



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

February 06, 2020

Dear County Directors of Social Services

Attention: Economic Benefits Staff

Subject: North Carolina Department of Health and Human Services (NCDHHS) Alerts

Priority: Information Only

NCDHHS is pleased to announce a new communication initiative, NCDHHS Alerts. This new service will provide an avenue for Division of Social Services (DSS) and Division of Health Benefits (DHB) to broadly share important information such as wellness alerts, open enrollment announcements, disaster support, and other important information with Food and Nutrition Services (FNS) and Medicaid clients. NCDHHS Alerts are informational only, will not contain personal confidential information and are separate from client benefit notices received from DSS. Individuals may opt in to receive these alerts by selecting one preferred method of communication, text message or email, and they may opt out at any time. Clients can begin opting in to receive NCDHHS Alerts starting February 24, 2020.

Before clients receive any messages from NCDHHS Alerts, they must explicitly choose to opt in and can do so through three different methods:

- Responding to new questions that will be added to the unified application available on ePASS
- Accessing their linked ePASS Citizen Account Profile page
- Talking to their caseworker during any regular visit to their local County DSS Office

If clients have opted in but later decide to opt out, they can do so through three different methods:

- Accessing their linked ePASS Citizen Account Profile page
- Replying "STOP" to NCDHHS Alert received through SMS text message
- Talking to their caseworker during any regular visit to their local County DSS Office

NCDHHS and division websites will encourage clients to utilize ePASS to opt in and out of NCDHHS Alerts and to contact the EBT Call Center at 1-866-719-0141 if they have questions on these processes.

NCDHHS Alerts functionality will be implemented during the NC FAST February release, scheduled for the weekend of February 22. The NC FAST team is creating training materials for FNS and Medicaid county workers. This training takes only a few minutes to complete and will be accessible

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on Learning Gateway approximately two weeks prior to the February release. Additionally, a job aid will be available on FAST Help upon release. You will be notified when the materials are available.

The DHHS Office is producing supplementary materials that local DSS offices can use to advertise and promote NCDHHS Alerts. Materials will be shared once available.

Sincerely,



Carolyn McClanahan, Associate Director
Beneficiary Services
Division of Health Benefits



David Locklear, Deputy Director
Economic and Family Services
Division of Social Services

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