

Provider Portal Benefits for Providers:

- ⇒ Easy online access to vouchers & attendance rosters
- ⇒ Online update capability for Provider information (for example, private-pay rate)
- ⇒ **Less Paper! No Swiping! No POS Machine!**
- ⇒ No individual county contracts (Once enrolled, Providers can serve children in any county in NC!)
- ⇒ Payments deposited directly into a checking or savings account!

Required Subsidized Child Care Provider Actions

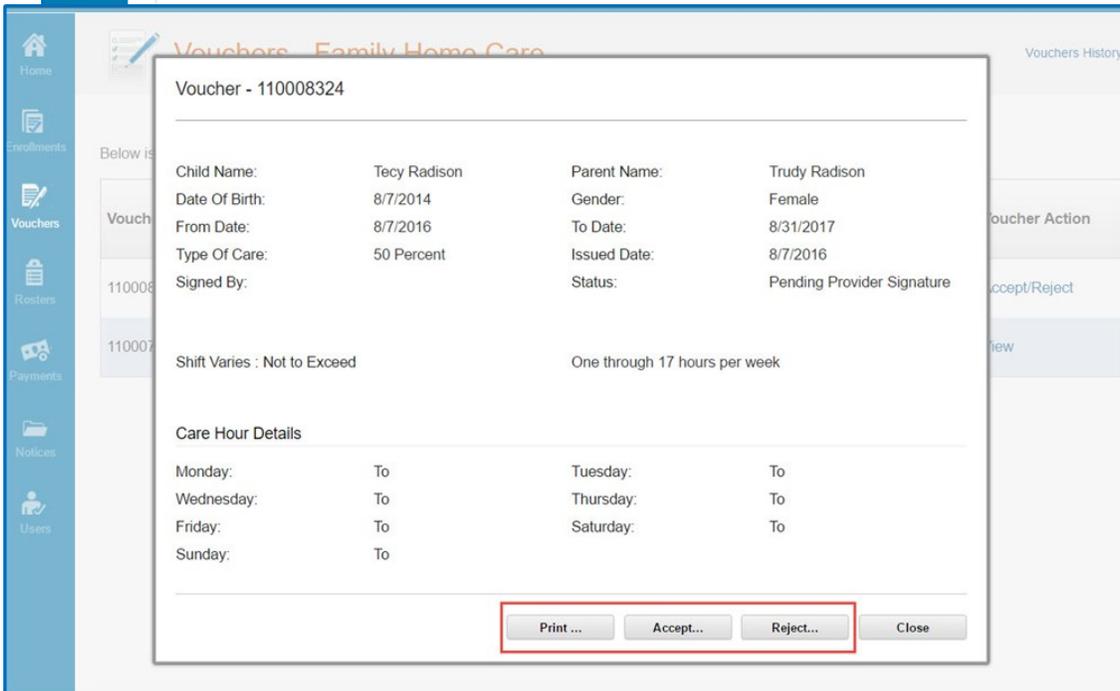
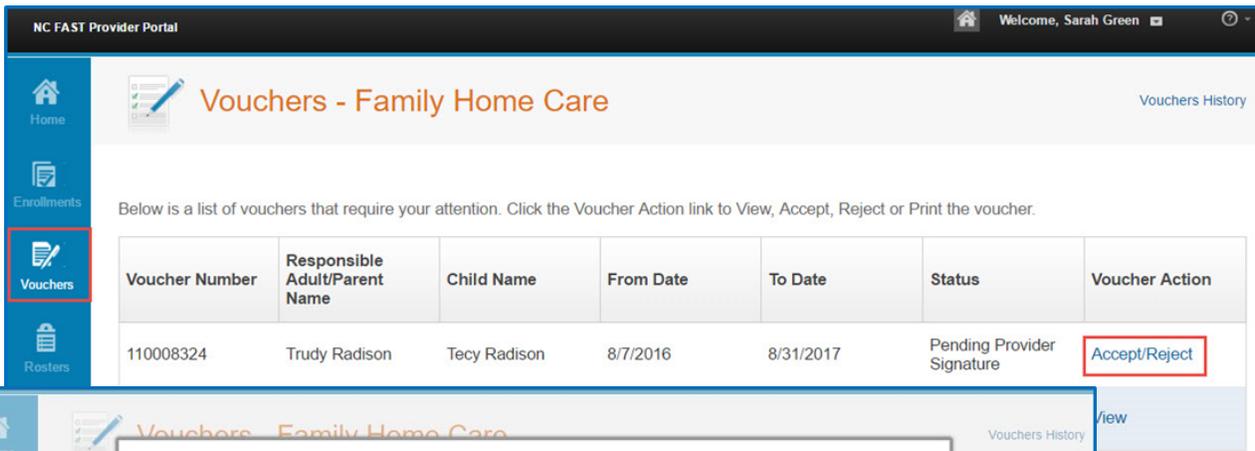
- Providers **must obtain** a bank savings or checking account (if not already established) and set up direct deposit through FIS Merchant Services. **Providers should have received a postcard with details in early-May.**
 - ⇒ All Subsidized Child Care payments will be made via Direct Deposit with the implementation of NC FAST & the Provider Portal.
 - ⇒ If Providers have questions while attempting to set up direct deposit, or did not receive a postcard, they may **contact FIS Merchant Services at 800-894-0050.**
 - ⇒ When counties go-live with NC FAST, they will have to move children from providers that have not set up direct deposit to those that have (if the children's parents wish to keep receiving subsidy).
- Between **July and October**, Providers will need to **enroll in the Provider Portal**. Providers' enrollment timeline will differ by county, as detailed in the **September Provider Bulletin**. Any new provider participating in SCCA (licensed after April 2016), will receive a direct deposit enrollment mailing **only after enrolling through the Provider Portal**. The mailing will include the Unique Location ID needed to set up direct deposit. Once a provider has received a Unique Location ID, the ID will not change, even if the provider's license changes.
 - ⇒ Enrolling in the Provider Portal **will replace** the need to complete individual contracts with the local county's Department of Social Services (DSS) or LPAs.
 - ⇒ NC FAST has established a Provider Help Desk with the go-live of the Provider Portal; for support while enrolling, providers may contact the Help Desk **at 919-813-5460.**
 - ⇒ NC FAST currently offers a Provider Linking, Enrollment, and Direct Deposit Setup report, which is updated weekly and available to each county if a provider needs to check on their linking, enrollment, or direct deposit status. A refreshed version of this report will be available to counties **at the beginning of their first month of conversion.**
- **Between November 2016 and March 2017**, after they are enrolled in the Provider Portal, Providers will begin to accept vouchers and enter attendance in the Provider Portal. Providers' timelines for this will differ by county and which county their subsidy children are from, as detailed in the **September Provider Bulletin**.
- Our provider email listserv is the best way for providers to receive up-to-the-minute updates related to the Provider Portal including maintenance alerts, process updates, policy changes, general reminders, etc. If providers have not yet joined the listserv, they should follow the **[Provider Job Aid - Joining the Provider E-mail List](#)** to do so. (The job aid is on the "NC FAST / Provider Portal" tab of the **[DCDEE website](#)**.)

When speaking with Providers, Subsidy Partners should remind them of the points above. **A high-level summary** of the Provider materials can be found on the Division of Child Development and Early Education (DCDEE) website (**http://ncchildcare.nc.gov/general/mb_NCFast.asp**). Additional materials are posted regularly, so please encourage Providers to check the website's NC FAST page at least monthly. Detailed training has been released for the Provider Portal.

Below are a few images of the screens that providers will be using in the Provider Portal to accept or reject Subsidized Child Care Assistance vouchers.

Vouchers

On the **Vouchers** screen (shown in the top image below) providers will see a list of **all of their vouchers**, showing voucher number, responsible adult, child, dates, status, and action. For vouchers that are pending action, the provider will click on the **Accept/Reject** link (shown in the red box) to access a voucher action pop-up screen (shown in the bottom image). Providers will continue this process for **all vouchers displayed on the voucher page**.



Attendance and Rosters

To record attendance, Providers will access the **Rosters** screen (shown in the top image below) and click the link to view the roster for that month, activating a pop-up with the children for which it needs to complete attendance (middle image). The Provider will choose to record attendance for a certain child activating a **Record Attendance** pop-up (bottom image). The provider will use a pulldown menu to complete attendance for each day. For absence days, a second pulldown menu is used to select the absence reason. Check the **Responsible Adult Verified** box and click the **Save** button to exit the pop-up. **Reminder:** Providers will verify attendance with parents outside of the system.

The top screenshot shows the Rosters screen with a table of rosters. A red box highlights the 'Rosters' icon in the sidebar and the 'Submit...' and 'View' links in the 'Roster Action' column of a row with Roster Number 45376457-201608 and Due Date 8/31/2016.

The middle screenshot shows the 'Record Attendance' pop-up for child Teyc Radison. A red box highlights the 'Responsible Adult Verified' checkbox, which is checked. Another red box highlights the 'Attendance' pulldown menu for 8/10/2016, which is set to 'Present'. A third red box highlights the 'Absence Reason' pulldown menu for 8/10/2016, which is set to an empty dropdown.

The bottom screenshot shows the main roster table with columns: Child Name, Responsible Adult, Period, Approval Required, Status, and Attendance Action. Red boxes highlight the 'Status' column and the 'Record...' and 'Submit...' links in the 'Attendance Action' column for the first row (Super Child).

Hyperlinks to view or submit a roster for a given month

Hyperlinks to record attendance for a given child

Checkbox to indicate parent has validated attendance

Pulldown menu to record attendance for a child for a specific day