



Welcome to the sixth issue of the Provider Bulletin, your source of information on changes coming to Subsidized Child Care Assistance (SCCA) and the Provider Portal. In this issue, we will discuss Provider Portal access and availability. For more information, please see the supporting readiness materials 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, including the next edition of this bulletin, coming on July 15th.

Accessing the Provider Portal

The Provider Portal is almost ready and it will become available first to Providers from Pilot Counties beginning on July 11th. The website for the Provider Portal is: Providerportal.nc.gov. Until the Provider Portal login page becomes available on July 11th, the information page shown below will be displayed. Remember, each user of the Provider Portal will need their NCID and password to access the Provider Portal. These NCIDs need to be linked to your Provider Portal account by your County DSS/LPA prior to gaining access. The timeframe for when that process should be completed and when you should have access is outlined in the May Provider Bulletin and is available on the [DCDEE website](#).



NC FAST

North Carolina Families Accessing Services through Technology

Provider Portal will open for Enrollment July 11, 2016

Please visit the DCDEE website for the most up to date provider readiness materials: http://ncchildcare.nc.gov/general/mb_NCFast.asp

The Provider Portal will typically be available for use from 5:00 am to 7:00 pm, Monday through Saturday, and from 12:00 noon to 7:00 pm on Sunday. It will not be available during system maintenance weekends, which are typically the second weekend of each month. Its availability is shown on the example calendar below (for no specific month), along with the availability of the Provider Help Desk. For information on the Provider Help Desk, please see the May Bulletin on the [DCDEE website](#).

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2	3	4	5	6	7	8
Provider Portal 5:00am - 7:00pm						Provider Portal 12 noon - 7:00pm
Provider Help Desk 8:00am - 7:00pm				Provider Help Desk 8:00am - 6:00pm	Provider Help Desk Closed	
9	10	11	12	13	14 (Unavailable)	15 (Unavailable)
Provider Portal 5:00am - 7:00pm					Provider Portal System Maintenance	
Provider Help Desk 8:00am - 6:00pm				Provider Help Desk Closed		
16	17	18	19	20	21	22
Provider Portal 5:00am - 7:00pm						Provider Portal 12 noon - 7:00pm
Provider Help Desk 8:00am - 6:00pm				Provider Help Desk Closed		
23	24	25	26	27	28	29
Provider Portal 5:00am - 7:00pm						Provider Portal 12 noon - 7:00pm
Provider Help Desk 8:00am - 6:00pm				Provider Help Desk Closed		
30	31	1	2	3	4	5
Provider Portal 5:00am - 7:00pm						Provider Portal 12 noon - 7:00pm
Provider Help Desk 8:00am - 6:00pm		Provider Help Desk 8:00am - 7:00pm			Provider Help Desk 8:00am - 6:00pm	Provider Help Desk 12 noon - 6:00pm

Please note that prior-month attendance must be submitted no later than the 5th day of each month by the time the Provider Portal closes (6:59 pm).

Readiness Reminders

- **Provider Portal enrollment** begins soon:
 - ◆ Pilot Providers, July 11
 - ◆ Phase 1 Providers, August 1
 - ◆ Phase 2 Providers, September 1
- Providers will not have **access to the Provider Portal** until their NCIDs are linked by their county
- Provider Portal **training materials** will be available on its home page after login (look for links to "Training Videos" and "Job Aids")
- Each provider facility must have at least one staff member assigned the Provider Portal **role of Provider Director**, and providers are strongly encouraged to assign this role to a second staff member to serve as a backup
- Each provider facility should now have established **direct deposit**, following the Job Aid - Setting Up your Direct Deposit on the [DCDEE website](#)
 - ◆ Any provider that has not received the **postcard** needed to begin the direct deposit setup process should contact FIS Merchant Services at 800-894-0050
- Any provider that has not yet joined the Provider E-mail List should do so by following the Job Aid - Joining the Provider E-mail List on the [DCDEE website](#)