

# NC FAST

North Carolina Families Accessing  
Services through Technology



## Resource and Referral Webinar October 12, 2016



North Carolina  
Department of  
Health & Human Services



# Virtual Workshop Tips

Resource and Referral Workshop\_DRAFT.pptx

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**NC FAST**  
North Carolina Families Accessing  
Services through Technology



**DCDEE**  
Division of Child Development and Early Education

**Resource and Referral Workshop**  
**March 23, 2016**



dhhs North Carolina  
Department of  
Health & Human Services

Attendees (1)

- Active Speakers
- Hosts (1)
  - Sarah Green
- Presenters (0)
- Participants (0)

Chat (Everyone)

Sync

Everyone

- Welcome from DCDEE
- What is the Provider Portal?
  - Benefits of the Provider Portal
- Implementation Timeline
- Enrolling in the Provider Portal
- Direct Deposit Set-up
- Provider Portal Vouchers & Attendance
- How Can R&R agencies be involved?
  - Provider Communications and Reference Materials
- Frequently Asked Questions
  - Open Questions & Answers



## What is the Provider Portal?

- Web-based system that will be part of NC FAST that must be used by child care providers who participate in Subsidized Child Care Assistance in North Carolina.
- Providers will complete the following activities using the Provider Portal:
  - ✓ Review and sign the Annual Provider Contract
  - ✓ Accept and Reject Vouchers
  - ✓ Receive Action Notices
  - ✓ Complete monthly attendance rosters
  - ✓ Update service rates

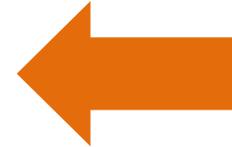


## Benefits of the Provider Portal for Providers

- Easy access to information such as vouchers & attendance rosters. View and update information easily online!
- Vouchers will be issued and routed to providers electronically.
- No swiping! No POS machines to use! No special paper!
- Rosters will be automatically generated.
- Provider enrollment will be via the Provider Portal – no individual county contracts; once enrolled in the Portal providers can serve children in all NC counties!



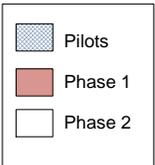
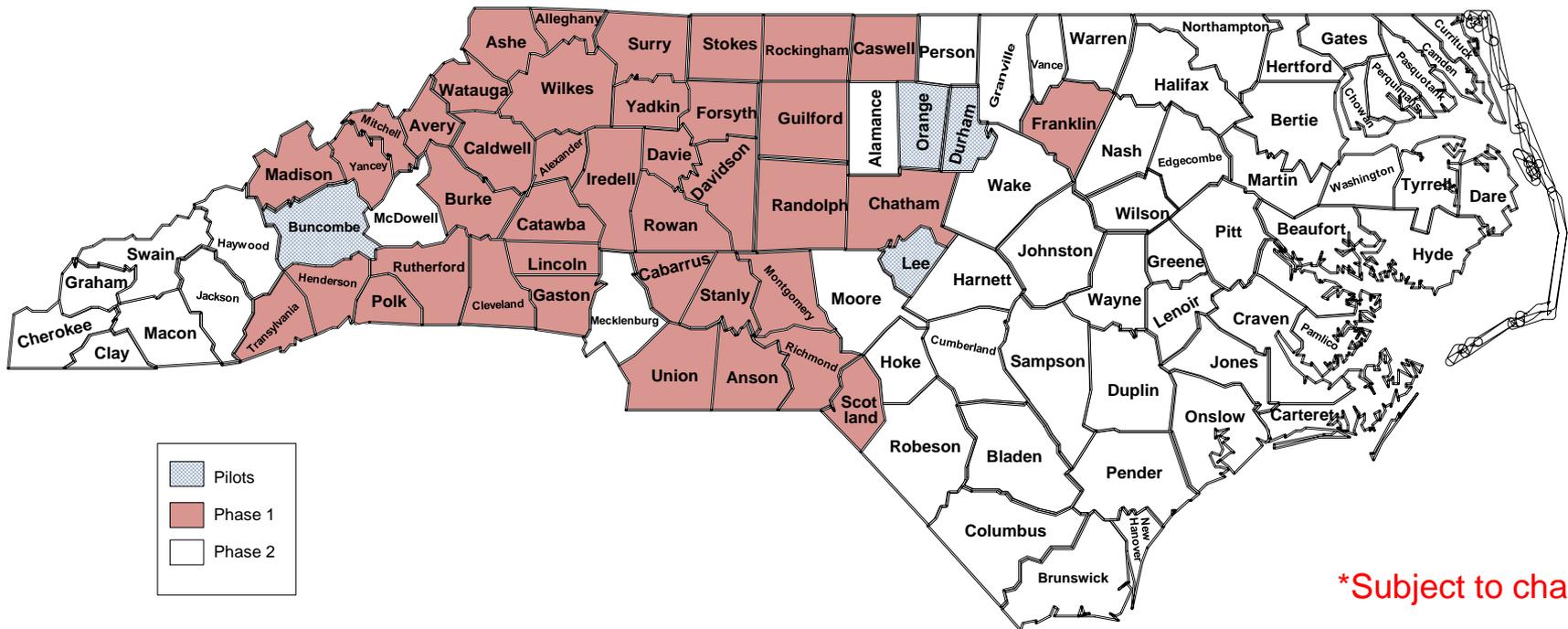
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# Phased Roll-Out & Go-Live\*

Map Color	Phase	Go-Live	Conversion	Last SCCRS Service Month
	Pilot	October 31	November - December	November
	1	January 3	January - February	January
	2	February 1	February - March	February



\*Subject to change



# Provider Readiness Timeline



	Providers located in & serving children in Pilot Counties	Providers located in & serving children in Phase 1 Counties	Providers located in & serving children in Phase 2 Counties
<b>October 2016</b>	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>	Provider Portal Enrollment & Direct Deposit Set-up Period
<b>November 2016</b>	Pilot Counties Go-Live with NC FAST. No Provider action in the Provider Portal	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>
<b>December 2016</b>	Providers begin accepting vouchers and <b>must complete December attendance in the Provider Portal</b>	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>
<b>January 2017</b>	Providers must complete January attendance and accept any new vouchers in the Provider Portal	Phase 1 Counties Go-Live with NC FAST. Providers <b>may</b> begin to accept vouchers in the Provider Portal	<i>After successful Enrollment &amp; Set-up, no action needs to be taken by the Provider</i>
<b>February 2017</b>	Providers must complete February attendance and accept any new vouchers in the Provider Portal	Providers continue to accept vouchers and <b>must complete February attendance in the Provider Portal</b>	Phase 2 Counties Go-Live with NC FAST. Providers <b>may</b> begin to accept vouchers in the Provider Portal
<b>March 2017</b>	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 continue to accept vouchers and <b>must complete March attendance in the Provider Portal</b>



# County & Provider Actions

Counties	Providers
Link all provider NCIDs	Enroll in the Provider Portal
Convert all active SCCA cases within the conversion period	Enroll in Direct Deposit with FIS Merchant Services
Configure County Funds	Accept vouchers for all children currently in their care
Inform NC FAST when all cases have been converted	Complete and submit attendance using the portal for <b>ALL</b> children in their care who receive subsidy by the 5 <sup>th</sup> calendar day of the month. For example, March attendance needs to be submitted by April 5 <sup>th</sup> in order to receive payment in April
	Continue to submit paper attendance sheets to counties throughout the conversion period



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# Enrollment Changes

- Enrolling in the Provider Portal will allow Providers to provide care to children from all NC counties as there will no longer be individual county contracts
- During enrollment, providers will enter their private pay rates in the Provider Portal
  - Until their first payment from the State, Providers must submit private pay rate changes to the county on paper
- To assist providers with the process, job aids and videos are posted within the Provider Portal
  - To ensure security, job aids and videos posted within the Provider Portal can only be accessed after logging-in



# Enrollment – Details

This is the first page in the enrollment process. Providers will select “Yes” or “No” from each dropdown to indicate their unique enrollment details

Home  
 Enrollments  
 Vouchers  
 Rosters  
 Payments  
 Notices  
 Users

Enrollment Details
Print

*\* Indicates a required item*

**Other working days and shifts** Help ?

Do you provide childcare on holidays?  ?

Do you provide childcare on inclement weather days?  ?

Do you provide childcare on teacher workdays?  ?

Please indicate the shift(s) for which you will provide services. Check all that apply:

Shift 1

Shift 2

Shift 3

**Pay Rate**

Do you want to be paid based on attendance?



# Enrollment – Private Pay Rates

Next, Providers will enter their **weekly** Private Pay Rates for the services (age groups) for which they provide care.

By selecting “Yes” they will be prompted to enter their applicable rate, as seen to the left.

**Private Pay Rates**

\* Indicates a required item

**Enter Weekly Private Pay Rates (\$)**

If you charge monthly private pay rates, divide each monthly rate by 4.333 in order to calculate your weekly rate.

Are you going to provide care to children under age one? \*  ?

Enter private paying rate - Infant

Are you going to provide care to children between age one to five? \*  ?

Enter private paying rate - 1 Year Old

Enter private paying rate - 2 Years Old

Enter private paying rate - 3 Years Old

Enter private paying rate - 4 Years Old

Enter private paying rate - 5 Years Old



# Enrollment – Approved Rates

## 1. Monthly Private Rates

This section indicates the private pay rates entered by the provider on the previous page

## 2. Monthly Approved Rates

The rates shown in this sections are the rates that the provider will be paid for each service

## 3. Monthly Market Rates

This shows the DCDEE approved market rate for the county where the provider is located

Subsidized Approved Rates Print

Please verify the below approved rates:

Monthly Private Rates(\$)										
Infant	1 Year Old	2 Years Old	3 Years Old	4 Years Old	5 Years Old	School Age	Summer/Track Out	Before & After School Care	Before School Care	After School Care
867.00	867.00	867.00	650.00	650.00	650.00	0.00	0.00	0.00	0.00	0.00

Monthly Approved Rates(\$)										
Infant	1 Year Old	2 Years Old	3 Years Old	4 Years Old	5 Years Old	School Age	Summer/Track Out	Before & After School Care	Before School Care	After School Care
831.00	831.00	789.00	650.00	650.00	650.00	0.00	0.00	0.00	0.00	0.00

Monthly Market Rates(\$)										
Infant	1 Year Old	2 Years Old	3 Years Old	4 Years Old	5 Years Old	School Age	Summer/Track Out	Before & After School Care	Before School Care	After School Care
831.00	831.00	789.00	748.00	748.00	748.00	550.00	550.00	457.00	457.00	457.00

4. In this example, the provider does not provide care to the age groups listed here, therefore "0.00" displays



# Enrollment – Annual Agreement

Finally, Providers will complete their Annual Agreement and indicate their “signature” by checking the box above. After reading the agreement and checking the box, Providers will click “Submit” in the top right.

  
Home

Sign & Submit

Cancel
Submit

\* required field

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT

By signing below, I, the child care provider, certify that the information I provide in this Agreement is true and correct to the best of my knowledge and that I will comply with all terms, conditions, and responsibilities. I understand that I am providing this information so that state agency officials can verify this information, which is needed to help me qualify to receive subsidized child care assistance reimbursements. I further understand that deliberate misrepresentation of any information I provide in this document may cause me to be barred from the Subsidized Child Care Assistance Program, prosecuted in criminal court, and subject me to civil liability to the maximum extent allowed by law.\*

I understand that any fraudulent misrepresentation of any information provided in the future concerning this agreement is a felony offense that may cause me to be prosecuted in criminal court, subjected to civil liability, and terminated from providing subsidized child care.

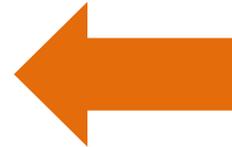
This agreement is between the local purchasing agency (the "LPA") and the undersigned child care provider. I agree that the LPA, the North Carolina Department of Health and Human Services (the "Department"), and the North Carolina Division of Child Development and Early Education (the "DCDEE"), jointly or severally, may enforce this agreement. The LPA is defined as any agency that administers the Subsidized Child Care Assistance Program, such as the county department of social services or local child care resource and referral agency.

I, the child care provider, agree to and represent the following to the LPA, the Department, and the DCDEE:

1. I am willing to provide child care for children who are eligible for subsidized child care assistance. I understand that the recipient will be responsible for deciding to place the child in my care. If I agree to provide care for a child, I must allow the recipient unlimited access to visit the child in my center or home (if such child care is provided in my home) and to observe the program of care for the child. I will keep information about the children and family confidential to the fullest extent required by law.



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# Direct Deposit Payments

- With the implementation of the Provider Portal, payments to providers will be made via direct deposit into a bank checking or savings account
- All providers serving SCCA children must complete a direct deposit contract with FIS Merchant Services
- Payments will be released on the 15<sup>th</sup> of each month and may take up to 5 additional days to appear in a provider's bank account (up to the 20<sup>th</sup>)
- To complete direct deposit setup, please follow the Provider Job Aid – Setting Up your Direct Deposit posted on the DCDEE website





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# Vouchers in the Provider Portal

With the implementation of the provider portal, vouchers will be entirely electronic. Providers will no longer receive paper vouchers brought to their facility from a Parent/ Responsible Adult

Once a case is activated in NC FAST, the child(ren)'s voucher will appear in the provider portal to be either accepted or rejected

After accepting a voucher, that child will appear on the provider's roster



# Vouchers Screenshots

Vouchers will display on the Vouchers page. Here, providers can view, accept, or reject vouchers. In addition, providers can view previously accepted vouchers by clicking the Vouchers History hyperlink in the top-right corner.

**Vouchers - Family Home Care** [Vouchers History](#)

Below is a list of vouchers that require your attention. Click the Voucher Action link to View, Accept, Reject or Print the voucher.

Voucher Number	Responsible Adult/Parent Name	Child Name	From Date	To Date	Status	Voucher Action
110007820	Jack test	Jerk Test	8/1/2016	8/31/2017	Pending Parent Signature	<a href="#">View</a>
110008333	Spongebob Squarepants	Spongebob Squarepants	8/10/2016	8/31/2017	Pending Provider Signature	<a href="#">Accept/Reject</a>
110008324	Trudy Radison	Tecy Radison	8/7/2016	8/31/2017	Pending Provider Signature	<a href="#">Accept/Reject</a>



# Vouchers Screenshots

After clicking the accept/reject hyperlink, the voucher will appear. This is where the actual acceptance or rejecting of the voucher will occur. Additionally, clicking Print will allow providers to view or print a PDF version of the voucher if they wish. After accepting a voucher, the child will appear on the provider's roster.

Voucher - 110008333

---

Child Name:	Spongebob Squarepants	Parent Name:	Spongebob Squarepants
Date Of Birth:	9/14/2015	Gender:	Male
From Date:	8/10/2016	To Date:	8/31/2017
Type Of Care:	100 Percent	Issued Date:	8/10/2016
Signed By:		Status:	Pending Provider Signature

Shift Varies : Not to Exceed                      Thirty-two (32) through 55 hours per week

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Care Hour Details

Monday:	To	Tuesday:	To
Wednesday:	To	Thursday:	To
Friday:	To	Saturday:	To
Sunday:	To		

---

Print ...    Accept...    Reject...    Close



# Completing Attendance

In addition to enrollment and vouchers, attendance and rosters will also be completed entirely within the provider portal.

Record Attendance - Tocy Radison

When "Provider Closure" is selected as an attendance reason for any child, the attendance reason will default to "Provider Closure" for all child for that day.

Child Name: Tocy Radison      Responsible Adult: Trudy Radison  
 Start Date: 8/7/2016      End Date: 8/31/2016  
 Responsible Adult Verified:       Status: Open

Date	Attendance	Absence Reason
8/7/2016	Not Scheduled	<input type="text"/>
8/8/2016	Present	<input type="text"/>
8/9/2016	Present	<input type="text"/>
8/10/2016	Present	<input type="text"/>
8/11/2016	Present	<input type="text"/>
8/12/2016	Present	<input type="text"/>

Save      Cancel

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## How Resource & Referral Agencies be Involved

- Add a link on your website to the NC FAST folder on the DCDEE website
- In conversations with providers remind them to visit the DCDEE website monthly to review the Provider Readiness Materials
- Encourage providers to enroll through the Provider Portal and set up direct deposit with FIS Merchant Services immediately if they have not done so already
- Remind Providers they will need to visit the Provider Portal regularly to accept vouchers and complete attendance daily or weekly
- Refer to the Provider Portal Talking Points for Subsidy Partners document
- Refer providers with questions to the Provider Help Desk at 919-813-5460



Monthly Provider Bulletins continue to be distributed to counties & providers & posted to the DCDEE website. These will continue to be issued monthly around the 15<sup>th</sup>. Also, providers receive updates about the Provider Portal from the Provider E-mail List, including maintenance alerts, process updates, policy changes, general re-minders, etc.

**NC** Health and Human Services  
Search for Child Care  
Buscar un Establecimiento de Cuidado de Niños

**DCDEE**  
Division of Child Development and Early Education

PARENTS    PROVIDERS    COUNTY STAFF

SEARCH  
DCDEE Quick Links

- About Us
- What's New
- Getting a License
- NC Child Care Snapshot
- Child Care Rules, Law, and Public Information
- Child Care Commission
- DCDEE WORKS
- NC PRE-K
- EESLPD Unit
- NC FAST / Provider Portal**
- Español

**NCFast - North Carolina Families Accessing Services through Technology**

North Carolina Families Accessing Services through Technology (NC FAST) is a program designed to improve the way the NC Department of Health and Human Services and county departments of social services do business.

In support of our effort to improve the integration of services that are provided at the local level, the Division of Child Development and Early Education (DCDEE) continues work on the subsidized child care component of NC FAST. This project is designed to improve and streamline our application process, provide better case management capabilities across services, and ultimately incorporate a new process for collecting and assuring time and attendance within the subsidized child care program.

NC FAST will include a provider self-service component known as the Provider Portal. This portal will be used by providers to enroll in the Subsidized Child Care Assistance program, accept children into their care, update rates for services, and record attendance. The Provider Portal will be available online and require that the user maintain an NCID (North Carolina Identity Management) username and password.

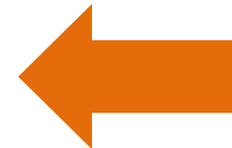
Informational materials and instructional guides will be posted here beginning in January 2016. Please reference this location for Provider Bulletins, step-by-step instructional guides, and other need-to-know information as you plan for this transition.

**Providers**

In September, all providers were signed up for the Provider Email List. The email addresses signed up for the list were those that providers submitted when creating their NCIDs. To add additional e-mail addresses, follow the Provider Job Aid - Joining the Provider E-mail List on the DCDEE.



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## Where do I create my NCID account?

- A provider can create an NCID at the NCID website, Providers need to create a **Business NCID**.

## I am not able to login to the Provider Portal.

- Verify that the provider has a Business NCID & the county DSS/LPA has linked it.
- If a provider is still unable to login using the Business NCID, the provider may have to create a new one. (The provider may not have completed the activation step, confirming it by e-mail, during the original registration.)

## I am unable to find the Provider Portal.

- It can be found at this address: <http://providerportal.nc.gov>.

## How do I change my rates?

- To update a rate, under the **Useful Links** section of the Provider Portal home page, a provider can click **Provider Private Pay Rate Change**. (A job aid for this is available on the home page under Job Aids.)
- To fix an incorrect rate, a provider should contact the County DSS/LPA.

## I have updated my rates but they are not updated in the contract.

- After modifying rates, a provider can view the approval notice by clicking the **Notices** icon, then clicking on the .pdf icon in the **Document Link** column to access the Child Care Approval Notice. The rates will update in the approval notice.



## How do I get added to the Provider Portal listserv?

- Providers should send an email (no subject or body necessary) to [SCCAProviders-subscribe@lists.ncmail.net](mailto:SCCAProviders-subscribe@lists.ncmail.net) to subscribe, then reply to the confirmation email (no subject or body necessary).

## When do I enroll, accept vouchers, record attendance, and accept direct deposit?

Phase	Enrollment Completion	Begin Voucher Acceptance	Begin Recording Attendance	Direct Deposit begins
<b>Pilot</b>	End of July	December	December	January
<b>1</b>	End of September	Late-January*	February	March
<b>2</b>	End of October	Late-February*	March	April

**\*Note:** Providers will begin accepting vouchers only after all cases from a county have been successfully converted and activated by NC FAST. For many counties this may be the second month of conversion but could be as early as the end of the first, as designated above.

## I am not seeing one of my facilities after I log in to the Provider Portal.

- If this occurs, a provider may not have been properly linked to all of the provider's facilities. The provider should contact the county DSS/LPA to check that it has been linked to all facilities.



## **If a provider serves two counties with different go-live dates (ex: Alamance & Orange) how will they be paid?**

- In this example Orange county goes live before Alamance county. The provider would need to complete actions in the Provider Portal for Orange as well as their current processes for Alamance. The provider would receive payment from Orange via direct deposit and from Alamance via current processes.

## **What responsibilities will parents have with the Provider Portal?**

- Parents/Responsible Adults will **not** use the Provider Portal. As part of submitting attendance, Providers will attest that Parents/Responsible Adults agree with what the Provider is submitting as attendance.



- Providers **must** enroll in the Provider Portal **AND** complete direct deposit setup by the end of October to continue receiving payment for children receiving subsidy
- Providers **must** accept vouchers and complete attendance using the Provider Portal by the 5<sup>th</sup> of the following month for each subsidy child in their facility in order to receive timely payment
- Review the DCDEE website, NC FAST/Provider Portal page monthly for updates
- For assistance with any functions within the Provider Portal, contact the Provider Help Desk at 919-813-5460

# Questions?



# References

- Provider Job Aid – Setting Up your Direct Deposit:  
[http://ncchildcare.nc.gov/PDF\\_forms/NCFAST\\_ProviderJobAid-SettingUpyourDirectDeposit.pdf](http://ncchildcare.nc.gov/PDF_forms/NCFAST_ProviderJobAid-SettingUpyourDirectDeposit.pdf)
- FIS Merchant Services website: [www.ebtedge.com](http://www.ebtedge.com)
- Add a link on your website to the NC FAST folder on the DCDEE website:  
[http://ncchildcare.nc.gov/general/mb\\_NCFAST.asp](http://ncchildcare.nc.gov/general/mb_NCFAST.asp)
- Provider Job Aid - Joining the Provider E-mail List on the DCDEE website:  
[http://ncchildcare.nc.gov/PDF\\_forms/NCFAST\\_Provider\\_%20Job\\_Aid\\_Joining\\_the\\_Provider\\_E-mail\\_List.pdf](http://ncchildcare.nc.gov/PDF_forms/NCFAST_Provider_%20Job_Aid_Joining_the_Provider_E-mail_List.pdf)
- A provider can create an NCID at <https://ncid.nc.gov>.
- Provider Portal web address: <http://providerportal.nc.gov>.

Thank you for participating today.