

Project 3: Subsidized Child Care Assistance, CIP & LIEAP SCCA Vouchers



NC FAST

North Carolina Families Accessing Services through Technology

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Produced by the NC FAST Team

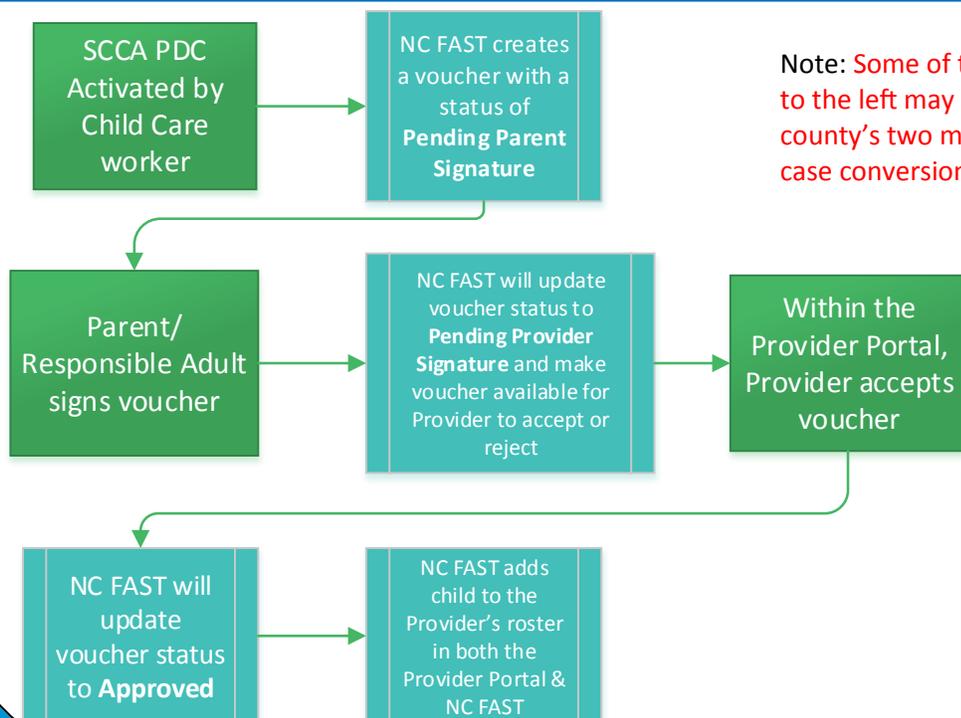
Vouchers will still be an important part of Subsidized Child Care Assistance (SCCA) applications and cases in NC FAST. Workers will manage vouchers electronically in NC FAST and Providers will manage vouchers electronically through the Provider Portal. After implementation is complete throughout the state, Parents/Responsible Adults will also have the ability to electronically sign a voucher using ePASS. However, workers will still have the ability to print a paper copy of the voucher if the Parent/Responsible Adult wishes to provide a “wet” signature (for example if signing in person).

Voucher Lifecycle in NC FAST & the Provider Portal

With the implementation of SCCA in NC FAST, vouchers will be managed within both NC FAST and the Provider Portal. Vouchers will be nearly entirely electronic, with the only use of a paper voucher being to capture a Parent/Responsible Adult’s “wet” signature if needed. Below is a process flow of the voucher lifecycle in NC FAST and the Provider Portal. The most impactful changes to voucher processing include:

- ⇒ Parents/Responsible Adults will have the ability to sign their voucher via ePASS. Please note that the inclusion of SCCA in ePASS will likely be added after the initial go-live, therefore, this function will not be available until 2017.
- ⇒ Providers **must** respond to vouchers (accept or reject) via the Provider Portal.
- ⇒ Child Care workers will receive **tasks** in NC FAST related to the voucher’s status throughout its lifecycle.
- ⇒ A Voucher Search page will be added to NC FAST. This will be a quick way for workers to search for vouchers based on different criteria including: Provider name, voucher status, case reference number, voucher reference number, Parent/Responsible Adult.

In the example below, the Parent/RA is signing the voucher using ePASS. If the Parent/RA had provided a “wet” signature the worker would need to update the voucher status manually on the Product Delivery Case.



Note: Some of the processes depicted to the left may be different during each county’s two months of initial active case conversion.

Important Readiness Reminder!

The week of 2/29/16, NC FAST sent each County an email to collect SCCA Provider NCIDs, which included a spreadsheet with Providers to contact. Each County should report completion status by e-mailing your in-progress spreadsheet to your County Readiness Liaison on April 15th and 30th.



Vouchers in NC FAST and the Provider Portal

In **NC FAST**, vouchers will be located on the SCCA Product Delivery Case (PDC) on the **Financials tab** and within the **Vouchers folder**. Here, workers may see vouchers with multiple statuses. See the key statuses and their definitions below. **Note**, voucher statuses will be the same in NC FAST and the Provider Portal.

Product Delivery Case

Child Care Assistance 515 - test1 smith

Child Care Assistance 515
Started 10/2/2015
Certified up to 10/2/2016
Last Payment
Next Case Review Date: Not Recorded

Financials Tab

Vouchers Folder

Reference	Child	Start Date	End Date	Date Issued	Due Date	Provider	Monthly Parent Fee	Service Plan	Status
257	boy1 smith	10/2/2015	10/30/2016	10/2/2015	1/2/2016	Provider1	\$ 64	316	Pending Parent Signature
248	girl1 smith	10/2/2015	10/30/2016	10/2/2015	1/2/2016	Provider2	\$ 62	316	Pending Parent Signature

Voucher Status

In the **Provider Portal**, Providers will be able to follow their voucher's lifecycle including vouchers in the following statuses: Pending Parent Signature, Pending Provider Signature, Pending-Cancellation Parent Signature and Pending-Cancellation Provider Signature. Providers will be able to **take action** on vouchers which are in either the Pending Provider Signature or Pending-Cancellation Provider Signature status.

Key Voucher Statuses in NC FAST and the Provider Portal

Pending Parent Signature

This is the voucher status when the voucher is initially generated and awaiting the Parent/Responsible Adult's signature.

Pending Provider Signature

This is the status after the Parent/Responsible Adult signs the voucher but before the Provider has accepted or rejected the voucher.

Pending-Cancellation Parent Signature

If a voucher is not signed by the Parent/Responsible Adult within 20 calendar days, the voucher will be in this status for the next 10 calendar days.

Pending Cancellation Provider Signature

When the Provider does not sign a voucher within 20 calendar days, the voucher will be in this status for the next 10 calendar days.

Pending Provider Enrollment

This is the status when a voucher is generated for providers who are licensed but not enrolled, after the Parent/Responsible Adult signs the voucher.

Pending-Cancellation Provider Enrollment

After a voucher is on-hold and the provider is not enrolled for SCCA within 20 calendar days, the voucher will be updated to this status for the next 10 calendar days.