



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION

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DIRECTOR

September 22, 2017

Dear County Directors of Social Services and Local Purchasing Agencies

Letter Number: SCCA DCDL 2017 - #04

Attention: Directors of County Departments of Social Services
Directors of Other Local Purchasing Agencies
Child Care Coordinators
Other DSS Personnel who work with the Subsidized Child Care Assistance Program

Subject: Provider re-enrollment for SCCA through the NC FAST Provider Portal

We are quickly approaching the timeframe when providers need to complete their annual re-enrollment for Subsidized Child Care Assistance (SCCA), and your assistance is requested to encourage providers to complete this action. Re-enrolling is a requirement to continue participating in SCCA each year and beginning this year, all providers must re-enroll through the NC FAST Provider Portal. **Providers must complete re-enrollment by December 31, or they will be automatically un-enrolled by NC FAST.** Once re-enrolled, the provider will be able to continue participating in the SCCA program until the end of 2018.

Over the next few months, please assist in this by disseminating the message about re-enrollment out to providers. Beginning in mid-September, NC FAST will begin sending providers reminders to re-enroll through the Provider E-mail List, copying each county's P3 County Champions. Also, beginning on October 1, NC FAST will have the Provider Portal Home page begin showing a message that a provider needs to re-enroll (if the provider has not already done so). Please help to reinforce this message through your communications with providers (letters, e-mails, phone calls, meetings, etc.). The Provider E-mail List messages can serve as the templates for your communications. Further, NC FAST will update one of the existing provider reports to show which providers have re-enrolled: *Provider Vouchers and Rosters* (FAST Help: *Reports > P3 Private Rates, Linking, Enrollment, Direct Deposit, Vouchers, and Rosters*). The report can be used to see which providers have yet to complete the process, so you may reach out to them specifically if necessary.

The target is to have all providers re-enroll by November 30. On December 1, for any provider that has not yet re-enrolled, case workers will receive a task in NC FAST to work with the provider to help complete re-enrollment immediately. For this, the case worker may reference the *SCCA - Provider Manager: Enrolling a Provider Job Aid* (FAST Help: *Contents > Economic Services > Subsidized Child Care Assistance > Provider Management*). In mid-December, if the provider is still not re-enrolled, the case worker will receive a task in NC FAST to move the provider's children to another provider (who has re-enrolled).

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To re-enroll, a provider will log into the Provider Portal and click "Re-Enroll" on the Home page under Useful Links (upper right), then follow the process prompts. Before beginning the process, it is strongly recommend that providers review the *SCCA — Enrollment and Re-enrollment for Providers Job Aid* in the Provider Portal. If they experience any trouble during the process, they should contact the Provider Help Desk (PHD) as soon as possible at 919-813-5460. (Please note that a provider must enroll for the current year before re-enrolling for next year.)

If you have questions about the information in this letter, or other Subsidized Child Care Assistance Program questions, please contact dcdee.subsidy.policy.help@dhhs.nc.gov to reach technical assistance and policy consultation.

Sincerely,



Anna Carter, Director

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