

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ROY COOPER
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MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

February 15, 2018

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES:

ATTENTION: DSS DIRECTORS AND BUDGET OFFICERS

SUBJECT: DOCUMENT MANAGEMENT REIMBURSEMENT

This letter provides guidance regarding federal reimbursement of costs related to the implementation of NC FAST's document management solution that will be used to store documentation for programs included in NC FAST. This information is intended to assist counties in making decisions regarding documents to be stored in the NC FAST Document Management Solution and in maintaining documents in their county system.

Counties with existing document management systems may choose to follow a process by which documents will be moved from a county system - into NC FAST and stored. Counties may choose between converting from their current system, during which documents would be moved into NC FAST with the goal of discontinuing use of the county system after the documents are moved, or federating, through which the county would maintain use of their county system but migrate certain documents into NC FAST on a regular basis. This will allow the county to keep their current system but also store required documentation in NC FAST. Please refer to the attached document: "Document Management Conversion and Federation Considerations January 2018" for additional information regarding this process.

The following procedures will be in place for approval of federal reimbursement for county document management expenses:

1. Counties choosing to federate to the NC FAST Document Management Solution will continue to receive reimbursement in the same manner for their existing document management solutions following the federation process being implemented. Costs for those components of their Automated Data Processing (ADP) system previously eligible for federal reimbursement will continue to be eligible.
2. Costs for data cleanup and preparation for either conversion or migration to the NC FAST Document Management Solution will be eligible for federal reimbursement. However, approval for reimbursement is contingent upon your vendor providing a tool and a process to assist all

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counties using their document management solution. Reimbursement for the full cost associated with a single, stand-alone solution, applied repeatedly across multiple counties will not be approved. It is expected that the cost of development and implementation of this solution would be shared across participating counties. It is noted that small additional costs, charged to individual counties, may be needed based upon county-specific taxonomy, etc. Such costs would be eligible for federal reimbursement on a county by county basis.

3. Similar federal reimbursement approval procedures will apply to future maintenance costs for counties choosing the federated model. Reimbursement will not be approved for multiple counties for the same work by a vendor on a county by county basis for maintenance costs that are standard to multiple counties.
4. Any additional costs associated with conversion or federation should be included with the ongoing approval process for the county Automated Data Processing Plan.

Please direct any questions regarding reimbursement for document management solutions to Shauna Shaw, Section Chief for Performance Management for the Division of Social Services at shauna.shaw@dhhs.nc.gov or 919-527-6265 or your Local Business Liaison.

Thank you.

Sincerely,



Wayne E. Black

Attachment

DIR-01-2018