



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

June 26, 2023

Dear County Directors of Social Services

Attention: Energy Administrators, Managers & Supervisors

Subject: Vendor Direct Deposit Open Enrollment

Priority: Information & Action

Dear County Directors of Social Services:

The purpose of this letter is to ask the counties for assistance with sharing time sensitive information regarding Vendor registration in the Energy Assistance Provider Portal with local Energy vendors. Open enrollment for vendors to register for Direct Deposit for all Energy programs will start July 1, 2023. Participating in this open enrollment enables counties to move the payment functionality for the Crisis Intervention Program (CIP), Low Income Energy Assistance Program (LIEAP) and Low-Income Household Water Assistance Program (LIHWAP) from the counties making payments, to the payments being made through an electronic payment by FIS directly to Energy providers checking or savings accounts.

Information about the upcoming open enrollment is posted on the Energy Provider Portal. An enrollment flyer will be sent via email (if available) to all providers to ensure that they are aware and prepared to enter their information **as soon as the portal opens on July 1, 2023.**

We are asking all counties to help spread the word to Energy providers regarding the benefits of participating in direct deposit. Below is some information that can be shared with Energy providers to assist and prepare them for open enrollment. We have also attached the enrollment flyer to share with your providers.

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 .
- FIS Help Desk 800-894-0050

If providers need a Group Location ID (for when they have multiple counties), then they would need to contact emma.burgy@dhhs.nc.gov and jasmynne.simmons@dhhs.nc.gov to request the Location Group ID before registering the Location ID with FIS/EBTEDGE

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

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

Sincerely,

A handwritten signature in blue ink that reads "Allison W. Smith". The signature is written in a cursive style and is set against a light blue rectangular background.

Allison W. Smith, Deputy Director
Economic and Family Services