



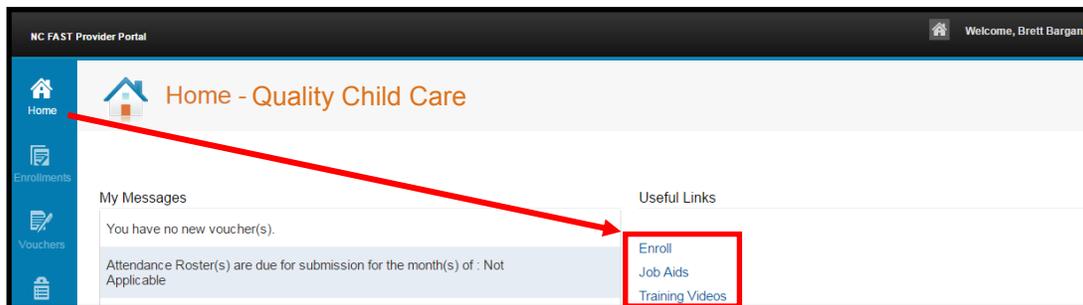
Welcome to the eighth issue of the Provider Bulletin. In this issue, we will discuss the importance of enrolling through the Provider Portal, rates, and the follow-up phone calls providers who have not yet setup direct deposit can expect to receive. For additional information about the Provider Portal, please see the materials available on the Division of Child Development and Early Education (DCDEE) website ([http://ncchildcare.nc.gov/general/mb\\_NCFast.asp](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 September 15.

### Be Sure to Enroll in the Provider Portal!

In July, the Provider Portal was opened for enrollment. Providers should enroll in phases based upon their location (shown in the [May Provider Bulletin](#)) and according to the following:

**Pilot Providers:** July 11 to July 31 (right away if not done yet)  
**Phase 1 Providers:** August 1 to September 30 (now)  
**Phase 2 Providers:** September 1 to October 31 (soon)

Once a provider is linked by the county DSS/LPA, the provider may log into the Provider Portal (<http://ProviderPortal.nc.gov>), take training on completing enrollment (job aids and training videos are available on the Home page of the Provider Portal as shown in the red box below), then enroll. Remember, this enrollment process is replacing the completing of paper Annual Provider Agreements.



If a provider currently has an SCCA child in care, it is very important that the provider enroll during the appropriate phase. Providers who fail to enroll will not be able to continue in the SCCA program. Shortly after October 31, any SCCA child(ren) they are caring for will no longer be paid for by SCCA.

If a provider does not currently have an SCCA child in care and does not wish to enroll through the Provider Portal at this time, the provider may still do so in the future. The first step in this process will be providing a business NCID to the county DSS/LPA, followed by completing enrollment after the provider has been linked by the LPA Provider Manager.

**If a provider needs support to complete enrollment, the NC FAST Provider Help Desk is available at 919-813-5460.**

### Important Provider Reminders and Actions Required

#### Provider E-mail List

Providers are strongly encouraged to **sign up for the [Provider Portal E-mail List](#) by August 31, 2016**. It is critical that providers join this list to receive updates on the Provider Portal, maintenance alerts, process updates, general reminders, etc. Any providers that have not yet signed up should consider this a high priority.

#### 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 set up direct deposit should consider this a high priority. 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 should follow the [Job Aid - Setting Up your Direct Deposit](#). **Beginning in August, FIS will contact providers by phone if they have not completed the setup process.**

\*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. (The ID will be sent with an envelope containing the direct deposit Provider Agreement. The ID will be on the front of the envelope with the provider's mailing address, just like on the postcard.)

## Entering Rates with Enrollment

When enrolling through the Provider Portal, providers will need to enter their rates. Here are some helpful tips for this process:

### Blended Rates Calculation

For certain school age children (shown below), providers will need to enter blended rates. The easiest way to determine a blended rate is to use 83% of the 100% private pay rate, rounded to the nearest dollar. For example,  $\$475 \times 0.83 = \$394.25 \rightarrow \$394$ . Providers are not required to use this method to calculate their blended rates if they prefer to use the complete [blended rates calculation method](#) offered on the [DCDEE website](#). For an explanation of why 83% is used, refer to the complete calculation method (linked above).

NC FAST Provider Portal

Home

Enrollments

Vouchers

Rosters

Payments

Notices

Users

### 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? \* No

Are you going to provide care to children between age one to five? \* No

Are you going to provide care to school age children? \* Yes

Blended rates needed

Enter private paying rate - School Age

Enter private paying rate - Summer/Track Out

Enter private paying rate - Before & After School Care  
(Enter a blended rate which includes care provided before and after school, holidays, inclement weather days, teacher workdays, and full-time during the summer)

Enter private paying rate - Before School Care  
(Enter a blended rate which includes care provided before school, holidays, inclement weather days, teacher workdays, and full-time during the summer)

Enter private paying rate - After School Care  
(Enter a blended rate which includes care provided after school, holidays, inclement weather days, teacher workdays, and full-time during the summer)

**\* Providers should be sure to enter only weekly rates in the Provider Portal. To calculate a weekly rate, divide the monthly rate by 4.333 for example ( $\$394$  per month / 4.333 =  $\$90.93$  per week). If providers' monthly rates show as greater than \$1,000 in the Provider Portal, they should check to see if monthly rates were entered rather than weekly rates.**

Be sure to watch closely for where Weekly Rates must be entered.

NC FAST Provider Portal

Home

### 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.

### New Market Rates Coming Soon

On October 1st, DCDEE will implement new market rates for 3- to 5-year-olds in 3- to 5-star facilities in Tier 1 and 2 counties:

- The new market rates will be effective as of October 1st.
- Until October 1st, current market rates will be shown in the Provider Portal and on provider approval notices.
- After October 1st, the new rates will be shown, and affected providers will have until 12/29 to enter increased private pay rates in the Provider Portal under the reason "market increase". (In fact, Providers may enter an increase as soon as 8/15.)
  - ◇ All providers will receive a new approval notice at the start of October, even if they do not increase their private pay rate.