



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

June 24, 2013

Re: Food and Nutrition Services Negative Errors

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

Payment Accuracy continues to be a part of the state's Food and Nutrition Services Corrective Action Plan with USDA. This plan has a focus on policy regulations and procedural techniques that will enhance our payment accuracy rate.

Over the past year there has been a steady increase in the states Negative Error Rate. Negative cases are those that are denied or closed in error. Currently North Carolina's Negative Error Rate is at 53.16% which is well above the federal tolerance level of less than one percent. When cases are closed or denied in error, this creates a churning effect within your agencies adding additional work to your staff that is unnecessary as well as creating hardships to our customers.

Some of the most frequent errors identified by Quality Control are:

- **DSS-8650 not given for appointments for applications and recertifications that include a specific date and time of the interview.**
- **Customer not given 10 days on the DSS-8650 to return information.**
- **Requesting unnecessary verifications or requesting verifications already in the agency.**
- **Denying cases prior to the 30th day.**
- **Processing cases after the 30th day.**
- **Not screening for emergency.**

In a continued effort to combat the error rates in the program, we are providing a case manager guide that we believe will assist in the elimination of these errors. We strongly suggest that follow up training be provided to staff on Food and Nutrition Services Policy as it relates to negative errors. Please share the attached poster with all staff to be used as a guide along with policy in the administration of the Food and Nutrition Services Program.

Economic and Family Services
www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6300 • Fax 919-334-1265

Location: Hargrove Building/Dix Campus • 820 S. Boylan Avenue • Raleigh, NC 27603
Mailing Address: 2420 Mail Service Center • Raleigh, NC 27699-2420

An Equal Opportunity / Affirmative Action Employer



Thank you in advance for your continued hard work and efforts to make sure the program is administered correctly. Together we can improve our error rate across the state and prevent further actions from USDA. If you have any questions, please contact me at 919-527-6311 or david.locklear@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "David Locklear". The signature is written in a cursive style with a large initial 'D'.

David Locklear, Assistant Chief
Economic & Family Services

Attachment

EFS-FNSEP-10-2013