



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child Development and Early
Education

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
DR. KRISTI SNUGGS • Interim Director

DATE: January 9, 2020

LETTER NUMBER: SCCA DCDL 2020 - #01

DISTRIBUTION: Directors County Departments of Social Services
Directors of Other Local Purchasing Agencies
Child Care Coordinators, Supervisors and Managers

SUBJECT: Retroactive Service Changes

Regarding the recent NC FAST release in November 2019, DCDEE would like to follow up on the status of outstanding retroactive service changes your agency may need to complete on certain Subsidized Child Care Assistance (SCCA) program cases. Previously, the NC FAST Job Aid, "SCCA – Troubleshooting Over and Underpayment Cases Assessed as Incorrect, Part VII" provided the following information:

- If the errors on the case are because a Service (e.g. 0-5, Before/After School) was changed after a payment was made, the system may have not generated correct over or underpayments.

Note: Retroactive Service Type changes are currently blocked.

- Keep track of all cases that need to be corrected, and once this functionality is implemented into NC FAST and corrections to Service Types can be made, make the corrections at that time.

The functionality in NC FAST to complete retroactive services changes was released in November 2019. The list below outlines how your agency should move forward with processing needed retroactive service changes.

- Locate the NC FAST Release Communication from November 18, 2019 informing agencies of the new functionality that allows retroactive service changes to be made. Review your agency's tracking system for applicable SCCA cases.
- If your agency has outstanding retroactive service changes to complete, please carefully review the Release Communication from NC FAST and make plans to resolve them at this time.
- DCDEE recommends that you prioritize working on outstanding retroactive service changes to prevent additional financial corrections.
- Please refer to the referenced SCCA Job Aid(s) for retroactive changes and complete any needed staff training prior to keying changes.
- Make the changes and follow instructions from NC FAST to process overpayments or underpayments resulting from these changes. The errors must be corrected to the point of origin.

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

LOCATION: 333 East Six Forks Rd • Raleigh, NC 27609
MAILING ADDRESS: 2201 Mail Service Center, Raleigh, NC 27699-2200
www.ncdhhs.gov • TEL: 919-814-6300 • Fax: 919-715-1013

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

SCCA DCDL 2020 - #01
January 9, 2020
Page 2 of 2

DCDEE's TA staff and the help desk at NC FAST remain available to help with your questions related to retroactive service changes. You can find additional resources here- <https://ncfasthelp.nc.gov/>. Thank you for your patience around NC FAST and the new functionality. We understand the difficulty in tracking and implementing the changes along with training staff. DCDEE appreciates your continued diligence in ensuring accurate administration of the SCCA program.

Sincerely,

A handwritten signature in black ink that reads "Kristi L. Snuggs". The signature is written in a cursive style with a large initial 'K' and a long, sweeping underline.

Kristi L. Snuggs