



County DSS Director's Update

July 7, 2016

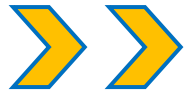
O&M Updates

- **Last Release Updates (June Release):**
 - P9 – Transitional MA
 - P3 – Provider Portal Release
- **Next Release Updates (July Release):**
- July 1 – Last 77 counties rollout for ABAWD
- Targeting ~23 High Defect Fixes
- P9 Development
 - 8110 Forms Update – Phase 1
 - Target Account Transfer Schematron Update
 - ESB (Enterprise Service Bus) Upgrade version to IIB
- **Help Desks Updates:**
 - Overall ticket numbers are down and still trending a downward (~3600 total)
 - This level was pre Nov 2015
 - Tier 3 Remedy Blitz - Continuing the T3 Remedy blitz of the T3 tickets
 - Provider Help Desk went live in June – Well prepared and very smooth go live
 - Implemented and adjusting pre checklist process
 - Testing rollout to new version of Remedy (Remedy on Demand) – Target date to go live is August (per DIT)
- **Any Issues Awareness that may need to be communicated:**
 - It is critical and beneficial that Help Desk tickets are submitted on issues
 - This helps NCFast see trends and wide system outages
 - Please use this Help Desk ticket submittal process first, before escalating
 - Critical or urgent issues should be called in and not submitted via web
 - We are reviewing and clarifying areas of the pre-checklist

Project 3 Updates

- Pilot Counties have successfully completed NCID linking for their providers
- Pilot Providers will soon begin to complete **Enrollment** using the Provider Portal next Monday, July 11th
 - Providers can only complete enrollment once their NCID has been linked by their county
 - As a reminder, counties will no longer need to complete the enrollment process on paper. Providers will self-enroll and complete the Subsidy Agreement within the Provider Portal
- Phase 1 and Phase 2 Counties are now beginning to **link** their provider NCIDs
 - Counties should complete the linking process according to the schedule communicated (also on the following slide); Providers will expect to complete Enrollment based on the same schedule
 - The first step in provider linking is assigning the provider an owner in NC FAST. An owner is the county representative who will receive tasks related to the provider (ex. This person will be notified if a provider does not complete enrollment)

Provider Timeline



	Providers located in & serving children in Pilot Counties	Providers in Phase 1 Counties	Providers in Phase 2 Counties
June 2016	<i>DSS will link your NCID. No action needs to be taken by the Provider</i>	<i>No action needs to be taken by the Provider</i>	<i>No action needs to be taken by the Provider</i>
July 2016	Provider Portal Enrollment Period (beginning July 11)	<i>DSS will link your NCID. No action to be taken by the Provider</i>	<i>DSS will link your NCID. No action needs to be taken by the Provider</i>
August 2016	<i>After successful Enrollment, no action needs to be taken by the Provider</i>	Provider Portal Enrollment Period	<i>DSS will link your NCID. No action needs to be taken by the Provider</i>
September 2016	<i>No action needs to be taken by the Provider</i>	Provider Portal Enrollment Period	Provider Portal Enrollment Period
October 2016	Pilot Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal	<i>After successful Enrollment, no action needs to be taken by the Provider</i>	Provider Portal Enrollment Period
November 2016	Providers continue to accept vouchers and must complete November attendance in the Provider Portal	Phase 1 Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal	<i>After successful Enrollment, no action needs to be taken by the Provider</i>
December 2016		Providers continue to accept vouchers and must complete December attendance in the Provider Portal	Phase 2 Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal
January 2017			Providers continue to accept vouchers and must complete January attendance in the Provider Portal

Project 3 Updates

- Training for Providers covering Enrollment in the Provider Portal is located within the Provider Portal
 - NC FAST recommends counties become familiar with Provider training materials. For county use, Provider training is also the Learning Gateway (Providers will not have Learning Gateway accounts as all Provider training will be in the Provider Portal)
- A dedicated Provider Help Desk has been established to serve both counties completing Provider Management functions and Providers for **all** Provider Portal functions
 - This is **separate** from the NC FAST Help Desk and has a unique phone number: 919-813-5460
 - At this time, the Provider Help Desk does not have a web-form for ticket submission, tickets must be called in

Project 3 Updates

- The June County Fact Sheet was released on June 30th and discusses training for LPA Provider Managers
 - LPA Provider Manager training is **now available** on the [Learning Gateway](#)
 - At this time, only workers completing functions related to provider management should be creating Learning Gateway accounts
- The June Provider Bulletin was released on June 13th and highlights Provider Portal access and availability
 - Providers and counties can find important P3 readiness materials on the DCDEE website in the [NC FAST](#) folder



Child Services (Project 4) Status

- JAD session kick-off completed on June 14th and sessions to begin on June 28, 2016.
- Planning and documentation activities are in progress: Developed Agile methodology and process, solution sketches, and JAD plan. Reviews of these are in progress.
- Overall agile development approach and schedule has been defined; Actively hiring the state resources;
- Data conversion strategy work is ongoing; P4 Conversion workgroup reviewing options on June 28.
- Simplification Committee review of documented BSFs from Fit/Gap sessions is in progress; all forms and notices from Fit/Gap have been reviewed; feedback provided to Application Development team.
- Completed development of initial mobile policy templates (e.g., acceptable use, bring your own device, and IT guidelines). Mobile Device Management Committee meeting initiated on June 10th; next meeting on July 8.
- Identified NC FAST leads for Data Governance and Security workgroups; Data Governance kick-off scheduled on June 27th and plan to kick-off Security workgroup by July 15th.
- State completed the acquisition of Social Enterprise Collaboration module and plan to review the requirements in JAD sessions.
- Continued county visits to document as-is county process flows; 11 counties visited to date plus visit to State Licensing Authority office in Black Mountain.