



**North Carolina Department of Health and Human Services
Division of Medical Assistance**

Pat McCrory
Governor

Richard O. Brajer
Secretary

Dave Richard
Deputy Secretary for Medical Assistance

September 22, 2015

Dear County Director of Social Services:

Subject: Initiative to Address Enrollment Challenges for CAP Waiver and PACE Beneficiaries

As you well know, Medicaid beneficiaries who require long-term care depend on both County Departments of Social Services and Medicaid providers to access the services needed to remain in their communities.

The Department is launching an effort to develop local troubleshooting teams comprised of DHHS staff, county DSS staff and staff from the applicable local PACE organization or Lead Agency for the Community Alternatives Program for Disabled Adults (CAP DA) and for Children (CAP C). We anticipate these teams will be effective in addressing outstanding program enrollment challenges that may have resulted in delayed payments to PACE or CAP DA/CAP C programs.

The Department's Operational Support Team (OST) has been reaching out to counties requesting identified points of contact for PACE and for CAP DA/CAP C within each office who will serve as DSS representatives on these teams. Thank you to those who have already submitted these points of contact.

The Division of Medical Assistance staff is currently validating identified enrollment and keying issues identified by provider organizations. Working in partnership with OST and NCFAST staff, DMA staff will forward spreadsheets listing valid enrollment concerns to the identified points of contact with additional communication about next steps. DMA will distribute these spreadsheets as they are finalized through NCFAST's HELP Portal. To effectively manage workflow, DMA will be distributing these lists incrementally, starting in September and continuing through October.

The Department has set a goal of having a large majority of PACE and CAP DA/C enrollment challenges resolved by November 1, 2015.

While we will be providing additional information through the NCFAST Help portal, if you have any questions, please contact your OST representative.

Thank you for your support in ensuring your identified staff participate in this effort and for your continued commitment to ensuring continuity of care for so many of our most vulnerable Medicaid beneficiaries.

Sincerely,


Dave Richard, Deputy Secretary for Medical Assistance


Wayne Black, Director
Division of Social Services

