



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES

ECONOMIC & FAMILY SERVICES

ROY COOPER  
GOVERNOR

MANDY COHEN, MD, MPH  
SECRETARY

WAYNE E. BLACK  
SR. DIRECTOR FOR SOCIAL SERVICES  
AND COUNTY OPERATIONS

August 4, 2017

**RE:** Benefits Data Trust Outreach Project

Dear County Director of Social Services:

The Department of Health and Human Services has partnered with Benefits Data Trust (BDT) to provide targeted outreach for seniors 60 years of age and older receiving Medicaid but not receiving Simplified Nutrition Assistance Program (SNAP)/Food and Nutrition Services program (FNS) benefits. BDT will provide application and documentation assistance as part of their outreach efforts to assist these individuals in accessing FNS benefits for which they are eligible.

The initial twelve counties to begin the outreach project are: Alexander, Buncombe, Caldwell, Cumberland, Durham, Forsyth, Gaston, Guilford, Johnston, Lenoir, Mecklenburg and Wake. The additional 88 counties will be phased in as the implementation of the outreach project progresses. As counties are phased in, each county will be contacted for a point(s) of contact (POC) and a dedicated fax number that will be used to communicate with BDT during the project to submit SNAP applications and to provide documents for verification.

BDT will begin providing outreach on August 16, 2017. The process will flow as follows:

- The first two weeks BDT will mail the first letters to the 12 counties.
- During the second two weeks period, the majority of letters will be received by potentially eligible seniors and BDT will begin receiving calls and provide requested assistance.
- Local DSS's will begin receiving applications late August or no later than the first week of September 2017 through ePASS for FNS applications and faxed applications for Simplified Nutrition Assistance Program (SNAP).

According to BDT, typically 24% of seniors respond to the first letter. Of those who respond, approximately 47% choose to complete an application. Once BDT receives a call and the senior requests assistance with completing a SNAP/FNS application, BDT Benefits Outreach Specialist will take the application over the phone, and hold the FNS application or SNAP application until all the required information and documents have been received if the senior chooses to do so. Subsequently, upon receiving all required information, FNS applications will be entered in ePASS. SNAP applications will be sent via fax to the appropriate counties.

WWW.NCDHHS.GOV

TEL 919-527-6300 • FAX 919-334-1265

LOCATION: 820 S. BOYLAN AVE. • MCBRYDE BUILDING • RALEIGH, NC 27603

MAILING ADDRESS: 2420 MAIL SERVICE CENTER • RALEIGH, NC 27699-2420

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

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Federal guidelines allow the official date of the application to be the date it was entered in ePASS or the date the application was received via fax in the county. Attached is a list of the most current totals of potential eligible seniors 60 and older who are receiving Medicaid but not receiving SNAP/FNS by county.

If you have questions, please contact Connie Dixon at 919-527-6319 or via email at [connie.dixon@dhhs.nc.gov](mailto:connie.dixon@dhhs.nc.gov).

Sincerely,

A handwritten signature in black ink that reads "David Locklear". The signature is written in a cursive style with a long horizontal flourish extending to the right.

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David Locklear, Chief  
Economic and Family Services

Attachment (1):  
[Medicaid Eligibles](#)

**EFS-FNSEP-18-2017**