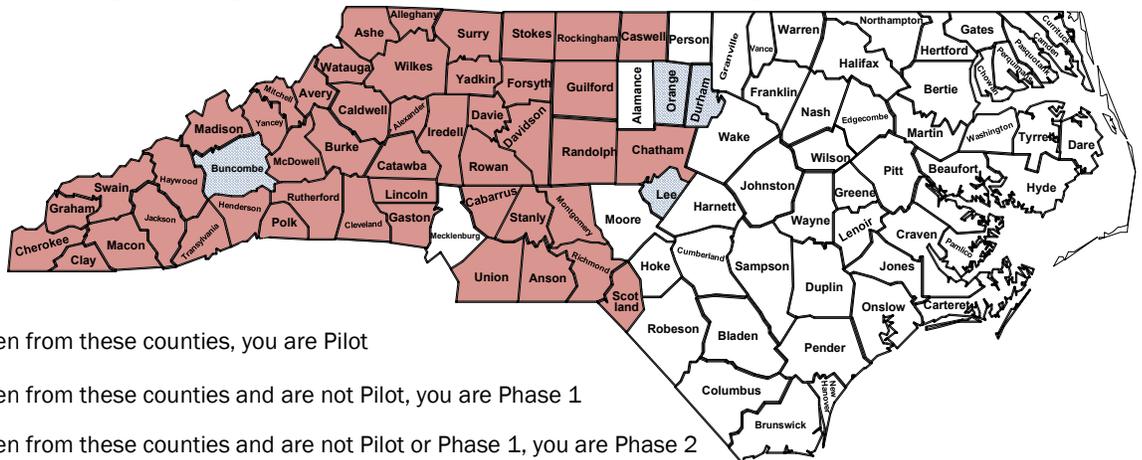




Welcome to the fifth issue of the Provider Bulletin! We have additional information to share about changes coming to Subsidized Child Care Assistance (SCCA). In this issue, we will discuss Provider Portal go-live and support. The bulletins are just one type of readiness material available on the Division of Child Development and Early Education (DCDEE) website (http://ncchildcare.nc.gov/general/mb_NCFast.asp). Please check the website regularly for new materials, like the next edition of this bulletin, coming on June 15th.

Provider Portal Coming Soon

The Provider Portal is nearly ready for launch, and it is time to share the detailed plan to begin using it. At this point, providers should have communicated their NCIDs to their County DSS/LPA. The next steps will be to have the DSS link the NCIDs, followed by Providers using the Provider Portal to enroll. Later this fall, Providers will begin using the Provider Portal to accept vouchers and record attendance. These steps will be completed in phases according to the map and table below. **Pilot Providers will begin enrolling July 11th, followed by Phase 1 Providers on August 1st and Phase 2 Providers on September 1st.***



LEGEND

- If you serve children from these counties, you are Pilot
- If you serve children from these counties and are not Pilot, you are Phase 1
- If you serve children from these counties and are not Pilot or Phase 1, you are Phase 2

	Pilot Providers	Phase 1 Providers	Phase 2 Providers
June 2016	DSS will link your NCID, No action needs to be taken by the Provider	No action needs to be taken by the Provider	No action needs to be taken by the Provider
July 2016	Provider Portal Enrollment Period	DSS will link your NCID, No action to be taken by the Provider	DSS will link your NCID, No action needs to be taken by the Provider
August 2016	After successful Enrollment, no action needs to be taken by the Provider	Provider Portal Enrollment Period	DSS will link your NCID, No action needs to be taken by the Provider
September 2016	No action needs to be taken by the Provider	Provider Portal Enrollment Period	Provider Portal Enrollment Period
October 2016	No action needs to be taken by the Provider	After successful Enrollment, no action needs to be taken by the Provider	Provider Portal Enrollment Period
November 2016	Pilot Counties Go-Live with NC FAST, Providers begin to accept vouchers in the Provider Portal	No action needs to be taken by the Provider	After successful Enrollment, no action needs to be taken by the Provider
December 2016	Providers continue to accept vouchers and must complete December and future months' attendance in the Provider Portal	No action needs to be taken by the Provider	No action needs to be taken by the Provider
January 2017	Providers continue to accept vouchers and must complete January and future months' attendance in the Provider Portal	Phase 1 Counties Go-Live with NC FAST at the beginning of 2017, more details to come in future bulletins	Phase 2 Counties Go-Live with NC FAST at the beginning of 2017, more details to come in future bulletins

*Providers will only be able to enroll in the Provider Portal after they are linked by the DSS.



Who do providers contact for support?

Question/Issue

Contact

Availability

Technical questions about an NCID, for example...

- What happens if I get an error when trying to submit my NCID request?
- What type of NCID do I currently have?

NC Identity Management:
<https://ncid.nc.gov>
"contact us" link to ITS:
its.incidents@its.nc.gov or
800-722-3946

Already available
Hours: seven days per week, 24 hours per day

Questions about SCCA policy and non-technical questions about vouchers, attendance, private-pay count, payment amounts, reporting rate changes, etc.

County DSS/LPA:
http://ncchildcare.nc.gov/Providers/pv_Providercontacts.asp
(look up County LPA contact information here)

Already available
Days and hours may vary by county

Questions about Provider Portal functions and technical issues, including accepting vouchers, completing attendance, completing private-pay count, viewing payment history, reporting rate changes, etc.

Provider Help Desk:
919-813-5460

Available at Provider Portal Go-live*
Normal hours: M-F, 8a-6p
Additional hours (1st-5th):
M-F, 6p-7p; Sa, 8a-6p;
Su, 12-6p

Technical questions about setting up direct deposit

FIS Merchant Services:
800-894-0050

Already available
Hours: M-F, 9a-6p

Technical questions about direct deposit, for example, availability of funds, bank accounts, rejected payments due to bad bank account information, 1099, etc.

NC FAST direct deposit processor, FIS Merchant Services:
www.ebtedge.com or
866-266-0180 (caller will need Provider Location ID)

Available at NC FAST go-live for provider payments (January 2017)
Hours: seven days per week, 24 hours per day

*The Provider Help Desk will not be available during NC FAST update release weekends. It will offer additional hours between the 1st and 5th days of each month to support the required completion of monthly attendance rosters. Hours may be adjusted based on call volume in the future. As a best practice, each provider should designate one staff member to track support requests as they are submitted, making sure each is only reported one time. Following this process will enable the Provider Help Desk to respond to support requests as soon as possible.