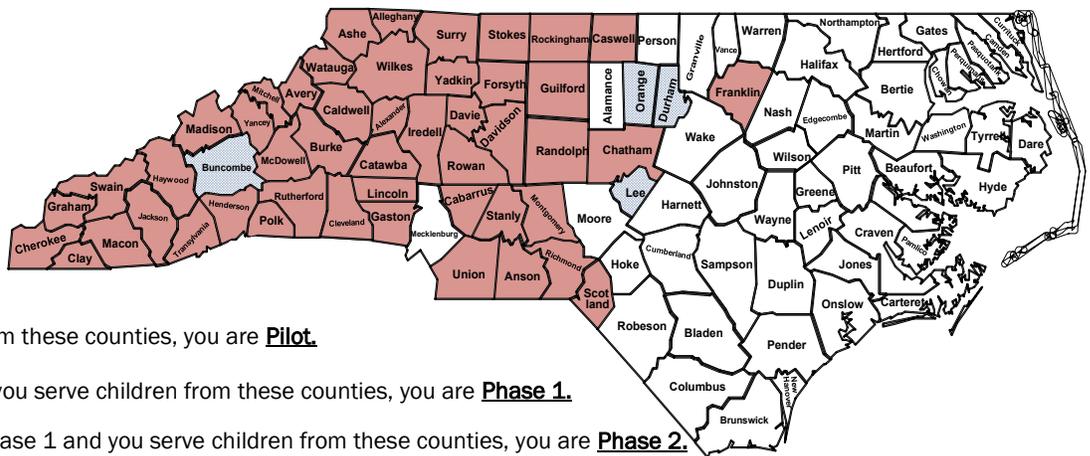




Welcome to the ninth issue of the Provider Bulletin. In this issue, we will discuss preparing to use the Provider Portal to manage vouchers and attendance. For additional information about the Provider Portal, please see the materials available on the Division of Child Development and Early Education (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 which will be released on October 15.

Planning for Managing Vouchers and Attendance via the Provider Portal

As noted last month, to continue participating in SCCA after the go-live of NC FAST it is critical that providers enroll through the **Provider Portal** and set up direct deposit through **FIS Merchant Services**. After completing these steps, providers will be ready to accept vouchers and record attendance through the Provider Portal. Providers will do this **according to the map and timeline shown below**. During the go-live months (shown in green), counties will be issuing vouchers to providers for children already in their care; however, it will likely not be until the second month before the vouchers become available. Providers should check for these vouchers in the Provider Portal regularly and once they are available, the provider should review, accept, and begin recording attendance for them each day (in the second month). We will discuss accepting vouchers and recording attendance in greater detail through the **October Provider Bulletin**.



LEGEND

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

	Pilot Providers	Phase 1 Providers	Phase 2 Providers
September 2016	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so)	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so)	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so)
October 2016	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so)
November 2016	Pilot Counties Go-Live with NC FAST, Providers may begin to accept vouchers in the Provider Portal	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time
December 2016	Providers begin or continue accepting vouchers and must complete December attendance in the Provider Portal	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time
January 2017	Providers must complete January attendance and accept any new vouchers in the Provider Portal	Phase 1 Counties Go-Live with NC FAST, Providers may begin to accept vouchers in the Provider Portal	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time
February 2017	Providers must complete February attendance and accept any new vouchers in the Provider Portal	Providers begin or continue accepting vouchers and must complete February attendance in the Provider Portal	Phase 2 Counties Go-Live with NC FAST, Providers may begin to accept vouchers in the Provider Portal
March 2017	Providers must complete March attendance and accept any new vouchers in the Provider Portal	Providers must complete March attendance and accept any new vouchers in the Provider Portal	Providers begin or continue accepting vouchers and must complete March attendance in the Provider Portal

Training for Vouchers and Attendance Coming Soon

- Managing Attendance Job Aid
- Managing Rosters Job Aid
- Provider Vouchers Training Video
- Managing Vouchers Job Aid
- Payment Process for Providers Job Aid
- *Training will be available in the Provider Portal after logging in, just like the training for enrollment.
- Provider Financial Transactions Job Aid
- Provider Attendance and Rosters Training Video

Reminder: To Continue Participating in Subsidy, Providers Must Enroll and Set Up Direct Deposit

Provider Portal Enrollment

Provider Portal enrollment is open to all providers. Providers should be sure to enroll according to the timeline shown on the previous page:

- Pilots, as **soon as possible (timeline was July 31)**
- Phase 1, **by September 30**
- Phase 2, **by October 31**

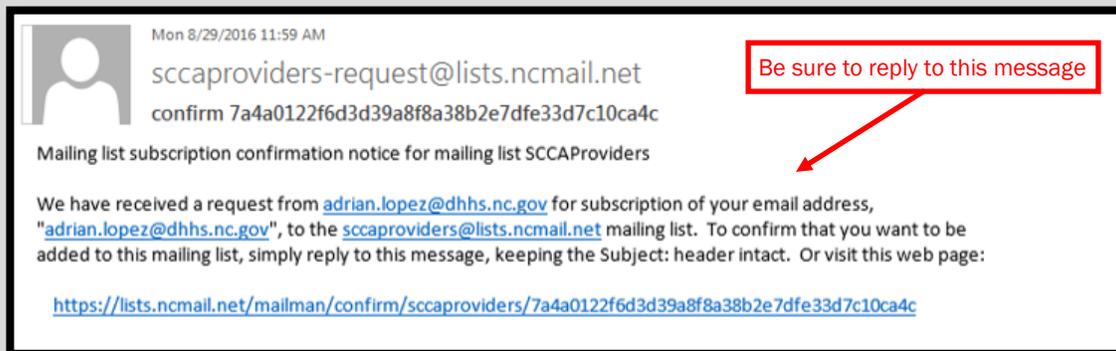
Provider Direct Deposit

By now, all providers should have been able to complete direct deposit setup (separate from enrollment through the Provider Portal). Any providers who have not yet set up direct deposit should do so **as soon as possible**.

- Providers should follow the [Setting Up your Direct Deposit](#) Job Aid.
- If providers did not receive their **Unique Location ID** (provided by postcard), they should **contact FIS Merchant Services** to receive it (800-894-0050).
- Providers participating in SCCA with a license issued after April 2016 will be sent their **Unique Location ID** from **FIS Merchant Services** after enrolling through the Provider Portal.

Automatic Signup for Provider E-mail List

In late September, all providers will be signed up for the Provider Email List, which is used to keep providers informed of the latest information related to the Provider Portal, including maintenance alerts, process updates, policy changes, general reminders, etc. The email addresses signed up for the list will be those that providers submitted when creating their NCID. Providers may add additional e-mail addresses by following the [Joining the Provider E-mail List](#) Provider Job Aid. Please, be sure to reply to the confirmation e-mail (below). To opt-out of the email list, the job aid has instructions for doing so.



Enrollment for New Out-of-State Providers

If you are an Out-Of-State provider who serves a child receiving Subsidized Child Care Assistance (SCCA) from the state of North Carolina, you must complete the enrollment process in the Provider Portal to continue receiving SCCA payments. Here is the process, **in the order in which it must occur**:

- 1) If you have not already done so, you must obtain a business NCID for each person who will need access to the Provider Portal. Please follow procedures in [Creating and Linking Your NCID](#) Provider Job Aid.
- 2) The County Department of Social Services/Local Purchasing Agency associated with the child will contact you to obtain the necessary information to begin the enrollment process.
- 3) The DSS/LPA will share this information with the NC Division of Child Development and Early Education (DCDEE).
- 4) The DCDEE Provider Manager will contact you to ensure that your NCID is linked in the Provider Portal.
- 5) Once your NCID has been linked, you must complete the enrollment process in the Provider Portal. Please refer to the [August Provider Bulletin](#) for enrollment guidance.

Receiving Payments via Direct Deposit

In previous communications, we have stated that SCCA payments to providers will be released via direct deposit on the 15th **day of the month following the month for which a roster was submitted**. Just as a reminder, and to help you manage your budget, it may take a few days for the bank to process this transaction. For this reason, it may take up to the **20th of the month** for your funds to be deposited.