

# Project 3: Subsidized Child Care Assistance, CIP & LIEAP Provider Portal



# NC FAST

North Carolina Families Accessing Services through Technology

P3 Fact Sheet, Issue 3: November 30, 2015  
Updated 5/20/2016

Produced by the NC FAST Team

The goal of this Fact Sheet is to share high-level information about a provider's role in the Time and Attendance Payment System (TAPS) using the Provider Portal. TAPS incorporates the recording, reporting and validation of attendance for Subsidized Child Care Assistance (SCCA).

- Provider Enrollment Process Flow on page 2
- Continue to Prepare for Implementation! County Readiness shares important recommendations on page 2

## What Is the Provider Portal?

NC FAST will include a Provider Self Service Component known as the Provider Portal. This portal must be used by providers to:

- Enroll in the Subsidized Child Care Assistance (SCCA) program for providers not currently enrolled. This includes out-of-state providers.
- Accept or reject children into their care.
- Update rates for services.
- Renew the Annual Agreement.
- Record attendance: Providers will do this by going to the Provider Home Page and selecting the appropriate roster for the month for their facility. They will enter the private-pay count and record attendance for the SCCA children. The Provider Portal is the means by which the providers accomplish the requirements for the Time and Attendance Payment System (TAPS).

## How Will a Provider Gain Access to the Provider Portal?

In order to access the Provider Portal a provider must:

- Have the ability to access the internet.
- Obtain a Business User NCID and create a password. A valid email address is also required to create an NCID. Please note, each provider employee who will access the Provider Portal will need an NCID as NCIDs are associated with individuals, not the provider facility.

In order for providers to access their information in NC FAST via the Provider Portal, the NCID accounts of each of the provider's employees will need to be linked to the Provider Profile in NC FAST.

- A new role called LPA Provider Manager will be able to link the NCIDs to the Provider Profile in NC FAST.
- The provider will need to contact the LPA Provider Manager and provide their NCID information so the LPA Provider Manager can link the NCID to the Provider Profile. Instructions will be provided to counties on how to link the NCIDs in early 2016.
- Link to NCID new user registration: <https://ncidp.nc.gov/pmf/Registration.html>

## Processing Vouchers

- Vouchers will be generated by NC FAST based on information entered by Child Care workers during the application process.
- NC FAST will electronically transmit the voucher to the selected Child Care provider.
- The provider will access the voucher using a link in the Provider Portal.
- The provider must either accept or reject the voucher which triggers an alert to the Child Care worker in the form of a task. (

### Coming Soon...

- **Waiting List Information**
- **P3 Readiness Workshops**
- **Conversion Approach Details**

## Contact Us

**NC FAST Website:**

[www.ncdhhs.gov/ncfast/](http://www.ncdhhs.gov/ncfast/)

**NC FAST Help Desk:**

[ncfastsupport@dhhs.nc.gov](mailto:ncfastsupport@dhhs.nc.gov)

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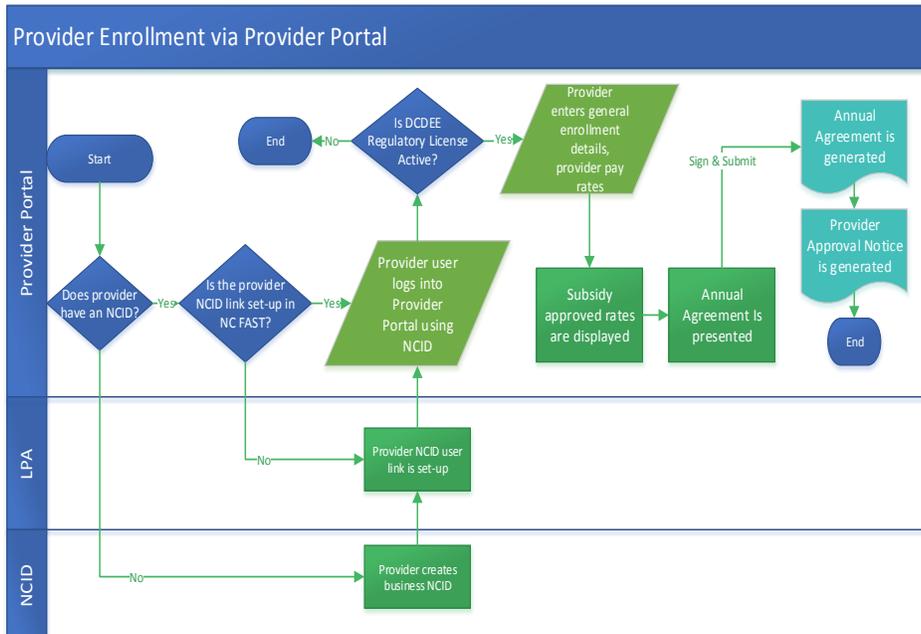
## Provider Portal

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### What Should Every Provider Know?

- They will be required to maintain an active bank account in order to be paid by direct deposit.
- Upon completion of the implementation, they should no longer expect to be paid by the county. All SCCA payments will be made by the state on a standard schedule, which may be different from the current schedule.
- They will be required to record attendance online via the Provider Portal every month in order to be paid.
- They will be required to have parents validate their child(ren)'s attendance and attest to this process being completed each month via the Provider Portal.
- They will need to create Business NCIDs for each individual who may be using the Provider Portal. These NCIDs will need to be linked to their Provider Profile in NC FAST by the LPA Provider Manager.
- They will need to know the rollout schedule and understand when they should expect the counties they serve to go-live.
- They should have internal procedures that will ensure minimal disruption at implementation. For example, determine the person responsible for the following activities that require using the Provider Portal:
  - Entering time and attendance
  - Completing the Annual Agreement Renewal
  - Accepting or rejecting vouchers in a timely fashion



The diagram to the left outlines the Provider Enrollment process via the Provider Portal.

More information related to the Provider Portal is available in the Change Discussion Guide.

Additional reference materials for providers and LPAs will be made available as go-live approaches.