DSS Updates

- General Updates
- Survey
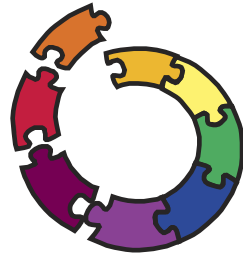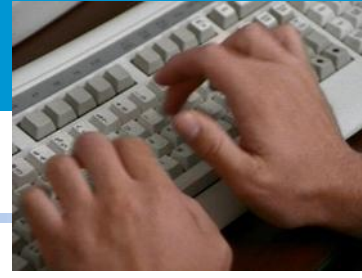
County DSS Director's Update

December 2, 2014

North Carolina
Department of
Health & Human Services

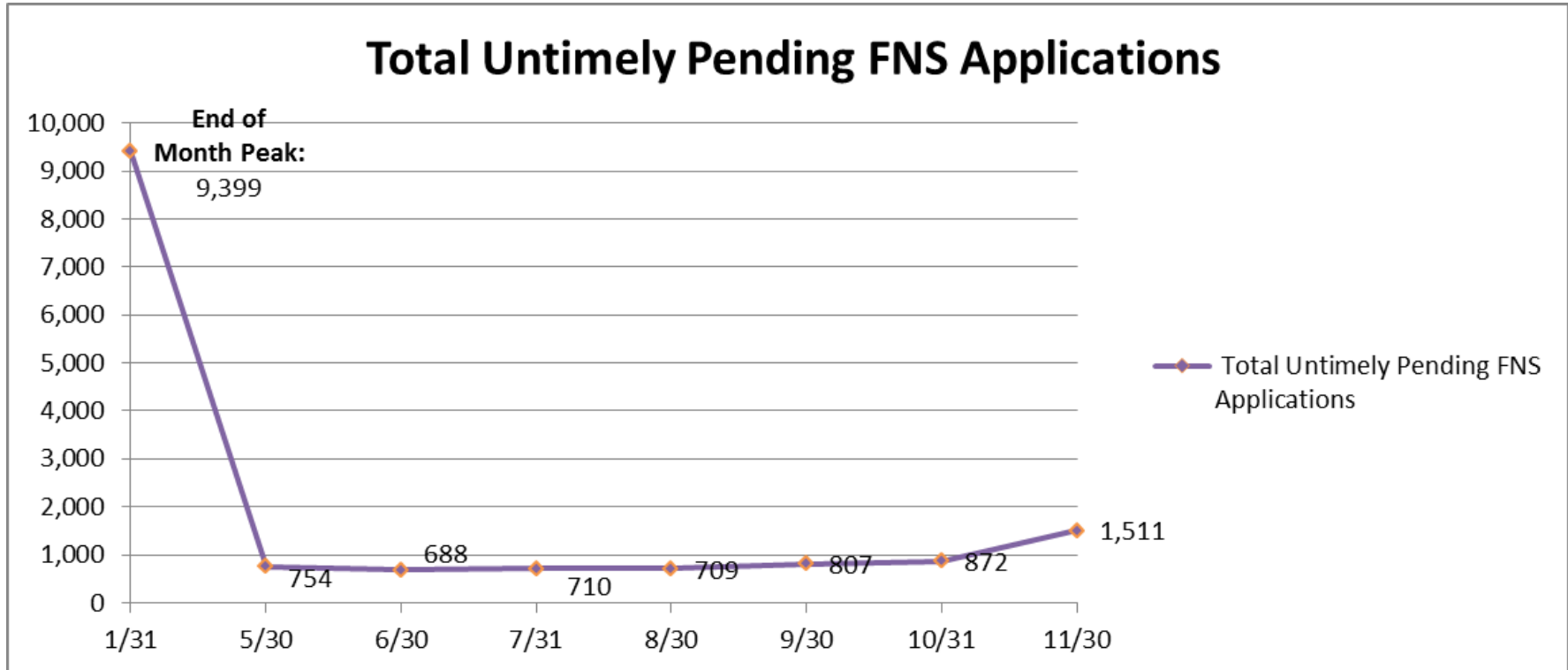# FNS Applications Processing Status

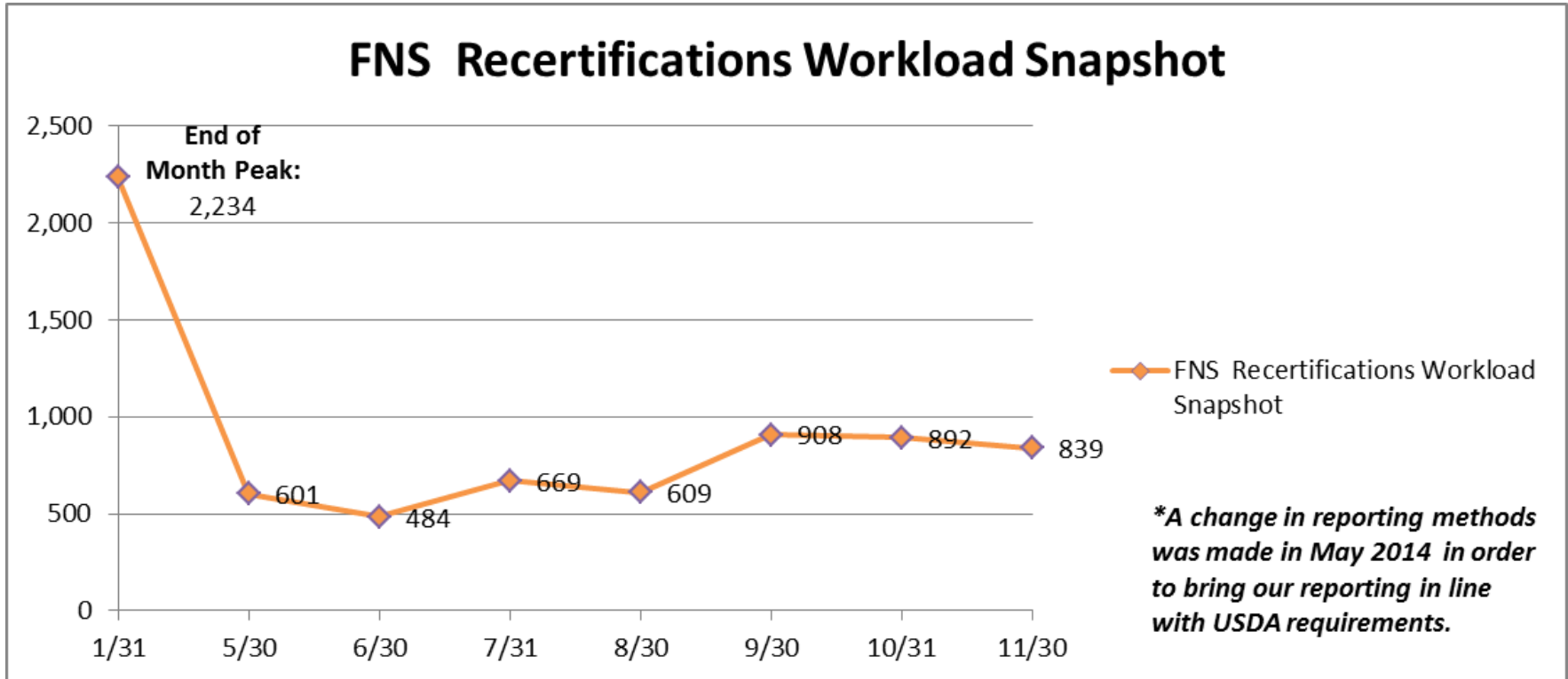- Counties successfully met the Feb. 10 and March 31 USDA FNS processing deadlines.

Total Untimely Pending FNS Applications

There will always be some applications that remain pending with good cause. As of November 30th, 1,511 untimely pending applications remained.

FNS Recertifications Workload Snapshot

- Counties successfully met Feb. 10 and March 31 USDA FNS processing deadlines.

FNS Recertifications Workload Snapshot

End of Month Peak: 2,234

- 1/31: 2,234
- 5/30: 601
- 6/30: 484
- 7/31: 669
- 8/30: 609
- 9/30: 908
- 10/31: 892
- 11/30: 839

*A change in reporting methods was made in May 2014 in order to bring our reporting in line with USDA requirements.

*There will always be some recertifications that remain pending with good cause. As of November 30th, 839 untimely pending recertifications remained.

Overall Medicaid Applications Processed

- **95% of new applications were processed in NC FAST to date in November, with 5% processed in EIS.**
- **Overall Medicaid Apps includes Adult Medicaid (includes Special Assistance and Refugee Assistance), Traditional Family and Children's Medicaid, and MAGI Family and Children's Medicaid (including those from HealthCare.gov).**
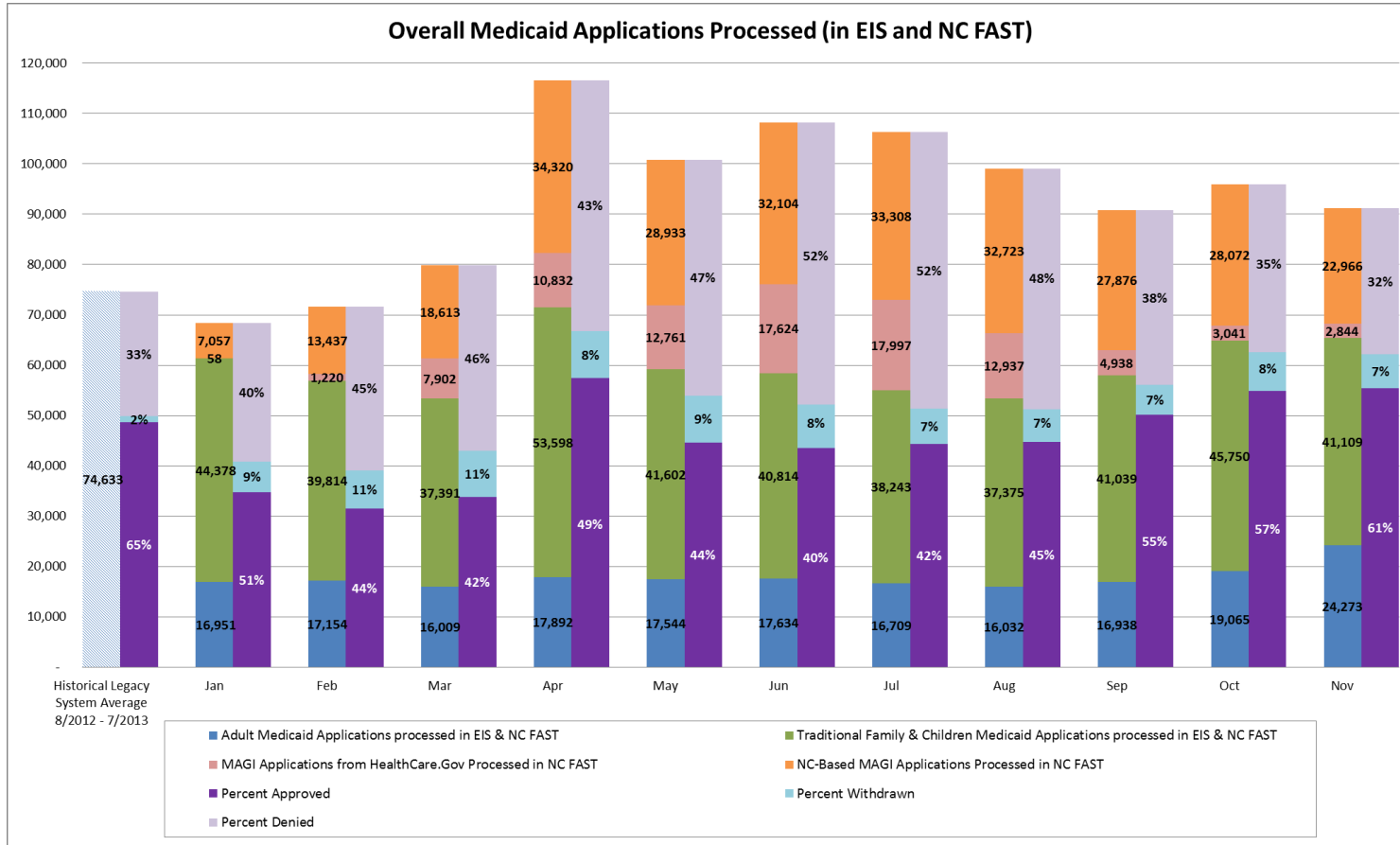
Overall Medicaid Applications Processed (in EIS and NC FAST)

SDX and SA products will be scheduled for release to NC FAST on a county by county basis.
**Data as of November 30th*

Special Assistance Applications Processed
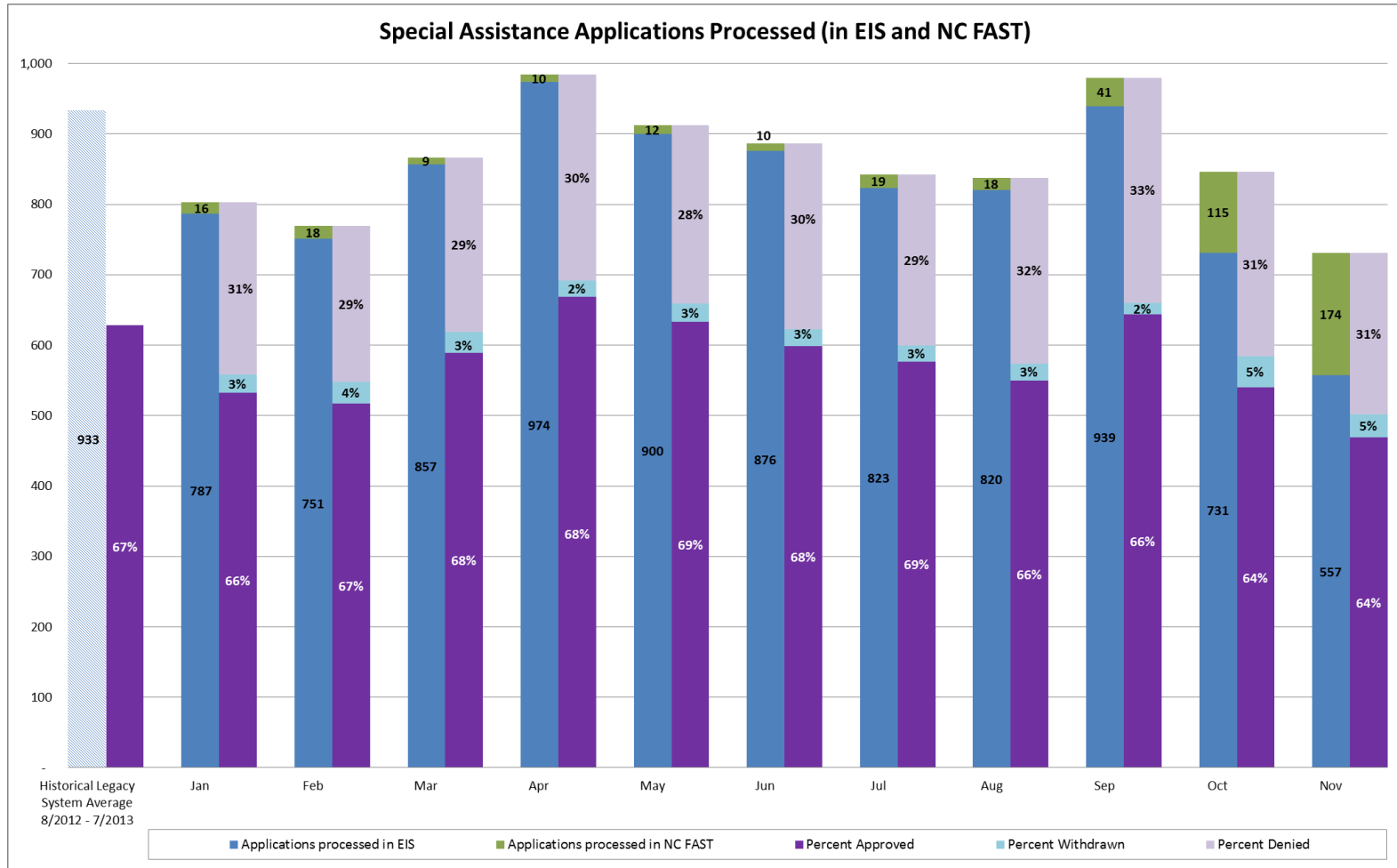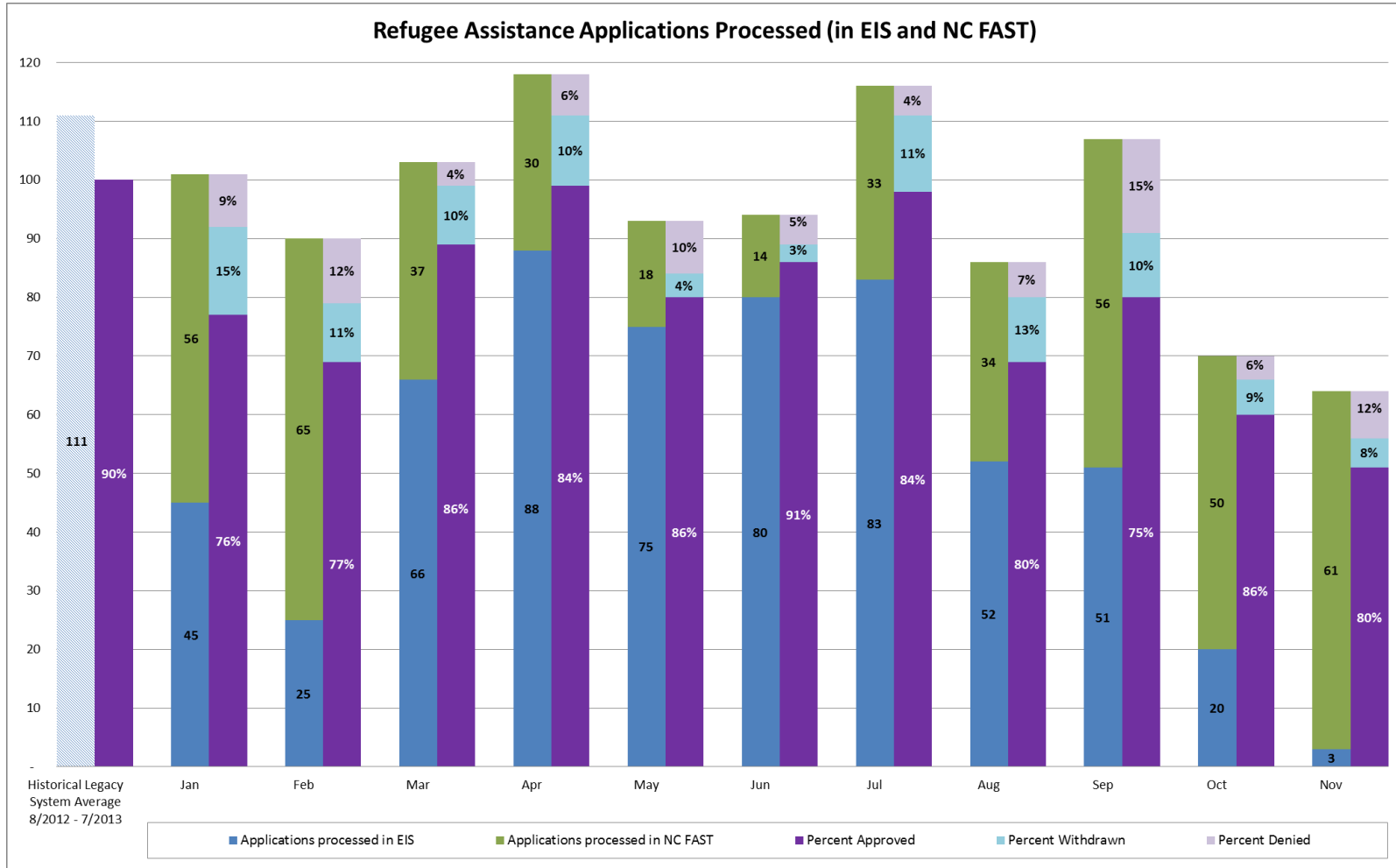

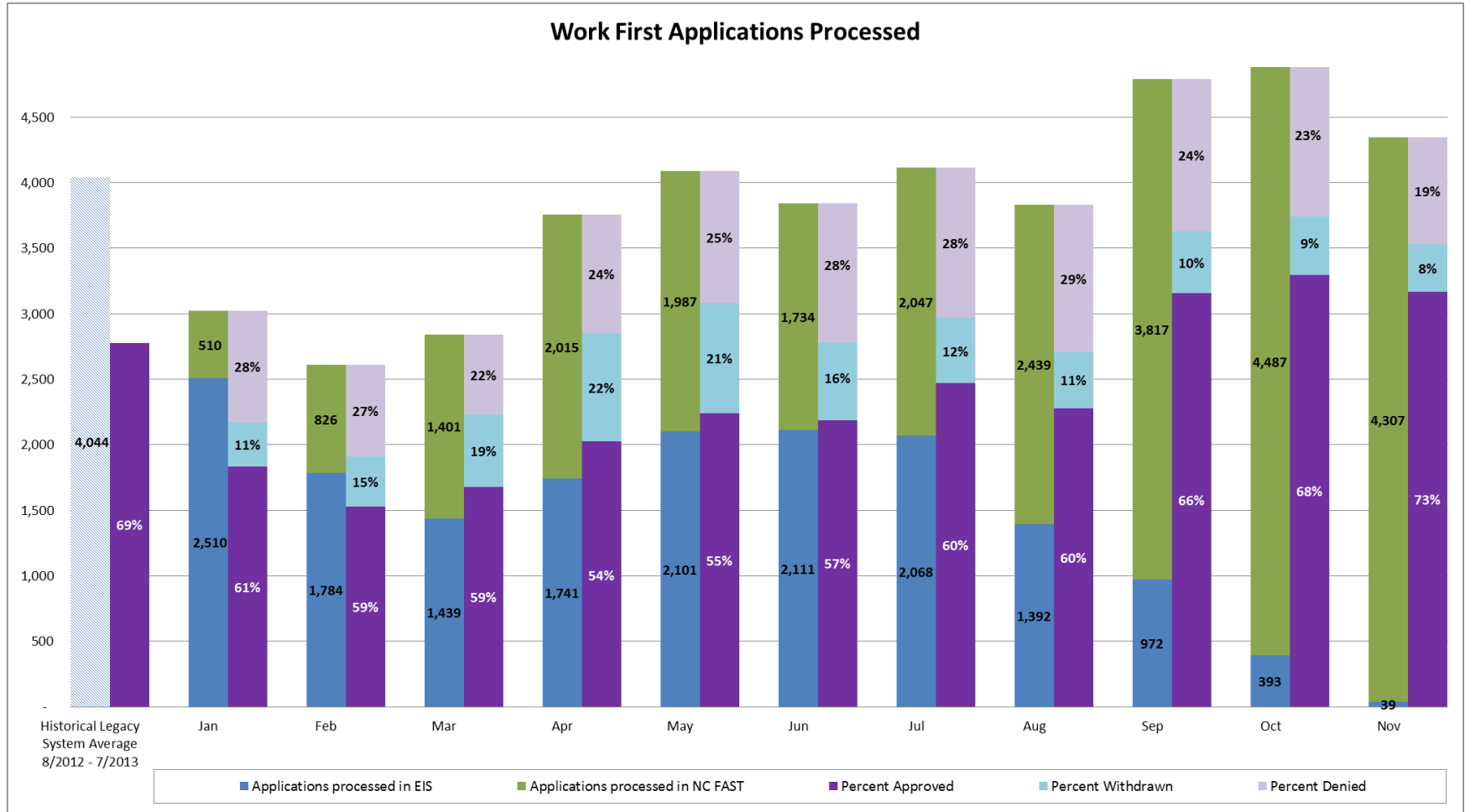*SDX and SA products will be scheduled for release to NC FAST on a county by county basis.
**Data as of November 30th

Refugee Assistance Applications Processed (in EIS and NC FAST)

Data as of November 30th

Work First Applications Processed

Data as of November 30th

HealthCare.gov Applications by Status

- 8,544 applications from 2014-2015 Open Enrollment submitted at healthcare.gov have been transferred to NC FAST.
- 23% of those applications have been fully processed by the state.
- 8% of the fully processed applications were approved for Medicaid; the remainder were denied, withdrawn, or transferred.

Status of Healthcare.gov/FFM Applications	2013-2014 Open Enrollment		2014-2015 Open Enrollment	
	Application Count	Application %	Application Count	Application %
FFM applications received by NC FAST	86,205*	100%	8,544	
Total FFM applications still being processed	1,623	2%	6,551	77%
Total FFM applications fully processed	84,582	98%	1,997	23%
Applications approved for Medicaid ("woodwork effect")	8,685	10%	158	8%
Applications denied/withdrawn/transferred	75,897	90%	1,839	92%
Duplicate Application	19,323	25%	347	19%
Already on Medicaid	12,342**	64%**	398	22%
Application processed and denied or withdrawn	56,575	75%	1,094	59%

Data as of November 30th
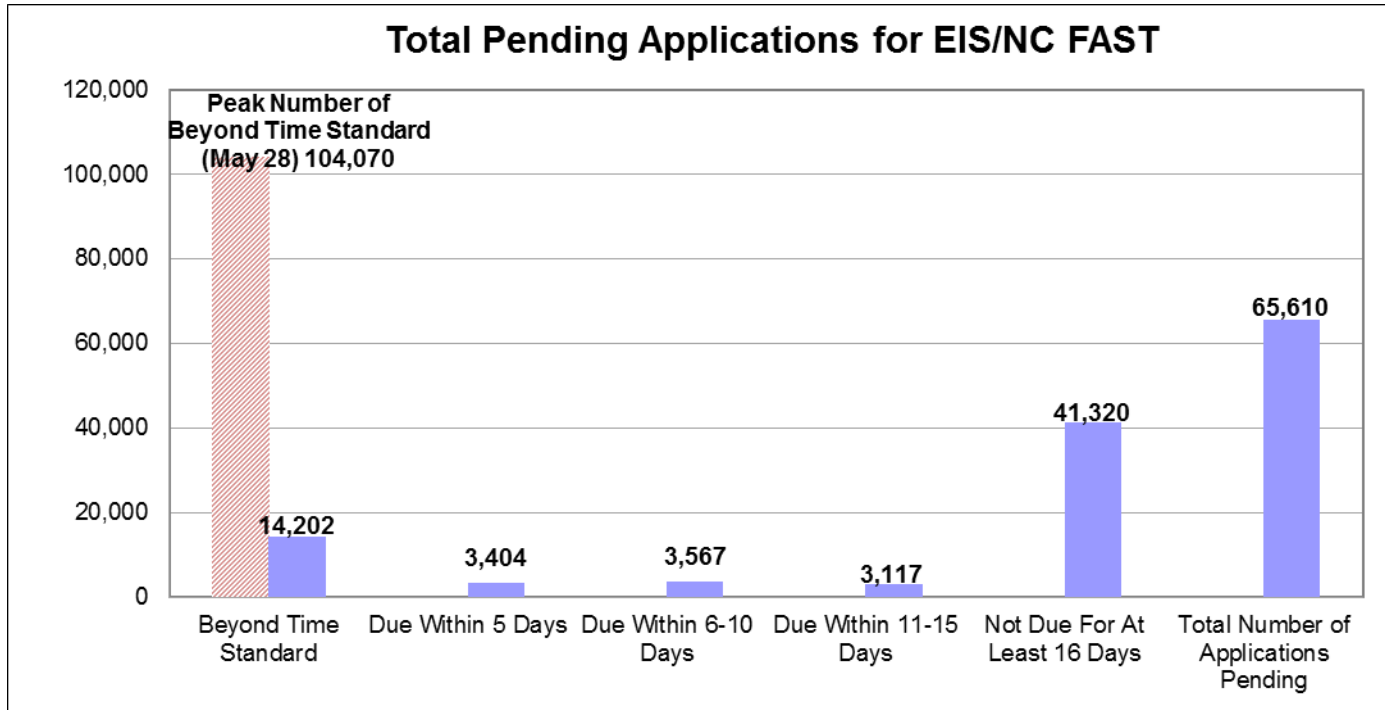* *This number was adjusted to reflect the number of only applications.*
** *This represents a subset of Duplicates*

- *Approved: Applications approved for MAGI-based programs from the FFM*
- *Denied: Applications denied for MAGI-based programs from the FFM (this includes duplicates, out of state applications and applicants already receiving Medicaid.)*
- *Withdrawn: Applicant requested to withdraw the application*

Pending Medicaid Applications

- There are currently 14,202 pending Medicaid applications in NC FAST and EIS that are beyond standard processing time *(Compared to 2014 peak of 104,070):*
    - FFM Applications: 720 *(Compared to 2014 peak of 45,058)*
    - NC FAST MAGI Applications: 3,381 *(Compared to 2014 peak of 31,890)*
    - NC FAST Traditional Applications: 9,343 *(Compared to 2014 peak of 20,938)*
    - EIS: 758 *Compared to 2014 peak of 9,051)*

Total Pending Applications for EIS/NC FAST

Peak Number of Beyond Time Standard (May 28) 104,070

| Beyond Time Standard	Due Within 5 Days	Due Within 6-10 Days	Due Within 11-15 Days	Not Due For At Least 16 Days	Total Number of Applications Pending
14,202	3,404	3,567	3,117	41,320	65,610

*Data as of November 26th

Total Untimely Pending Medicaid Applications

- We continue to monitor statewide and individual county progress in working through untimely pending Medicaid applications.

- Since the peak of untimely pending applications at the beginning of June, counties have been successful in lowering the overall backlog by 89% which includes a reduction of approximately 92,000 untimely pending applications.
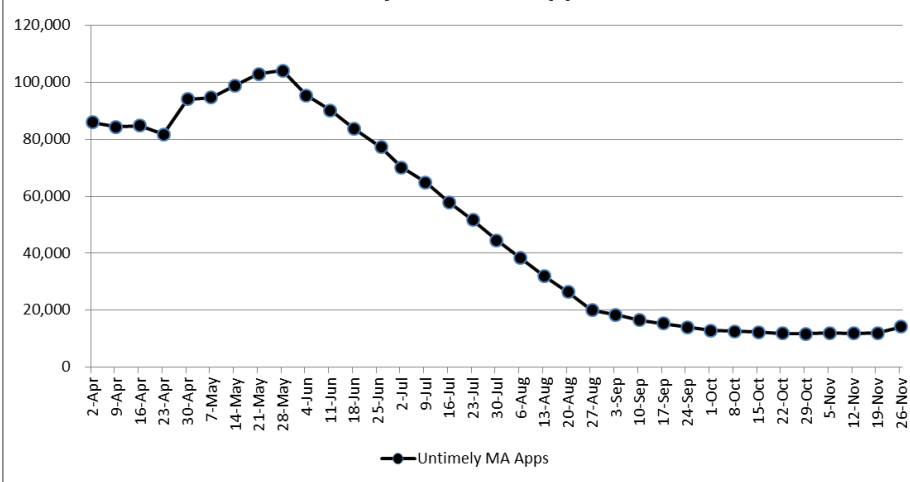
- 29% of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.

All Untimely Medicaid Applications

Untimely Medicaid Applications (Excluding ACA Impact)
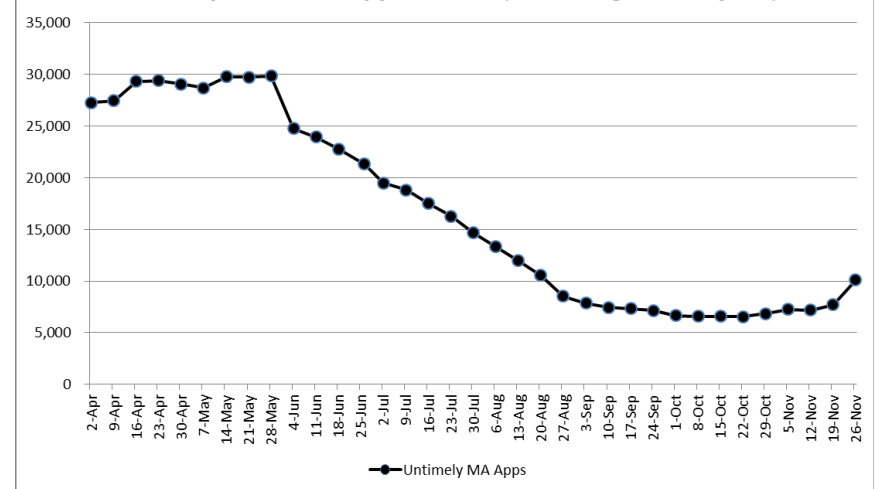
*There will always be some applications that remain pending with good cause.

Breakdown of Untimely Pending Apps

- There are 720 untimely pending Medicaid applications from the FFM.
- There are 3,381 untimely pending Medicaid applications for MAGI Programs received online or in county DSS offices.

Untimely Medicaid Applications in NC FAST - FFM MA Apps
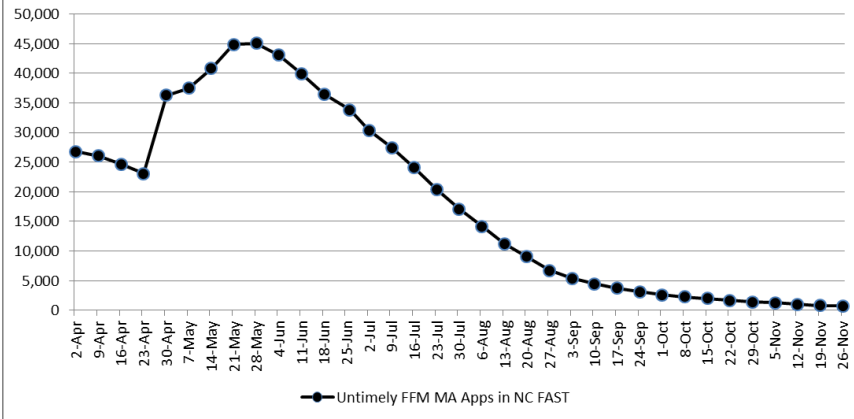
Untimely Medicaid Applications in NC FAST - P7 MA Apps
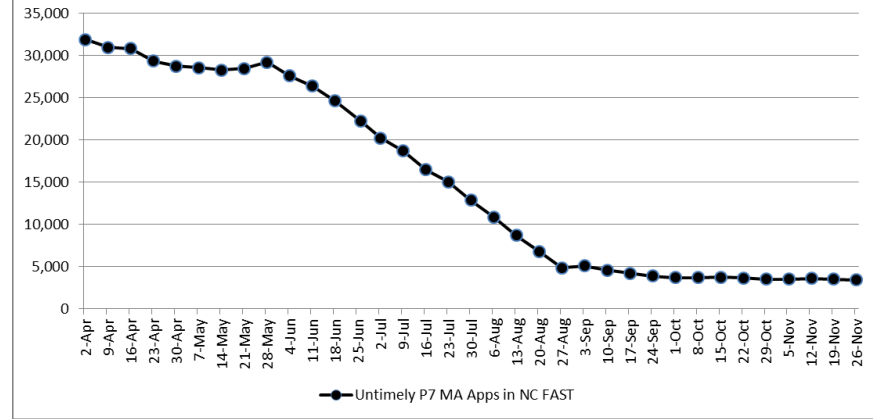
*Note: For the week ending Sept. 3, an adjustment was made to the reporting for NC-Based MAGI pending applications. Previously, reports used the received date to calculate timeliness. The adjusted reports now use the application date. As a result, there was an increase in the number of NC-Based MAGI applications being counted as untimely this week.

Breakdown of Untimely Pending Apps

- There are 758 untimely pending Medicaid applications in EIS for Traditional Programs.
- There are 9,343 untimely pending Medicaid applications in NC FAST for Traditional Programs.

Untimely Medicaid Applications in EIS (Legacy System)

Untimely Medicaid Applications in NC FAST - P26 MA Apps
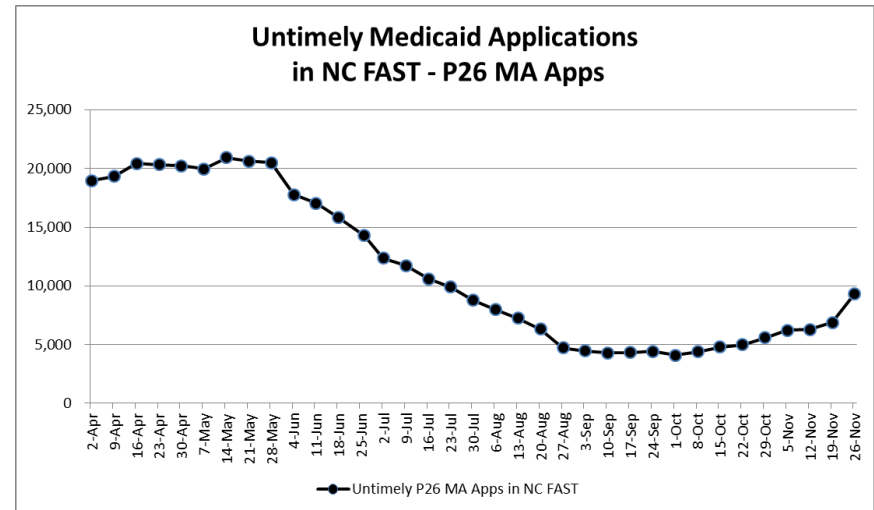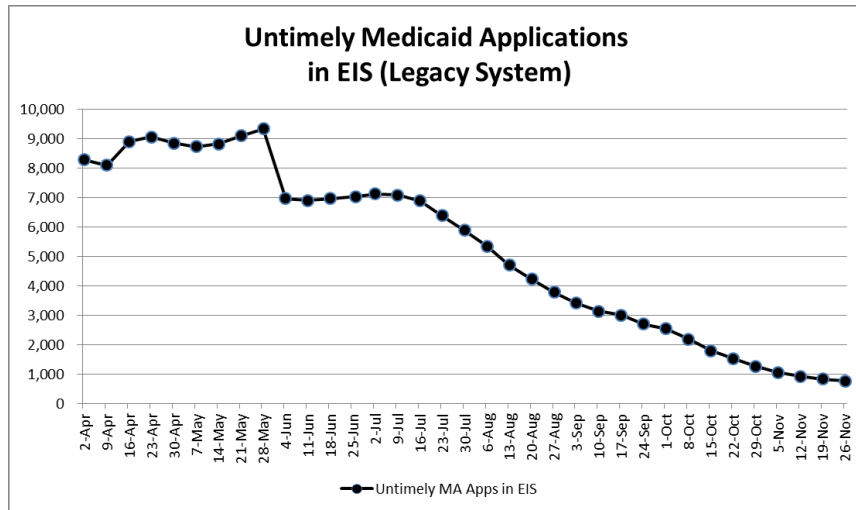
Note: Pilot county pending cases that were converted from EIS to NC FAST in December were erroneously being counted as untimely and unprocessed through the week of May 26th. This is the primary source of the significant drop in EIS untimely applications between the May 28 and June 4 counts.

Untimely Pending Medicaid Apps- Most Impacted Counties by Total Untimely

County	Change from Last Week	Total Untimely Pending Applications (as of 11/19)	Total Untimely Pending Applications (as of 11/26)	Untimely HealthCare.gov Apps (as of 11/26)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in November (as of 11/26)
Wake	⬆ -57	2,680	2,737	257	4,987	7,675
Mecklenburg	⬆ -124	1,588	1,712	72	6,704	8,244
Forsyth	⬆ -11	1,071	1,082	167	2,976	4,690
Guilford	⬆ -157	425	582	8	3,486	3,435
Onslow	⬆ -51	310	361	15	1,177	1,299
Robeson	⬆ -24	335	359	4	1,628	2,669
Columbus	⬆ -13	334	347	26	599	641
Cumberland	⬆ -29	302	331	0	2,708	3,454
Pitt	⬆ -51	247	298	8	1,160	964
Randolph	⬆ -63	203	266	7	1,088	1,102
Gaston	⬆ -69	196	265	7	2,141	1,820
New Hanover	⬆ -49	173	222	1	1,398	1,368
Union	⬆ -34	177	211	12	1,262	1,097
Johnston	⬆ -89	117	206	0	1,582	1,802
Durham	⬆ -70	125	195	0	2,145	3,397
Buncombe	⬆ -45	133	178	2	2,195	5,057
Davidson	⬆ -68	106	174	1	1,345	1,323
Iredell	⬆ -44	124	168	12	1,157	1,468
Cabarrus	⬆ -25	129	154	2	1,350	1,259
Caldwell	⬆ -23	125	148	10	750	997
TOTAL	⬆ *-1,096*	*8,900*	*9,996*	*611*	*41,837*	*53,761*

- Of all Medicaid applications beyond the standard processing time, 70% are from 20 counties.
- 6% of the pending untimely applications are from HealthCare.gov
- The following counties are no longer considered Most Impacted by Total Untimely counties: Alamance, Burke
- The following counties have been added to the Most Impacted by Total Untimely list this week: Davidson, Johnston

*There will always be some applications that remain pending with good cause.

# Untimely Pending Medicaid Apps- Most Impacted Counties by Volume

County	Current Untimely Medicaid Applications as a % of Typical Monthly Application Volume	Total Untimely Pending Applications *(as of 11/26)*	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in November *(as of 11/26)*
Graham	88%	72	82	67
Columbus	58%	347	599	641
Pamlico	57%	53	93	78
Wake	55%	2,737	4,987	7,675
Hyde	48%	18	38	53
Hertford	45%	72	160	415
Washington	45%	56	125	129
Davie	37%	89	240	224
Forsyth	36%	1,082	2,976	4,690
Onslow	31%	361	1,177	1,299
Hoke	30%	115	380	259
Yancey	28%	35	123	186
Tyrrell	27%	10	37	62
Pitt	26%	298	1,160	964
Mecklenburg	26%	1,712	6,704	8,244
Polk	25%	34	136	122
Randolph	24%	266	1,088	1,102
Swain	22%	33	148	296
Robeson	22%	359	1,628	2,669
Orange	22%	126	581	621
TOTAL	*35%*	*7,875*	*22,460*	*29,796*

*There will always be some applications that remain pending with good cause.

- The following counties are no longer considered Most Impacted by Volume counties: Caldwell, Mitchell
- The following counties have been added to the Most Impacted by Volume counties list this week: Orange, Polk

Medicaid Recertifications Processed

- Historically, the average number of recertifications processed each month in EIS is 82,191. The average overdue recertifications per month is 7,166, and the average extended per month is 6,578.
- December through April totals are increased due to the Medicaid Waiver extensions.

Medicaid Recertifications Processed in EIS and NC FAST
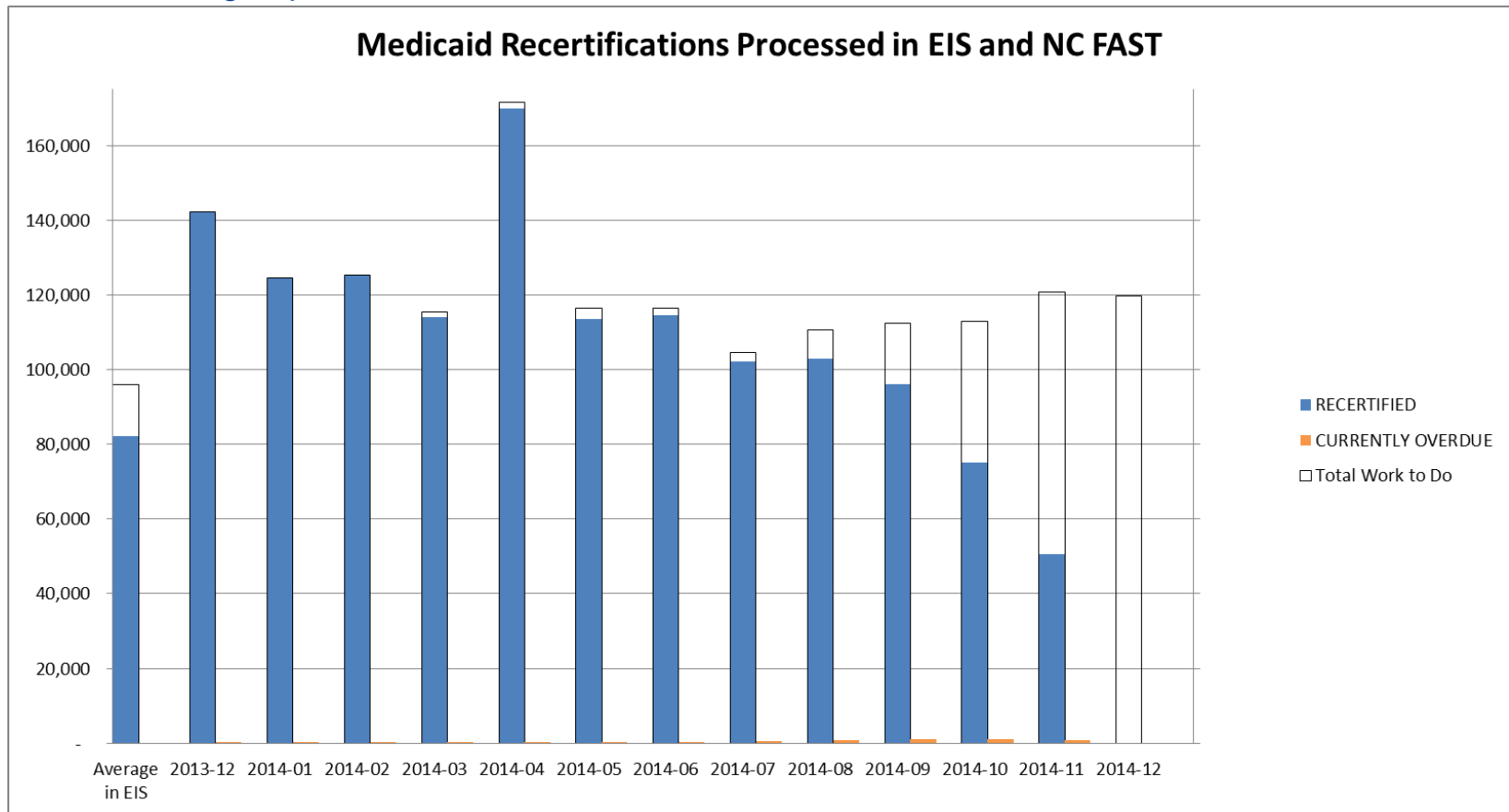
Data as of November 30th

Pending Medicaid Recertifications

- A total of 262,122 Medicaid recertifications are pending through the end of the calendar year.

Pending Recerts in EIS and NC FAST by Product

Legend:
- Total Pending Recerts Remaining by Month
- Pending Extended Family and Children's Medicaid
- Pending Adult Medicaid Due
- Pending Family and Children's Medicaid Due
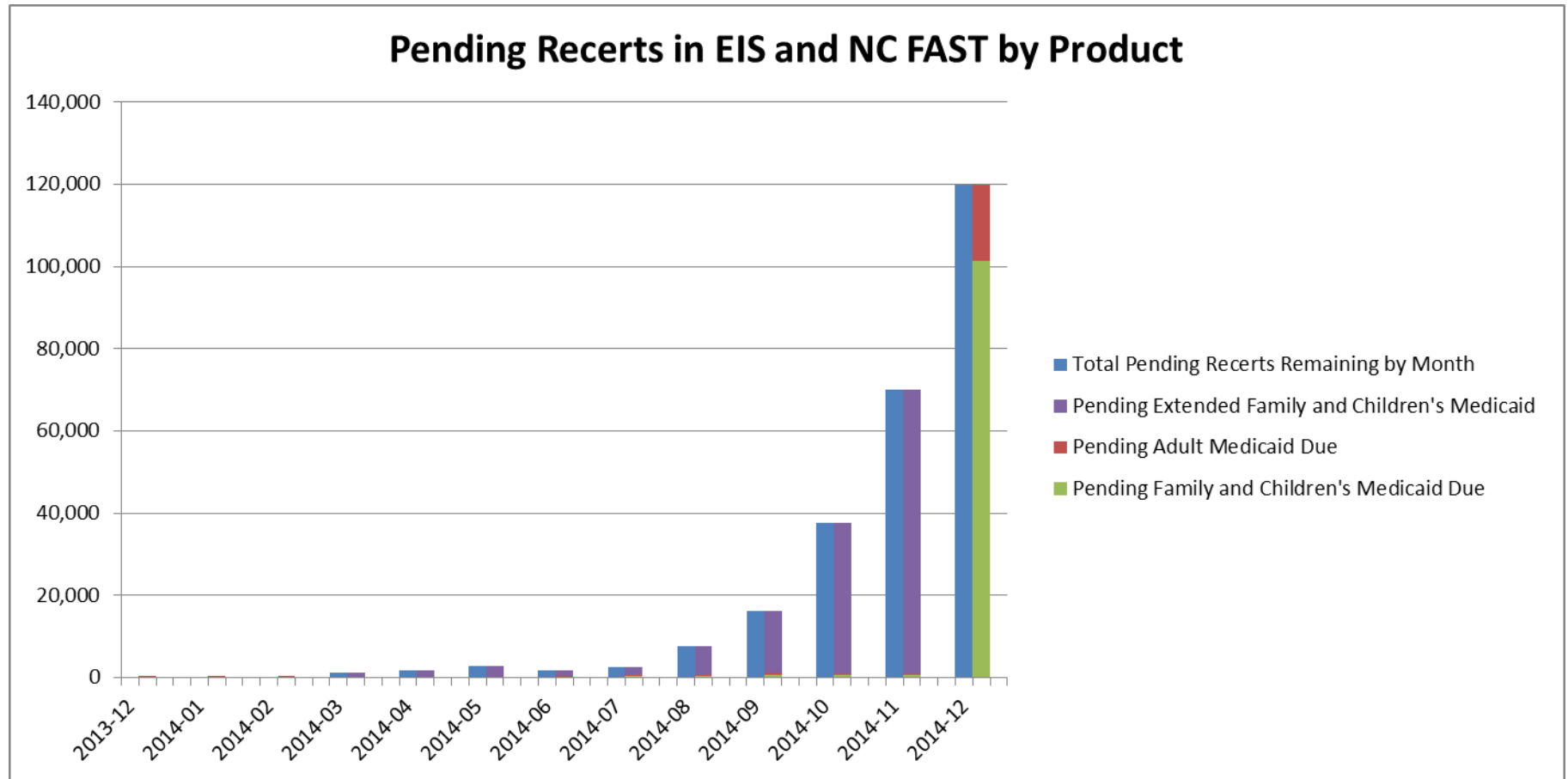
Data as of November 30th

Medicaid Recertification Workload

- The current target plan is to clear Medicaid Recertifications by December 31.

Total Medicaid Recertification Workload in EIS and NC FAST

Legend:
- Projection at Needed Pace
- Pending Recerts
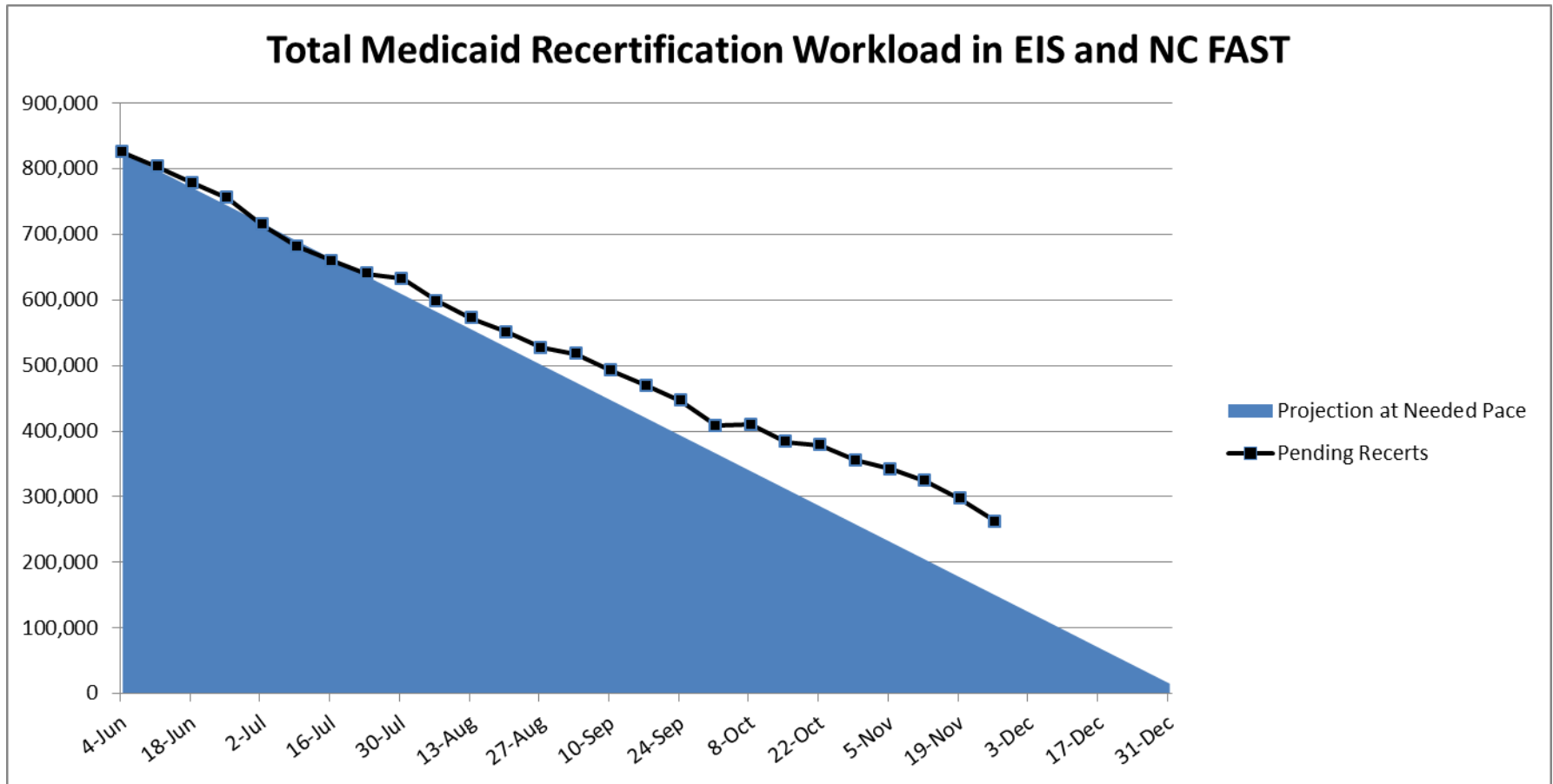
Data as of November 30th

Pending Medicaid Recerts- Most Impacted Counties

County	Total Recerts Due through December	December Recerts Due as of 11/30 (Originally Due and Extended Due)	Past Due Recerts as of 11/30	"Typical" Monthly Average of Recerts Due	Recerts Due in Dec (as of 11/30) as Percentage of "Typical" Monthly Average
Orange	6,437	6,363	74	700	909%
Johnston	12,680	12,587	93	1,900	662%
Harnett	9,456	9,393	63	1,585	593%
Watauga	1,837	1,758	79	347	507%
Rowan	10,863	10,653	210	2,170	491%
Pamlico	788	754	34	167	451%
Polk	900	850	50	189	450%
Scotland	2,744	2,683	61	605	443%
Sampson	6,413	6,394	19	1,452	440%
Randolph	8,146	8,031	115	1,944	413%
New Hanover	8,140	8,037	103	2,136	376%
Granville	2,529	2,446	83	717	341%
Wake	20,179	19,884	295	5,897	337%
Union	4,920	4,776	144	1,423	336%
Alamance	8,022	7,832	190	2,449	320%
Burke	3,740	3,646	94	1,164	313%
Martin	932	906	26	296	306%
Vance	2,054	2,006	48	684	293%
Pender	2,055	2,013	42	690	292%
Cabarrus	6,583	6,537	46	2,268	288%
Total	**119,418**	**117,549**	**1,869**	**28,783**	**408%**
Statewide	**262,122**	**256,284**	**5,838**	**117,998**	**217%**

- The following counties are no longer considered a Most Impacted county: Wayne
- The following counties have been added to the Most Impacted counties list this week: Union

Key System Metrics

- NC FAST monitors key system metrics monthly, including:

Metric	Description	June	July	Aug	Sept	Oct
System Availability	99% or better system availability during scheduled uptime	100%	100%	100%	99.75%	99.64%
No. of Critical Incidents	An outage that results in the entire NC FAST application not being available (e.g., all locations are unable to access the application due to a core infrastructure failure). Can also be a period of time during which system performance is degraded to the point normal business functions cannot be completed even though the system is available.	0	0	0	0	0
No. of Major Incidents	An outage in which the NC FAST application is available, but one or more of the core functions provided by the application is not operable (e.g., ability to create or view a case is available, but the Enterprise Service Bus is not available so no actions can be taken on any case).	0	0	0	0	0

*60 min delay in uptime on Sunday, Sept 28.
**90 min downtime on Monday, Oct 6.
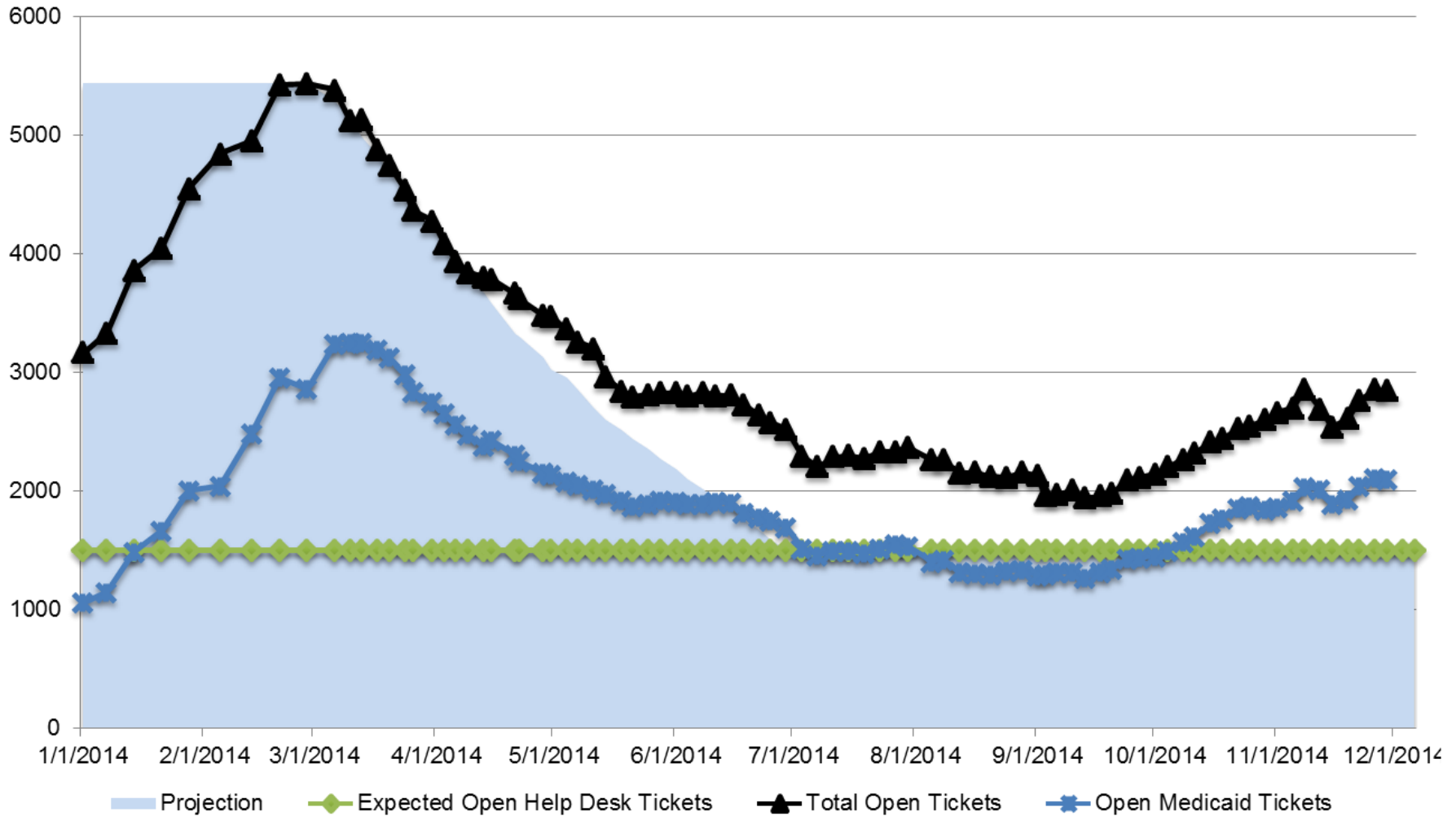Note: Metrics are measured monthly by the 15th of the following month.

Rate of Help Desk Tickets
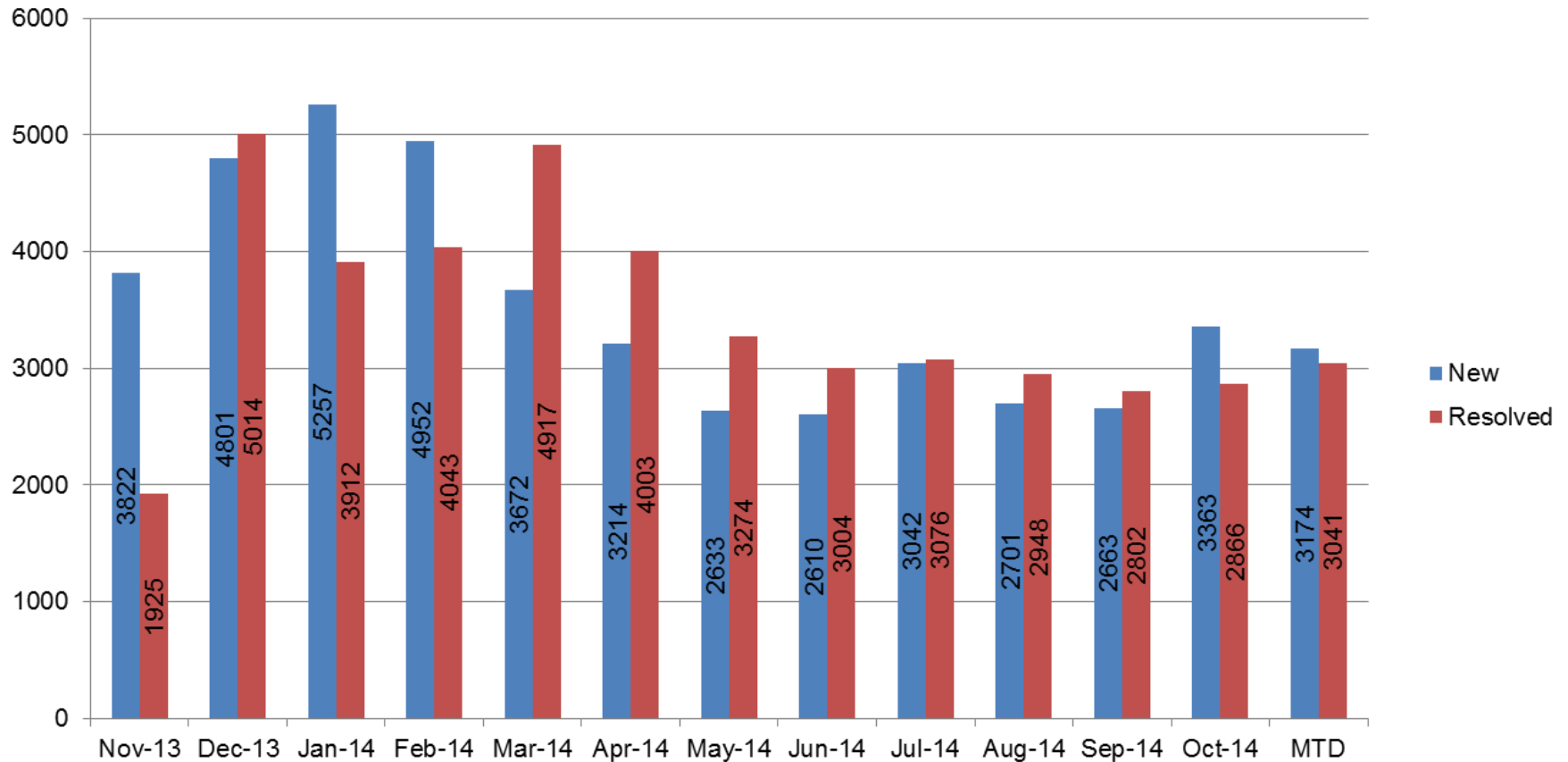
- *Opened Last Week (11/20-11/26): 805*
- *Closed Last Week (11/20-11/26): 588*

Data as of November 30th

Help Desk Backlog Reduction

Data as of November 30th

Legacy System Application Shut Down Schedule

- The ability to process applications in the Legacy system is being slowly revoked by county depending upon their place in the Hard Launch schedule and by program, over time.

Targeted Date	Programs	Counties	Status
Thursday, 7/3	AAF, MAF, MIC, MPW, MRF, RRF	Pilot	Complete
Friday, 10/17	AAF, MAF, MPW, MRF, RRF, MSB, SCD	Hard Launch Counties – Pilot through Group 4	Complete
Friday, 10/24	IAS, HSF	Hard Launch Counties – Pilot through Group 4	Complete
Friday, 10/31	AAF, MAF, MPW, MRF, RRF, MSB, SCD, IAS, HSF	Group 5 Hard Launch Counties	Complete
Friday, 11/7	MIC (MIC-L workaround)	All counties	Complete
Friday, 12/14	SAA, SAD, MAD (LIS), MAA (LIS), MQB (LIS), MAB (HCWD workaround)	All counties	

Data as of November 30th

Schedule Subject to Change

Final Legacy Conversion Schedule

- The tentative schedule to completely convert all necessary records from the Legacy system before the end of the calendar year is as follows:

Release #	Targeted Deployment	Major Release Contents	System Outage
4.29.0	10/25 – 10/26	Selective Conversion SDX and Defects Release	5 PM Saturday to 5 AM Monday
N/A	11/1 – 11/2	Group 5 Hard Launch Mini-Release (Account Transfer)	7 PM Friday to 5 AM Monday
4.30.0	11/8 – 11/9	Selective Conversion MIC-L and Subprogram for CHIP USDA Forms Updates Defects Release	5 PM Saturday to 5 AM Monday
N/A	11/15 – 11/16	Selective Conversion	7 PM Saturday to Noon Sunday
N/A	11/22 – 11/23		No Outage
N/A	11/29 – 11/30 Holiday Weekend		No Outage
4.31.0	12/6 – 12/7	Selective Conversion SA w/SSI, LIS, HCWD Workaround and Defects Release COLA Updates	Noon Saturday to 5 AM Monday
N/A	12/13 – 12/14	SDX Case Conversion SA Case Conversion and Mass Individual Conversion Updates to turn off EIS	9 PM Friday to 5 AM Monday
4.31.1	12/20 -12/21	Contingency Weekend for Conversion Small Defect Release	5 PM Saturday to 5 AM Monday
	12/27 -12/28		No Outage
	1/3 – 1/4		No Outage

Data as of November 30th   *Schedule Subject to Change*

Medicaid Streamlined Processing

In an effort to reduce the number of Medicaid cases currently overdue for recertification, DMA is evaluating a number of options to assist counties in completing these recertifications in a less time intensive manner. Once these options have been thoroughly evaluated, DMA will issue further communication explaining what changes, if any, will be made to current policy or procedural guidance. Some of the items being considered:

- Relax NC FAST system requirement for supervisor to approve changes to citizenship and citizenship verification items. (Implemented 11/8/2014)
- Relax NC FAST system requirement for supervisors to have to approve cases processed using forced eligibility for P7 Retro, P7 Emergency, P7 Transitional, 2101f, and MIC-L.
- Relax requirement calling for two verifications of residency in order to process Medicaid (This will required legislative changes for 2015 Legislative Session)
- Combine DMA forms 5067 and 5199 required to notify client of upcoming review and gather tax filing information into one form and send en masse to all clients with reviews coming due in the next three months.

County Streamlined Processing

- Identify and bring on additional temporary staff and/or vendor staff to assist with case processing

- Dedicate specific individuals to handle applications received via Healthcare.gov

- Dedicate individuals to track distribution and receipt of forms. Institute a follow up procedure to encourage clients to return information before the 30 day window expires

- Facilitate county "moonlighting" to allow counties that are caught up to assist impacted counties with case processing