

**N. C. Division of Aging and Adult Services Administrative Letter No. 15-08
Adult Services Section**

Date: June 25, 2015

Subject: Special Assistance In Home(SA/IH) Payment Tracking Tool
SA/IH Case Management Manual

Distribution: County Department of Social Services Directors
Adult Services Supervisors

Effective Date: July 1, 2015

I. Background

The purpose of this Administrative Letter is to inform county departments of social services (DSS) of a change to the SA/IH Quarterly Payment Tracking Tool. Social work case managers will no longer submit this report via the excel spreadsheet (accessed by the link to Appendix J of the Special Assistance In-Home Case Management Manual.) **The report, now entitled “SA/IH Payment Tracking Tool” will be web-based effective July 1, 2015.** Social work case managers will be required to completed the tool monthly instead of quarterly.

II. New Policy Regarding Completion of the SA/IH Payment Tracking Tool

The tool is housed on a secure server which will require an NCID name and password for access and completion of the tool by the fifth calendar day of the month following the month in which the payment was made. For the June SA/IH payment, the report is due July 5th.

Each DSS will have a designated individual who will grant access to the social work case managers and the social work supervisors. The Division of Aging and Adult Services (DAAS) will grant access to the one (or two in some cases) county DSS administrators in each DSS who will be managing access within the DSS.

Effective July 1, the county DSS administrators may log-in and then grant access to the social work case managers and social work supervisors using the link <https://saihpay.dhhs.state.nc.us> to access the SA/IH Payment Tracking Tool. The new tool and instructions for completing it are located on this link. Once logged into the tool, there is a “Help” button with manuals and videos that will instruct the worker on the various functions. Information on the Administrator functions within the Tool are found in the User Manual Detailed/Complete User Manual on page 42.

Once the DSS administrator grants access, the social work case managers will be able to log into the tool, add each of their clients, the SA/IH payment for each client, and the client's monthly expenses from a convenient drop-down list of allowable expenditures. The client will be uniquely identified by his/her Medicaid ID (this is also the CNDS). Social work case managers will be able to view only their own clients, while supervisors will be able to view all SA/IH clients of the county DSS.

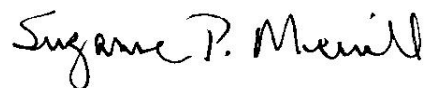
Use of this new web based tool will enable your agency to document and gather information about uses and amounts of the SA/IH payments. Both DAAS and DSS staff will be able to generate statistical reports based upon the data entered. We hope this data will be useful.

III. Transitions to Community Living (U.S. Department of Justice Settlement Agreement)

LME/MCOs will also be using this database for the SA/IH cases under the Transitions to Community Living Initiative. You will see in the instructions how to transfer a case to an LME if that function should ever be needed. LME's will not be able to view other LME cases nor DSS cases, only their own.

If you have any questions about the new SA/IH Payment Tracking Tool, please contact Chris Urso at Chris.Urso@dhhs.nc.gov or your Adult Programs Representative at DAAS.AdultServices@dhhs.nc.gov for assistance.

Sincerely,



Suzanne P. Merrill, Director

SPM: lc/cu