



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

June 13, 2023

**Dear County Directors of Social Services**

**Attention:** Directors, Energy Administrators, Managers, Supervisors, Fiscal Staff

**Subject:** Energy Provider Direct Deposit Enrollment

**Priority:** Information & Action

**Dear County Directors of Social Services:**

This letter is to inform counties of a change in the way reimbursement will be claimed when writing county issued checks to energy providers who are not enrolled with FIS for direct deposit payments. As discussed last week during Joint State County Relations and the NCACDSS Executive Board Meeting, effective July 1, 2023, counties will begin receiving reimbursement via direct deposit for all county issued checks to non-enrolled energy providers instead of claiming reimbursement through the 1571 process. A webinar has been scheduled for June 16, 2023, at 10:00 am and once the webinar concludes, counties will begin the enrollment process through the FIS portal for direct deposit payment reimbursement and all counties must have their enrollment completed by June 30, 2023.

This payment functionality will be used for the Crisis Intervention Program (CIP), Low Income Energy Assistance Program (LIEAP), and all private funding sources, such as Share the Light and Share the Warmth. Participating in direct deposit will enable counties to pay vendors that do not participate in direct deposit using CIP, LIEAP, and private funding sources, such as Share the Warmth via county issued check and be reimbursed via direct deposit. This change will simplify the energy payment process and allow counties to receive reimbursement via direct deposit on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month, instead of the normal 30-60 days from the date the 1571 is submitted. This process will also eliminate the uncertainty of energy balances for direct deposit and county issued checks, as there will only be one funding authorization and all funds will be direct deposit. There will no longer be a need to move money between funding accounts and there will no longer be a shortfall of funding availability due to June services paid in July each year. With this new process, counties will no longer need to complete the 1571 for reimbursement.

Resources regarding open enrollment are available on the Energy Provider Portal. The July 1, 2023, open enrollment date applies to outside vendors only. County enrollment must be completed by June 30, 2023. The training webinar is scheduled for Friday, June 16, 2023, from 10:00am-11:30am. We are asking all counties to participate in the direct deposit webinar and be prepared to complete the enrollment process by June 30, 2023.

Please register for the Energy Webinar before Jun 16, 2023, 10:00 AM EDT at:

<https://attendee.gotowebinar.com/register/569749765025822814>

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

After registering, you will receive a confirmation email containing information about joining the webinar.

Below is some additional information that can be viewed to prepare for open enrollment.

To register with FIS, you will need to have one unique email address, your location ID (FIS calls it a Provider ID). The Location ID is located in the NC Energy Provider Portal on the Detail Screen.

- NC Energy Portal Log in [Energy Portal for Providers](#)
- FIS/EBTEDGE Portal Log in [www.ebtEDGE.com](http://www.ebtEDGE.com) .
- FIS Help Desk 800-894-0050

If you have any questions, please submit them to [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov) and the Continuous Quality Improvement Specialist team will respond in a timely manner.

Sincerely,

A handwritten signature in blue ink that reads "Allison W. Smith". The signature is written in a cursive style and is positioned above the typed name.

Allison W. Smith, Deputy Director  
Economic and Family Services