

NC FAST

North Carolina Families Accessing
Services through Technology

County DSS Director's Update

February 3, 2015

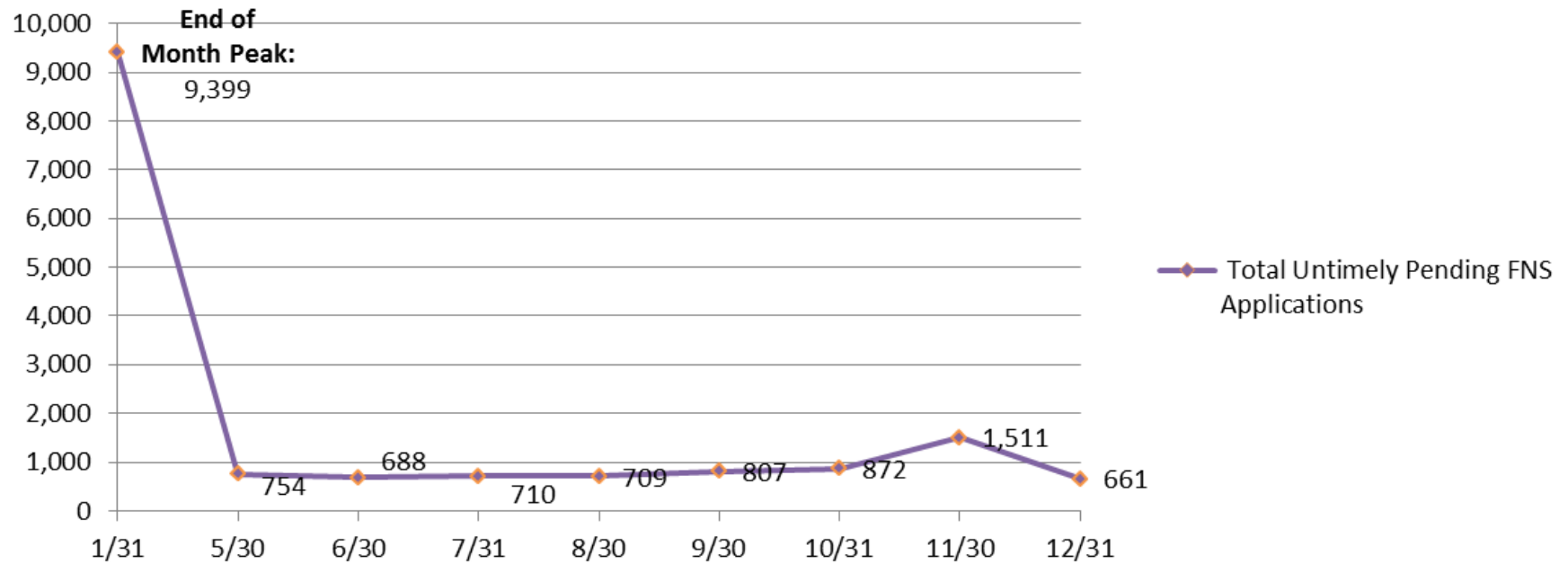


North Carolina
Department of
Health & Human Services

FNS Applications Processing Status

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

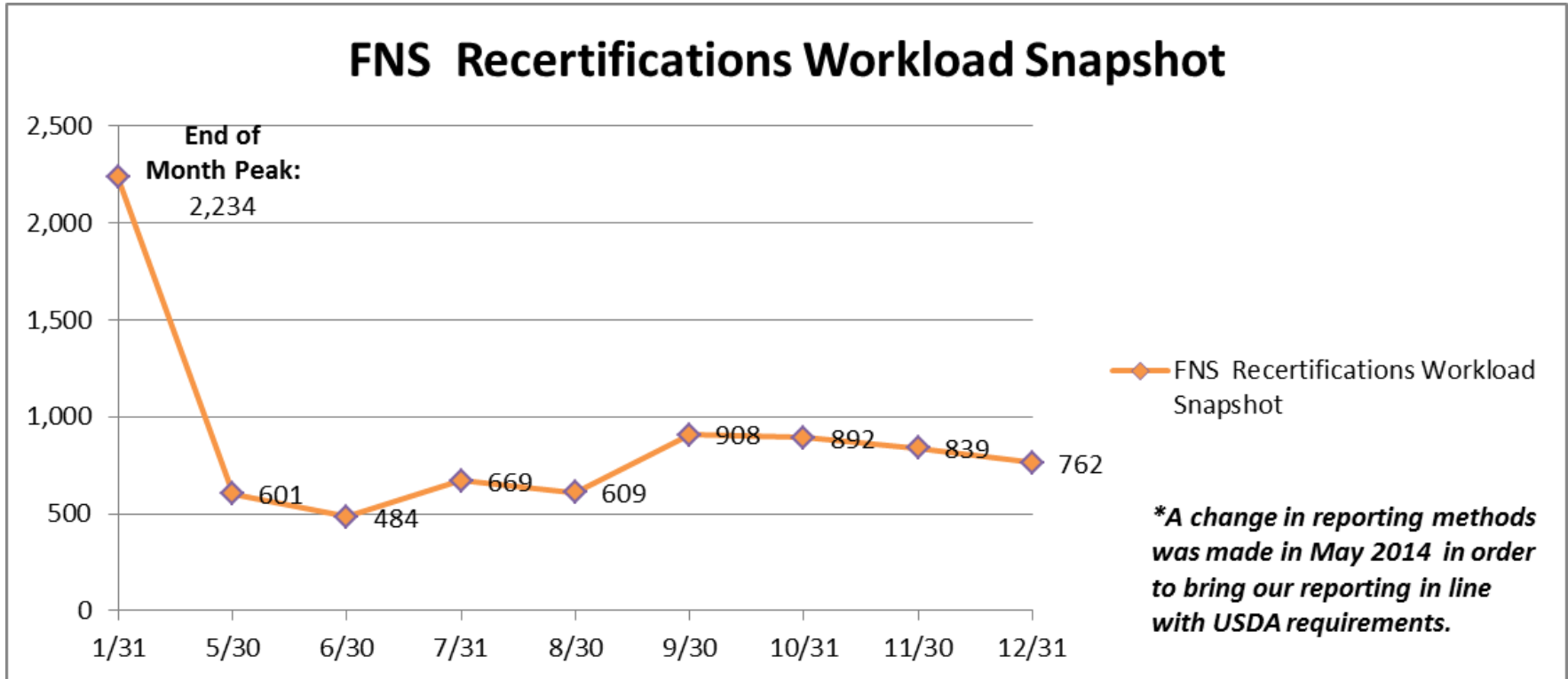
Total Untimely Pending FNS Applications



*There will always be some applications that remain pending with good cause. As of December 31st, 661 untimely pending applications remained.

FNS Recertifications Workload Snapshot

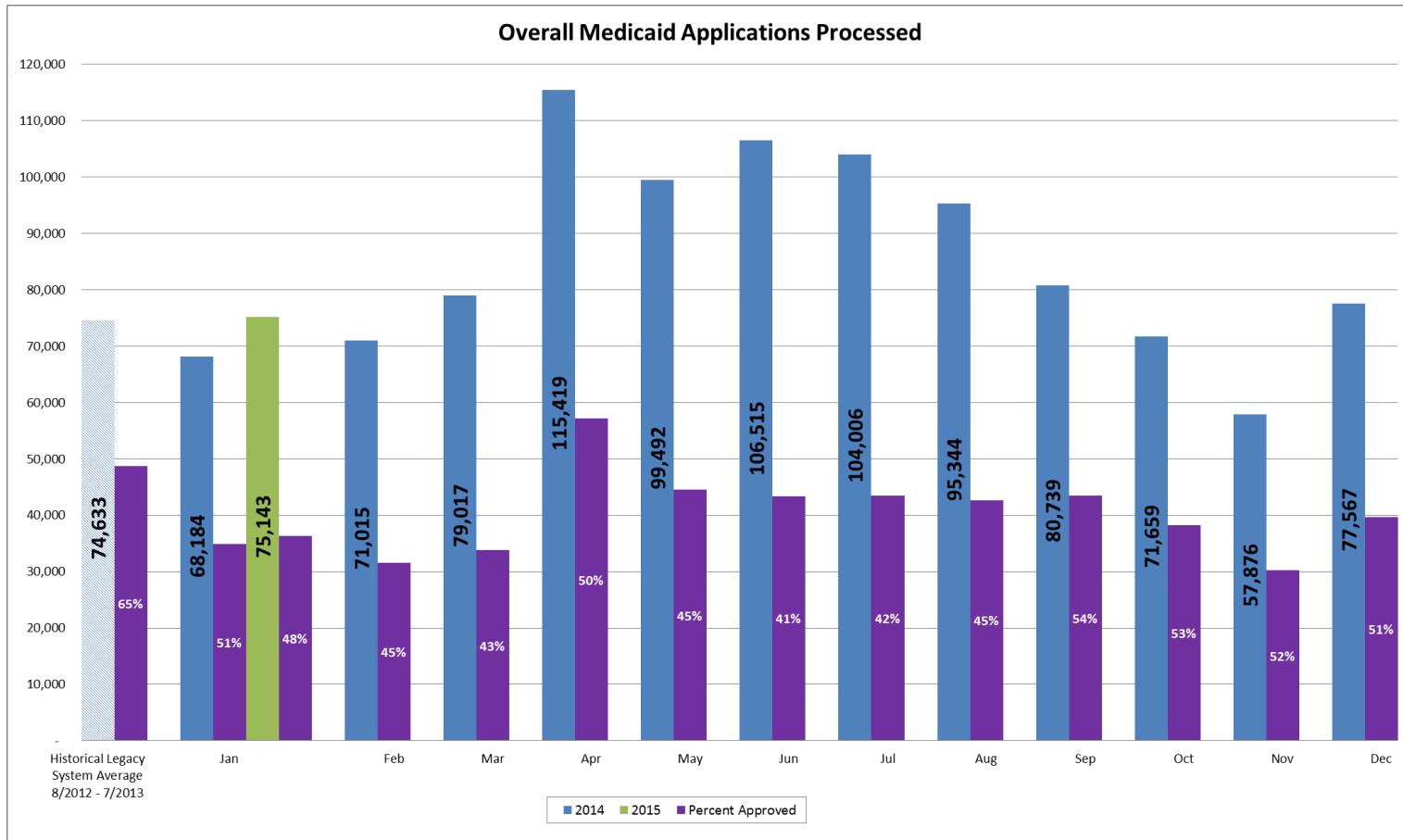
- Counties successfully met Feb. 10 and March 31 USDA FNS processing deadlines.



***There will always be some recertifications that remain pending with good cause. As of December 31st, 762 untimely pending recertifications remained.**

Overall Medicaid Applications Processed

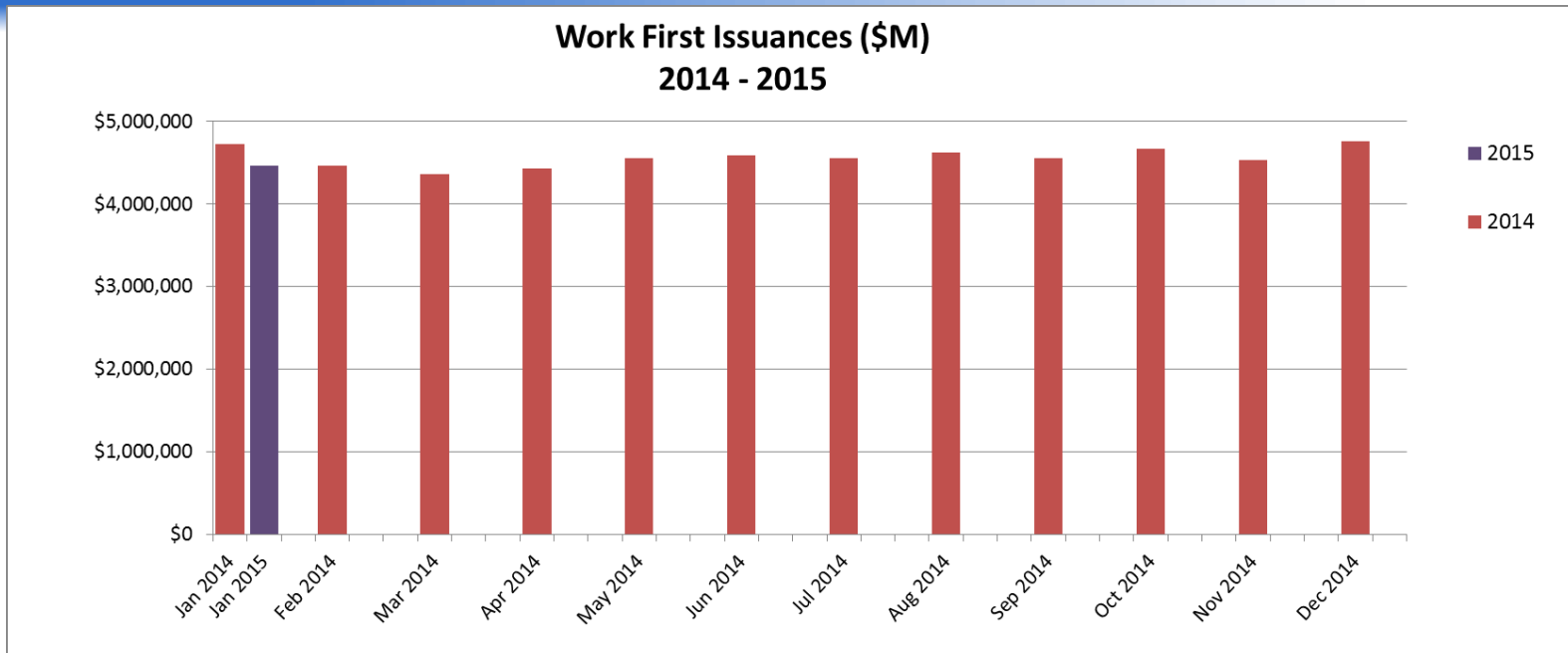
- Overall Medicaid Apps includes Adult Medicaid (includes SDX, Special Assistance and Refugee Assistance), Traditional Family and Children's Medicaid, and MAGI Family and Children's Medicaid (including those from HealthCare.gov).



**Data as of January 28th*

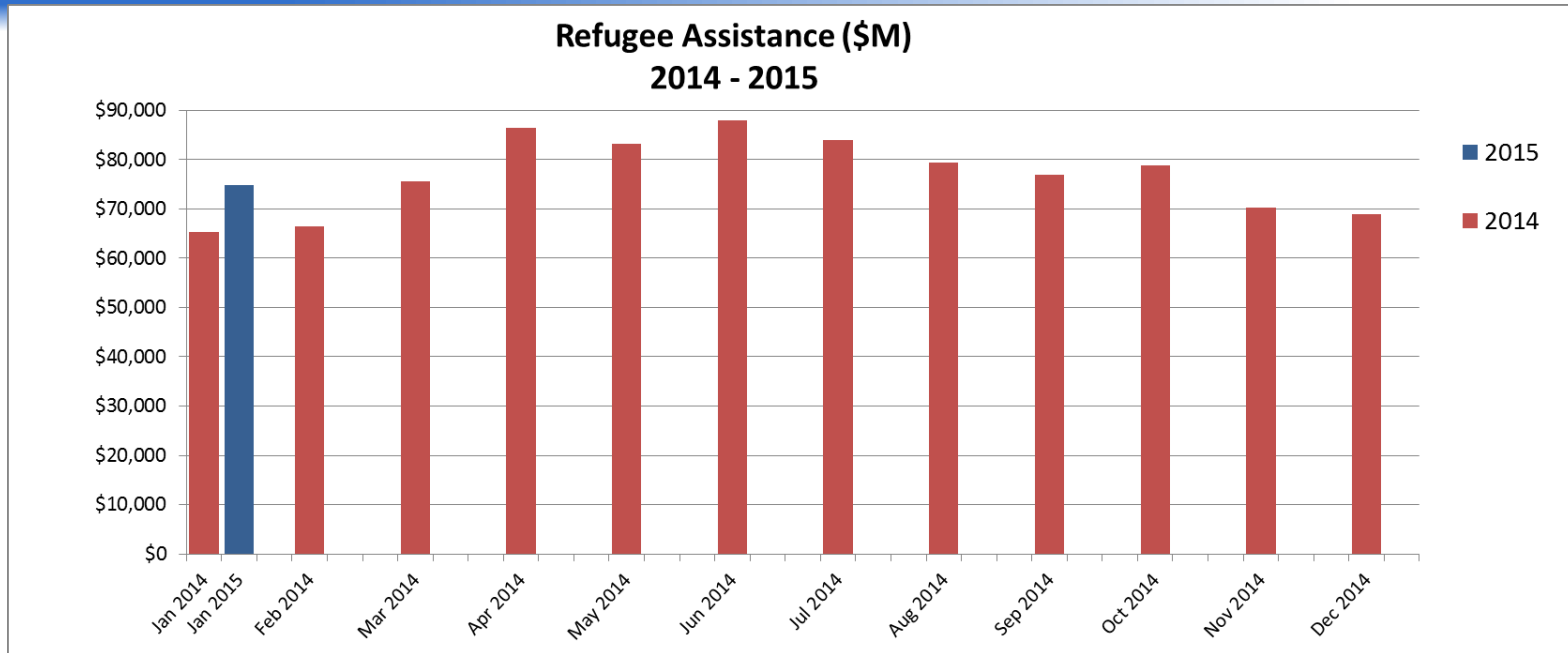
***Application counts from NC FAST were adjusted on Dec 29th. Some recertifications were being counted in the application totals by mistake. This primarily impacted the totals from September forward.*

Work First Issuances



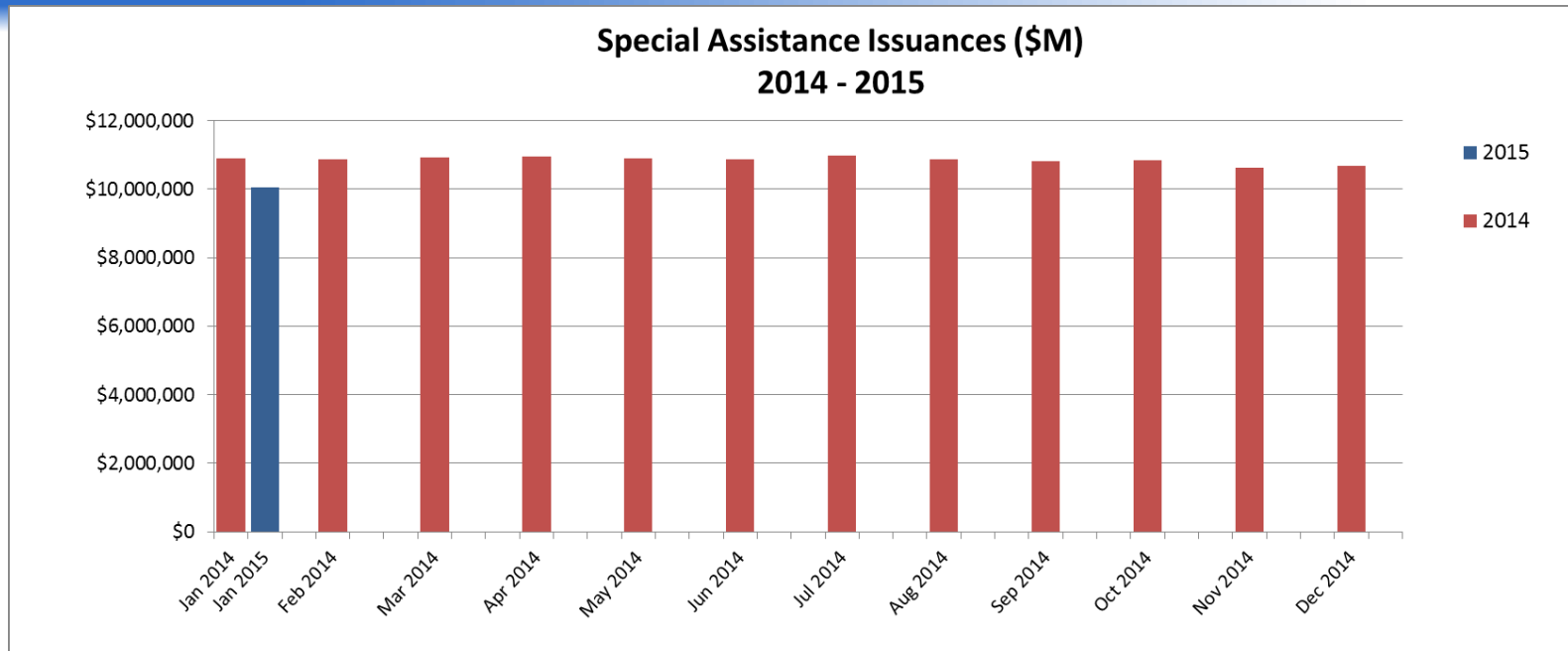
							Current Month
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015 (as of 1/28)
# of Payments Issued (NC FAST)	3,282	4,383	6,013	9,731	17,459	21,378	20,364
Amount of Payments Issued (NC FAST)	\$794,552	\$1,123,327	\$1,406,635	\$2,090,650	\$3,894,478	\$4,744,600	\$4,461,213

Refugee Assistance Issuances



							Current Month
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015 (as of 1/28)
# of Payments Issued (NC FAST)	161	97	154	174	227	362	391
Amount of Payments Issued (NC FAST)	\$30,218	\$25,316	\$24,116	\$33,792	\$52,428	\$68,962	\$74,903

Special Assistance Issuances

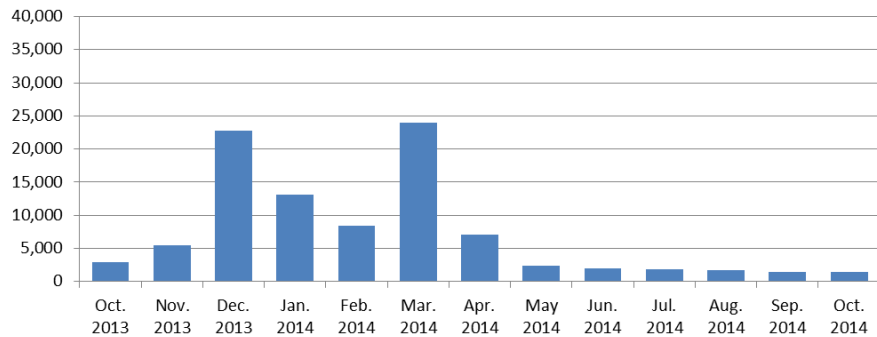


							Current Month
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015 (as of 1/28)
# of Payments Issued (NC FAST)	46	14	99	170	329	659	15,471
Amount of Payments Issued (NC FAST)	\$14,974	\$24,456	\$30,478	\$64,035	\$135,169	\$275,449	\$6,387,417

HealthCare.gov Open Enrollment Comparison

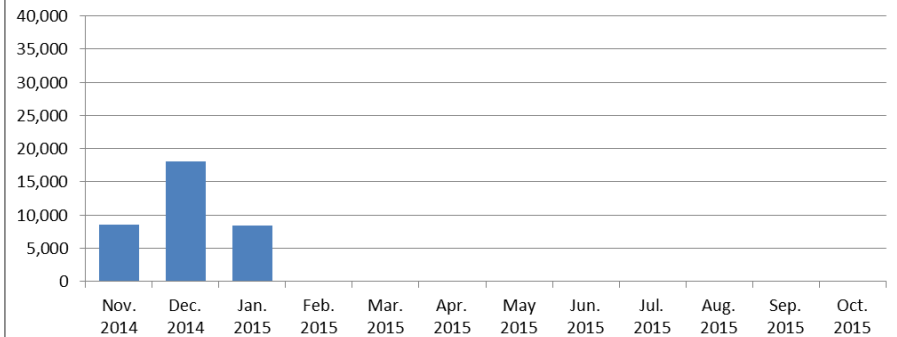
ACA Year 1 Open Enrollment

**HealthCare.Gov Applications by Month Submitted
Open Enrollment (2013-2014)**

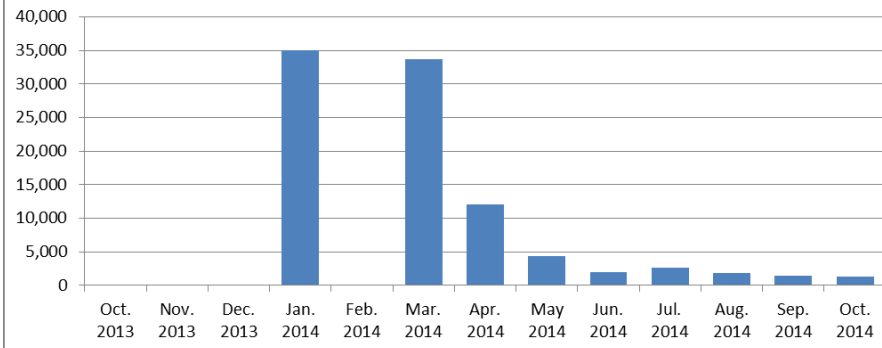


ACA Year 2 Open Enrollment

**HealthCare.Gov Applications by Month
Open Enrollment (2014-2015)**



**HealthCare.Gov Applications by Month Received in
NC Open Enrollment (2013-2014)**



- During Year 1 Open Enrollment (2013-2014), NC did not begin receiving applications from HealthCare.gov until January. This caused applications from Oct.-Dec. 2014 to accumulate, creating a burden for our counties.
- For Year 2 Open Enrollment (2014-2015), NC will receive applications from HealthCare.gov as they are submitted, which will help create a more steady workload of HealthCare.gov applications.

**Data as of January 29th*



HealthCare.gov Applications by Status

- 35,021 applications from 2014-2015 Open Enrollment submitted at healthcare.gov (FFM) have been transferred to NC FAST.
- 57% of those applications have been fully processed by the state.
- 10% 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	86,932	100%	35,021	
Total FFM applications still being processed	304	.3%	15,041	43%
Total FFM applications fully processed	86,628	99.7%	19,991	57%
Applications approved for Medicaid ("woodwork effect")	8,980	10%	1,976	10%
Applications denied/withdrawn/transferred	77,648	90%	18,017	90%
Duplicate Application	6,994	9%	3,655	20%
Already on Medicaid*	12,368	16%	4,816	27%
Application processed and denied or withdrawn	58,286	75%	9,546	53%

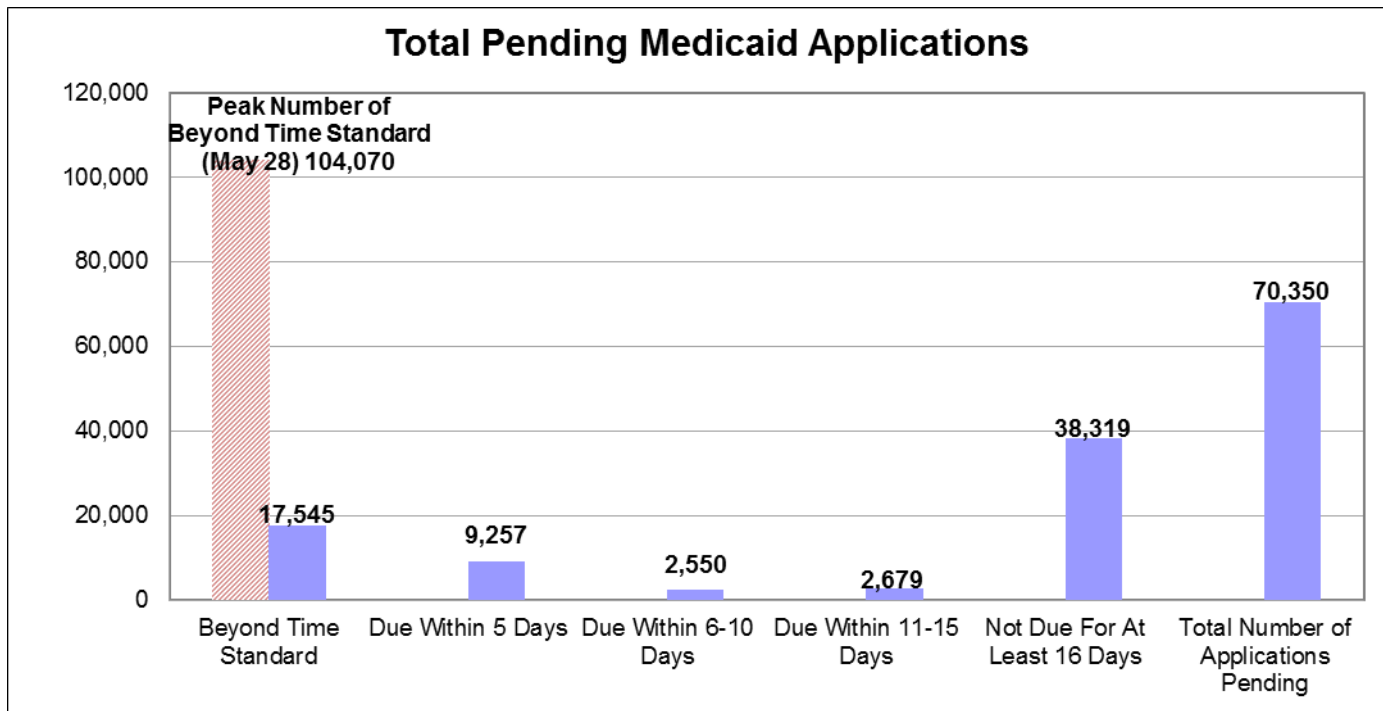
Data as of January 29th

**The 2013-2014 counts were adjusted to report "Already on Medicaid" as its own category, rather than a subset, to provide a better comparison between 2013-2014 Open Enrollment and 2014-2015 Open Enrollment.*

- *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 17,545 pending Medicaid applications that are beyond standard processing time (Compared to 2014 peak of 104,070):
 - HealthCare.Gov Applications: 2,702 (Compared to 2014 peak of 45,058)
 - NC-Based MAGI Applications: 3,849 (Compared to 2014 peak of 31,890)
 - Traditional Applications: 10,994 (Compared to 2014 peak of 20,938)

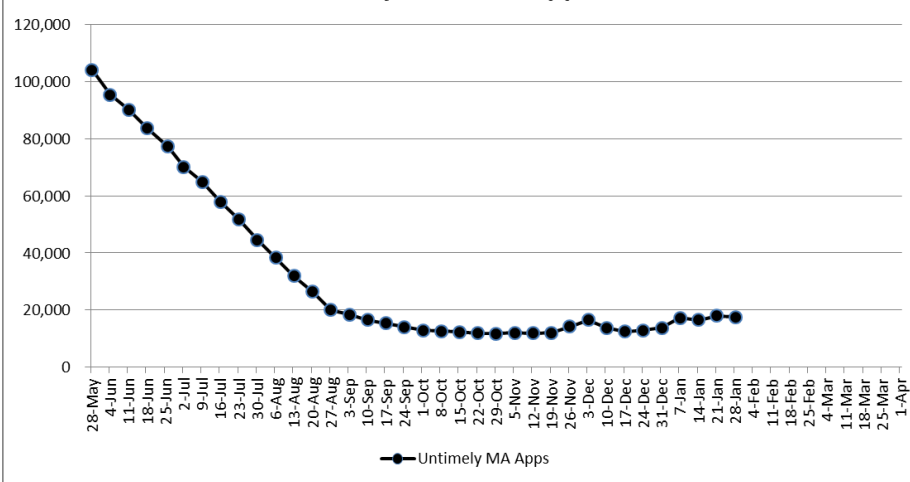


*Data as of January 28th

Total Untimely Pending Medicaid Applications

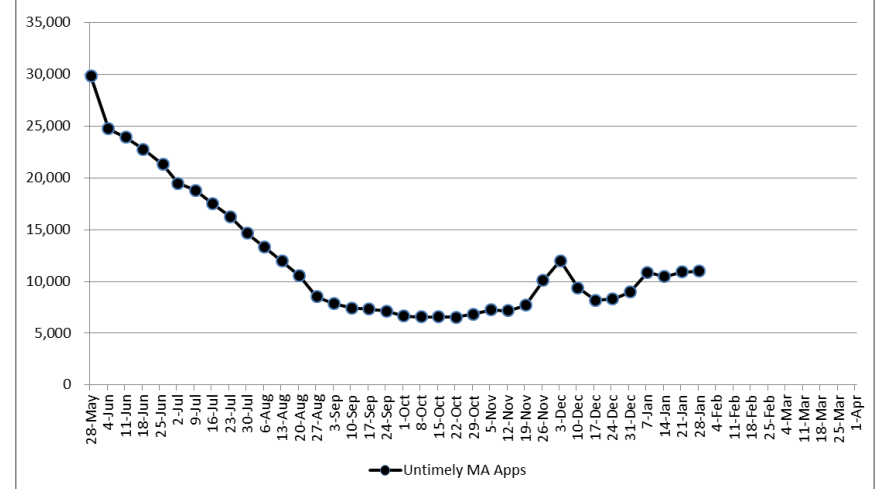
- We continue to monitor statewide and individual county progress in working through untimely pending Medicaid applications.
- Since the peak of untimely pending applications at the beginning of June, counties have been successful in lowering the overall backlog by 83% which includes a reduction of approximately 86,500 untimely pending applications.

All Untimely Medicaid Applications



- 37% of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.

Untimely Medicaid Applications (Excluding ACA Impact)

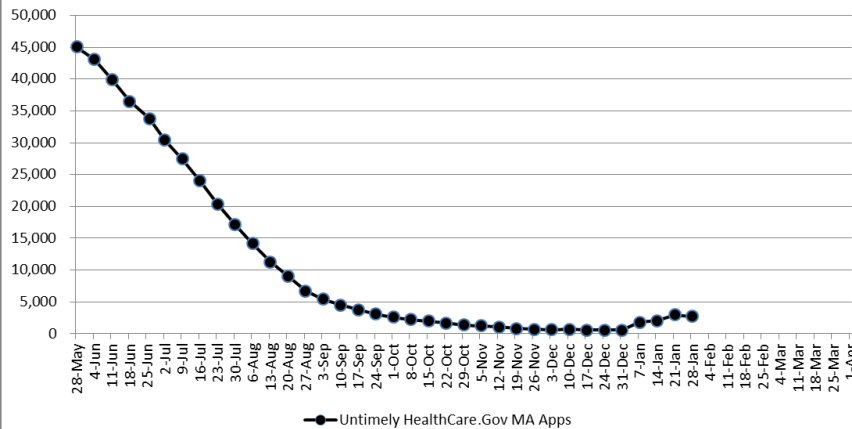


*There will always be some applications that remain pending with good cause.

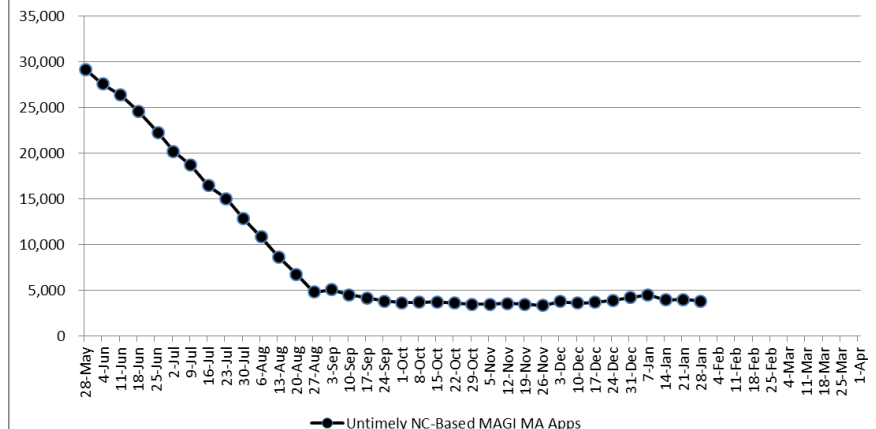
Breakdown of Untimely Pending Apps- MAGI

- There are 2,702 untimely pending Medicaid applications from the HealthCare.Gov.
- There are 3,849 untimely pending Medicaid applications for MAGI Programs received online or in county DSS offices.

**Untimely Medicaid Applications
HealthCare.Gov MA Apps**



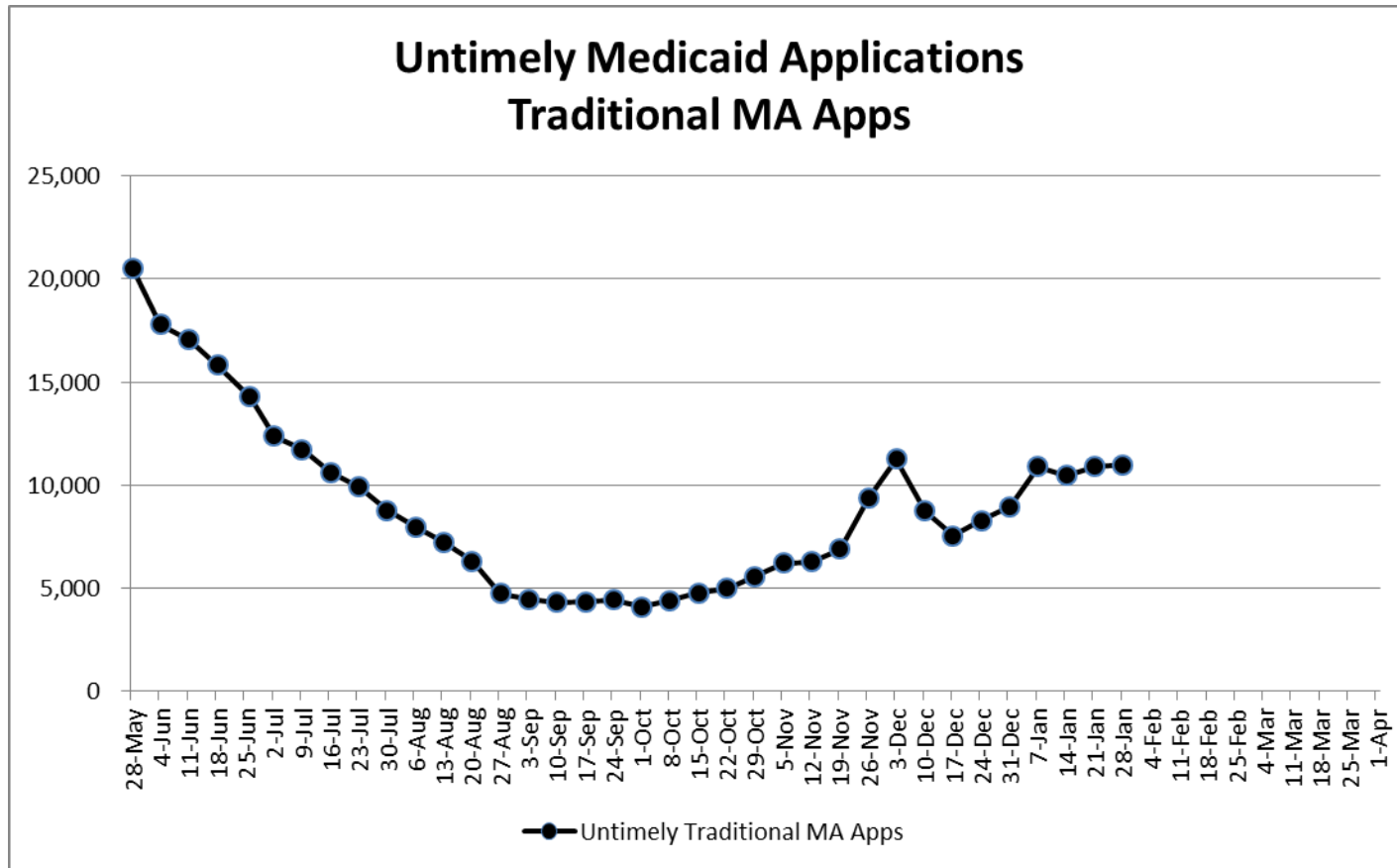
**Untimely Medicaid Applications
NC-Based MAGI MA Apps**



**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- Traditional

- There are 10,994 untimely pending Medicaid applications in NC FAST for Traditional Programs.



***Final conversion from EIS to NC FAST occurred 12/20-12/21.*



Untimely Pending Medicaid Apps- Most Impacted Counties by Total Untimely

County	Change from Last Week	Total Untimely Pending Applications (as of 1/21)	Total Untimely Pending Applications (as of 1/28)	Untimely HealthCare.gov Apps (as of 1/28)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in Current Month (as of 1/28)
Wake	↓ 172	3,946	3,774	761	4,987	5,447
Mecklenburg	↓ 34	2,373	2,339	373	6,704	7,272
Forsyth	↓ 90	1,291	1,201	222	2,976	2,494
Gaston	↑ -33	535	568	130	2,141	1,292
Guilford	↓ 4	558	554	65	3,486	3,603
Onslow	↓ 51	559	508	72	1,177	1,106
Pitt	↑ -14	440	454	70	1,160	1,044
Columbus	↑ -8	444	452	64	599	508
Randolph	↑ -13	382	395	45	1,088	804
Union	↑ -7	296	303	55	1,262	1,244
Robeson	↓ 81	369	288	34	1,628	1,341
Harnett	↑ -2	243	245	35	858	738
Durham	↑ -19	220	239	0	2,145	1,641
Davidson	↑ -4	210	214	33	1,345	1,210
Iredell	↑ -11	201	212	19	1,157	1,023
Rockingham	↓ 2	214	212	73	599	512
Burke	↓ 5	215	210	36	819	578
Cumberland	↓ 15	225	210	1	2,708	2,869
Rowan	↓ 12	219	207	30	1,472	824
Hoke	↑ -10	193	203	49	380	364
TOTAL	↓ 345	13,133	12,788	2,167	38,689	35,914

- Of all Medicaid applications beyond the standard processing time, 73% are from 20 counties.
- 17% of the pending untimely applications are from HealthCare.gov
- The following county is no longer considered a Most Impacted by Total Untimely county: Nash
- The following county has been added to the Most Impacted by Total Untimely list this week: Hoke

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



Untimely Pending Medicaid Apps- Most Impacted Counties by Volume

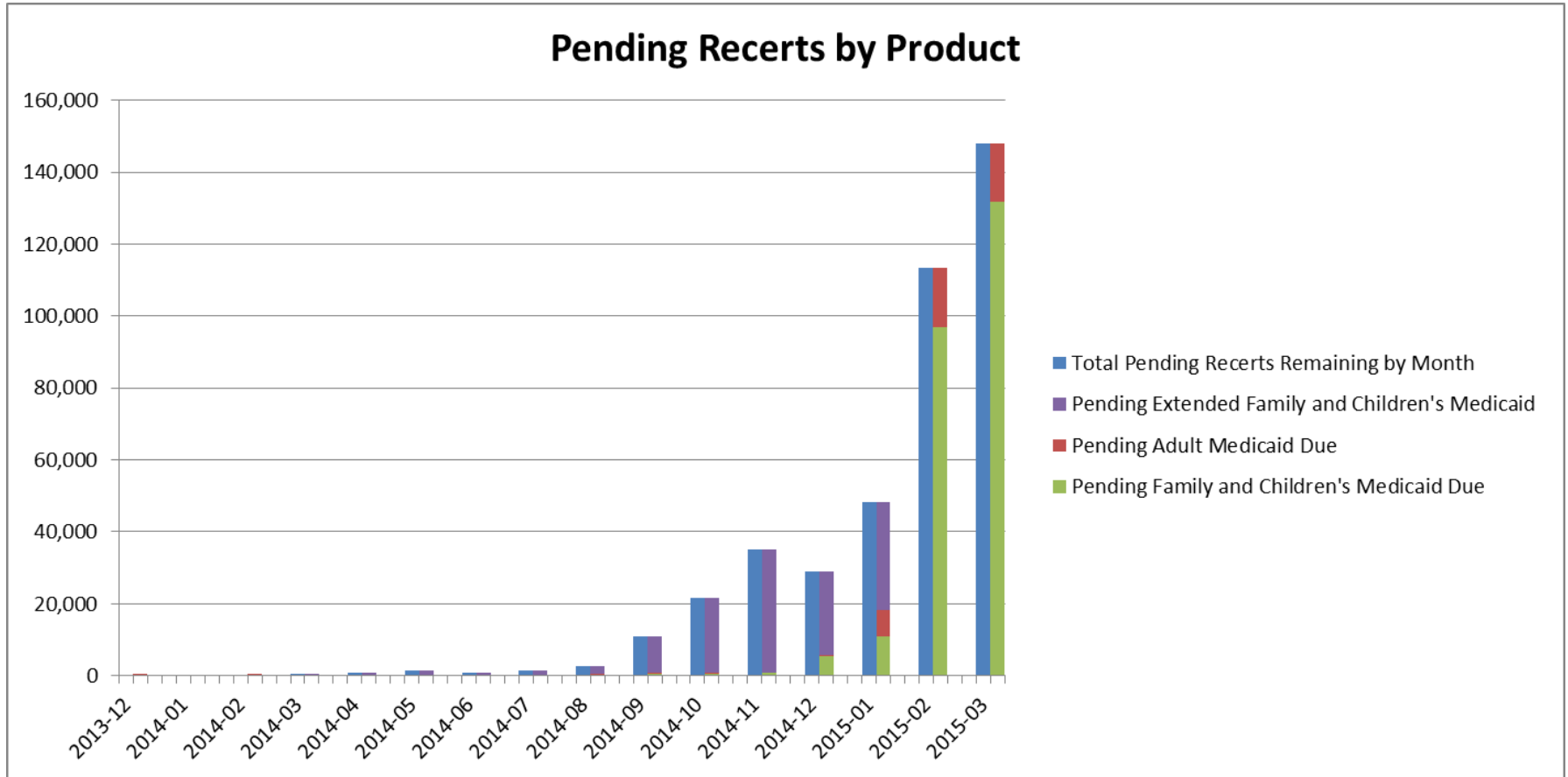
County	Current Untimely Medicaid Applications as a % of Typical Monthly Application Volume	Total Untimely Pending Applications (as of 1/28)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in Current Month (as of 1/28)
Pamlico	121%	112	93	71
Graham	116%	95	82	72
Hyde	88%	33	38	17
Wake	76%	3,774	4,987	5,447
Columbus	75%	452	599	508
Yancey	55%	68	123	112
Washington	55%	69	125	68
Hoke	53%	203	380	364
Onslow	43%	508	1,177	1,106
Jones	42%	35	83	41
Davie	41%	98	240	236
Forsyth	40%	1,201	2,976	2,494
Pitt	39%	454	1,160	1,044
Randolph	36%	395	1,088	804
Rockingham	35%	212	599	512
Mecklenburg	35%	2,339	6,704	7,272
Polk	31%	42	136	96
Harnett	29%	245	858	738
Gaston	27%	568	2,141	1,292
Moore	26%	159	602	548
TOTAL	46%	11,062	24,190	22,842

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

- The following counties are no longer considered Most Impacted by Volume counties: Avery, Wilkes
- The following counties have been added to the Most Impacted by Volume counties list this week: Gaston, Moore

Pending Medicaid Recertifications

- A total of 414,261 Medicaid recertifications are pending through the end of March 2015.
- March 2015 totals are higher due to the original waiver to push recertification out by 3 months.

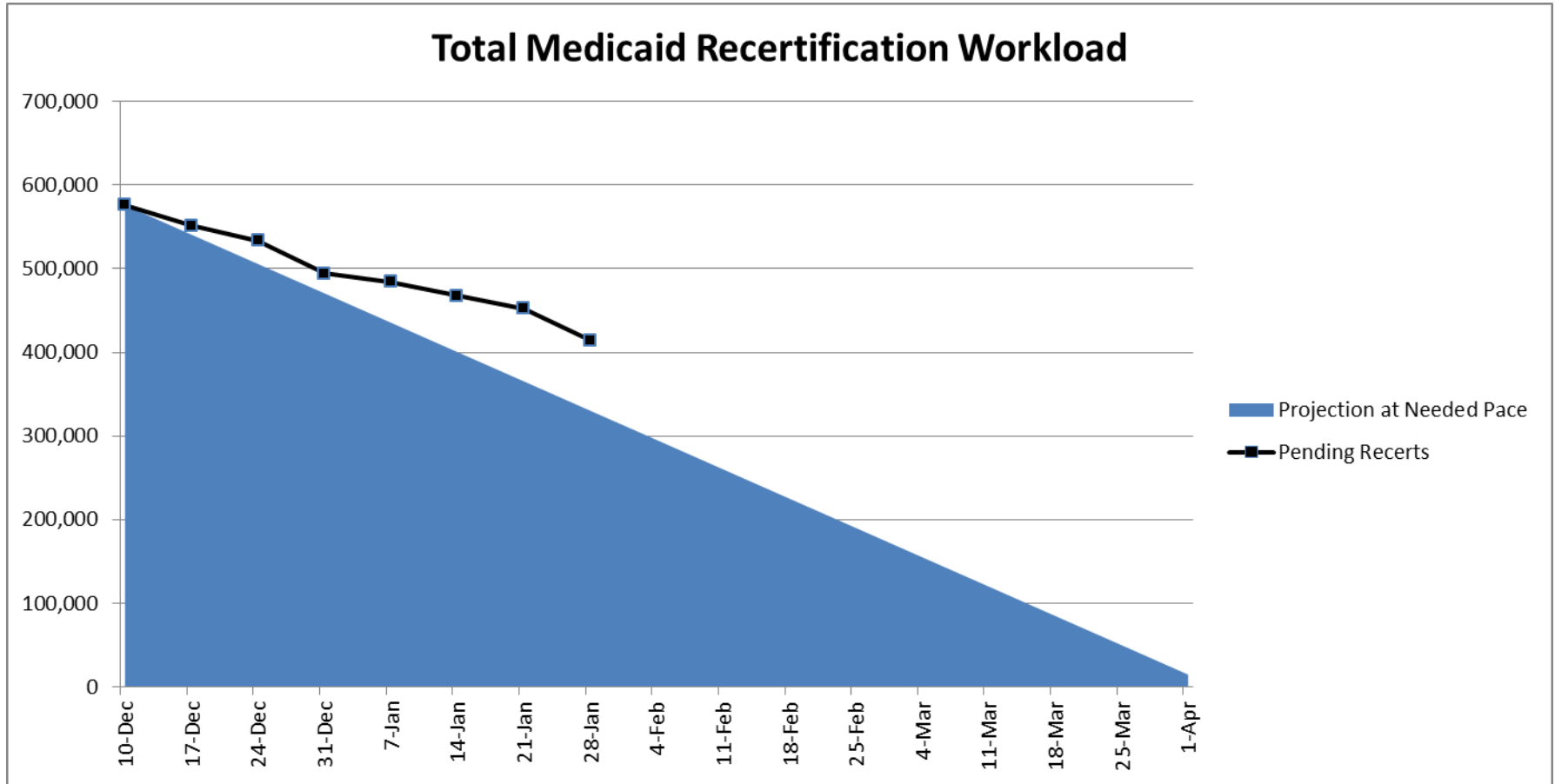


**Data as of January 28th*

***Family and Children's Medicaid recertifications were auto-extended on the evening of January 21st.*

Medicaid Recertification Workload

- DHHS continues to work with counties to focus on working the outstanding Medicaid recertifications.



**Data as of January 28th*



Pending Medicaid Recerts- Most Impacted Counties

County	Total Recerts Due through February	January Recerts Due as of 1/28 (Originally Due)	Past Due Recerts as of 1/28	February Recerts Due as of 1/28 (Originally Due and Extended Due)	"Typical" Monthly Average of Recerts Due	Recerts Due in Jan/Feb (as of 1/28) as Percentage of "Typical" Monthly Average	March Recerts Due as of 1/28 (Originally Due)
Harnett	10,497	311	188	9,998	1,585	662%	1,609
Orange	4,589	112	65	4,412	700	656%	781
Scotland	3,152	167	95	2,890	605	521%	903
Pamlico	852	54	33	765	167	510%	147
Johnston	9,683	349	83	9,251	1,900	510%	2,296
Watauga	1,711	111	90	1,510	347	493%	332
Rowan	10,535	447	282	9,806	2,170	485%	1,775
Polk	899	126	62	711	189	476%	178
Sampson	6,220	159	8	6,053	1,452	428%	1,060
Union	5,868	156	107	5,605	1,423	412%	1,974
Randolph	7,892	498	680	6,714	1,944	406%	2,146
Pitt	5,994	1,013	142	4,839	1,557	385%	2,039
Burke	4,328	335	153	3,840	1,164	372%	1,424
Jackson	1,298	88	17	1,193	353	368%	565
Granville	2,488	179	136	2,173	717	347%	757
Martin	1,004	106	123	775	296	339%	533
Alamance	8,112	425	162	7,525	2,449	331%	2,255
Wake	18,646	1,065	604	16,977	5,897	316%	8,864
Richmond	2,399	78	29	2,292	830	289%	1,272
Nash	3,614	225	116	3,273	1,347	268%	1,846
Total	109,781	6,004	3,175	100,602	27,092	105%	32,756
Statewide	267,359	19,534	9,618	238,211	117,998	227%	146,898

- The following county is no longer considered a Most Impacted Medicaid recerts county: Cabarrus
- The following county has been added to the Most Impacted Medicaid recerts counties list this week: Nash



General NC FAST Update

- Counties have made progress in adding direct deposit information in NC FAST for Special Assistance cases. However, approximately 1736 cases still require bank account information to be added. We request that counties work diligently to ensure that accurate bank account information is added so that the direct deposit payments are issued properly when these cases are reconverted to NC FAST. An updated report is available in FAST Help that lists the remaining clients that require a review for of bank account information. The NC FAST plan is to convert all of the 8707 SA cases back into NC FAST on the weekend of February 21, 2015.
- NC FAST has been working closely with NCTracks and DMA to track issues related to LME-MCO, CCNC, PACE, and CAP issues. DMA is working with several counties to address some of the PACE and CAP issues with converted data that is now in NC FAST. NC FAST also implemented changes to update approximately 5000 PML amounts and sent to NCTracks. NC FAST and NCTracks are continuing to work closely to identify defects or changes requests from both systems that may be impacting either system.
- DHHS met with counties to discuss the list of Child Welfare needs. DHHS and representatives from 9 counties are currently working to assess the Child Welfare BSFs.
- NC FAST, DSS and County staff are beginning to form plans to conduct Child Welfare process reviews and best practice interviews with a number of counties and other states. This process will inform the BSF review exercise and future plans for the Child Welfare implementation.