Medicaid E&E Claiming FAQ

Last Updated: 19 August 2022

Guidance on Part-I Personnel Costs

Question Number	Last Update to Answer	Question	Answer
1	22 July 2022	What are some examples of language that we could use in a job description to justify that they do E&E work (75/25 eligible)?	Based on legal recommendation, we will not provide example job description language to specifically justify E&E eligible work. Update your job descriptions to accurately reflect the work done by each employee and use the Backup Documentation Notice where appropriate.
2	22 July 2022	Throughout the day a worker may be doing various E&E or Non-E&E work, so how do you split that up?	Direct workers will be using daysheets. Their entries will already be sorted between E&E and non-E&E activities.

For a cost allocated position, you will need to make sure that their job description includes language to indicate that they perform allowable E&E activities. |
| 3 | 22 July 2022 | Interpreters that work for all units... how is that split each month? | As this is a cost allocated position, you will need to make sure that their job description includes language to indicate that they perform E&E support activities, or interpreting for E&E.

If interpreters use daysheets, then their entries will be sorted between E&E and non-E&E activities. Interpreter activities are only allowable at 75/25 when interpreting for clients in the E&E process for applications, recertifications, and case maintenance. |
| 4 | 22 July 2022 | Would it be up to the supervisors to tell us what category the workers fall in each month as we wouldn't know what kind of work was performed each month (E&E vs training)?

We just want to avoid any audit exceptions based on what we assume the worker is doing and what is actually reported on daysheets. I think for my county at least it will be a joint effort with the supervisors to ensure the category is accurate each month. | When non-E&E personnel conduct an E&E activity that would be reimbursable at 75/25, you will need to know that in order to submit the proper documents through the Backup Documentation Notice. For normal workers, the job description will indicate if they are regularly conducting E&E activities. |
| 5 | 22 July 2022 | We heard that eligibility of finance staff would need to have access to NC FAST. Do we know what role these people would be under in NC FAST? | Routine fiscal activities of a finance / budget staff do not fall under E&E, but if they complete E&E case activities or inquiries, that would be eligible. |

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Question Number	Last Update to Answer	Question	Answer
6	22 July 2022	Would QC staff be E&E allowable when reviewing case records and would they do daysheets?	QA/QC costs including audits and investigations are considered activities subsequent to the eligibility determination, and therefore eligible to only 50% FFP.
7	22 July 2022	Process of updating the master list in NC-CoReLS - do we need 100% of staff listed? And should they all have the 2 new fields completed?	Yes, you need to have 100% of active staff associated with a new state job class and allowability description. You will not be able to complete NC-CoReLS 1571 process unless all fields are completed in the payroll documents. Inactive staff do not need to appear in payroll import file.
8	22 July 2022	When looking at customer service regarding the call center, what if workers are performing customer service in office and updating NC FAST?	Costs of call center staff are eligible at the 75% rate only for activities related to eligibility determination or on-going case maintenance. There must be documentation of some sort showing that part of this person's job is work performed in NC FAST. Those call center functions related to benefits, general beneficiary education, plan choice are eligible at the 50% FFP level.
9	22 July 2022	What about IT staff who makes sure the system is up and running for E&E staff, troubleshooting system issues, maintaining internet connection and telephones, making sure computers operate to conduct E&E. Should them be included in 75/25?	IT staff managing access to NC FAST (e.g., the county Security Officer) are eligible to 75/25, but IT management of the E&E system is a state function. Eligible for 75/25 would be setting up or maintaining workspaces and workstations used for E&E system work (costs of the operation environment).
10	22 July 2022	Could SIS codes be developed for each of the allowable services and then the workers could code their daysheets and the information would be uploaded on the daysheet?	This is an allocated position. CMS is concerned about how we know these individuals support E&E. There will be a non-E&E supervisory support code whether the staff previously reported as 85 or 98. Those two codes are being established for Part-I. If the county wants to have those workers do a daysheet, they have that choice. If you follow the guidance and say this person does perform these E&E activities, then through the regular Cost Allocation Process, that share will go to 75/25. It's a county decision.

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Question Number	Last Update to Answer	Question	Answer
11	22 July 2022	Please talk more about staff development and training. Trainers train on a policy updates as well as NC FAST. Are these activities allowable? It helps to determine accurate E&E. If we are training on Medicaid policy which is important to E&E, is this allowed at 75/25? Sometimes this does not include work in NC FAST, but cover understanding of policy.	Training of personnel directly engaged on use of NC FAST is 75/25 allowable, but training on eligibility determination policy itself is not 75/25 allowable. If NC FAST is not covered, then training personnel cost and expenses are only eligible to 50/50.
12	22 July 2022	Does access to NC FAST need to be included in job descriptions? The state job classifications do not.	State job class descriptions are for reference only, they are not meant to replace your local job description. Map your staff to the closest matching state job class and update your local job descriptions to include all activities that your staff completes. If they have access to NC FAST and conduct E&E activities, updating their job description with NC FAST activities can justify 75/25 funding. If it's not clear what functions the individual performs, it should be added.
13	22 July 2022	Would Program Integrity be eligible for 75% if working on Medicaid claim?	No. Once a case is determined eligible, the E&E portion is complete. Fraud is eligible for 50%.
14	22 July 2022	When do we submit our documentation of the job descriptions?	To justify a non-E&E worker as eligible for E&E work, you would submit that backup documentation notice after submitting your DSS-1571.
15	22 July 2022	On positions such as interpreters who interpret for multiple programs but meet the requirements for E&E, are we going to have to figure a % of their time to meet the 75/25? This goes as well for admin and fiscal positions. Do we just choose the 75/25? Do we not have to apply a %?	The reporting of E&E Direct staff will not be affected as they complete a daysheet which accounts for their time and effort. For allocated staff members, you will need to decide if they are E&E allowable based on the duties and functions. To help you decide that you need to check if they are participating to eligible E&E activities.

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Question Number	Last Update to Answer	Question	Answer
16	22 July 2022	As an Assistant Director that supervises the Medicaid Program Administrator who supervises/oversees the Medicaid supervisors and line workers, is my position eligible for 75% if I do not have access to NC FAST?	You would be eligible for 75% FFP if your supervisory or leadership responsibilities directly relate to the following E&E processes: - Intake, Acceptance, Eligibility Determinations, Outputs, On-going case maintenance, Customer Service (only for activities related to eligibility determination or on-going case maintenance), and Maintenance and routine update to the system (NC FAST). If you do not have access to NC FAST, then you likely are not eligible for 75% FFP.
17	22 July 2022	How will we know if the worker is doing work during their day that is not allowable? Like mailing letters, etc.? Will there be a daysheet code they will use?	The big area that Medicaid has questioned is allocated staff. What you are to do is make sure that job descriptions are up to date with E&E activities, and then the Cost Allocation will determine the reimbursement.
18	22 July 2022	For those doing actual daysheets, you would choose E&E Direct on the EE allowability description in the template. Is this correct?	Yes, that's correct.
19	22 July 2022	Will we have to set job class each month or will it carry forward?	Once you set the job class, you should be able to keep it the same each month with a periodic review to maintain its accuracy. You should not have to reset the job class each month.
20	22 July 2022	Would a county DSS be able to establish a methodology to attribute a portion of the CAP to E&E activities, or would this need to come from the CAP preparer and be included in the official plan?	It is the county's discretion as to whether or not they want to have their CAP preparer utilize the guidance and develop those costs based on what is E&E and what is not E&E allowable.
21	22 July 2022	Would daysheets be looked at for E&E functions (e.g., phone calls in case management) or would this be tied to a timestamp in NC FAST?	For any audit and review purposes, they may look at any source documentation.
22	22 July 2022	Can you describe what an E&E Training / OSS workers would do? Would they be the workers that train new eligibility workers before they go on the floor?	This could be the workers who train new eligibility workers before they go on the floor, however E&E training personnel cost or non-personnel expenses need to include use of the NC FAST to be eligible to 75/25. If it only covers eligibility or other non-system related training, it will be eligible to 50/50 only. For further clarification, review the 75/25 Guidance document.

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Question Number	Last Update to Answer	Question	Answer
23	22 July 2022	Will it be everyone in DSS who needs to be on the new payroll import spreadsheet?	Yes.
24	29 July 2022	The local government job descriptions are generic for IMC2 and IMC3, mentioning food stamps, Medicaid, SA and AFDC (not Work First). Do our job descriptions have to be more specific for IMC2's who only do Medicaid?	State job class descriptions are for reference only, they are not meant to replace your local job description. Map your staff to the closest matching state job class and update your local job descriptions to include all activities that your staff completes. If they have access to NC FAST and conduct E&E activities, updating their job description with NC FAST activities can justify 75/25 funding.

If it's not clear what functions the individual performs, it should be added. |
| 25 | 29 July 2022 | Our check-in staff (Customer Service Reps) have NC FAST access, scan in Medicaid Apps, etc. and we currently put them on our effort spreadsheet as 98/00/B. Would I just leave them the same? Or do I need to change them to "E&E Allowable"? | If they are performing E&E Allowable activities, then the employee would be marked as E&E Allowable and on the effort spreadsheet would still be 98/00/B.

If the employee is not conducting E&E activities, they would be marked as Non-E&E on the payroll import template and 96/00/B on the effort spreadsheet. |
| 26 | 29 July 2022 | We have a Receptionist who is classified as a Data Entry Specialist, whose duties more align with a Processing Assistant III. She is Medicaid Non-E&E because she has confirmed with us that she does not do anything with Medicaid in NCFAST. Even though she is Non-E&E, should we use the State Job classification of Processing Assistant III on the new payroll spreadsheet or keep her State Job Classification as Data Entry Specialist? | Counties utilize many of the State Job Class titles for staff whose duties are the same or very similar. The State Job Class does not determine E&E Allowability for allocated staff – it is the functions / work performed by the position. Data Entry shows as Potentially Allowable – which allows you the ability to state she is or is not E&E Allowable. |
| 27 | 29 July 2022 | We want to make sure this is only Medicaid/SA Eligibility Determination. Any of our other positions who have nothing to do with Medicaid and never perform any Medicaid E&E functions within NCFAST, are not affected. Is that right? | Somewhat – the only staff this is going to affect are those which are allocated to MA and SA. For any portion of their salary & fringe to be allocated to 75% MA and 75% SA, the position must perform E&E allowable functions. |

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Question Number	Last Update to Answer	Question	Answer
28	29 July 2022	Our NC FAST county champion works within cases in NC FAST to get them to work for the eligibility workers as well as submitting tickets when she is unable to correct the issue herself. Would this position be E&E allowable since she is assisting in the eligibility process?	Depending on which activities your NC FAST County Champion is conducting will determine whether they will be E&E allowable. Refer to the Guidance document. Having access to NC FAST does not necessarily mean that your employee is E&E Allowable.
29	29 July 2022	Social work supervisor shows as ineligible, but they have access to NC FAST, why would they not be eligible? What about social workers?	Simply having access to NC FAST does not itself mean that an employee is eligible for the enhanced rate of 75/25. The employee must be conducting E&E activities as per the Guidance document.
30	29 July 2022	What about APS Social Worker's who code to MAC? Are they E&E eligible? APS Supervisors?	MAC and Medicaid are 2 different programs. MAC is eligible to 50% FFP only.
31	29 July 2022	If the county pays attorneys to help Medicaid staff understand deeds and trusts to determine eligibility, would this cost be E&E allowable?	Much like when training staff is teaching eligibility policy but not training within the E&E system (NC FAST), this would not be an E&E allowable cost.
32	29 July 2022	I just saw the guidance for our IT members administrators covering computer assistance, would IT backup staff also charge as E&E allowable ?	If that person is your security officer, which is responsible for granting access to the E&E system NC FAST, then they will be considered E&E allowable.
33	29 July 2022	If a finance position is just responsible for the DSS-1571 reporting, does this position meet the E&E criteria?	No. Completing the DSS-1571 reporting is part of their regular duties and is not directly tied to E&E and do not require inputs in NC FAST.
34	29 July 2022	Do finance people have to access NC FAST in order to meet the requirement?	Access to NC FAST is not always required in order to be E&E allowable, however it is less likely that a worker would be E&E allowable if they do not have access to NC FAST. Review the most updated guidance document for which activities are considered E&E eligible at 75/25. If your finance staff conducts those activities as part of their regular duties, then they will be considered E&E allowable.

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Question Number	Last Update to Answer	Question	Answer
35	29 July 2022	Our office has lead workers that also assist with cases, give feedback to staff on questions regarding E&E (as the cases are being processed), does QC, carry a small caseload. They would be eligible, correct?	If they are carrying cases, they will document it in their daysheet, and they will be able to include this time as allowable to 75/25. For support of a new case worker being supervised, during which supervisor / lead workers spends time supporting a case being processed, this would be eligible as well. If they review the case after eligibility has been determined, then it would not be eligible (QC is not eligible).
36	29 July 2022	How would that training time be coded on day sheets?	We are offering E&E and Non-E&E administrative function codes. So, if training on E&E system, you can use the E&E code. If training does not cover E&E system, you can use the Non-E&E code.
37	29 July 2022	Can you provide more clarification on training? How was it determined that reading policy is not related to E&E?	CMS shared clear guidance on training allowability to 75/25 claiming: to be eligible, training needs to cover Medicaid E&E system readiness, which in our state is NC FAST. E&E-related policy training is allowable to 50/50 claiming.
38	29 July 2022	We have Medicaid Transportation Workers (NEMT). I can't find a state job description that matches up with these individuals work. Could you suggest one and since they are working on Medicaid Transit/NCTracks are they considered E&E Allowable?	State job classes do not need to line up with exactly what a worker's responsibilities are. Map your workers to the closest matching state job class, then ensure their local job description accurately captures their roles and responsibilities. We won't be prescribing or recommending any specific state job classes.
39	5 August 2022	If your agency attorney is assisting Medicaid staff with the interpretation of resources and reserves for eligibility like trusts, lifetime rights, etc. would attorney be allowable?	Attorneys involved in E&E discussion or decision, but not involved in the system NC FAST, are not 75/25 allowable. As a reminder, guidance on submitting Trusts to HMS for review and approval was shared in DCDL sent on December 15, 2020 (link). Pursuant to the state Medicaid manual 11267.9 This would be an indirect cost from staff, legal, who handle agency-wide functions. This is a cost which cannot be specifically identified with the development/operation of MMIS are at 50% FFP.

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Question Number	Last Update to Answer	Question	Answer
40	5 August 2022	The presentation seemed to indicate that any staff covered by 75/25 "had to be working in NC FAST." However, most Directors are not "actively" working in NC FAST but yet they understand that a percentage of their time can be cost allocated at 75%. Can you please explain the logic?	Review the most updated guidance document for which activities are considered E&E eligible at 75/25. As a reminder, the 75/25 allowability is for eligible E&E activities performed in the system(including support and supervision of those activities). Access to NC FAST could be used by directors as evidence of their involvement in supervising staff conducting allowable activities. However, access to NC FAST is not required in order to be E&E allowable, but the County should maintain contemporaneous documentation of the director's time spent supervising those activities.
41	12 August 2022	About a third of the counties have a consolidated organizational structure with someone being the DHHS director. The roles and responsibilities for this position vary among the consolidated counties. The OSHR local government class specs do not include an equivalent job classification for DHHS director. What do you recommend we use as the matching job classification?	We recommend using County Social Services Director, as it seems to be the closest matching state job class. Note that this role would be non-E&E allowable to 75/25, unless the DHHS director is also serving as the DSS Director and would, as a part of their ongoing job duties, directly oversee or support E&E allowable activities. Finally, remember that State job class descriptions are for reference only, they are not meant to replace your local job description.
42	12 August 2022	We have a supervisor who supervises both Medicaid and Work First and her code is currently 87-00-A. Should she start doing a daysheet to separate her time?	No, you should determine internally what portion of her time is spent on Medicaid versus Work First and declare that allocated portion only. A daysheet would not be necessary. You should use an audit-worthy methodology to determine the percentage of split between the two program areas supervised.
43	12 August 2022	How will we handle when an IMC III leaves that had E&E activities when we pay out their vacation (usually the next month)? I use the codes they used the previous month. Will we have to change these to a non-EE code?	No, they will report as they normally do.

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Question Number	Last Update to Answer	Question	Answer
44	12 August 2022	Will there be a new 750 code to separate out our Medicaid workers/ supervisors and our FNS, Energy, Daycare workers/supervisors?	For non-E&E allowable agency-wide administrative staff, previously reported under SIS code 750, they now report using SIS code 804. For non-E&E allowable income maintenance supervisory and support staff, previously reported under SIS code 753, they now report using SIS code 801.
45	19 August 2022	Our county is using daysheet for all our personnel, so should they use these new codes?	Cost-allocated staff would just need to use these 2 new Non-E&E SIS codes we showed during training when dealing with non-E&E activities.
46	19 August 2022	We need clarification on what staff must do in NC FAST to be considered E&E eligible. Specifically processing assistants.	Generally speaking, performing E&E support activities such as retrieving data, entering data, or scanning documents into the system. Review the guidance document for E&E allowable activities.
47	19 August 2022	What if an employee scans documents into laserfiche for workers to save in NC FAST?	That person is not adding content to NC FAST, but it might be eligible if that is used to support E&E allowable activities. Check the Guidance Document to get clarification on which activities directly support E&E.
48	19 August 2022	What if an employee runs NC FAST reports for use to manage caseloads?	That is part of supervisory and support of E&E activities, so it would be E&E allowable.
49	19 August 2022	All the allocated positions that support E&E would be allocated using app code reports?	Staff that are allowable would still use the same codes: 85/00/B and 98/00/B. Staff that are not allowable to 75/25 would go to these new codes, and would be allocated to 50/50 funding: 81/00/B and 96/00/B.
50	19 August 2022	What about temporary workers? Since they do not have job descriptions, can they be claimed as E&E?	Yes, they can be claimed as E&E. Any temp worker reported on Part-I according to policy must have a State Job Class and E&E Allowability designation, regardless of whether they are grouped or individual.
51	19 August 2022	We have a Computing Support Tech position that is also a Security Officer. She sets up workstations and gives access in NC Fast for Medicaid workers. I have included this in our job description. We code her as a 98 on the 1571. Do I need to do anything different?	Since this worker is granting access to NCFAST, it is E&E Allowable, therefore it is okay to code her to 98 on the 1571.

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Question Number	Last Update to Answer	Question	Answer
52	19 August 2022	On the Payroll Import Template, do we put E&E allowable under "EE Allowability Description" even if they are Food Stamp IM Caseworkers/Supervisors?	Any individual performing, supervising, or supporting E&E allowable activities should be considered E&E allowable. In North Carolina, the E&E system is the NC FAST integrated eligibility system. For example, the eligibility worker/eligibility supervisor role in NC FAST used by Medicaid, FNS, and WorkFirst staff is an integrated role and therefore could demonstrate E&E allowability. The daysheet will determine what reimbursement is drawn.
53	19 August 2022	How would we classify our Q&T staff on the import spreadsheet? They complete the 2nd-party reviews for their programs. (That is an eligibility component & requires access/work in NC FAST).	Activities which are subsequent to the eligibility determination are not allowable to 75/25.

If the reviews are performed as part of eligibility determination, these activities would be allowable to 75/25. |
54	19 August 2022	For supervisors who supervise multiple programs (Medicaid and Work First), would it be best to have them do a day sheet?	If they are currently doing daysheets and they code 750, they can keep doing so. If they don't support E&E, they would use 804. If they are not using daysheets, you do not need to breakout their supervisory activities, as long as supervising E&E direct staff is part of their normal responsibilities, they are E&E allowable.
55	19 August 2022	We have front desk staff that complete daysheets and have been coding 750 ADM and they support Medicaid staff ad all other agency programs, do they continue coding 750 ADM?	Yes, as long as they are providing support to E&E, they would continue coding to 750 ADM.
56	19 August 2022	We have staff that are FNS workers but also are responsible for intake of all programs including Medicaid; do we code them non E&E or can we code the E&E?	They should be tagged as E&E direct. They are completing daysheets based on their work.
57	19 August 2022	Could a DSS Director who directly supervises the IM Supervisor over Medicaid be considered EE?	Yes, if the director supervises E&E direct IM supervisors and is involved in decision around E&E activities, it could be deemed allowable. The county must determine if the involvement meets the E&E eligibility criteria as put forth in the guidance document. The job description should include these responsibilities.

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Question Number	Last Update to Answer	Question	Answer
58	19 August 2022	Please explain again -- under what conditions are HR and Fiscal staff allowable?	They would have to be directly involved in NC FAST to support E&E activities. HR or Fiscal staff is not allowable if it's routine work unless with access to NC FAST to complete routine E&E Case activities, inquiries, or direct support. County Security Officer administering and maintaining access to NC FAST would be E&E allowable. Other clerical/administrative staff would not be E&E allowable.
59	19 August 2022	Staff that is currently being allocated to 98/00/B will they remain allocated this way?	Only if they are E&E allowable. If not allowable, please use 96/00/B.
60	19 August 2022	When should non E&E staff begin using SIS code 804?	That SIS code will be available as of September 1st.
61	19 August 2022	Is the IT Security & Compliance specialist required to keep track of the E&E Allowable equipment/staff they are supporting or is their full salary allowable?	This is an allocated position. Therefore, you should report as you usually do, and they will be allowable as long as they support E&E direct staff.
62	19 August 2022	Medicaid Transportation position is not currently in the new payroll template. Will this position be added to the payroll template? Their time is currently reported as an Income Maintenance Case Worker.	If there is a state job class that is not listed that you believe should be added, reach out to your LBL so that it can be added to the Payroll Import Template and NC-CoReLS. OSHR however does not show a state job class for Medicaid Transportation coordinator. You need to align their county position with the state job class.
63	19 August 2022	Why would the Medicaid/WR supervisor be divided on the effort, but not the director?	Work First staff time/effort/cost reports on the Part IA, and MA staff time/effort/cost reports on the Part IB. Many counties have the WF program within their Income Maintenance Unit but forget they report on two separate sections of the Part I. In order for the supervisor's cost to be allocated to both programs – their cost must be split between Services & Income Maintenance.

Guidance on Part-II Non-Personnel Expenses

Question Number	Last Update to Answer	Question	Answer
1	22 July 2022	Is it advised to split up how we submit requests for payments to our finance department between what may be 75 vs 50 eligible in order to make claiming easier when inputting entries in Part-II?	That is really a county decision on which process you want to implement on how you determine E&E vs non-E&E expenditures reported on the Part-II.
2	22 July 2022	When we talk of office supplies, are we saying that we need to break them into each unit?	Yes, if you break out for 359, then you must break out for all units. If for 310, you will need to ensure that all expenses are allowable for E&E consumption and substantiate this. If not allowable for E&E, another code will be issued for non-EE Costs previously claimed under 310.
3	22 July 2022	If a county currently claims supplies to 310 and does not break out supplies by cost centers, can they continue claiming all supplies to 310?	310 will be designated to E&E allowable and a new code for non-E&E will be made available.
4	22 July 2022	How should bulk fuel purchases be treated? Should they be treated like Office Supplies, as long as counties have documentation of how it supports E&E staff? Or should it be treated like travel and only fuel costs that are related to E&E training or E&E duties be allowed?	You will treat the costs just like travel. It can be either way depending on how you handle these costs now. If they currently break out fuel by unit (Services, IM, CSE, Admin) then the amount for IM can be reported broken out between the E&E vs non-E&E code for IM Support (359 & 801).

If they cannot distinguish how much was for E&E allowable travel and are reporting under either 310 or 359, then they would report it under the applicable Non-E&E code for allocation. |
| 5 | 29 July 2022 | How would big ticket items be allocated such as vehicle purchases, etc.? | First, we do not charge anything directly to Medicaid. Vehicles would fall under the same rules as any type of transportation. A vehicle purchase will not be 75/25 allowable. So, it would have to be allocated as a Non-E&E allowable expense. |
| 6 | 12 August 2022 | Regarding items coded to 310 (office supplies, telephone, etc.) would we now have to break that out between the Medicaid units and everyone else? If so, how would we do that? | If you are currently coding your office supplies to 310, moving forward you will need to separate what is E&E allowable to 75/25, from what is not allowable. You will keep coding the allowable portion to 310, and the non-E&E allowable portion would be coded to 804.

Please refer to the guidance document or contact your LBL to obtain a copy. |

Guidance on Part-II Non-Personnel Expenses

Question Number	Last Update to Answer	Question	Answer
7	12 August 2022	If we break up our postage between MA, FNS, Etc. would it be allowable?	Postage is not allowable as per guidance. So, you would need to use non-allowable Part-II code 804.
8	19 August 2022	Are Proprietary software specifically developed for human services, such as Northwoods, not allowable for FFP at all?	At this time, we are still getting clarification on which software is allowable and which software would require a COTS waiver to be allowable. Our recommendation is that proprietary software specifically developed for human services which has been approved through the ADP process for this current year should not be considered E&E Allowable, but may be cost allocated to 50/50. Additional guidance may be provided that may result in additional software being considered E&E Allowable.
9	19 August 2022	Maximus prepares our indirect cost plan each year and tell us what amount should be coded to 310 311 and 423.How do we determine what amount is E&E eligible or has Maximus been updated on how to handle this?	We are not in touch with central cost allocation plan developers as it is a county choice. You can however communicate changes with them. Note that the only indirect cost that CMS would consider to be E&E eligible to 75/25 would be cost of space occupied by staff conducting direct E&E activities, supporting E&E activities, or supervising E&E activities.
10	19 August 2022	We contract with a company for interpreting services when our in-house interpreter is not available. We normally code this to 310. Would this be something allowable for E&E. When Medicaid uses this service it is normally for a enrollment and eligibility task.	It is E&E allowable and can be reported under 310. For further clarification, check the guidance document to determine when interpreting is considered E&E allowable.
11	19 August 2022	Currently we code cleaning to 310. The cleaning is a contracted with a company. This service is for all DSS. Is this something that would be E&E?	Yes, cleaning is considered cost of space and is allowable for E&E. It will be cost allocated.
12	19 August 2022	We have a company that comes and shreds documents on-site. This service is for the entire agency. We normally code this to 310. Is this E&E allowable?	No, as it is not directly related to E&E work. Therefore, it should be 804.

Guidance on Part-II Non-Personnel Expenses

Question Number	Last Update to Answer	Question	Answer
13	19 August 2022	Are utility costs E&E allowable? This would include electricity, water, gas, telephones and fax machines.	Utility costs are allowable for allocation. CMS considers cost of space to be E&E eligible to 75/25 for the portion occupied by staff conducting direct E&E activities, supporting E&E activities, or supervising E&E activities.
14	19 August 2022	Is the Security Guard state job class for a person that does building security (contracted guards) or just the computer related security?	The Security Guard state job class (Ineligible) is for building security. It is not related to computer security.
15	19 August 2022	If utility is allowable, is rent allowable?	Rent is allowable if it can be broken out based on E&E occupancy.
16	19 August 2022	Our security guard is for the entire building and reported on the Part II so this is allowable?	That cost would not be allowable. So it would be 804 if contracted, or to 96/00/B if directly employed by county.
17	19 August 2022	What is an example of something coded to 359 that would need to be changed to 801?	As an example, travel costs would need to be for attending training on NC FAST to be allowable, and therefore 359. If a travel cost is to attend training about policy, it would be non-E&E, so it would change to be coded as 801.
18	19 August 2022	May we break out the rent & utility expenses as a % of total FTEs for E&E allowability?	Yes, you must break out the rent, but the utilities do not have to be broken out. You cannot use the FTEs for rent, it has to be on actual space occupied by E&E eligible staff.
19	19 August 2022	Would we need to figure square footage for the utility cost?	No you do not.
20	19 August 2022	When doing Part II entries, should we now be choosing the Fund Source as "4" / Non-Reimbursable or does it matter? I notice there are non-reimbursable Part II codes still marked with a fund source of "1"/ Reimbursable.	No - do not use Fund Source 4 - use Fund Source 1 as it is still reimbursable to 50/50.

Guidance on Part-II Non-Personnel Expenses

Question Number	Last Update to Answer	Question	Answer
21	19 August 2022	When we buy computer equipment or services, we have always reported everything as 383. Computers are considered agency use since they can be assigned to anyone and may commonly get switched around to new positions as need arises. Is it correct that we now need to track and report ADP (and other) equipment purchases for E&E staff separately from other areas?	Yes, and new Non-E&E codes have been set up to differentiate those expenses.
22	19 August 2022	What happens if devices get reassigned to other Non-E&E staff? Does everything have to serve out its useful life in that unit to avoid an audit finding?	The county can either report the expenses as Non-E&E to have the flexibility to move computers between units/employees, or can designate computers ONLY for E&E staff. Think of it like a direct charge.
23	19 August 2022	There are lots of services that support E&E activities, but that aren't specific to that area. These are things that are for the entire agency like our firewall monitoring, electronic fax system, text messaging service, telephone system, etc. These have always been reported as 383. Is any modification needed for this practice?	Maintenance of county network and county equipment is Non-E&E per CMS guidance. The E&E system is NC FAST which is maintained by the State. Those associated costs for the county systems would be reported as Non-E&E (803).

Process Change Activities

Question Number	Last Update to Answer	Question	Answer
1	22 July 2022	What information will be presented at the in-person workshop at SSI on August 4? Should we make plans to attend?	A preview of the full NC-CoReLS process, and a few examples will be presented, and a panel of experts will be present to answer questions on the new process and guidance. If you are unable to attend, then the following week, virtual trainings with your LBLs will be offered to cover these topics, as well as a testing environment to practice on your own.
2	29 July 2022	Will there be an opportunity to in-person training?	In-person training is not scheduled; however, you may attend the SSI on August 4th for a live presentation.
3	29 July 2022	Has a date been set for the part 2 training on coding?	Invitations went out on 28 July! If you have questions about the training dates or need to schedule a makeup session, please contact your LBL.
4	29 July 2022	Since we will be dealing with job descriptions, should program managers and HR personnel attending the training?	We recommend discussing with HR both how to match employees to state job classes and how to accurately update job descriptions. They are welcomed to join our training sessions or virtual meetings to ask questions. They may also watch the recorded training sessions. Again, we will not provide specific language for job descriptions.
5	29 July 2022	Has the start month of this change been extended? I want to make sure that the Oct. for Sept. Reimbursement is accurate and not a typo?	No. Changes take effect for September service month.
6	19 August 2022	Would the county be accountable and need to reimburse if CMS disagrees with our decisions on 75/25 reimbursement?	If CMS comes back and rules the guidance the state has given to the counties is incorrect, the county will not be responsible for the discrepancy. However, it is the county's responsibility to follow this guidance properly and if that guidance is not followed, the county would be responsible as they are for any other financial reporting error. Our best recommendation is to take a safe approach, and select Non-E&E if you have doubt on your ability to demonstrate allowability in accordance with our published guidance.

Process Change Activities

Question Number	Last Update to Answer	Question	Answer
7	19 August 2022	I did not see the new state job class field or allowability description fields in CoReLS yet.	These updated fields will be made available in CoReLS at the end of September only, as they will be required when logging your September month data between Oct 1st and Oct 17th. You can however see these updated fields in the UAT environment in the meantime.
8	19 August 2022	If the position is E&E eligible, is the manual reclassification step removing non-E&E eligible portion of their time?	No. Staff that are E&E eligible are not affected by the manual reclassification.
9	19 August 2022	Is the Daysheet Coding information being shared with Eligibility Staff/Supervisors separate from our training?	No, your workers will not see any changes in how they report their work. Only your allocated staff would eventually need these codes if your county requires them to complete daysheets.

Payroll Import Template / Backup Documentation Notice

Question Number	Last Update to Answer	Question	Answer
1	22 July 2022	Are we able to add columns to the payroll import template that has been provided so it would be similar to what we already have with the addition of the extra columns required for the E&E requirements? If not, we will be forced to do a lot of mathematical calculations manually since we have two separate payrolls each month.	No, the payroll import template has been designed to be standardized across the state to work with the updates being made to NC-CoReLS. It's recommended that you update your payrolls to incorporate these changes so that you reduce the amount of manual work you do each month.
2	29 July 2022	Does everyone in DSS need to be on the E&E Import Spreadsheet?	Yes, that is the most efficient way to import your staff so that their positions are aligned with a state job class and E&E Allowability. There are some counties that have a robust IT dept that don't use an Excel spreadsheet, however if they are capable and able to align those two fields within their own database, that can be done.
3	29 July 2022	I was unable to attend the training last week, but I received the new template for importing payroll, do we need to use that in the upcoming month? Or will this be for September service month recorded in October?	The new payroll import template will not be used **UNTIL** September service month.
4	29 July 2022	Could we not have a generic "DSS GENERAL ADMIN" state job class for non-eligible staff?	Every county must select the state job class that BEST aligns to each of their positions. The county can title their positions as they see fit, but for CMS, there needs to be uniformity. That's why each of those local positions is mapped to the most appropriate state job class. You will map positions that you post in 1571 for reimbursement. You won't have to map to state job classifications other positions without activities going to 1571.
5	29 July 2022	If the state job class is not listed in the import sheet, do we just choose the closest one?	Escalate it to us so we can check if it is missing from the template. Otherwise, work with your HR team to choose which one best aligns.
6	29 July 2022	Can you use links to load your new payroll import documents? (Links means using formula to link data between sheets)	If you are using links now and there are no issues importing to NC-CoReLS, then there should be no issues moving forward with the new Payroll Import Template. Just make sure that the 2 new fields "State Job Class" and "EE Allowability Designation" are included, filled with values from the drop-down cells, for each employee.

Payroll Import Template / Backup Documentation Notice

Question Number	Last Update to Answer	Question	Answer
7	29 July 2022	For a consolidated agency - including both Public Health and DSS - do we just map the DSS positions to the state job classifications?	You will map positions that you report on 1571 for reimbursement. If it is a shared worker, then the shared portion that goes to 1571 means this worker will need to be mapped. If there is no portion going to 1571, then you will not have to map to state job classifications.
8	29 July 2022	The new payroll import file will not let us type in the state job class cell to input a job title that is not on State website. How to work around that?	You will not work around that. You will select an option from the drop-down menu to map to the most appropriate state job class. Your local job description will reflect a worker's actual job title and responsibilities. Note, there was one instance in which we omitted to include a state job class in the template. So, if you see a similar issue occurring, please escalate it to your LBL.
9	12 August 2022	As I enter info into the new payroll template, there is a red #Name? popping up in column M. Is that okay?	Several counties told us they saw an error message displaying in the Payroll import file when using older versions of Excel. This issue was fixed, and you can upload the latest version of the file here: https://www.ncdhhs.gov/payroll-import-template
10	12 August 2022	When should we submit the Backup documentation notice requested if we marked E&E personnel with a State Job class marked as ineligible?	We recommend to provide this Backup Documentation Notice when submitting the 1571 of that month. You would need to provide it only at the initial month of the change, and then maintain that documentation. You can find the Backup Documentation Notice template here: https://www.ncdhhs.gov/dss-1571-backup-documentation-notice
11	19 August 2022	My current Part I template has a total row that totals all the salaries and all the benefits. The updated Part I we received doesn't have totals for salary and benefits columns. should it? or can we add it?	That's an agency option, it will not affect payroll import if it's in the last column or row of the table.
12	19 August 2022	Are we required to use the state position classifications directly from the template for mapping, or may we also pull a position from the State HR website.	You must use a state job class from the drop-down menu in the Payroll Import Template. If there is a state job class that is not listed that you believe should be added, reach out to your LBL so that it can be added to the Payroll Import Template and NC-CoReLS.

NC-CoReLS DSS-1571 Process

Question Number	Last Update to Answer	Question	Answer
1	22 July 2022	What function codes are pulling down 75/25 currently?	Codes that allocate are: 85/00/B, 98/00/B, 359, 381ADP, 310, 311, 383 ADP. New codes are being created for Part-I and Part-II to report non-E&E staff and/or administrative costs. Reporting of direct staff completing daysheets will not be affected. To be allocated to 75/25, personnel must be performing functions related to allowable E&E activities.
2	29 July 2022	Will we still be using the new Part 2 spreadsheet to enter purchase costs? Or will this be updated for the 75/25 amounts?	Yes, the Part-II spreadsheet will not change, but NC-CoReLS will begin accepting new codes that you will be able to enter in the spreadsheet.
3	12 August 2022	Will the DSS-3538 form used by counties be revised due to these changes?	No, the DSS-3538 form and process are not being changed.
4	19 August 2022	When will the new codes shown during training be made available?	Codes will be shared with counties during next week training. They would have to be used for Sept service Data starting October.
5	19 August 2022	When we have non-E&E staff sometimes conducting E&E activities, will we need every month to adjust their allowability in CoReLS?	Our interpretation is that if a worker conducts E&E activities in the system, or supervises, or supports these activities, then they will be allowable, and the cost allocation will tell what portion of their work is going to E&E allowability to 75/25. If the employee is doing a daysheet and is part of your economic services division/program, our suggestion would be to make them E&E allowable, so that if they do code time to Medicaid 75/25 then it will not create a data discrepancy. Be sure to keep documentation as to why the employee is eligible.

List of Acronyms

- CAP: Cost Allocation Plan

- CMS: Centers for Medicare & Medicaid Services

- DCDL: [Dear County Director Letters](#)

- E&E: Enrollment & Eligibility

- FAQ: Frequently Asked Questions

- FFP: Federal Financial Participation

- IT: Information Technology

- LBL: Local Business Liaison

- NC-CoReLS: NC County Reimbursement Ledger Suite

- NC FAST: North Carolina Families Accessing Services through Technology

- OSS: Over the Shoulder Support

- SSI: Social Services Institutes (conference organized on August 3-5, 2022)

- QA/QC: Quality Assurance / Quality Control

Thank You

Contact your LBL for questions