



Welcome to the tenth issue of the Provider Bulletin. In this issue, we will discuss Provider Portal 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 November 15.

Vouchers and Attendance in the Provider Portal

As noted in the [September Provider Bulletin](#), counties will soon begin issuing vouchers to providers for children as they begin using NC FAST for Subsidized Child Care Assistance. After a county completes the conversion from SCCRS, all of the county's vouchers will be issued through the Provider Portal. The county will no longer use paper vouchers. Providers should check for vouchers in the Provider Portal regularly. Once a county has completed the conversion, a voucher for each child currently in care will become available in the Provider Portal (showing the child's most current information). Vouchers for children not currently in care will become available as applications are processed. Once they are available, providers should review and accept the vouchers, then begin recording daily attendance in the second month. In November, detailed training videos and job aids for these processes will appear in the Provider Portal (on the Home page after login (see list on Page 2)).

Provider Portal Vouchers

Vouchers will display on the **Vouchers** page (as shown below). 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 Smith	Jim Smith	8/1/2016	8/31/2017	Pending Parent Signature	View
110008333	Fred Doe	Janet Doe	8/10/2016	8/31/2017	Pending Provider Signature	Accept/Reject

Voucher - 110008333

Child Name:	Janet Doe	Parent Name:	Fred Doe
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

Care Hour Details

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

After clicking the **Accept/Reject** hyperlink on the **Voucher** page, the voucher will appear (as shown above). This is where the provider will either **Accept** or **Reject** the voucher. 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 (see Page 2).

Provider Portal Attendance

In addition to enrollment and vouchers, after a county completes conversion, providers will also complete attendance and rosters within the Provider Portal for children from that county. Providers are encouraged to continue keeping and sending paper attendance during the first few months of the transition to this new process. **Reminder:** Different counties will go-live according to different schedules (Pilot, Phase 1, and Phase 2). If a provider has children from counties that are in different phases, the provider will complete attendance in the Provider Portal for those that have gone-live, but continue to complete paper attendance for the others until they go-live. Providers will access rosters and complete attendance on the **Rosters** page (shown in the background below).

Providers will complete attendance for each child on the **Attendance Record** (shown in foreground above), using a dropdown menu to select an attendance status for **each day** and, if the child was absent, using a second dropdown menu to select the **Absence Reason**. After completing attendance for each day of the month, providers will check the **Responsible Adult Verified** box to indicate the Responsible Adult has verified the attendance. Providers should access the Provider Portal daily or every other day to complete attendance.

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 below:

- Pilots, **as soon as possible (timeline was July 31)**
- Phase 1, **as soon as possible (timeline was 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.

Training for Vouchers and Attendance Coming In November

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