

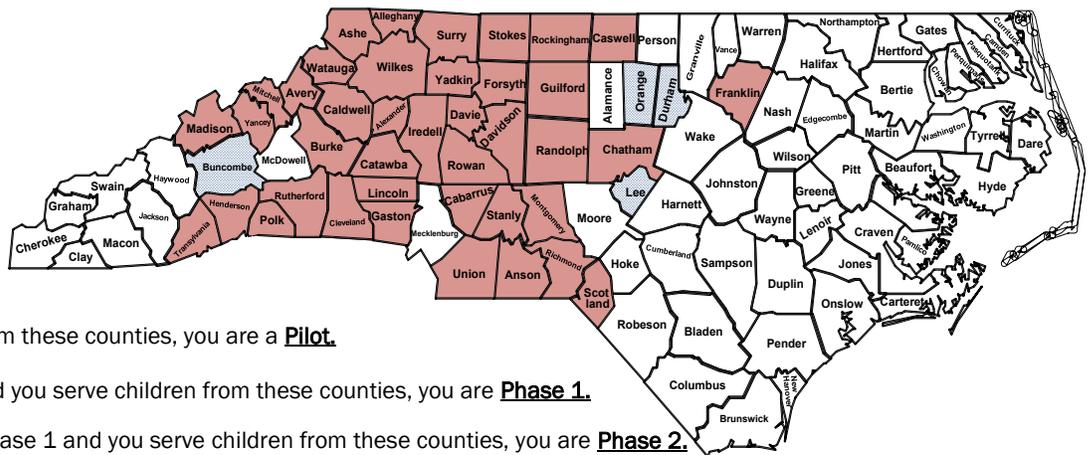


Welcome to the 12th issue of the *Provider Bulletin*. In this issue, we will discuss the revised schedule and final reminders as we prepare to go-live with vouchers and attendance in the Provider Portal. For additional information about the Provider Portal, please see the materials available on the Division of Child Development and Early Education (DCDEE) website (http://ncchildcare.nc.gov/general/mb_NCFast.asp). Please check the website regularly for new materials.

Revised Schedule for Vouchers and Attendance

There has been an additional update to the schedule for providers to accept vouchers and record attendance through the Provider Portal. Providers will do this **one month later than shown in our November Provider Bulletin**. As noted last month, the statewide response efforts to Hurricane Matthew interrupted our development and testing of the new voucher and attendance functions of the Provider Portal. While our development has proceeded smoothly over the last month, we would like to be cautious and make sure to allow adequate time to fully test the new functionality. This final update will allow us time to finish all testing and confidently release the voucher and attendance functions to providers. The revised schedule is shown below.

***Note:** The training materials for the voucher and attendance functions have been released into the Provider Portal (more information on Page 2). We strongly encourage providers to log into the Provider Portal and review these materials this month.



LEGEND

- If you serve children from these counties, you are a **Pilot**.
- If you are not a 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
December 2016	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).	Providers enroll through Provider Portal and set up direct deposit through FIS (if they have not yet done so).
January 2017	Pilot Counties Go-Live with NC FAST, providers may 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.	After successfully enrolling and setting up direct deposit, no action needs to be taken by providers at this time.
February 2017	Providers will begin, or continue, accepting vouchers and enter February attendance in the Provider Portal.	Phase 1 Counties Go-Live with NC FAST, providers may 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.
March 2017	Providers will receive payments for any attendance submitted for February through direct deposit and enter March attendance and accept any new vouchers in the Provider Portal.	Providers will begin, or continue, accepting vouchers and enter March attendance in the Provider Portal.	Phase 2 Counties Go-Live with NC FAST, providers may begin to accept vouchers in the Provider Portal.
April 2017	Providers will receive payments for any attendance submitted for March through direct deposit and enter April attendance and accept any new vouchers in the Provider Portal.	Providers will receive payments for any attendance submitted for March through direct deposit and enter April attendance and accept any new vouchers in the Provider Portal.	Providers begin or continue accepting vouchers and enter April attendance in the Provider Portal.
May 2017	Providers will receive payments for any attendance submitted for April through direct deposit and enter May attendance and accept any new vouchers in the Provider Portal.	Providers will receive payments for any attendance submitted for April through direct deposit and enter May attendance and accept any new vouchers in the Provider Portal.	Providers will receive payments for any attendance submitted for April through direct deposit and enter May attendance and accept any new vouchers in the Provider Portal.



Reminders about Provider Portal Vouchers, Attendance, and Training

We are rapidly approaching the period when providers will begin accepting vouchers and completing attendance in the Provider Portal (to receive payments for Subsidized Child Care Assistance). We outlined the schedule for when different providers will begin these tasks on Page 1. **Providers should review this schedule to make sure they know when to look for their first vouchers.** Before accepting their first vouchers, providers should complete the following trainings, which are available on the **Home** page of the Provider Portal as of December 12th.:

Note: The trainings are available after login, just like the trainings for enrollment (see the example below).

- *Managing Attendance* job aid
- *Managing Vouchers* job aid
- *Provider Attendance and Rosters* training video
- *Payment Process for Providers* job aid
- *Managing Rosters* job aid
- *Provider Vouchers* training video

Reminders for Accepting Vouchers via the Provider Portal

- If a provider believes that something on a voucher is incorrect, the provider **should not accept the voucher** and should instead **contact the issuing County DSS or LPA immediately** to determine whether to reject the voucher.
- During their first month of recording attendance, providers should accept one voucher, then record attendance for the child, then accept another and again record attendance for the child repeating this process, **working slowly and carefully** through completing their first attendance roster. After the initial round of vouchers are accepted, attendance should be recorded for each child frequently throughout each month moving forward.

Contact the Provider Help Desk with Questions about Provider Portal functions

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

Please remember that it may take the PHD several days to resolve a support request, so providers should call as soon as possible when they need assistance. Specifically, providers should immediately report issues with completing attendance between the last day of the month and the fifth of the following month (when attendance rosters must be submitted to ensure timely payment). The PHD will attempt to prioritize these issues.

Note: If a provider is not able to submit an attendance roster by the end of the fifth day of the month, payment for the previous month's attendance will be delayed until the next month, assuming the roster is submitted timely during the next month.

Final Reminder: Enroll through the Provider Portal and set up Direct Deposit

Any provider who has not yet enrolled in the Provider Portal and set up direct deposit through FIS Merchant Services will likely receive termination notices for subsidy children within the next month or two. To avoid terminations of subsidy children, providers should complete both of these things immediately.

Provider Portal Enrollment

If you need help doing this, please refer to the [August Provider Bulletin](#) or contact the Provider Help Desk at **919-813-5460**.

Provider Direct Deposit

If you need help doing this (it is separate from enrollment through the Provider Portal), please refer to the [Provider Job Aid - Setting Up your Direct Deposit](#) or contact FIS Merchant Services at **800-894-0050**.