

**Provider Child Care Scholarship Enrollment:
Frequently Asked Questions (FAQ)**

1. How long does it take to become enrolled?

The period depends on how long it takes a provider to :

1. Complete a background check and fingerprint process in NHCIS and receive results
2. Complete 11 free Health and Safety trainings
3. Upload Pediatric First Aid and CPR training and certificate into NHCIS
4. Complete application in NHCIS with required documents

2. I am watching a related child. Do I have to complete all the steps and fill out all of the forms?

Yes, all LE providers must complete the enrollment process as outlined on the provider scholarship page on NH Connections.

3. I am a relative do I need to do the fingerprints?

Yes, all LE providers and their household members over the age of 18 must do fingerprints every 5 years.

4. I had fingerprints done less than 5 years ago. Do I have to redo them?

If you have not been working in a child care setting for more than 180 days (6 months) you must redo them.

5. I'm a nurse and had finger prints done in the past 5 years. Do I have to redo them again?

Yes, as child care fingerprints have different requirements.

6. I am a school teacher and have had fingerprints done in the past 5 years. Do I have to do them again?

Yes, as child care fingerprints have different requirements.

7. Will I get back pay for the child I am billing for since I have been caring for the child for a while now?

No, we do not back date enrollments. Your enrollment begin date will be the date that we receive all of your required documents.

8. Do I have to sign up for direct deposit payments?

No, you do not have to do direct deposit however, we are asking providers to sign up to prevent lost or stolen checks.

9. If I do direct deposit, will I get my check the same time as a paper check?

This will depend on your bank. You will need to contact them to find out when deposits are entered into your account.

11. I care for children in my home do my household members have to do background checks and fingerprints?

All household members over the age of 12 must set up an account in NHCIS and complete a background record check . All household members over the age of 18 must also complete a criminal background check by making a fingerprints appointment through the State Police Portal.

12. Who do I contact with additional questions?

For Provider Enrollment scholarship application questions:

Please contact the Child Development Enrollment Specialist: providerenroll@dhhs.nh.gov

For Web billing questions related to NEW HEIGHTS:

Please contact the Child Care Provider Relations Specialist: ProviderBilling@dhhs.nh.gov

12. I am having trouble completing the vendor information. Please contact them at the following e-mail prch.web@das.nh.gov