I need to do anything else?

A. Your current direct deposit will not automatically transfer to Oregon ELMS. Please make sure to follow these steps in the Direct Deposit Instructions for Oregon ELMS. ASAP to ensure there are no gaps in payment when the new system goes live. It will take up to 4 weeks to process. This will not impact payments prior to Oregon ELMS implementation.

Q. I want to continue to get a paper check, do I need to do anything else?

A. You do not need to be enrolled in Oregon ELMS to continue to get a paper check, that will automatically continue, as long as we have a social security number on file and not an EIN. Paper checks will be issued by the Department of Administrative Services. If you use an EIN/TIN for payments, you will need to submit a W-9 to be enrolled in the new payment system. Please see the W-9 FAQ for more information.

Q: Will the billing form date and process be the same in Oregon ELMS?

A: Billing forms will be issued/available in Oregon ELMS the 20th of each month. Once DELC receives your completed billing form via Oregon ELMS, mail, email or fax, your payment should be issued within 4 business days for family child care providers and within 7 business days for centers.

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Oregon ELMS Payment FAQ (continued)

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Q: I am not enrolled in Direct Deposit but want to be, what do I need to do?

A: Direct deposit enrollment for anyone not currently enrolled will be open on January 15th, 2027. The steps to register are in the Direct Depsoit Instructions for Oregon ELMS.

Q. Do I need to submit a W-9?

A. You only need to submit a W-9 if you have been contacted directly.

Q. Will taxes be withheld?

A. Taxes will not be withheld; it is your responsibility to track and pay any applicable taxes.

Q."Can providers charge ERDC (subsidy) families more than private families?"

A. Providers can now charge subsidy (ERDC) families more than private pay families. Oregon ELMS will automatically pay the maximum ERDC rate for the child's age and reported hours. You will no longer be asked to provide the total charge on the billing forms.

Q. If I am paid the incorrect amount, who do I contact?

A. Please contact the Direct Pay Unit here: 1-800-556-6616 or email CustomerService.DPU@delc.oregon.gov

Q. Will billing forms be the same?

A. Billing in Oregon ELMS will be different from submitting paper billings. You will enter the total number of hours a child was enrolled in care and Oregon ELMS will automatically calculate and pay the maximum ERDC rate. Paper billing forms will also look different, they have been redesigned to match what is being asked in Oregon ELMS. If you do not register in Oregon ELMS, you will automatically receive a paper billing form in the new design.

Q. Will I need to know what my enrollment is for the month to bill?

A. If you do not know what a child's enrollment will look like for the month, you will need to wait to submit the billing once that information is known. This may be common for providers who are listed as backup providers.