



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

County Operations

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SECRETARY

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

To: County Directors of Social Services
Attention: Medicaid Program Administrators, Managers, and Supervisors
Subject: Supervisor Cluster Meetings Agenda and Workshop Descriptions
Date: August 9, 2017

The Operational Support Team (OST) has scheduled supervisor cluster meetings that will be conducted statewide on a regional basis. The purpose of these meetings will be to provide training and program updates, and to create the opportunity for managers and supervisors to interact with their colleagues from other counties regarding the administration of the Medicaid program.

Attached you will find the agenda, workshop descriptions and training handouts for the upcoming Medicaid cluster meetings. We request that you print these training materials and bring them with you to the cluster meeting.

If you have additional questions or concerns, please contact Melodie Ford, OST Trainer and Curriculum Specialist, at melodie.d.ford@dhhs.nc.gov or 919-813-5526.

Thank you and we look forward to having you join us during the Summer 2017 Supervisor Cluster Meetings.

Sincerely,

Regina W. Bell, CPM
Operational Support Team Manager

Barbara Daniels
Operational Support Team Manager

OST-16-2017
Attachments (8)



Supervisor Cluster Meeting Summer Session 2017

Medicaid Program

Agenda

8:30am–9:00am Registration
9:00am-9:05am Welcome and Introduction of State Level Staff
9:05am-9:15am Meeting Logistics

Session 1

9:15am-10:15am Long Term Care
10:15am-10:30am Break

Session 2

10:30am-12:00pm Medicaid Application Procedures and the Report Cards
12:00pm-1:15pm Lunch

Session 3

1:15pm-1:30pm Application Review
1:30pm-2:30pm Right to Apply, Medicaid Inquiries, and Monitoring
2:30pm-2:45pm Break

Session 4

2:45pm-3:45pm Medicaid Hot Topics
3:45pm-4:00pm Final Q&A/Wrap Up and Farewell

Supervisor Cluster Meeting Summer Session 2017 Medicaid Program

Workshop Descriptions

Session 1

Long Term Care

This session will discuss the Red Zone, Forced Eligibly associated with the Red Zone, critical evidence, helpful hints, best practices, level of care, common issues impacting LTC cases, and LTC/SDX.

Session 2

Medicaid Application Procedures and the Report Cards

This session will discuss the calculation of the Report Card using reports on the O&M Dashboard for MAGI & Traditional Medicaid. It is also a refresher on basic policy for processing applications, evaluating County DDS performance, corrective action, processing timeframes, and excluding processing time.

Session 3

Application Review – What’s a training without feedback? During Session 3, we’ve allotted opportunities for you to ask additional questions related to Application Processing and Reports. We hope that you will find this mini Q&A session to be helpful!

Rights to Apply, Inquiries and Application Monitoring

This session is an explanation of the Monitoring process and how and when to complete an inquiry.

Session 4

Medicaid Hot Topics

This session is designed to provide refresher Medicaid policy training regarding updates for Family Planning, Pass-along, and Health Coverage for Workers with Disabilities (HCWD).