



Provider Bulletin Issue 1: January 15, 2016
Updated September 30, 2016

Welcome to the first issue of the NC FAST Provider Bulletin! You may have already heard about some of the changes coming to the Subsidized Child Care Assistance Program, and we hope that you will find this bulletin informative and helpful when preparing yourself and your staff for this new system. We understand that change can be difficult, and our goal is to help make the transition as smooth as possible. Please refer to the NC FAST folder on the DCDEE website: www.ncchildcare.nc.gov often for the most up-to-date information. A new Provider Bulletin will be posted there by the 15th of each month.

New Requirements for Subsidized Child Care Providers

When NC FAST goes “live” for Subsidized Child Care Assistance in the fall of 2016, all providers who wish to continue accepting children who receive subsidy into their care must use the Provider Portal. You will use the Provider Portal to:

- 1) Enroll in Subsidized Child Care Assistance in NC.* All providers currently participating in subsidy will have their information transferred into NC FAST. You will need to log in and complete initial NC FAST Provider Portal enrollment prior to go-live to set up your account and receive payment.
- 2) Accept or Reject children into your care. Vouchers will no longer be on paper, but will be sent electronically via the portal for you to accept or reject. You will also sign these vouchers electronically using an e-signature.
- 3) Record and submit attendance rosters.
- 4) Review and sign the Annual Provider Contract.
- 5) Update rates for services.

*You may designate more than one individual to use the Provider Portal on behalf of your facility. It will be important to determine who you will designate to perform the above activities. Additional information on roles in the Provider Portal is forthcoming.

What will Providers need?

- **Internet Access** You will need to access the online Provider Portal on a weekly basis (or more, as needed). If you do not have a reliable internet connection at your facility, consider a place with public access to the internet, such as the library.
- **NCID Username/Password** You must create and maintain a business NCID (at no charge). This will be the secure username and password you will use to access information specific to your facility, such as vouchers and attendance tracking. In order to finalize your access, you must also contact your LPA to link your NCID to your account in the NC FAST Provider Portal. Instructions will be provided for you shortly.
- **Direct Deposit Account** Subsidized Child Care Assistance payments will be made from NC FAST using direct deposit. In order to receive payment, you must maintain a bank account. Payment by check for State and Federal subsidy funds will no longer be an option.

Glossary

- **NC FAST:** an integrated case management system issuing benefits and services to the people of North Carolina—currently used for Food & Nutrition Services, Medicaid, TANF—will be used to manage Subsidized Child Care Assistance cases and issue payments to providers beginning in 2016.
- **Provider Portal:** a web-based system that will be a part of NC FAST that must be used by providers who participate in the Subsidized Child Care Assistance Program in North Carolina.
- **Subsidized Child Care Assistance (SCCA):** the official name of the program providing child care financial assistance in North Carolina.
- **NCID (North Carolina Identity Management):** the standard identity management and access service provided to state, local, business, and individual users providing a high degree of security and access control. This service is free.

Coming Soon:

- **How to Create & Link Your NCID**
- **How to Submit Bank Account Information for Direct Deposit**

...and more!

Subsidized Child Care Assistance Updates

An Intro to the Provider Portal (cont.)



Provider Portal of
NC FAST

North Carolina Families Accessing
Services through Technology

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Benefits of the Provider Portal

- **Easy access to the information you need, such as vouchers & attendance rosters. Update your 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 portal, you can serve children in any county in NC!**

The NC FAST Provider Portal—Approximate Timeline**

16-Apr	16-May	16-Jun	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan - 17-Mar
Providers obtain NCID and provide to LPA									
	LPA links Providers' NCID								
	Providers complete initial enrollment in Portal*								
						Pilot Counties begin using NC FAST for SCCA			
								Phase 1 Counties begin using NC FAST for SCCA	
								Phase 2 Counties begin using NC FAST for SCCA	

* NC FAST for SCCA will be deployed to groups of counties at different times: Pilot Counties (Buncombe, Durham, Lee, & Orange), Phase 1 (Western Counties), and Phase 2 (Eastern Counties). Provider enrollment deadlines will vary based on location and phase of county “go-live” in NC FAST. For example, providers located in the Pilot counties will have earlier deadlines than those in Phase 1 & 2 counties. Specific dates will be shared at a later time.

****Timeline is estimated as of the date of this publication and is subject to change.**

How Can You Start Preparing?

- Check the NC FAST folder on the DCDEE website frequently for new and updated materials, such as step-by-step instructions, a Provider Preparation Guide, and more Provider Bulletins.
- If you do not currently have access to the internet, determine how you will gain access to the Provider Portal. This may involve establishing an internet connection at your facility or finding a suitable location near your office where you can access the portal frequently.
- If you do not currently have an active bank account, determine how and where you can establish an account to receive direct deposit for subsidy payments.