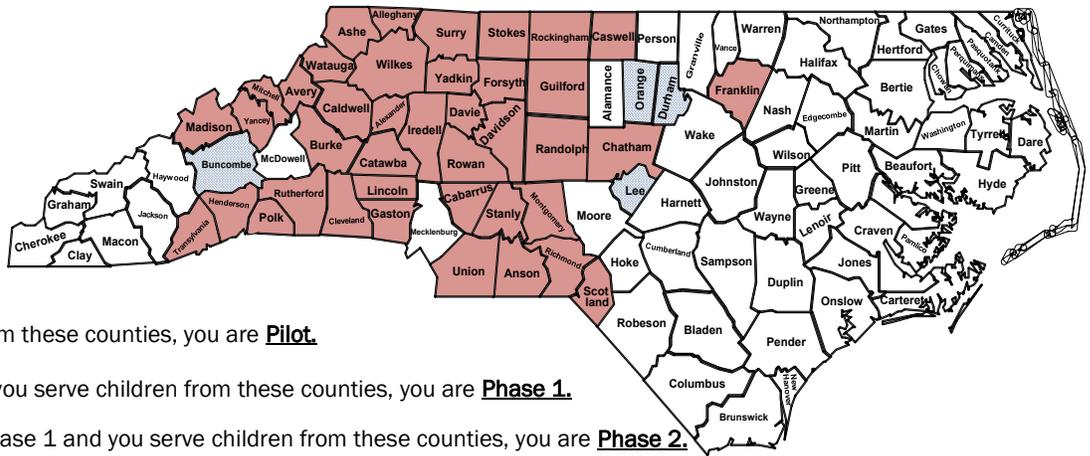




Welcome to the 11th issue of the *Provider Bulletin*. In this issue, we will discuss updates regarding Provider Portal vouchers and attendance, as well as support requests. For additional information about the Provider Portal, please see the materials available on the Division of Child Development and Early Education (DCDEE) website ([http://ncchildcare.nc.gov/general/mb\\_NCFast.asp](http://ncchildcare.nc.gov/general/mb_NCFast.asp)). Please check the website regularly for new materials, including the next edition of this bulletin to be released on December 15.

### Updates about Provider Portal Vouchers and Attendance

There have been some updates to the schedule for providers to begin accepting vouchers and recording attendance through the Provider Portal. This is due to the impact of Hurricane Matthew and ongoing Statewide response efforts being performed by numerous County DSS and LPA Offices. **Providers who care for children from Buncombe, Durham, Lee, and Orange counties (Pilot Providers) may begin accepting vouchers in late January 2017, rather than late December as previously planned.** Also, they will **begin receiving direct deposit** through FIS Merchant Services **in March 2017, rather than February 2017 as previously planned.** Until these new processes begin, providers should continue to use their current processes. Also, **several counties from the southwestern portion of the state have been moved from Phase 1 to Phase 2.** An updated map and schedule table are shown below.



**LEGEND**

- If you serve children from these counties, you are **Pilot**.
- If you are not Pilot and you serve children from these counties, you are **Phase 1**.
- If you are not Pilot or Phase 1 and you serve children from these counties, you are **Phase 2**.

	Pilot Providers	Phase 1 Providers	Phase 2 Providers
<b>November 2016</b>	Pilot Counties Go-Live with NC FAST.	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so).	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so).
<b>December 2016</b>	Pilot Counties continue Go-Live with NC FAST.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.
<b>January 2017</b>	Providers <b>may</b> begin accepting vouchers later in the month in the Provider Portal.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.
<b>February 2017</b>	Providers begin accepting vouchers and <b>enter February attendance in the Provider Portal.</b>	Phase 1 Counties Go-Live with NC FAST. Providers <b>may</b> begin to accept vouchers in the Provider Portal.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.
<b>March 2017</b>	Providers must complete February attendance by the 5 <sup>th</sup> and accept any new vouchers in the Provider Portal. Enter March attendance.	Providers continue to accept vouchers and <b>enter March attendance in the Provider Portal.</b>	Phase 2 Counties Go-Live with NC FAST. Providers <b>may</b> begin to accept vouchers in the Provider Portal.
<b>April 2017</b>	Providers must complete March attendance by the 5 <sup>th</sup> and accept any new vouchers in the Provider Portal. Enter April attendance.	Providers must complete March attendance by the 5 <sup>th</sup> and accept any new vouchers in the Provider Portal. Enter April attendance.	Providers continue to accept vouchers and <b>enter April attendance in the Provider Portal.</b>

### Important Notes about Accepting Vouchers via the Provider Portal

- If a provider notices **an issue with a voucher**, the provider should **stop and contact the issuing County DSS or LPA immediately.**
- During their first month recording attendance, providers should consider accepting one voucher, then recording attendance for it, and repeating this process—that way they may work **slowly and carefully through completing their first attendance roster.**

## Submitting Support Requests through the Provider Help Desk

As a reminder, providers should contact the Provider Help Desk (PHD) at **919-813-5460** with questions about Provider Portal functions, including accepting vouchers, completing attendance, completing private-pay counts, viewing payment history, reporting rate changes, etc.

- **Normal hours:**
  - ◇ Monday through Friday, 8:00 a.m. to 6:00 p.m.
- **Additional hours between the 1st and 5th calendar days of each month:**
  - ◇ Monday through Friday, 6:00 p.m. to 7:00 p.m.
  - ◇ Saturday, 8:00 a.m. to 6:00 p.m.
  - ◇ Sunday, 12:00 noon to 6:00 p.m.

Depending upon the nature of the request, it may take the Provider Help Desk several days to resolve a request for support. Providers are encouraged to call the Provider Help Desk as soon as possible if assistance is required, particularly if the support needed is related to the submission of an attendance roster between the last day of the month and the 5th of the following month (when the complete attendance roster must be submitted to ensure timely payment is received).

The Provider Help Desk will attempt to prioritize support requests that are more time sensitive than others as soon as possible. Prioritization is based on several factors and questions such as:

- What action is the support request for? Is the support request related to enrollment, accepting or rejecting a voucher, recording daily attendance or a completed month end attendance roster submission?
- What is the day of the month and is the request related to an action, such as the submission of the complete monthly roster, that needs to be completed in the near future?
- Is the issue preventing you from caring for a child?

The Provider Help Desk will contact the provider as soon as a support request is resolved. It may be necessary for the provider to **take action to confirm that the resolution of the support request was successful**. It is **strongly encouraged** that providers with outstanding support requests **be accessible and regularly check their email or voicemail** in order to ensure the resolution is received and acted upon in a timely manner.

Providers will only be paid for fully completed attendance rosters that are submitted by 7:00 p.m. on the 5th calendar day of the month that follows a service month. If providers miss the attendance submittal deadline for a month, they will have two additional submission periods to submit the attendance, but **will only be allowed to submit the attendance during regular attendance roster submission periods**. Payments will only be issued **once per month on or around the 15th day of the month** and should be available in provider bank accounts by the 20th. **If an attendance roster submission deadline is missed**, the provider **will not** receive payment for those services **until the next regularly scheduled payment after the completed attendance roster is submitted**.

**Note:** Late attendance roster payments cannot be processed until the next attendance roster submission period and the corresponding payment is made according to the regular payment timeframe.

## Training for Vouchers and Attendance

In December, the following training will be available in the Provider Portal after login (just like the training for enrollment). Providers should be sure to review each of these training materials before beginning to accept vouchers and record attendance.

- *Managing Attendance Job Aid*
- *Managing Vouchers Job Aid*
- *Provider Vouchers Training Video*
- *Managing Rosters Job Aid*
- *Payment Process for Providers Job Aid*
- *Provider Attendance and Rosters Training Video*

**Reminder:** To continue participating in Subsidy, Providers **must enroll and set up direct deposit**.

### **Provider Portal Enrollment**

Any provider that has not yet enrolled through the Provider Portal should do so immediately, referring to the [August Provider Bulletin](#) if they need guidance.

### **Provider Direct Deposit**

Any provider that has not yet set up direct deposit through FIS Merchant Services (separate from enrollment through the Provider Portal) should do so **immediately**, referring to the [Provider Job Aid - Setting Up your Direct Deposit](#) if they need guidance.

- Providers with a license issued after April, 2016 will be sent their **Unique Location ID** from FIS Merchant Services **after** enrolling through the Provider Portal.