



Welcome to the seventh issue of the Provider Bulletin, your source of information on changes coming to Subsidized Child Care Assistance (SCCA) through the Provider Portal. In this issue, we will discuss how a provider can check an NCID to make sure it was created and communicated to the county DSS/LPA correctly. For additional information on the Provider Portal, please see the provider readiness materials available on the Division of Child Development and Early Education (DCDEE) website ([http://ncchildcare.nc.gov/general/mb\\_NCFast.asp](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 August 15.

### Checking your NCID

In some cases, a county DSS/LPA may have trouble locating a provider's NCID when attempting to link the provider's NCID in NC FAST. When this occurs, the county DSS/LPA may have to contact the provider to confirm they have the correct NCID. When contacted, the provider should check the NCID by logging in to the [NCID website](#) using the NCID and password they created. Once logged in, the provider should confirm they have a business NCID, following the steps detailed below. After checking the NCID, the provider should contact the county DSS/LPA to confirm they have the correct NCID, including exact capitalization and spelling.

**Note:** If a provider is unable to login to the NCID website or the provider's User Type reads something other than "Business", the provider will need to create a new business NCID following the steps in the *Job Aid - Creating and Linking your NCID* on the [DCDEE website](#) (being sure to complete all steps, including email activation).

### Readiness Reminders

- **Provider Portal enrollment:** This began on July 11 for Pilot Providers, with the others beginning...
  - ◆ Phase 1 Providers, Aug. 1
  - ◆ Phase 2 Providers, Sept. 1
- **Provider Portal access:** Only providers who have been linked by their county will have access to the Provider Portal
- **Provider Portal training materials:** These are available on the home page after login (there are links for "Training Videos" and "Job Aids")
- **Provider direct deposit:** Any providers that did not receive a postcard to complete direct deposit setup should contact FIS Merchant Services at 800-894-0050
  - ◆ In August, FIS will begin phoning providers that have not completed the process
- **Provider E-mail List:** Providers should join this, following the *Job Aid - Joining the Provider E-mail List* on the [DCDEE website](#)
- **Provider Help Desk:** Open for questions from providers: 919-813-5460