

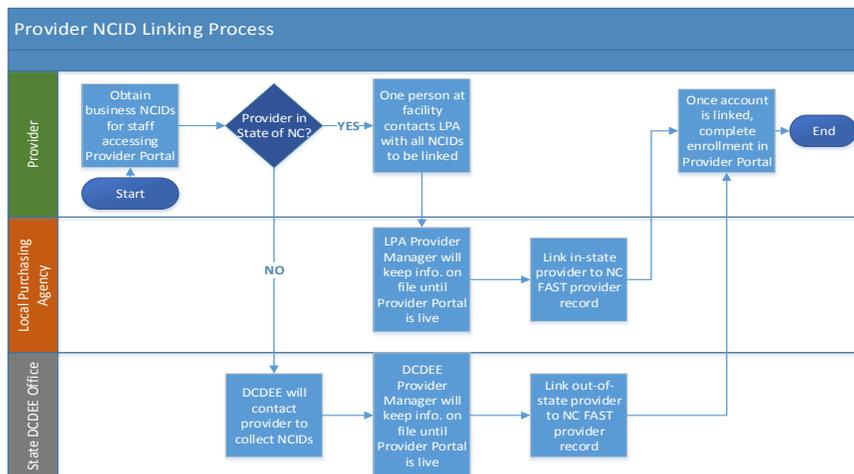


Provider Bulletin Issue 2: February 15, 2016  
Updated September 30, 2016

Welcome to the second issue of the NC FAST Provider Bulletin! We want to share more information with you about changes coming to the Subsidized Child Care Assistance Program. Specifically, we will tell you about NCID linking, case conversion, steps for payments, and direct deposit. As mentioned last month, we understand that change can be difficult, and our goal is to help make the transition as smooth as possible. Please regularly check for new information in the NC FAST folder on the DCDEE website ([www.ncchildcare.nc.gov](http://www.ncchildcare.nc.gov)) and look for the third edition of this bulletin to be posted by the 15th of next month.

### NCID Linking Process

As mentioned in our last bulletin, Providers will need to obtain NCIDs and have them linked to their account in the NC FAST Provider Portal. The diagram below outlines the process and responsible parties involved in linking Provider NCIDs. Detailed instructions will be posted to the DCDEE website later this month.



### Child Care Case Conversion: What it Means for Providers

Currently, county DSS offices and Local Purchasing Agencies use a variety of processes and local systems to manage Subsidized Child Care Assistance (SCCA) applications and cases. When SCCA goes live in NC FAST later this year, many of these processes, such as enrolling in Subsidy, approving vouchers, and recording attendance, will be standardized and conducted through the Provider Portal.

As part of the NC FAST implementation, the LPA or DSS will be required to manually enter case information in NC FAST. As a result, new vouchers will be generated and appear in the Provider Portal when the cases are approved in NC FAST. Providers will need to enroll in Subsidy by completing the Subsidy Application and electronically signing the Subsidy Contract. Once this has been completed, the Provider will now need to accept the vouchers in the Provider Portal. For more information on the Provider Portal, refer to Issue 1 of the Provider Bulletin.

**IMPORTANT:** In order to prevent any disruption in payments you receive for SCCA, you must accept these vouchers in the Provider Portal. Upon accepting a voucher, you will see the child appear on your roster. **Providers should plan on accessing the Provider Portal on a daily or every-other-day basis in the initial months of NC FAST go-live between November 2016 and March 2017. Further detail on vouchers and rosters will be made available at a later date.**

### Glossary

- **NC FAST:** an integrated case management system issuing benefits and services to the people of North Carolina—currently used for Food & Nutrition Services, Medicaid, TANF—will be used to manage Subsidized Child Care Assistance cases and issue payments to Providers beginning in 2016.
- **Provider Portal:** a web-based system that will be a part of NC FAST that must be used by Providers who participate in the Subsidized Child Care Assistance Program in North Carolina.
- **Subsidized Child Care Assistance (SCCA):** the official name of the program providing child care financial assistance in North Carolina.
- **NCID (North Carolina Identity Management):** the standard identity management and access service provided to state, local, business, and individual users providing a high degree of security and access control. This service is free.

#### Coming Soon:

- **Provider Preparation Guide**
- **Provider Readiness Checklist**
- **Provider Readiness Survey**



### Payment Steps and Dates for SCCA

NC FAST will follow these steps and timeline\* for making State payments to Providers for Subsidized Child Care Assistance:

- 1) 1st day of month: monthly attendance roster becomes available
  - Example: on November 1, roster for the service period of November becomes available
- 2) 5th day of month: last day to submit attendance roster for previous month by 6:59 PM\*\*
  - Example: on December 5 by 6:59 PM, roster for November services should be submitted
- 3) 15th day of month: payment released to Providers' banks for previous month
  - Example: on December 15, payment for November services submitted rosters will be released to Providers' banks

**\*This timeline is subject to change.**

**\*\*Providers will be able to submit a late roster if it is less than two months overdue.**

### Direct Deposit Payment for SCCA

NC FAST will use direct deposit to make payments to Providers using Smart Start and Non Smart Start funds for Subsidized Child Care Assistance—all payments will be made through direct deposit once per month, while payments from County funds will remain under the discretion of the County. Direct deposit will benefit both Providers, who will no longer need to manually deposit checks, and county administrators, who will be freed up from processing checks to focus on other responsibilities.

This means all Providers will need to have a bank account and enroll with the direct deposit processor, FIS Merchant Services. Providers will be able to follow a simple process in order to enroll. The process will include:

- In May 2016\*, each Provider will receive an NC FAST postcard with information about the FIS website.
- On the website, Providers will download a direct deposit contract.
- Providers will complete the contract, attaching valid IRS information and a voided check (for checking account) or deposit slip (for savings account).
- Providers will then mail or fax the contract to FIS.

FIS should be able to work with any bank that follows standard Automated Clearing House practices—most banks follow these practices.

When NC FAST begins making payments to Providers through direct deposit, it will provide payment details to Providers' banks, and also display them in the NC FAST Provider Portal. (A Provider will be able to see only the payments made to it.)

**\*This timeline is subject to change. Further detail on direct deposit will be made available at a later date.**

### Reminder: Benefits of Provider Portal

- **Easy access to the information you need, such as vouchers & attendance rosters. Update your information online with the click of a button.**
- **LESS PAPER! Sign documents & submit attendance electronically.**
- **NO SWIPING! No POS machines to use, and no special paper to purchase.**
- **No individual county contracts—once enrolled in the portal, you can serve children in any county in NC!**