Supervisor Cluster Meetings

Operational Support Team

April 2016

What to Expect Today

- Icebreaker
- Ground Rules
- Presentations by OST and Guests
- Lunch
- Break-out Sessions
- Report-out Sessions
- Wrap-up and Dismiss

The Learning Gateway and Available OST Training Courses

Accessing the Learning Gateway

New Users: There is an available NCFAST Learning Gateway Navigation Guide to assist you in creating your account.

- Begin by opening a web browser, entering https://ncfasttraining.nc.gov/ into the address bar, and clicking the Enter key.
- Click on “Create New Account” and follow the onscreen prompts.
- Carefully answer appropriate questions to ensure correct course enrollment.

Home Page

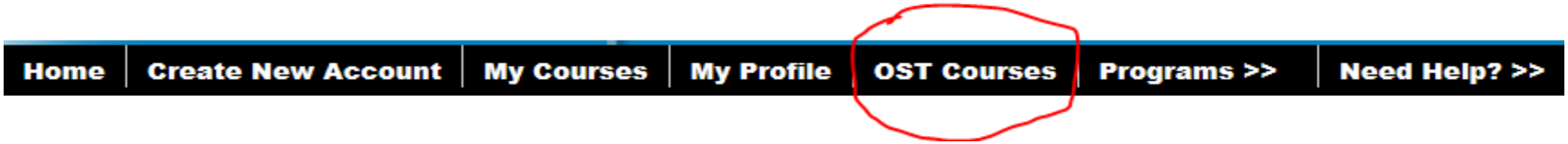
- Once you have created your account by following the onscreen instructions, you may log in to the Learning Gateway

- When you log into the NC FAST Learning Gateway you will be brought to your login home page.

The Learning Gateway Home Page

Accessing the Available OST Trainings

- Once you have logged into the learning gateway, select “OST Courses” from the top row,



- Then scroll down to the middle of the page until you see:

Work First Trainings

1. Work First General Overview
2. WFFA Mutual Responsibility Agreements and Initial Assessments.
3. Creating and Managing Outcome Plans Webinar
4. Work First Substance Use and Mental Health Initiative.
5. Work First - Family Cap
6. Work First – Job Bonus

Work First Trainings Continued

7. Work First Services for Low Income Families
8. Work First Benefit Diversion
9. Work First Sanctions
10. Work First Child Support Referrals and Sanctions

Food & Nutrition Trainings

1. FNS – Basic Overview
2. FNS – 300 Interviewing
3. FNS - 300 Application time frames.
4. FNS - 300 Expedited Service
5. FNS – 300 Filing an application
6. FNS – Income Budgeting
7. FNS – Medicaid Deduction 4080.14
8. FNS – Error Rate Reduction
9. Transitional Food & Nutrition Services

FNS Training Continued

10. Generating notices for FNS
11. FNS Services processing timeliness
12. ABAWD- Policy clarifications
13. ABAWD-Technical Training

Medicaid Trainings

1. Medicaid Overview webinar
2. Wisdom in the New Era of MAGI
3. MAGI Budgeting: 5% Income Disregard
4. MAGI-Reopens
5. MAF- Medically Needy-When to evaluate
6. MAF-M Meeting a Deductible (Spend Down)
7. MAF-M Budgeting, Determining the AU, BU, NU
8. Health Coverage for Workers with Disabilities- HCWD
9. Continuous Period of Institutionalization (CPI) for LTC/PACE/CAP
10. Payment Error Rate Measurement (PERM)

General OST Trainings

1. Supervisor Cluster Meeting Fall 2015- Q & A
2. Reports for Supervisors
    - Key Reports in CSDW
    - Key Reports in XPTR
3. County Transfers-FNS, Work First & Medicaid

NCF Learning Gateway Trainings

- Processing Appeals in NCF
- Program Integrity in NCF
- Quality Assurance in NCF
- Reception Functions in NCF
- Sanctions and Program Integrity Referrals in NCF
- Supervisor Functions in NCF
- System Administration
- Using Calendars in NCF
- Using Reports in NCF
- Using Tasks in NCF

Virtual Trainings

- NC FAST 101 Navigation
- FNS / Cash Assistance
- Medical Assistance / Special Assistance
- MAGI

Difficulty Logging In?

Some users may experience difficulty in logging into the gateway. Please take the following steps to clear your cache from your browser:

- Clear their browser cache and history
- Close/shut down all browsers
- Open a new browser
- Log into NC FAST

How to Clear Cache for Internet Explorer

- In Internet Explorer, click the Tools button, and then click Internet options.
- Under Browsing history, click Delete.
- Select the types of data and files you want to remove from your PC, and then click Delete.

  – **Note**

  If you want Internet Explorer to delete your browsing history every time you close it, select the Delete browsing history on exit check box before you click Delete.

How to Clear Cache for Fire Fox

Clear the cache

1. Click the menu button ☰ and choose Options.
2. Select the Advanced panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click Clear Now.

LEAN Overview and Projects

- OST Representatives are currently undergoing training and certification in the LEAN process tools.

- LEAN is a systematic approach to identifying and eliminating wasteful activity (non-value added activities) in the pursuit of perfection through continuous improvement; providing increased value to our patients/customers.

DHHS/OST LEAN Projects

- DHHS Travel Reimbursement
- DHHS Budget Authorization
- Orange County FNS Changes
- Orange County FNS Processing
- Wake County Work Assignment
- Wake County Help Desk
- OEO-Office of Economic Opportunity Contracts Flow
- NC FAST Help Desk Ticketing
- Chatham County Reception & Intake Flow

Division of Medical Assistance (DMA)

- Reminders
  - Supervisors should schedule policy training with staff, weekly, monthly, or as needed.
  - When using Forced Eligibility , ensure the paper budget is in the case file.
  - Document cases in NCF system
  - Scan or upload documents into NCF document management system.
  - Utilize job aides to allow the system to make eligibility determinations.

DMA – Continued

- When evidence is added, caseworkers should ensure they are accepting changes and completing all actions on the case.
- Supervisors should ensure that staff are attending all available trainings.
- Add income calculations to the comments section of the income evidence.

DMA – Long Term Care

- Supervisors should ensure workers are completing the 1275 Denial Error report.
- Counties should designate a contact person for LTC issues.
- Based on record reviews, here are the top 3 reasons cases are being denied.
  - The worker has not actually done the LTC yet.
  - The worker has not accepted the changed decision and the case is just waiting.
  - The converted benefit evidence has not been end-dated, even if they did the action months before.
- Knowledgeable staff needs to review cases before telling facilities that there is a system issue.

Division of Social Services (DSS)

- Reminders
  - Counties should continue to focus on best practices to support FNS timeliness and payment accuracy.
  - Continue to monitor re-certification timeliness
- ABAWD
  - Reports are forthcoming for the 77 counties implementing ABAWD on July 1.
  - Counties are encouraged to consider implementing employment and training programs.
- Social Service monthly updates newsletter.

North Carolina Integrated Eligibility Manual

https://economicbenefits.nc.gov

North Carolina Integrated Eligibility Manual

Contents | Index | Search | Glossary

- Search - GO

- Home Page
- Integrated Eligibility Policy
- Program Specific Policy
- Reference Guides
- DHHS Manual Links
- Printing Instructions

NC Health and Human Services

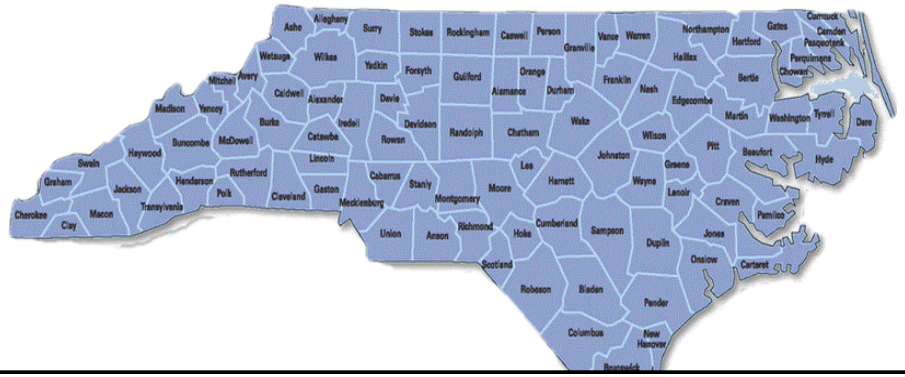
North Carolina Integrated Eligibility Manual

Home > Home Page

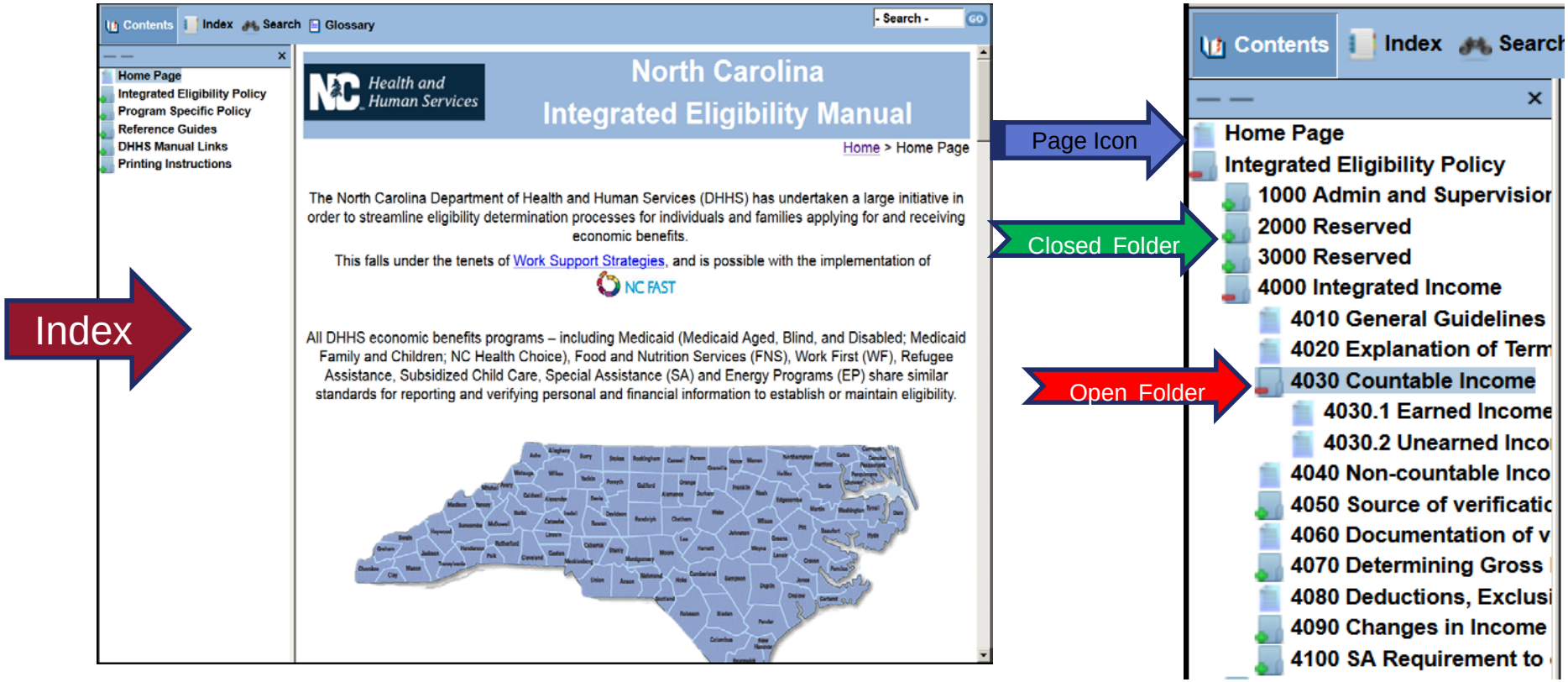
The North Carolina Department of Health and Human Services (DHHS) has undertaken a large initiative in order to streamline eligibility determination processes for individuals and families applying for and receiving economic benefits.

This falls under the tenets of Work Support Strategies, and is possible with the implementation of NC FAST

All DHHS economic benefits programs – including Medicaid (Medicaid Aged, Blind, and Disabled; Medicaid Family and Children; NC Health Choice), Food and Nutrition Services (FNS), Work First (WF), Refugee Assistance, Subsidized Child Care, Special Assistance (SA) and Energy Programs (EP) share similar standards for reporting and verifying personal and financial information to establish or maintain eligibility.



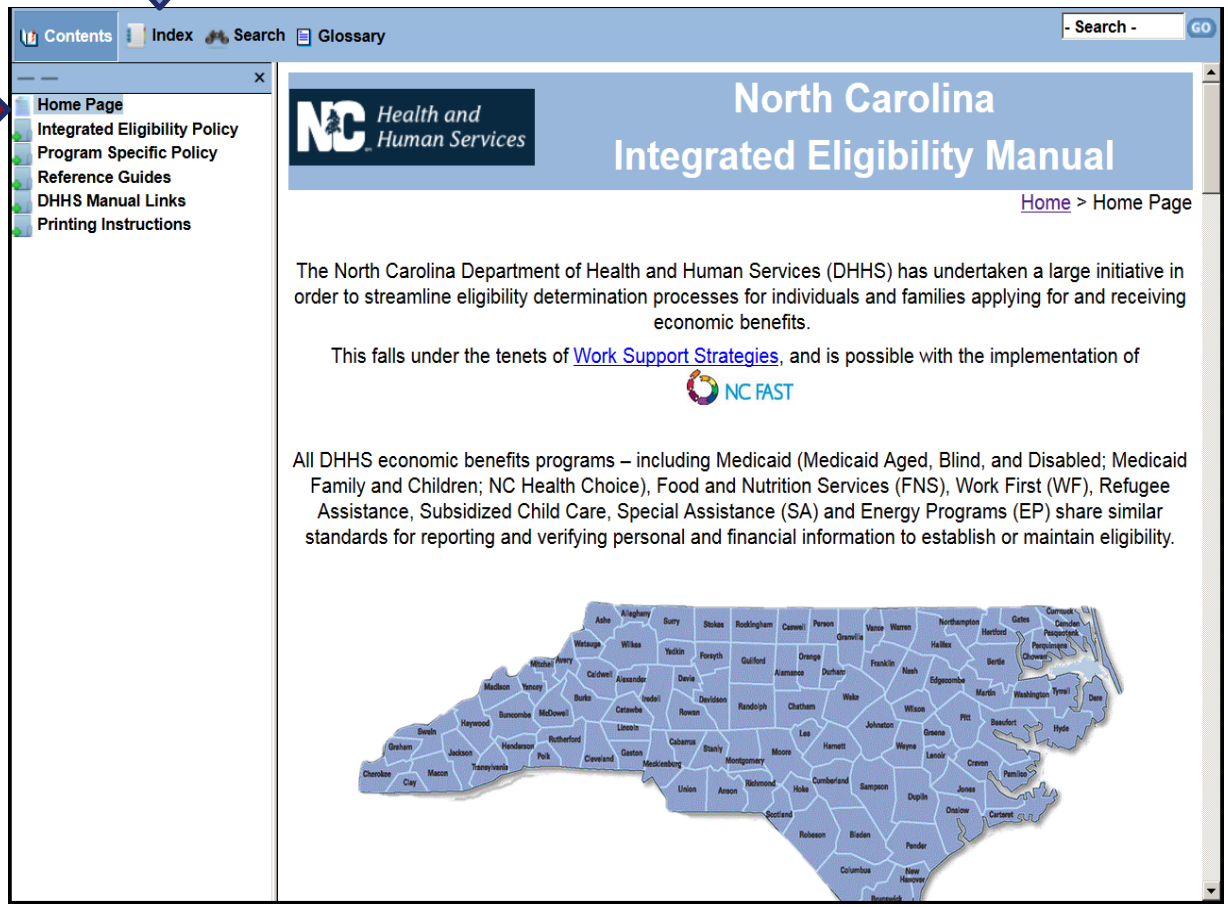
North Carolina Integrated Eligibility Manual



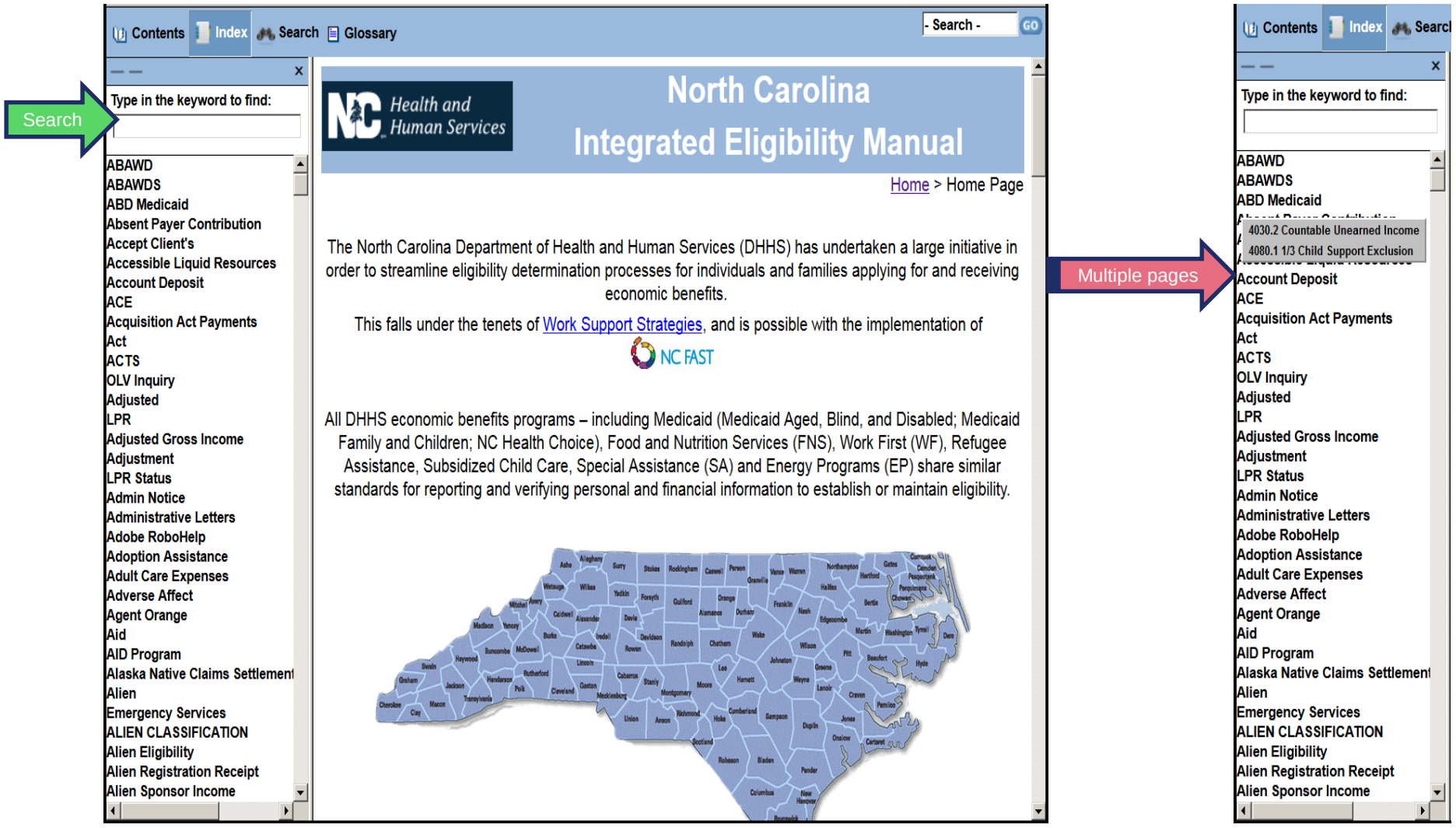
North Carolina Integrated Eligibility Manual

Tabs

Highlighted



North Carolina Integrated Eligibility Manual



North Carolina Integrated Eligibility Manual

Search

Highlight

Results

Contents | Index | Search | Glossary

- Search - GO

Search

Type in the word(s) to search for:

GO

Show results that include all search words

Highlight search results

Search results per page 10

Health and Human Services

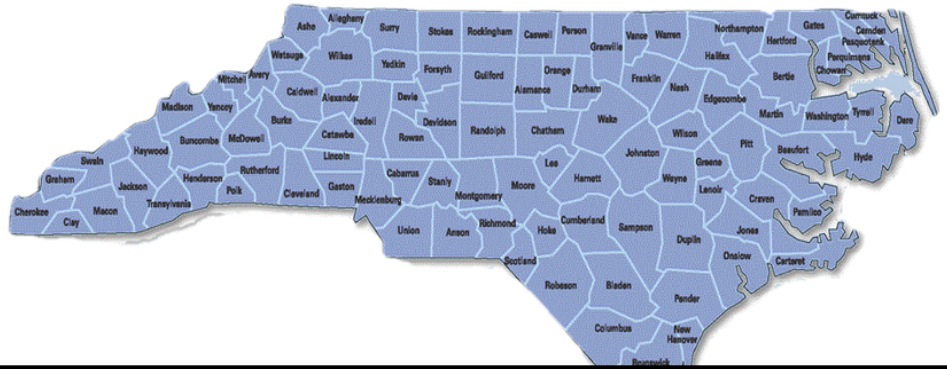
North Carolina Integrated Eligibility Manual

Home > Home Page

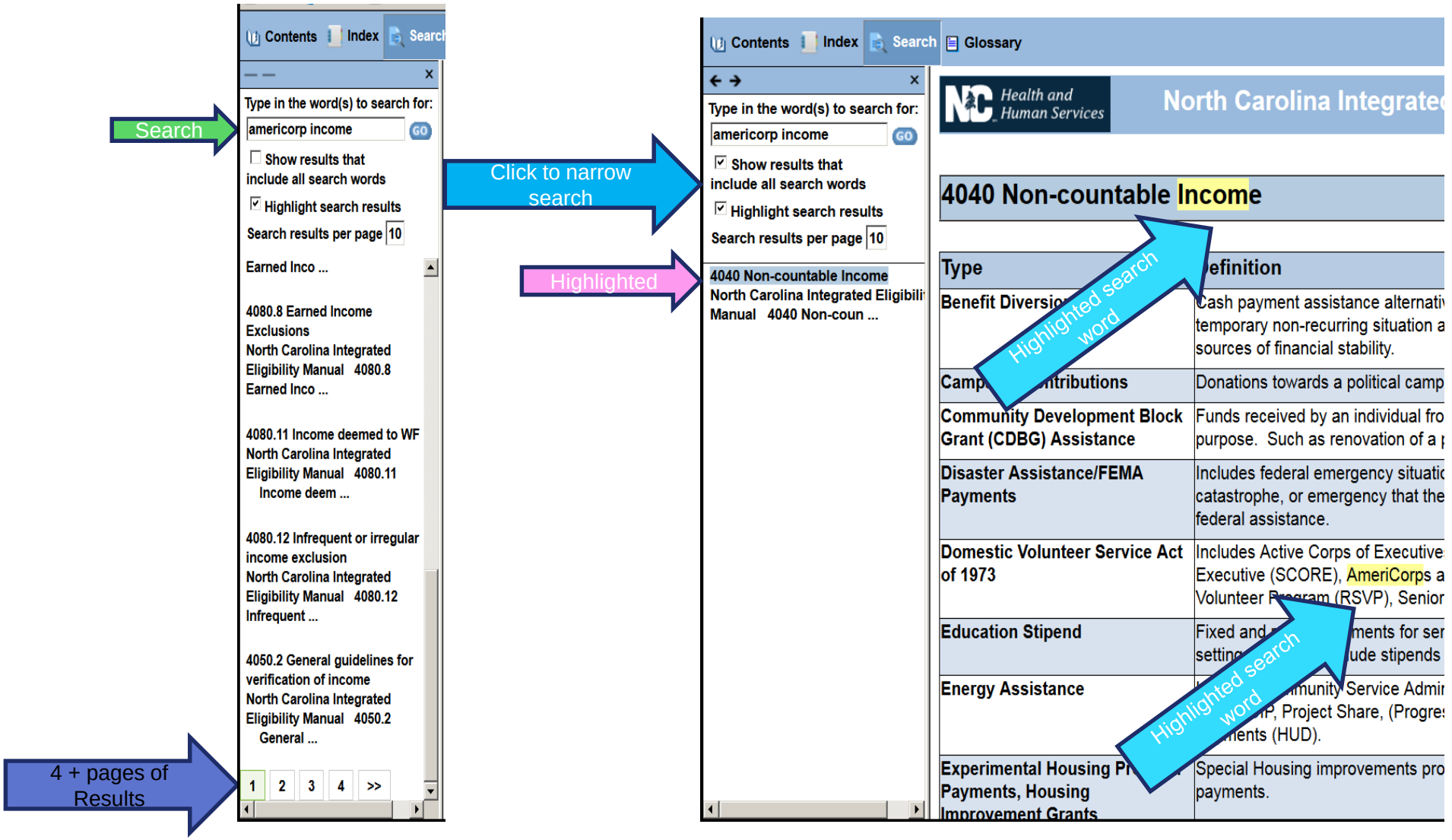
The North Carolina Department of Health and Human Services (DHHS) has undertaken a large initiative in order to streamline eligibility determination processes for individuals and families applying for and receiving economic benefits.

This falls under the tenets of Work Support Strategies, and is possible with the implementation of NC FAST

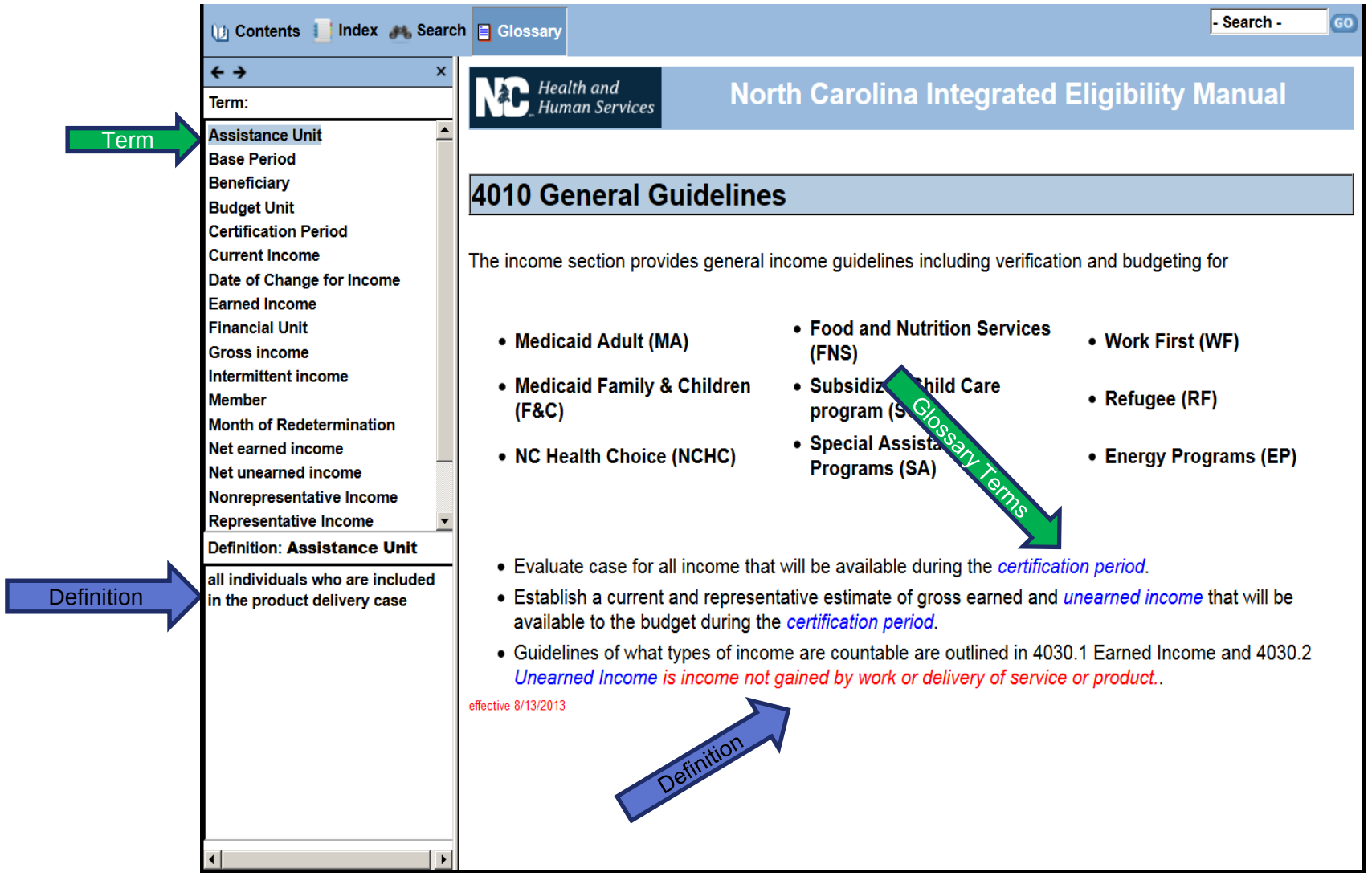
All DHHS economic benefits programs – including Medicaid (Medicaid Aged, Blind, and Disabled; Medicaid Family and Children; NC Health Choice), Food and Nutrition Services (FNS), Work First (WF), Refugee Assistance, Subsidized Child Care, Special Assistance (SA) and Energy Programs (EP) share similar standards for reporting and verifying personal and financial information to establish or maintain eligibility.



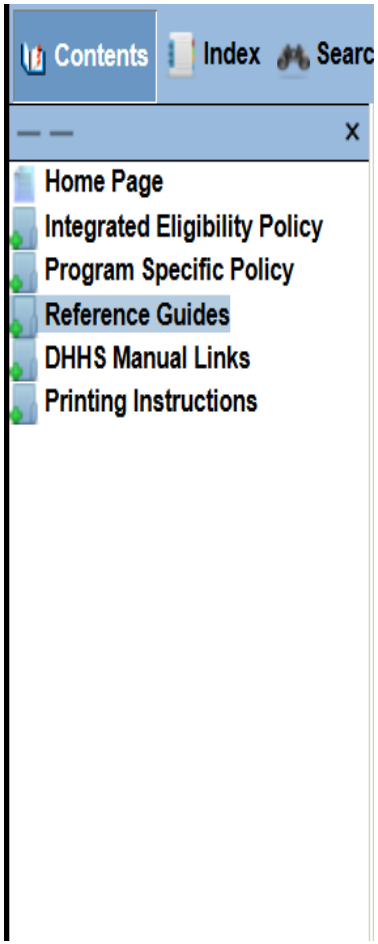
North Carolina Integrated Eligibility Manual

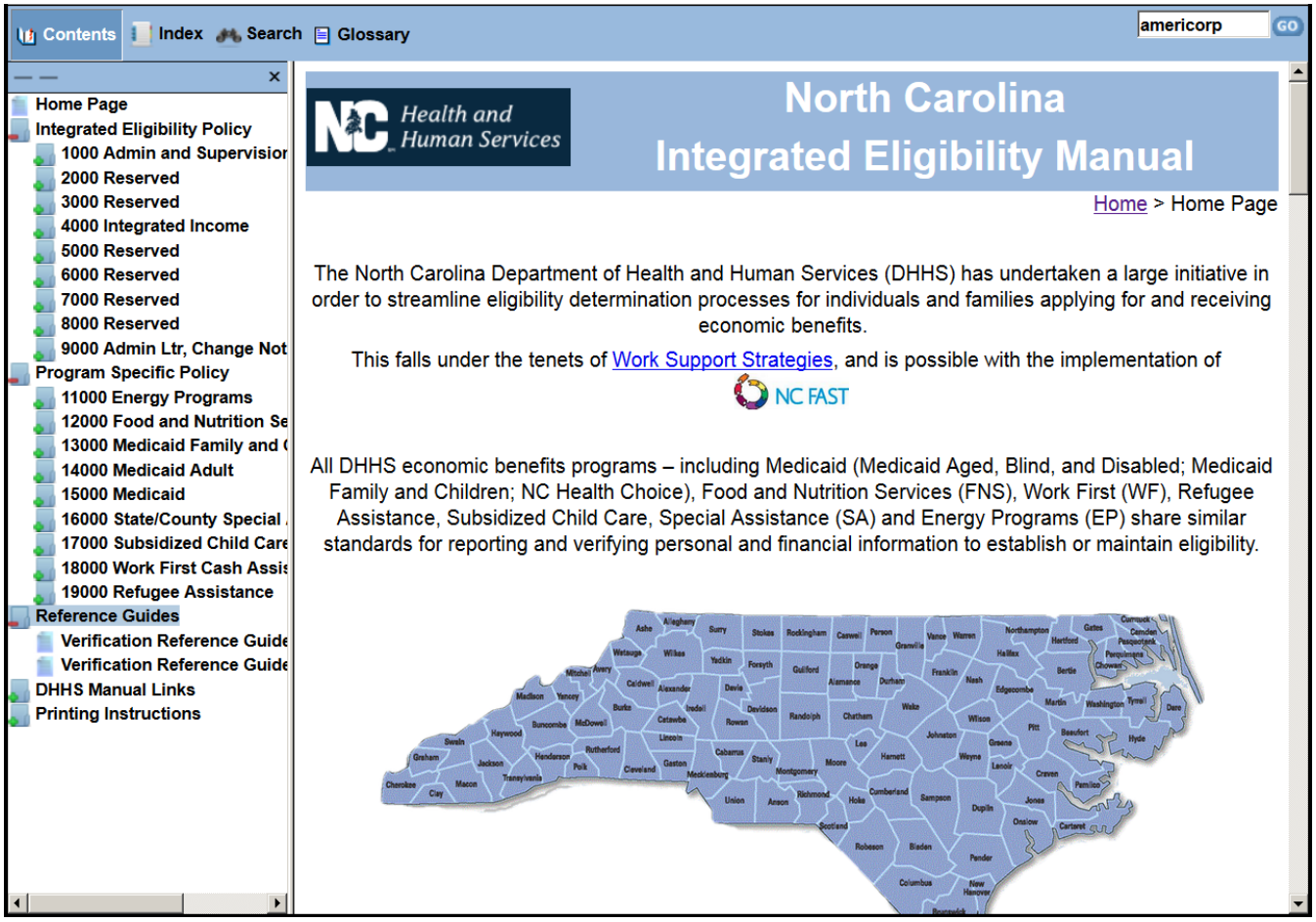


North Carolina Integrated Eligibility Manual

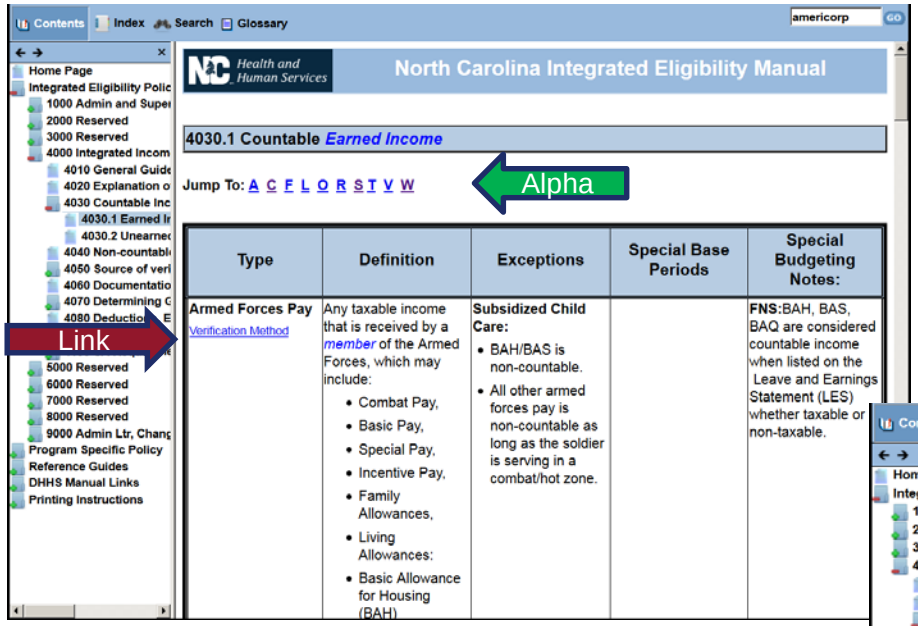


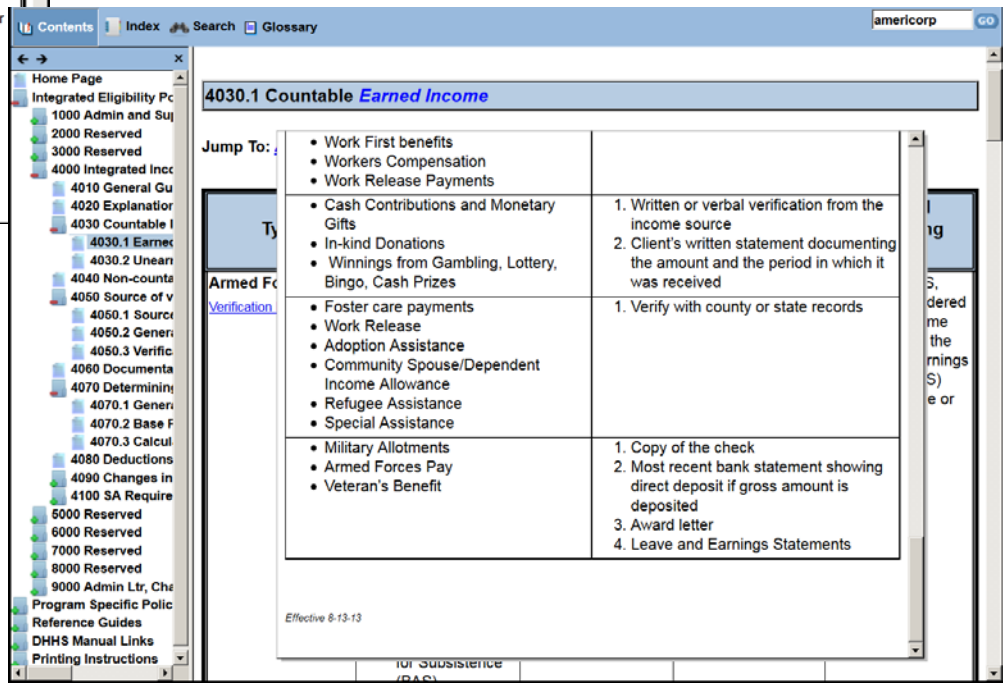
North Carolina Integrated Eligibility Manual





North Carolina Integrated Eligibility Manual





North Carolina Integrated Eligibility Manual

Moving Forward

- Reduce duplication and combine like policies
- Remove examples
- Include only the most common names of items.
- Remove misplaced items.

Q & A

Break

Guest Presentation

38

Lunch

Breakout, Networking, Report out

Topics:

1. Able-Bodied Adults Without Dependent Children (ABAWD)
2. County Transfers
3. FNS Timeliness

Q & A

Wrap-up and Closing

Please complete your evaluation form before leaving!

Safe Travels

Questions?

ost.policy.questions@dhhs.nc.gov