



DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF SOCIAL SERVICES

County Operations

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

To: County Directors of Social Services

Attention: Economic Services Administrators, Managers, and Supervisors

Subject: FNS, Medicaid, and Work First Training Courses and Training Updates Posted to Learning Gateway

Date: August 28, 2017

The Operational Support Team has developed and posted the following Food and Nutrition Services (FNS), Medicaid (MA), and Work First Employment Services (WFES) courses and updates in the Learning Gateway:

Week of August 18

- **FNS 205 and 235 Identity and Enumeration** - The objective of this course is to define what actions the caseworker must take when addressing Identity and Social Security Enumeration requirements and verification.
- **FNS 215 Residence** - The objective of this course is to define what actions the caseworker must take when addressing Residency requirements and verification.
- **FNS 230 Student Requirements** - The objective of this course is to define the requirements and what actions must be taken when a Food and Nutrition Services unit contains a student.
- **FNS 250 Resources** - The objective of this course is to discuss the policy for resources for Food & Nutrition Services and will review maximum allowable resource limits as well as liquid and non-liquid assets.
- **FNS 285 Determining Benefit Levels** - The objective of this course is to provide the worker with a better understanding of how income and deductions relate to each other and to the determination of the FNS unit's benefit level.

Week of August 14

- **Payment Error Rate Measurement (PERM) Training** – The objective of this training is to identify the difference between a MAGI application and a Traditional Medicaid application. The following resource materials have been added to the training in the Learning Gateway:
 - ✓ Handout 1- Adequate and Timely Notices
 - ✓ Handout 2-Case Record Documentation
 - ✓ Handout 3-Program Evaluation Checklist
 - ✓ Handout 4-The Insurance Maze
 - ✓ Handout 5-MAABD Budget Methods

www.ncdhhs.gov

Tel 919-813-5521 • Fax 919-813-5010

Location: 79 T.W Alexander Drive • 4301 Research Commons • Durham, NC 27709

Mailing Address: P.O. Box 110606 • Durham, NC 27709

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- ✓ DMA Admin Letter 03-14
- ✓ DMA Admin Letter 04-14
- ✓ Job Aid-Passalongs for Adult Medicaid

Under Required Reading, the following sections have been added from the DHHS Manuals and Integrated Manual:

- ✓ MA-2110 Passalongs
- ✓ MA-2304 Processing the Application
- ✓ MA-2320 Determination of Eligibility
- ✓ MA-3215 Processing the Application
- ✓ MA-3240 Pregnant Woman Coverage

Week of May 5

- **FNS 120 and 125 Non-Discrimination and Complaint Procedures** - The objective of this training is to explain how Food and Nutrition Services administers services, care, benefits, and assistance to all qualified persons without regard to race, color, national origin, sex, religion, age, disability, or political beliefs.
- **FNS 130 and 135 Disclosure of Information and Retention of Records** - The objective of this course is to define what actions the caseworker must take when disclosing information and retaining records for Food & Nutrition Services.
- **FNS 105 Prudent Person Concept**- The objective of this course is to define what actions the caseworker must take when addressing gray areas in FNS policy manual.
- **FNS 110 Purpose and Authority**- The objective of this training is to define the purpose of and who authorizes the FNS program.
- **Food and Nutrition Services Basic Overview**- The objective of this training is to give you a basic understanding of FNS policy and procedures.

The webinars have been recorded and made available for county staff to review via the NC FAST Learning Gateway. OST training courses can be accessed from the Learning Gateway's website at <https://ncfasttraining.nc.gov/> . If there are any questions, please submit questions to ost.policy.questions@dhhs.nc.gov

Sincerely,



Regina W. Bell, CPM
Operational Support Team Manager



Barbara Daniels
Operational Support Team Manager

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