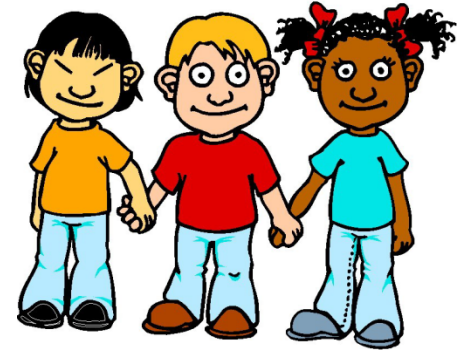


Provider Meeting

March –April 2016



PREPARING FOR NC Families Assessing Services through Technology (NCFAST)



Time Line Continued

March 1- April 30

Providers obtain NCID & contact LPA Provider Manager with linking info



June 1- June 15

Non-pilot counties link Provider NCIDs



June 1- July 15

Non-pilot Providers enroll in the Provider Portal



No Longer Required

- Enrolling or completing contracts with individual counties
- Submitting paper vouchers and attendance rosters
- Receiving checks as payment for State Child Care Assistance (SCCA)
- Accepting the Annual Agreement on paper

A red stamp with the word "REQUIRED" in white, slanted text, set within a red rectangular border with rounded corners. The stamp is tilted slightly to the right and is positioned in the upper left corner of the slide.

Provider Portal Requirements

- Must have regular internet access
- Must use the provider portal to participate in Subsidized Child Care Assistance (SCCA)
- Must complete all new enrollments and re-enrollments (including Annual Agreement) in the Provider Portal
- Must receive, sign, and submit vouchers electronically via the Provider Portal



Provider Portal Requirements Continued..

- Must record attendance electronically via the Provider Portal
- **Must have a bank account and enroll with the NC FAST direct deposit processor**
- Must report the number of private paying children you care for when submitting attendance to ensure that provider capacity is not exceeded
- Must report changes (increases or decreases) in private-pay rates for services



Continue to...

- Receive checks as payment for SCCA paid by the LPA with *County funds* on some rare occasions of overspending of SCCA funding (state & federal \$).
- Accept or reject vouchers within **30 days** of receipt
- Complete annual enrollment via the Provider Portal by **December 31st** of each calendar year
- Report changes in private-pay rates

BENEFITS

- Easy online access to the information providers need like vouchers & attendance rosters.
- Update Provider information online with the click of a button.
- **LESS PAPER!** Sign documents & submit attendance electronically.
- **NO SWIPING!** No POS machines to use, and no special paper to purchase.
- No individual county contracts—once enrolled in the Provider Portal, can serve children in any county in NC!
- Payments **directly** to savings/checking accounts.

Support

Providers may contact the following sources for support:

- For technical questions about an NCID NC Identity Management: <https://ncid.nc.gov>
- For questions about SCCA policy, NCID linking in the Provider Portal, etc. Contact Shona Bannister at shonabannister@ccdssnc.com or Sherri Murphy at sherrimurphy@ccdssnc.com
- County LPA: Contact Shona Bannister at shonabannister@ccdssnc.com or Sherri Murphy at sherrimurphy@ccdssnc.com
- For technical questions about the Provider Portal (completing enrollment, accepting/rejecting vouchers, recording attendance, recording private-pay count, reporting rate changes, etc.) NC FAST Helpdesk: (contact information coming soon)
- For technical questions about direct deposit NC FAST direct deposit processor, FIS: (contact information coming soon)

PROVIDER PORTAL: AT A GLANCE

The screenshot shows the NC Fast Provider Portal interface. At the top left, the logo and text "NC Fast Provider Portal" are visible. At the top right, a user greeting reads "Welcome, External Provider USER". A blue sidebar on the left contains icons and labels for "Home", "Enrollments", "Vouchers", "Rosters", "Financials", "Notices", and "Users". The main content area is titled "Home - Provider 1" and features three sections: "My Messages", "Useful Links", and a contact number. Three red callout boxes provide additional context: one points to the sidebar, another to the user name, and a third to the "My Messages" section.

Home - Provider 1

Quick Links on the Home page allow you to navigate to different parts of the portal, where you can view Vouchers, Payments, Enrollments, and more.

Upon logging in, your Home page will display your user name.

My Messages

You have 5 new voucher(s).
Attendance Roster that are due for submission for the month(s) of: January.
Voucher(s) that are past due date: 201, 202, 205

If further assistance is needed, contact your provider support center at 1-800-233-5879.

Useful Links

- Modify Private Pay Rate
- Re-Enroll
- Enroll

Your Home Page will display important messages, to notify you of vouchers awaiting your approval or attendance rosters that are due.



Home



Contracts



Vouchers



Rosters



Financials



Notices



Users

Vouchers - Provider 1

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
0124	Parent 1	Child 1	05-01-2016	05-01-2016	Pending Parent Signature	View
0123	Parent 2	Child 2	04-01-2016	04-01-2016	Pending Provider Signature	Accept / Reject
0122	Parent 3	Child 3	03-01-2016	03-01-2016	Pending Parent Signature	View
0121	Parent 4	Child 4	02-01-2016	02-01-2016	Pending Provider Signature	Accept / Reject

Depending on the voucher status, the voucher may be Accepted/Rejected OR may be in a view-only capacity (awaiting further action from the provider or the parent).

PROVIDER USER ROLES

Users of the Provider Portal must have one of two roles that will determine the types of functions they will be able to complete within the Provider Portal.

Provider User:

The users assigned to the Provider User role will have the ability to manage attendance and submit rosters, they will be able to enter private pay counts and accept or reject vouchers, and they will be able to view Provider notices and agreements.

Provider Director:

The users assigned to the Provider Director role will have the ability to do all of the functions in the Provider User role, as well as perform Provider enrollment, Provider re-enrollment, and modification of private-pay rate.



QUESTIONS AND RECOMMENDATIONS

- How will a Provider ensure reliable access to the internet to use the Provider Portal?
- Who will be authorized to access the Provider Portal on behalf of a Provider's facility? Of these individuals, who will be responsible for activities such as managing vouchers, submitting attendance rosters, and completing the Annual Provider Contract?
- Who from a Provider's facility will be responsible for contacting the LPA with the Provider's staff members' NCIDs in order for them to link the Provider's account and enable the Provider to use the Provider Portal?
- Who from a Provider's facility will be responsible for setting up direct deposit with the direct deposit processor?



WHAT'S NEXT???

Prepare for Provider Portal by March 31, 2016

1. Have regular internet access
2. Have a bank savings/checking account

During April 2016:

1. DSS will complete NCID linking
2. User roles assigned

During May 2016:

1. Complete direct deposit enrollment by May 31, 2016.
2. Complete the FIS contract, attaching valid IRS information and a voided check (for checking account) or deposit slip (for savings account)
3. Mail or fax the completed contract to FIS

June 2016:

1. Pilot County Enrollment: (Buncombe, Durham, Lee, Orange) by June 30th; all other Providers by July 15th
2. Provider Director must access the Provider Portal to enroll and complete the Annual Child Care Agreement

July 2016:

1. Accept or Reject Vouchers in the Provider Portal immediately after enrollment
2. Begin regularly checking for vouchers in the Provider Portal
3. Submit vouchers within 30 calendar days of initial issuance

August 2016:

1. Complete Attendance in the Provider Portal after accepting a voucher and providing child care, submit this through the Provider Portal by the **5th day of the next month following the Service Month**
2. Make Changes to private-pay rates after enrollment, submit these through the Provider Portal as necessary based on Subsidized Child Care policies

How to...

For detailed instructions, please refer to the Provider Preparation Guide, bulletins, and job aid on the Division of Child Development and Early Education (DCDEE) website:

<http://ncchildcare.nc.gov/>

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