



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ECONOMIC & FAMILY SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

October 13, 2017

Dear County Director of Social Services:

Attention: Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP)
Managers, Supervisors and Eligibility Staff

RE: Energy Payment Requests in NC FAST

The Implementation of the Energy Program in NC FAST has brought about new process procedures that must be followed. The process of creating Payment Requests is very important to document the entire payment process since the vendor payments are being issued outside of NC FAST. It has been discovered that

- Payment Requests are either not being created at all
- Not being created in a timely manner
- Created without check numbers and check dates being recorded

By October 31, 2017, all applications that have been authorized longer than 30 days must be

- Placed on Payment Requests
- Payment request submitted must have check number and check date recorded

It is imperative that this process is followed in order to ensure timely payments to the vendor and the payment status is accurate. The following steps must be completed following the activation of an application:

- The Energy/Eligibility worker searches for and selects pledged payment record via the Provider Payment Request wizard to be sent to the county finance office in a single provider payment
- Once the payment request is submitted, a payment request reference number is generated and the payment request status is changed to *submitted*.
- The Energy/Eligibility worker sends the payment request to the county finance office, outside of the NC FAST.
- Energy payments are directly issued to vendors from the county finance office, outside of the NC FAST.
- County finance informs DSS that the payment was made and provides a check number.
- Energy/Eligibility worker records the check number and check date on the payment request page.
- NC FAST updates the payment status to *Pledge Payment Issued*

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

When this process is completed timely, workers can determine what stage the payment is in by following the Payment status listed below:

- **Pledged Payment Request Pending**-application authorized but not placed on a payment request
- **Pledge Payment Pending**-payment placed on a Payment Request to be sent to the county finance office for payment and is in submitted status
- **Pledge Payment issued**- check has been recorded as paid by the county finance office

Supervisors must review the Manage Energy Payments tab under the Energy Payments Folder weekly to ensure that Payment Request are being created in a timely manner and the checks are being recorded.

For more details review the following job aids:

Payment Requests and Check Recording Process

Payments Overview Reference Guide

If you have questions, email dss.enrgy.pi.question@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director

Division of Social Services, Economic and Family Services

EFS-FNSEP-22-2017