Worker Guide
Provider Confidentiality

The Department of Human Services (DHS) does not employ child care providers but does provide child care subsidy payments to providers on behalf of eligible families. DHS child care provider and household member information may be disclosed upon request without specific authorization from the provider when:

- It is being used in support of the administration of DHS programs; or
- It is being used in support of the administration of Office of Child Care (OCC) programs; or
- The provider requests, in writing, the information be released to their Union representative; or
- Reporting on open warrants for Law Enforcement Agencies; or
- The information is a matter of public record.

Except for the following:

- The information belongs to another division, agency, medical professional, individual or entity operating in an official capacity which prohibits redisclosure, or
- Complaints or statements received by the Child Care Team (which may only be shared with DHS Investigations, DHS Hearings, OCC or SCF).

Conditions of disclosure:

The information is shared only on a need-to-know basis as determined by DHS, and the information will be used only for purposes for which it was made available.

For further information, please contact a DHS Child Care Policy Analyst.

Frequently asked questions

Q) What is the provider’s social security number?

A) The requester needs to obtain that information from the provider. DHS, and anyone who has access to DHS information, is unable to disclose provider social security numbers.
Q) Why was the provider denied by DHS?

A) **DHS is unable to release specific details regarding denial decisions. The provider may be able to obtain more specific information by calling the DHS Background Check Unit at 888-272-5545 or 503-378-5470 (Salem).**

### NOTE

If the question is regarding denial of payment on a billing form, the provider should call the DHS Direct Pay Unit at 800-699-9074 or 503-378-5500 (Salem).

Q) Who should be contacted when there is a complaint to report on a provider?

A) **If the provider is registered or certified with OCC, the report should be made to OCC at 800-556-6616 or 503-947-1400 (Salem). If the provider is listed with DHS, the report should be made to the DHS Direct Pay Unit at 800-699-9074 or 503-378-5500 (Salem).**

Q) How do I know if everyone in the provider’s home has had a background check completed?

A) **Please call the DHS Child Care Unit at 888-272-5545 or 503-378-5470 (Salem) to inquire about DHS listed providers. You may call CCD at 800-556-6616 or 503-947-1400 (Salem) for information regarding registered or certified providers.**

Q) What DHS information do the Child Care Resource and Referral offices have access to?

A) **The Child Care Resource and Referral offices contract with DHS to provide information and support to child care providers and DHS families. They have access to the DHS child care provider screens through the mainframe computer system and can help troubleshoot child care billing questions. They also help families find child care. Please reference the DHS Child Care Provider Guide for more information.**
A caretaker who has gone to, or is calling a DHS office should never be referred to the Child Care Resource and Referral for an application, to get a provider listing form or to assist with billing questions. Caretakers who contact DHS regarding billing questions should speak with a worker first, if the worker is unable to assist, they refer the caretaker to DPU.

DHS can share additional information with the Child Care Resource and Referral offices for purposes of provider enhancement. (If a provider enhancement project requires DHS disclosure of confidential information, the DHS customer will need to sign an Authorization for Use and Disclosure Information form (MSC 2099) prior to disclosure). Some examples may include:

- DHS client plans for training to become a child care provider; or
- Provider visit information for purposes of technical assistance and training.
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