



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

March 30, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: New Genetic Test Appointment Events, Worklist, Paternity Test Documents, and Interactive Voice Response System

REQUIRED ACTION: Information Only Time Sensitive Immediate

On April 3, 2023, NC Child Support Services (NCCSS) will implement changes related to genetic testing appointments, documents, and events in ACTS (Automated Collections & Tracking System).

The changes include:

- Case managers will be able to schedule genetic testing appointments for the NCP, CP, and OTHR (Moth) and each type will have its own event.
- The description for GTAP event has been changed to Genetic Test – (Non-Custodial Parent).
- Two new genetic test appointment events: GTCP (Genetic Test – Custodial Parent) and GTOM (Genetic Test – Other Mother).
- DSS-4464 title will change to Letter to CP/NCP/OTHR-Probability of Paternity on ACTS screens AATMD4 and AATDGB. The supplemental screen AAT408 will be modified to contain one line for optional additional comments for each participant.
- DSS-4458 title will change to Letter to CP/NCP/OTHR-Exclusion on ACTS screens AATMD4 and AATDGB. The supplemental screen AAT407 will be modified to contain one line for optional additional comments for the CP and Other Mother.
- New paternity test letter DSS-4757 – Letter to CP/NCP/OTHR – Exclusion will be generated if an active Other Mother exists on the case with the corresponding PMGT event. A PMGT worklist will be sent to the responsible worker 10 days after the event is created.
- New paternity test letter DSS-4758 – Letter to CP/NCP/OTHR – Probability of Paternity will be generated if an active Other Mother exists on the case with the corresponding POGT event.
- The Interactive Voice Response (IVR) System will make reminder calls to the CP and NCP only for genetic test appointments.
- Custodial parents and Non-custodial parents who opted in for SMS messaging will receive genetic test appointment text alerts. Other Mother case participants cannot receive SMS messages.


NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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Policy related to genetic testing can be found in the Child Support Manual Chapter I, Topic 06, Section E; Chapter K, Topic 13, Section D; Chapter U, Topic 04, Section D & F; Chapter V, Topic 04, Section F & J; and Chapter W, Section 05, Section D. If you have any questions, please contact the Policy & Training Unit at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

A handwritten signature in cursive script that reads "Kerina Donnelly".

Deputy Director
Child Support Services

Cc: Regional CQI Specialist
CSS_23_18