



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

December 27, 2013

Dear County Directors of Social Services:

We have been notified by CMS (Centers for Medicare & Medicaid Services) that beginning on Saturday, December 28, 2013, they will begin making phone contacts with individuals who have applied for insurance through the FFM (Federally Facilitated Marketplace) and who have been assessed as potentially eligible for Medicaid. The script of their message will be the following:

“Hello. I am calling from the Health Insurance Marketplace Call Center about the application you submitted for yourself and/ or members of your household for insurance coverage. The Marketplace has evaluated your application and concluded that [NAMES OF APPLICANTS ASSESSED OR DETERMINED ELIGIBLE FOR MEDICAID OR CHIP] may be eligible for Medicaid or CHIP in your state. The Marketplace will securely transfer your account to your state however in order to get enrolled more quickly, we recommend that you contact your state to complete the state’s application for Medicaid or CHIP coverage.

I have that contact information to share with you. Please let me know when you are ready... You may call [N.C. MEDICAID AGENCY] at [1-855-306-0594] and/or apply online at www.epass.nc.gov.

Thank you...Goodbye.”

We are very aware and concerned about the possible impact of this action by CMS on the workload of County Departments of Social Services. We know that there are thousands of applications at the FFM, and that those numbers will increase daily. At the Department, we are taking action to both assist interested applicants in quickly accessing health insurance and in mitigating workload impact on your agency and staff. Callers to the 1-855 number will receive basic information on Medicaid. If they already receive Medicaid, they will be instructed that their benefits will continue and no further action is necessary. If they are not currently receiving Medicaid, they will be encouraged to apply for Medicaid through e-Pass. Finally, if they do not have internet accessibility or have questions, they will be informed to contact their County Department of Social Services. CMS continues to experience problems which have caused further delays in transmission of their pending applications to North Carolina. We will plan to provide more information to you as it becomes available to us from CMS next week.

www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6335 • Fax 919-334-1018

Location: Albemarle Building • 820 S. Boylan Avenue • Raleigh, NC 27603

Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401

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Thank you for your patience as we work together to manage this effort. Please contact me with any questions that you may have at 919-527-6336.

Sincerely,

A handwritten signature in dark ink, reading "Wayne E. Black". The signature is written in a cursive, flowing style with a large initial "W".

Wayne E. Black, Director
NC Division of Social Services

WEB
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