Utah Department of
Health & Human Services
Licensing & Background Checks

DLBC payment and OL provider portal ledger frequently asked questions

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<u>**General questions**</u>
Q: How do I make a payment?
A: To make payment:
- Go to the DLBC website, dlbc.utah.gov
- Click on "Make a Payment."
- Review the instructions.
- When ready to make a payment, click on "DLBC payment webpage."

Q: Can I use any browser to make a payment?
A: Safari will not properly execute the DLBC payment system or OL provider portal. Please avoid using this browser when making a payment. You may use any other browser, however, it functions best in Google Chrome.

Q: Why is my total $2 more than what I was told I owed?
A: A $2 bank processing fee is added for each online payment. When the amounts are totaled, this fee is automatically added to the total.

Q: How do I pay a fee that does not match a payment type or an amount on the payments list?
A: To pay a payment type not on the payments lists, such as a Civil Money Penalty (CMP), or a partial amount owed, follow these instructions:
- On the payment option list, in the box for "If other, please explain" enter a brief description such as "CMP", "Remaining fee", "Additional fee", "Amount owed," etc.
- Enter the amount owed in the "Total other fee" box.
- When needed, enter additional information or the names of the individuals being paid in the box in the "Details" column.

Q: I received an error message when I attempted to make a payment. How do I correct this so I can make the payment?
A: Below are some common issues that cause error messages:
- Make sure you are not making the payment in Safari. This browser will not properly execute our payment system.
- Creating a list using "enter" will cause an error message. When entering a list in the box in the "Details" column, create one continuous list using a comma to separate the names or information.
- The first box in the "If other, please explain" allows very limited text and will give an error message if too much text is entered. Please be extremely brief when entering information in this box. If needed, enter "amount owed."
- If assistance is still needed please contact DLBC. Contact information can be found on our website, dlbc.utah.gov.

Q: I want to make a payment but the facility I want to pay for doesn't show on this drop down list. What should I do?
A: If this is for a new facility, please wait at least 4 state business days after submitting the application to make the payment. This will allow our staff time to process the application and create your new facility. If it has been more than 4 state business days, please reach out to DLBC for assistance identifying the correct facility on the list. Contact information can be found on our website, dlbc.utah.gov.

> *Do not make a payment for one facility under another. This may result in a delay in license issuance.*

If this is for an existing facility, please reach out to DLBC for assistance identifying the correct facility on the list. Contact information can be found on our website, dlbc.utah.gov.

Q: I have multiple facilities I need to pay for, can I make one big payment under one of my facilities?
A: Payment must be made under the facility they belong to. Attempting to pay fees for multiple facilities under one facility will result in a large account credit in the one facility and no payments in the others. This may result in a delay in license issuance and possibly late fees being incurred.

Q: How long do I have to pay fees assessed by DLBC?
A: New and renewal licenses will not be issued until all licensing fees and other assessed fees owed to DLBC have been paid in full.
Fees assessed for reasons other than new and renewal licensing fees must be paid within 30 days of being assessed. Failure to pay assessed fees within this time period may result in the account being sent to collections.
*If a penalty fee, such as CMP, in a large amount has been assessed and a payment plan is needed, please reach out to the issuer of the fee for assistance.

Q: When I entered an amount, the total was enormous. Why is it so much?
A: Enter the quantity of the fee, not the amount of the fee, into the box under the "Quantity" section. That number will multiply by the amount of the fee to give the total amount owed for that fee.
For example, to pay for 1 Live Scan Fee for $15, I would enter "1" in the "Quantity" box and a total of $15 would be generated under the "total" column for that line. If 2 Live Scan Fees were needed, I would enter "2" in the "Quantity" box and a total of $30 would be generated under the "total" column for that line.

<u>Using the ledger</u>
Q: I am locked out of my account, how do I get back in?
A: UtahID, the secure state system used to manage state computer systems, will lock out an account for 10 minutes after 3 failed attempts that occurred within 10 minutes. With each failed attempt after that, you will be locked out for 10 minutes until the timer runs out.

Q: How do I make a payment from my ledger?
A: To make a payment, please go to dlbc.utah.gov and click on "make a payment." Review the instructions on the page prior to clicking on "DLBC payment webpage."

Q: How do I read my ledger?
A: Your account ledger gives you a detailed history of all charges and payments. Here's how to understand it:
- Red text: Indicates a debit (a charge) or a balance that is due.
- Black text: Indicates a credit (a payment), or that your account is paid in full or has a credit balance.
- The "Amount" column shows the value of each individual transaction.
- The "Balance" column shows the running total of your account after each transaction is posted.

The "Current Balance" at the top of the page shows the overall status of your account. If this number is red, an amount is owed to DLBC. If it's black, your account is paid or has a credit. Any account credits will be automatically applied to your next charge.

Q: There is a "current balance" at the top of my ledger, does that mean I owe money?
A: When the "current balance" is in red, an amount owed to DLBC. When the amount is in black, it means there is an account credit. (Account credits will be used to pay your next required fee assessed by DLBC.)

Q: There is a charge and no payment on my ledger but the balance is zero. What does that mean?
A: A charge with no payment and a zero balance indicates that account credit was used to pay the entire charge. The use of credit will be recorded in the notes for that charge.

Q: I have account credit, how do I use it towards a payment?
A: If there is account credit on your ledger and you would like to make a payment but the charge has not been entered yet, please contact DLBC by going to the contact information on our website dlbc.utah.gov. One of our staff will enter the charge to show use of credit and give you instructions on how to pay any additional amount owed.

Q: I want to pay my renewal fees but I'm not sure what the license type is. How do I find this information?
A: The license(s) types for each facility can be found on the home page of the facility's provider portal.

Q: I made an online payment today, why don't I see it on my ledger?
A: Payments will be processed within 2 business days following the day they are made. If the payment does not show in your ledger within 2 business days, please contact DLBC. Contact information can be found on our website, dlbc.utah.gov.

Q: How do I get access to the portal so I can see my ledger?
A: Access to the portal is granted to those whose email is on the facility contact information. A maximum of three email addresses are permitted. If you need access, please contact your facility representative who does have access to the portal and ask them to submit a change request form to add your email address.
If all email addresses on the facility contact information are now invalid, please reach out to DLBC for assistance. Contact information can be found on our website, dlbc.utah.gov.

FAQ's specific to Child Care Providers
Q: I just authorized a background check. Do I have to wait to pay until the charge shows up on my ledger or can I pay it right away?
A: When authorizing a background check form in your portal, you may immediately pay the background check and fingerprint fees by going to dlbc.utah.gov and clicking on "make a payment."

Q: I am being charged for someone who didn't show up for employment, move in, or is no longer employed or resides at the facility. Do I still have to pay the fees?
A: Once a background check is authorized in the provider portal the provider is responsible for payment regardless of whether or not the person started employment, moved in, or is still employed or resides at the facility.

Q: There is a charge for someone on my ledger who I don't know. What should I do?
A: If you don't recognize the name of an individual on your ledger, please contact DLBC and we will investigate the situation. Contact information can be found on our website dlbc.utah.gov.

Q: I paid for fingerprinting fees already when I went to get them taken, why am I being charged again?
A: The total you will pay to DLBC for the processing of a background check with fingerprints is $62. This amount covers two required fees:

- $20 Child Care Background Check Fee**:** For processing your application.
- $42 Child Care Fingerprint Fee: This is sent to the Department of Public Safety to cover state and FBI record checks.

In addition to these fees, when you go to a livescan location to get your fingerprints taken, they will charge you their own fee for the service. This fee varies by location and is paid directly to them.

Q: Why do I have a charge for duplicate fingerprints of one of my covered individuals?
A: Each time fingerprints are captured and submitted to the FBI for processing, the fingerprint fee will be assessed and the provider is required to pay it.

Q: Should I pay the Child Care Fingerprint Fee or the Child Care Fingerprint Cloning Fee?
A: You should pay the Child Care Fingerprint Fee unless instructed by Office of Background Processing (OBP) staff to pay the Child Care Fingerprint Cloning Fee.