

Project 3: Subsidized Child Care Assistance, CIP & LIEAP SCCA Provider Management Training



NC FAST

North Carolina Families Accessing
Services through Technology

P3 Fact Sheet, Issue 10: June 30, 2016

Produced by the NC FAST Team

SCCA Provider Management training is now available in the [Learning Gateway](#). Once counties have carefully considered who the appropriate individuals for these roles will be, these individuals should visit the Learning Gateway and complete the Provider Management training. Provider Management training includes videos, Web Based Training activities (WBTs), and job aids that will cover the processes related to Provider Management, including linking Provider NCIDs. Additionally, the Learning Gateway will contain all Provider facing training. It is important to note that Providers will access training via the Provider Portal, not the Learning Gateway.

Accessing Provider Management Training

Provider Management refers to anyone in a county who will be handling functions related to Providers, such as linking Provider NCIDs. The NC FAST user role of the individual completing these actions may be LPA Provider Manager, Eligibility Supervisor, or Child Care Supervisor.

The following steps are intended to assist Provider Managers with initial access to the Learning Gateway:

1. Create a [Learning Gateway](#) account
⇒ Be sure to answer “Yes” to the question shown here to the right →
2. Login to the [Learning Gateway](#)
3. On the homepage, under the “Programs” heading select “Subsidized Child Care Assistance”
4. Two courses will appear, **SCCA Provider Management** and **SCCA Provider Materials**. Individuals involved in Provider Management are encouraged to review both courses. As a reminder, Provider Training Materials include the training Providers will have access to once the Provider Portal is live. Additional Provider Training will be added to both the Learning Gateway and the Provider Portal prior to Release 2 this fall.

Which tasks do you routinely perform? (answer 'Yes' to all that apply)

SCCA Provider Management? ☒ Yes

After clicking on a course, multiple sections will appear below in horizontal blue bars containing :

- Videos
- Web Based Trainings (WBTs)
- Readiness Materials (ex. Fact Sheets)
- Quick Reference Guide



Subsidized Child Care Assistance

SCCA Provider Management

In this course, you will learn the responsibilities of a Provider Manager in NC FAST. Once you've completed this course, you should be able to:

- Understand the Provider Manager responsibilities.
- Complete the NCID linking process in NC FAST.

► Open all ▼ Close all

- NCID Linking Introduction and Video
- NCID Linking Web-based Training Activity
- Readiness Communications
- Quick Reference Guide



- There is an embedded video on this page that serves as an introduction and explains NCID Linking, an action that those involved with Provider Management will perform to enable the Provider to access the Provider Portal. From there, workers can follow along with different training activities.
- Relevant Fact Sheets & Provider Bulletins are accessible within the Learning Gateway.

Note: Counties needing Help Desk support performing Provider Management functions should **not** submit a traditional help desk ticket; instead, they will need to contact the separate **Provider Help Desk** via phone at **(919)-813-5460**.

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Provider Ownership in NC FAST

The first step when preparing to link a provider's NCID is assigning the provider an owner. Similar to the way cases in NC FAST have owners, so will providers. **An owner will be a county point of contact for the provider and will receive tasks related to that provider (for example, alerts about the provider needing to re-enroll through the Provider Portal at the appropriate time.) This is not a facility owner.** After selecting an owner, a supervisor of the owner will also need to be designated as shown in the image below. Making this designation will ensure that if a provider related task sent to the provider owner is not completed, it will automatically route to the supervisor for attention. As part of the July 11th release, NC FAST will require that the new owner and supervisor be selected before the NCID can be linked, but this process should be completed in this order regardless.

The screenshot shows the 'THE BEST DAY CARE' provider record page. The 'New Owner' form is open, with fields for Name and a dropdown menu. Below it, the 'New Supervisor' form is also open, with a Name field and a dropdown menu. A blue arrow points from the 'New Owner' form to the 'New Supervisor' form, indicating the sequence of steps.

In order for this process to work correctly, the DSS organization structure must be set up correctly to allow the LPA Provider Manager to select the correct owner and supervisor. Each county system administrator should have received instructions on how to correctly set up the appropriate units and roles, but may also contact NC FAST for assistance with this process if needed by submitting a help desk ticket requesting help with user set up.

Specific details on the process of how to choose an owner and supervisor can be found in the job aid: *"SCCA – Provider Manager: Changing the County/LPA Owner of a Provider Record"* on [FAST Help](#).

Provider Ownership Governance

It is important to remember that if a provider is located inside a county's borders, their ownership in NC FAST must be the county where the provider is located.* For example, if Bladen County has a provider within its' borders that only provides SCCA services to children from Sampson County, Bladen must still take ownership, in accordance with DCDEE policy.

**Provider ownership will be slightly different for counties working with Southwestern Child Development.*

New Out-of-State Providers

When working with a new out-of-state provider, a county will need to direct the provider to contact the DCDEE Provider Manager to be linked.