



NC FAST

North Carolina Families Accessing
Services through Technology

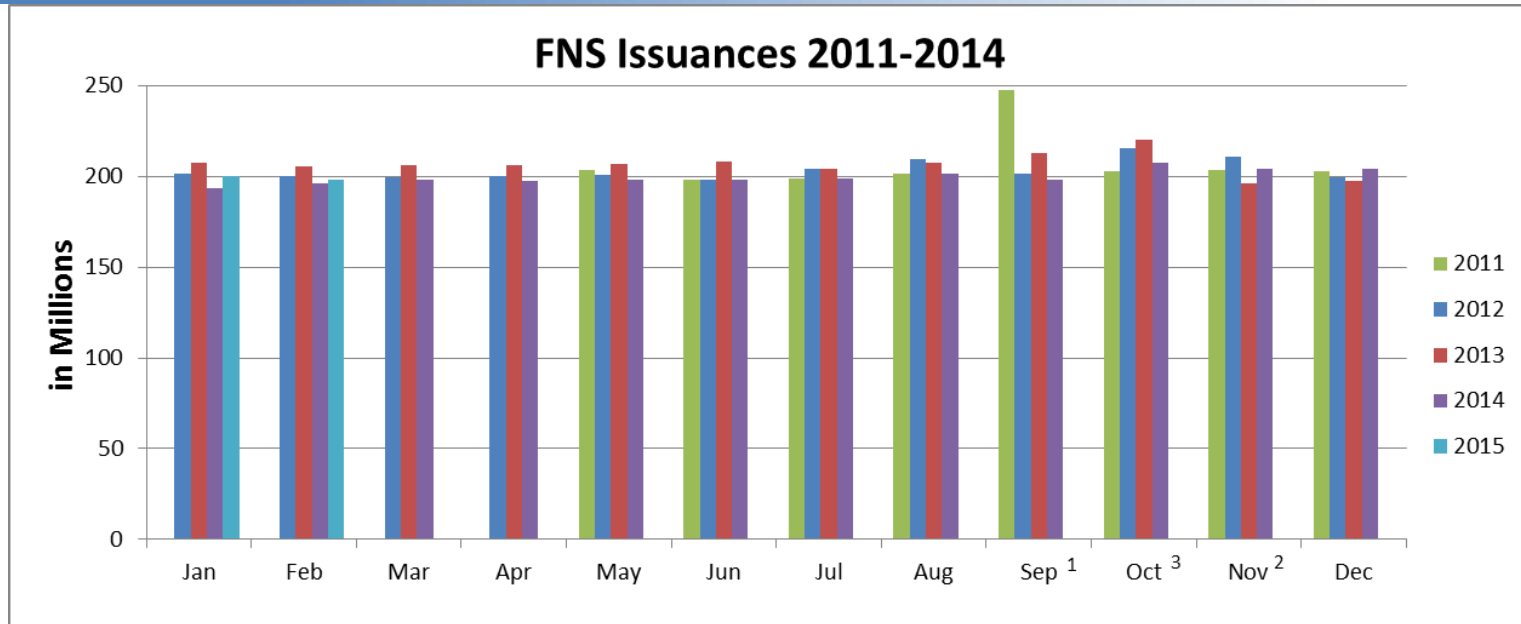
County DSS Director's Update

March 3, 2015



North Carolina
Department of
Health & Human Services

FNS Issuances Over Time



¹ Sept 2011 Issuances include Disaster FNS program for Hurricane Irene.

² Nov 2013 ARRA funding was removed by policy.

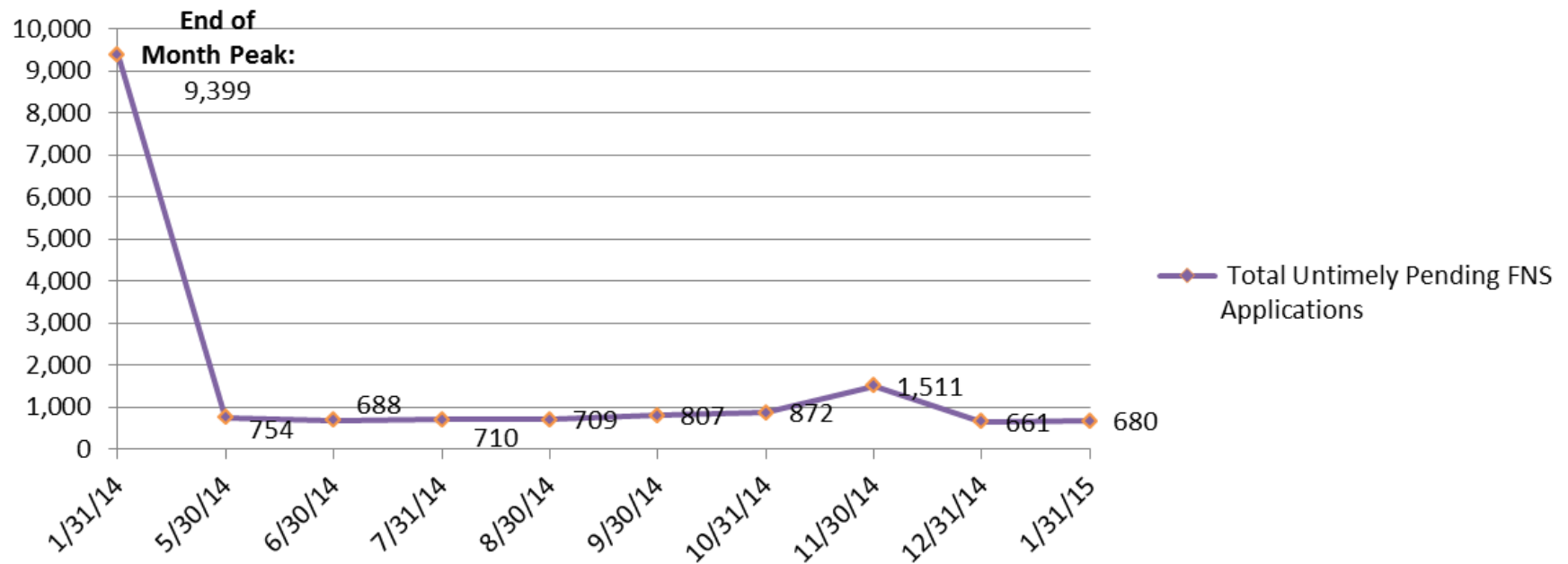
³ Oct 2014 Benefits increased based on Federal COLA adjustments.

	Previous Months												Current Month
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb 2015 (as of 2/25)
# of Payments Issued	807,197	819,001	818,041	819,106	812,840	823,224	838,938	822,209	836,768	818,561	820,150	816,383	803,499
Amount of Payments Issued (\$M)	\$193.5	\$196.4	\$197.2	\$198.0	\$197.5	\$198.9	\$201.4	\$198.1	\$207.3	\$204.4	\$204.1	\$200.4	\$198,240,114

FNS Applications Processing Status

- Counties successfully met Feb. 10, 2014 and March 31, 2014 USDA FNS processing deadlines.

Total Untimely Pending FNS Applications

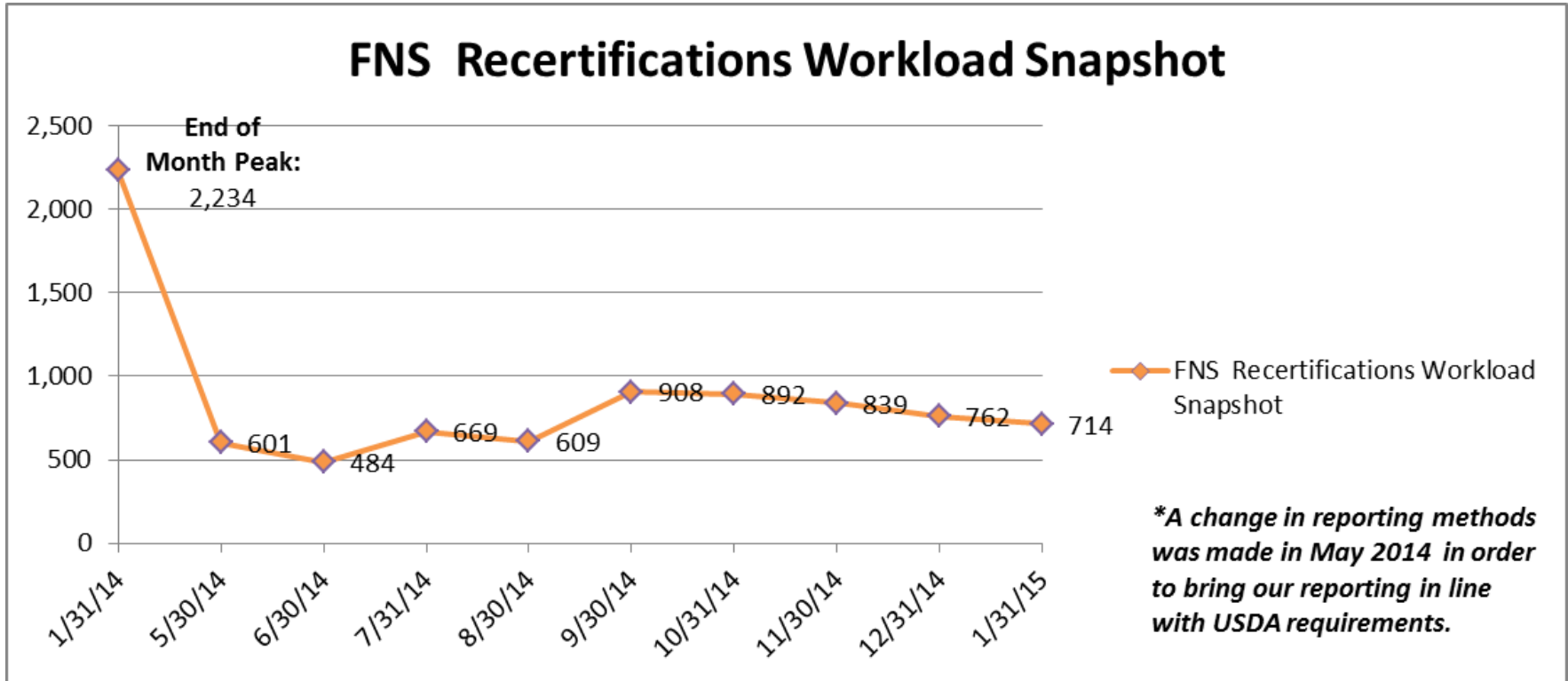


*There will always be some applications that remain pending with good cause. As of January 31st, 680 untimely pending applications remained.

Note- An influx of applications began being received from Intuit (Turbo Tax) on January 9th. These must be processed in the same manner as other FNS applications and may cause an increase in untimely pending FNS applications beginning in February.

FNS Recertifications Workload Snapshot

- Counties successfully met Feb. 10, 2014 and March 31, 2014 USDA FNS processing deadlines.

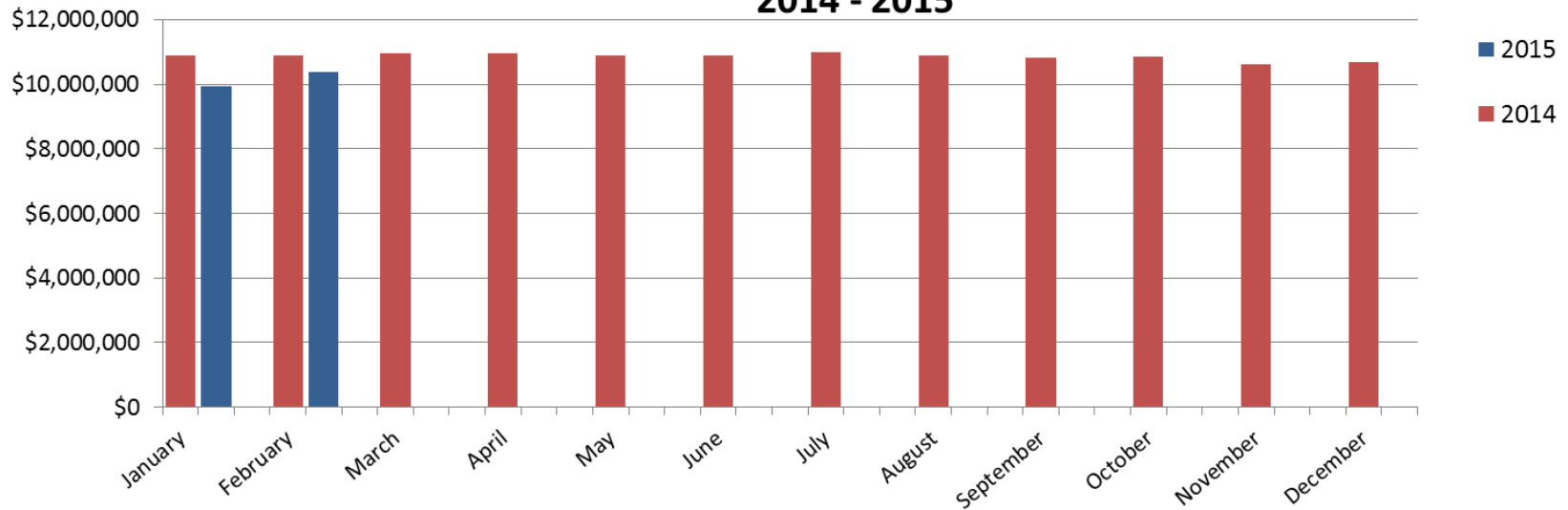


***There will always be some recertifications that remain pending with good cause. As of January 31st, 714 untimely pending recertifications remained.**

Note- An influx of applications began being received from Intuit (Turbo Tax) on January 9th. These must be processed in the same manner as other FNS applications and may cause an increase in untimely pending FNS applications beginning in February. This increase in pending FNS applications may in turn cause an increase in pending FNS recertifications.

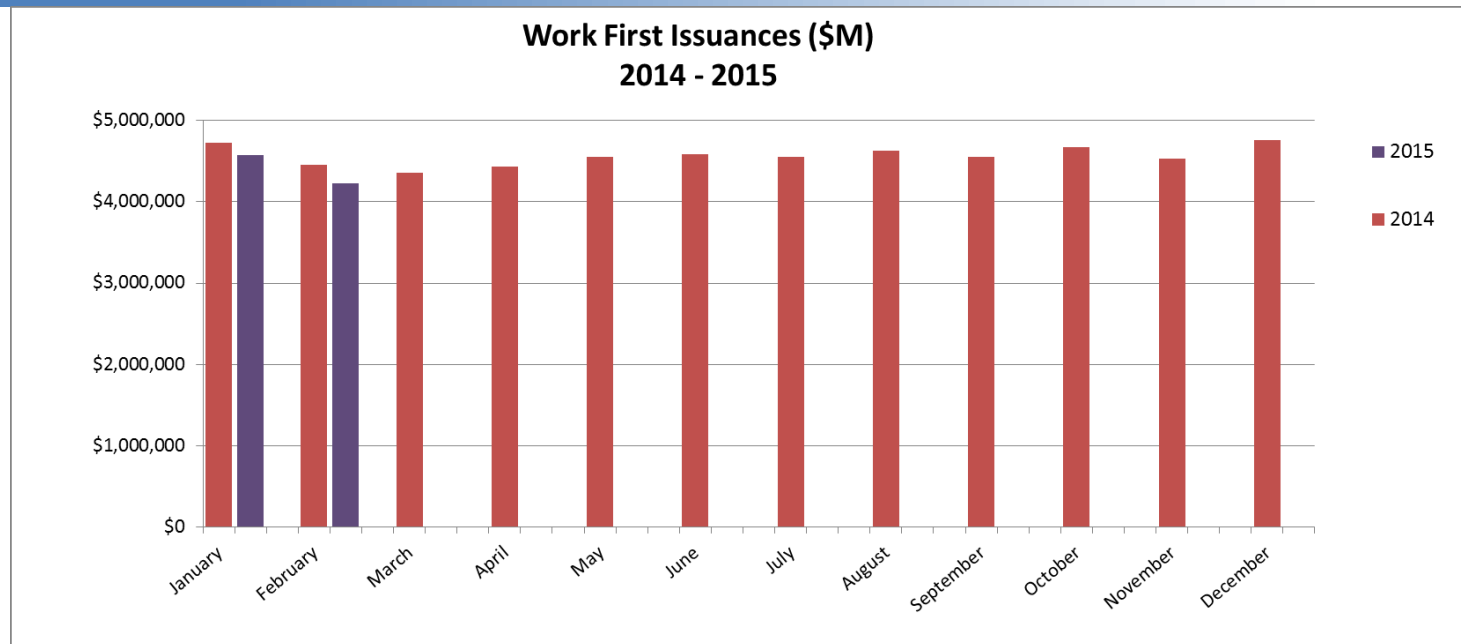
Special Assistance Issuances

Special Assistance Issuances (\$M)
2014 - 2015



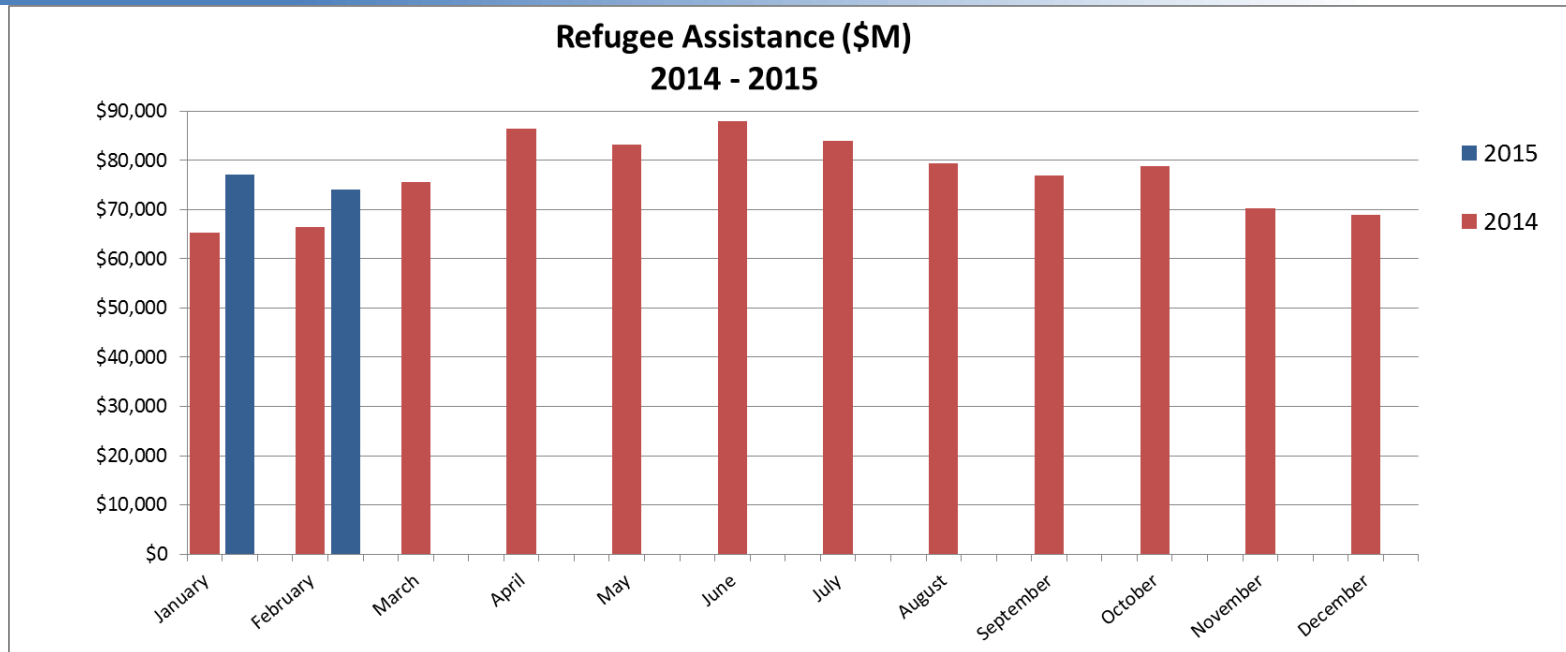
								Current Month
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015 (as of 2/25)
# of Payments (NC FAST)	46	65	99	170	329	659	15,471	16,519
\$ of Payments (NC FAST)	\$14,974	\$24,456	\$30,478	\$64,035	\$135,169	\$275,449	\$6,387,417	\$6,827,460
\$ of Payments (EIS)	\$10,962,442	\$10,859,534	\$10,794,964	\$10,778,313	\$10,491,383	\$10,393,427	\$3,670,092	\$3,557,775

Work First Issuances



								Current Month
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015 (as of 2/25)
# of Payments (NC FAST)	3,282	4,383	6,013	9,731	17,459	21,378	20,804	19,610
\$ of Payments (NC FAST)	\$794,552	\$1,123,327	\$1,406,635	\$2,090,650	\$3,894,478	\$4,744,600	\$4,569,032	\$4,225,186
\$ of Payments (EIS)	\$3,750,437	\$3,502,731	\$3,144,252	\$2,577,146	\$632,678	\$12,920	\$2,191	\$0

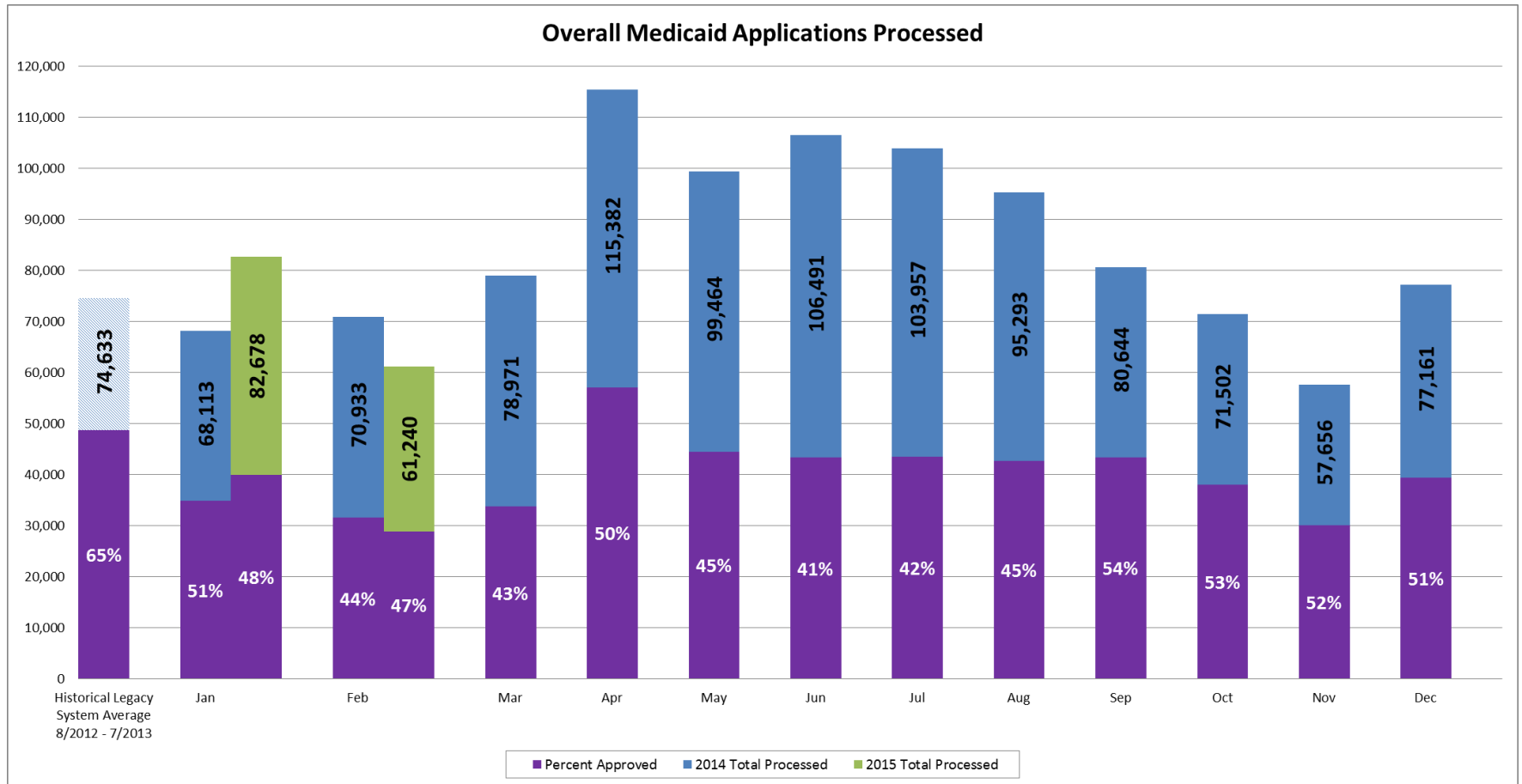
Refugee Assistance Issuances



								Current Month
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015 (as of 2/25)
# of Payments (NC FAST)	161	97	154	174	227	362	404	385
\$ of Payments (NC FAST)	\$30,218	\$25,316	\$24,116	\$33,792	\$52,428	\$68,962	\$77,081	\$74,031
\$ of Payments (EIS)	\$53,829	\$53,988	\$52,737	\$45,044	\$17,839	\$0	\$0	\$0

Overall Medicaid Applications Processed

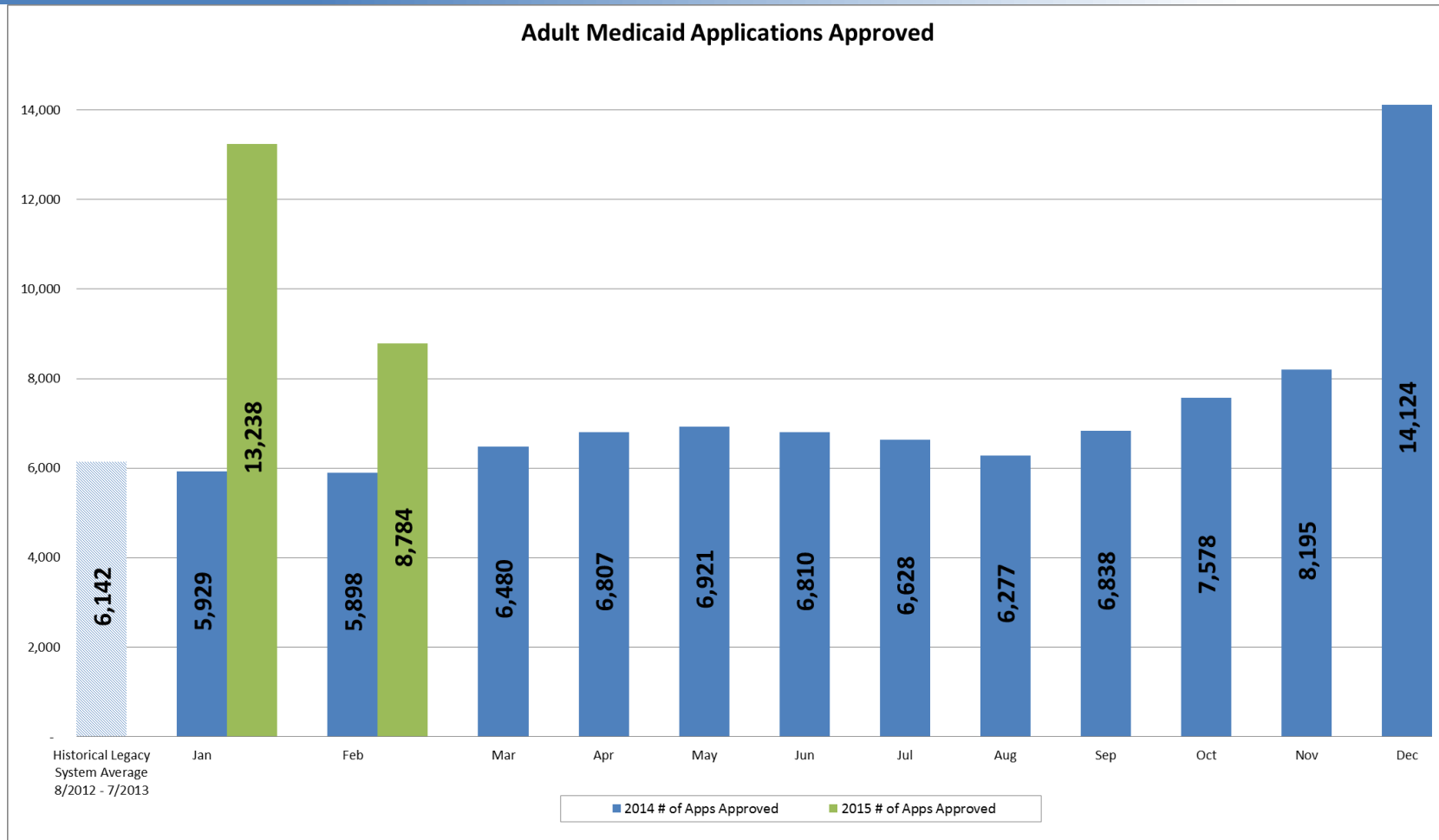
- Overall Medicaid Apps includes Adult Medicaid (includes SDX), Traditional Family and Children's Medicaid, and MAGI Family and Children's Medicaid (including those from HealthCare.gov).



***Data as of February 25th**

****As of Feb. 23rd, Total Processed numbers were updated to exclude NC FAST Special Assistance and Refugee Assistance applications as these application types are no longer automatically tied to Medicaid cases.**

Adult Medicaid Applications Approved

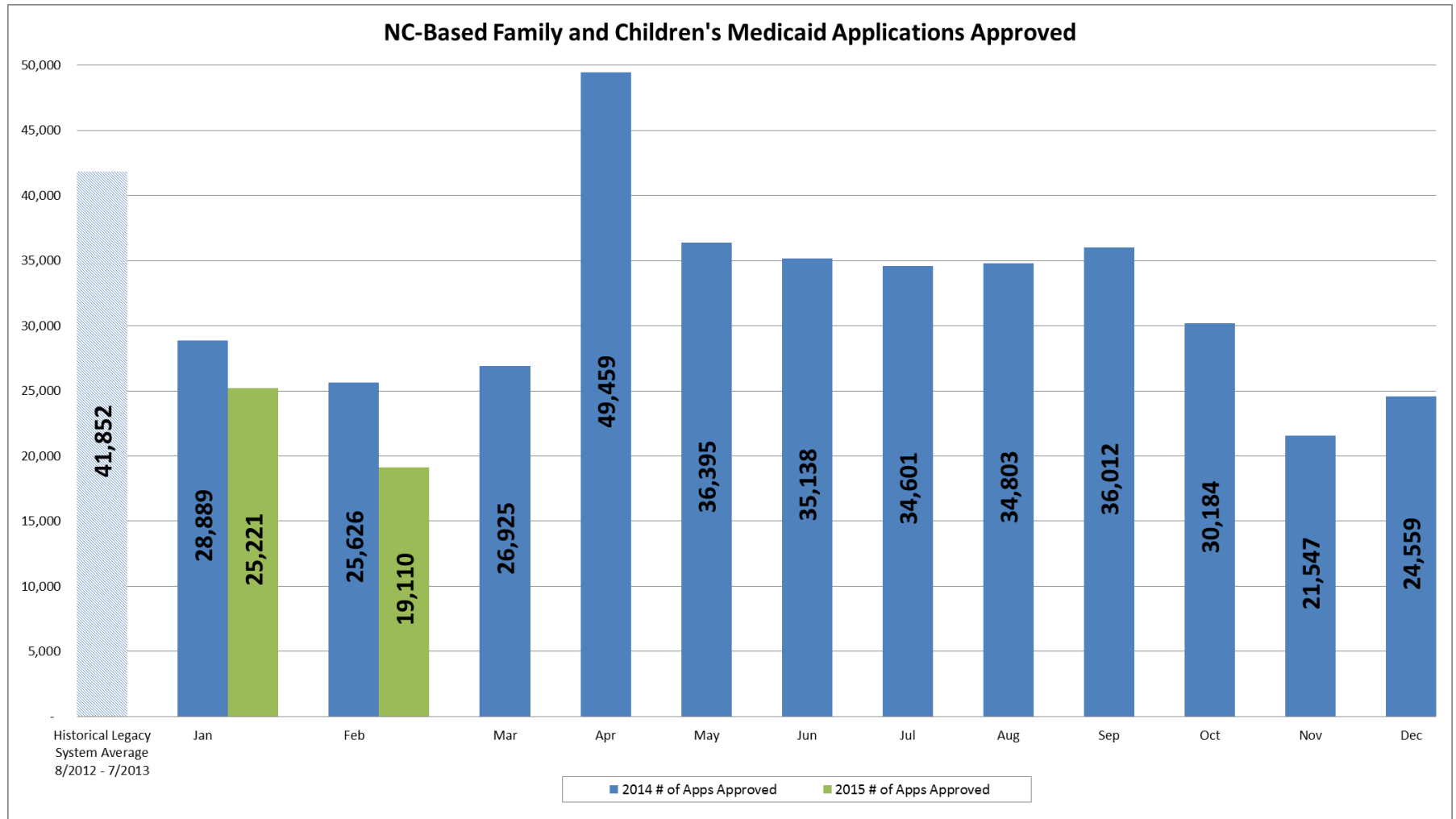


***Data as of February 25th**

****Application counts increased in Dec 2014 because this is the point at which SDX processing was moved from the legacy system to NC FAST. SDX did not create applications in EIS, but does in NC FAST.**

*****As of Feb. 23rd, Total Processed numbers were updated to exclude NC FAST Special Assistance and Refugee Assistance applications as these application types are no longer automatically tied to Medicaid cases.**

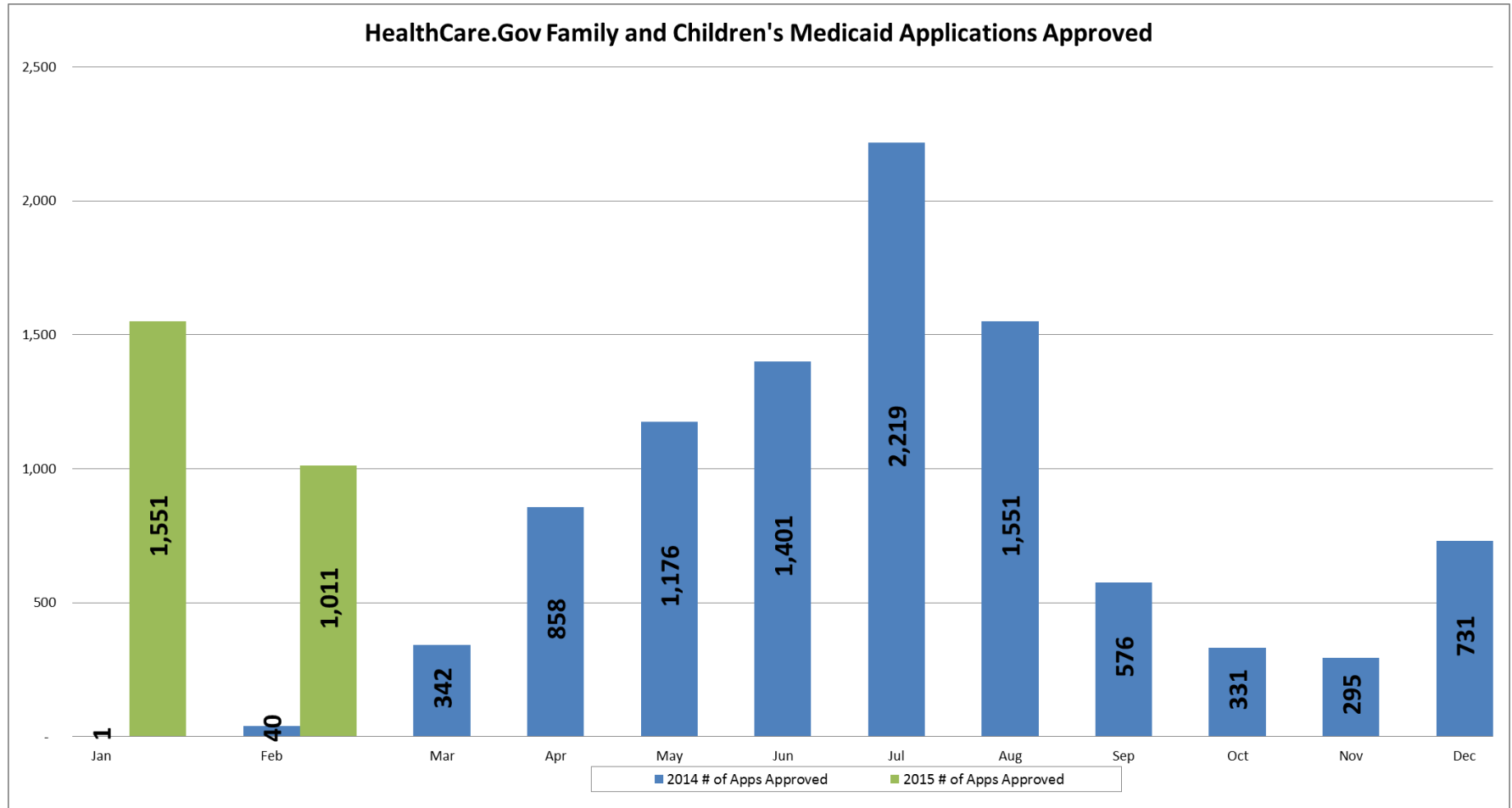
NC-Based F&C Medicaid Applications Approved



*Data as of February 25th

**NC-Based F&C Medicaid Applications processed include Traditional F&C Applications and NC-Based MAGI F&C Applications.

HealthCare.Gov F&C Applications Approved



**Data as of February 25th*

***ACA Year 1 ended November 14, 2014. ACA Year 2 began November 15, 2014.*



Medicaid Enrollment- February 2015

Category	Enrollment
AGED	119,535
BLIND	1,822
DISABLED	278,019
Medicaid Qualified Medicare Beneficiary (MQB-Q)	6,792
Medicaid Specified Low Income Medicare Beneficiary (MQB-B)	41,070
Medicaid Qualifying Individuals 1(QI1) (MQB-E)	17,428
Adult Medicaid Subtotal	464,666
Aid to Families with Dependent Children (AFDC) UNDER 21	238,955
AFDC OVER 21	198,038
OTHER CHILD	4,731
PREGNANT WOMEN	17,341
FAMILY PLANNING WAIVER	65,929
INFANTS AND CHILDREN	714,780
Breast and Cervical Cancer Medicaid (BCC)	344
REFUGEES	541
Family and Children's Medicaid Subtotal	1,240,659
Medicaid Child Health Insurance Program (MCHIP)	120,913
Child Health Insurance Program (CHIP)	79,150
North Carolina Health Choice (NCHC) Subtotal	200,063
ALIENS-LEGAL	10,846
ALIENS-ILLEGAL	15
Other Subtotal	10,861
TOTAL	1,916,249*

Notes:

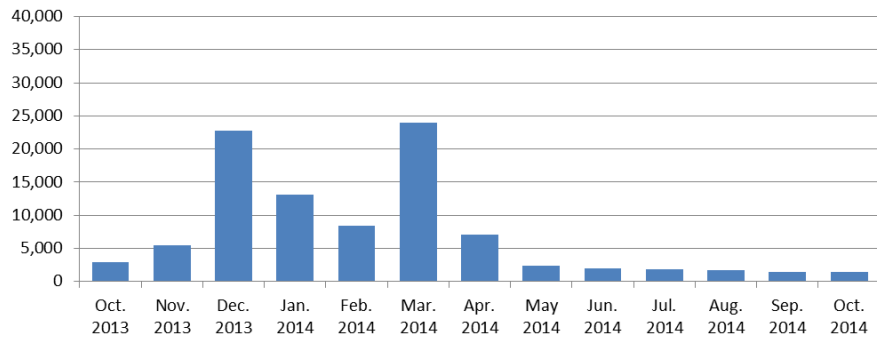
1. NC FAST converted EIS single digit medclass code as a single digit medclass code. Once this case is touched by county worker, then NC FAST rules will rerun and yield a 2 digit medclass code.
2. Due to Affordable Care Act (ACA) changes, effective Jan 1, the following income is not counted - Child support, VA, Worker's Comp. This affects Medical Assistance to Families with Dependent Children (MAF) / Medicaid for Infants and Children (MIC) / NCHC / State Foster Home Fund (HSF) / MFC (Foster Care).
3. Family Planning Waiver (MAF-D) will continue to grow during open enrollment because NC is not an expansion state and child less adults fall in this category.
4. NC FAST design does not allow county worker to choose a program (e.g., MIC). Rules within program logic decide the program.
 - Unknown Category records occur when the rules choose a program not represented on the MA Enrollment Spreadsheet. These Unknown Category records are reviewed and investigated to help realign NC FAST assigned medclass codes to the traditional MA Enrollment Spreadsheet.

*Numbers are tentative as minor variations are possible due to the retroactive change period.

HealthCare.gov Open Enrollment Comparison

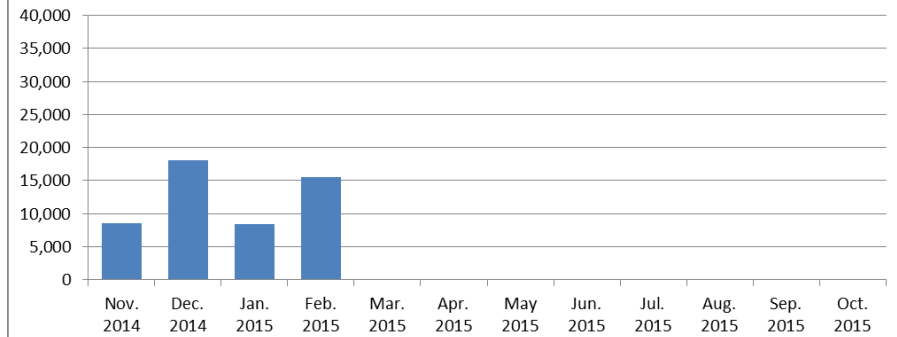
ACA Year 1 Open Enrollment

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

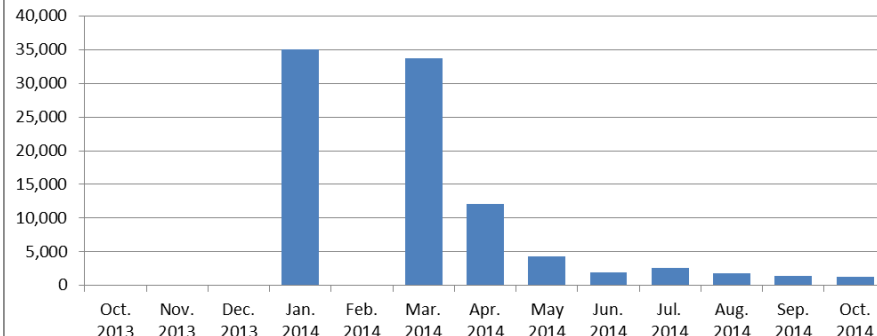


ACA Year 2 Open Enrollment

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 February 26th



HealthCare.gov Applications by Status

- 50,480 applications from 2014-2015 Open Enrollment submitted at healthcare.gov (FFM) have been transferred to NC FAST.
- 61% of those applications have been fully processed by the state.
- 10% of the fully processed applications were approved for Medicaid; the remainder were denied or withdrawn.

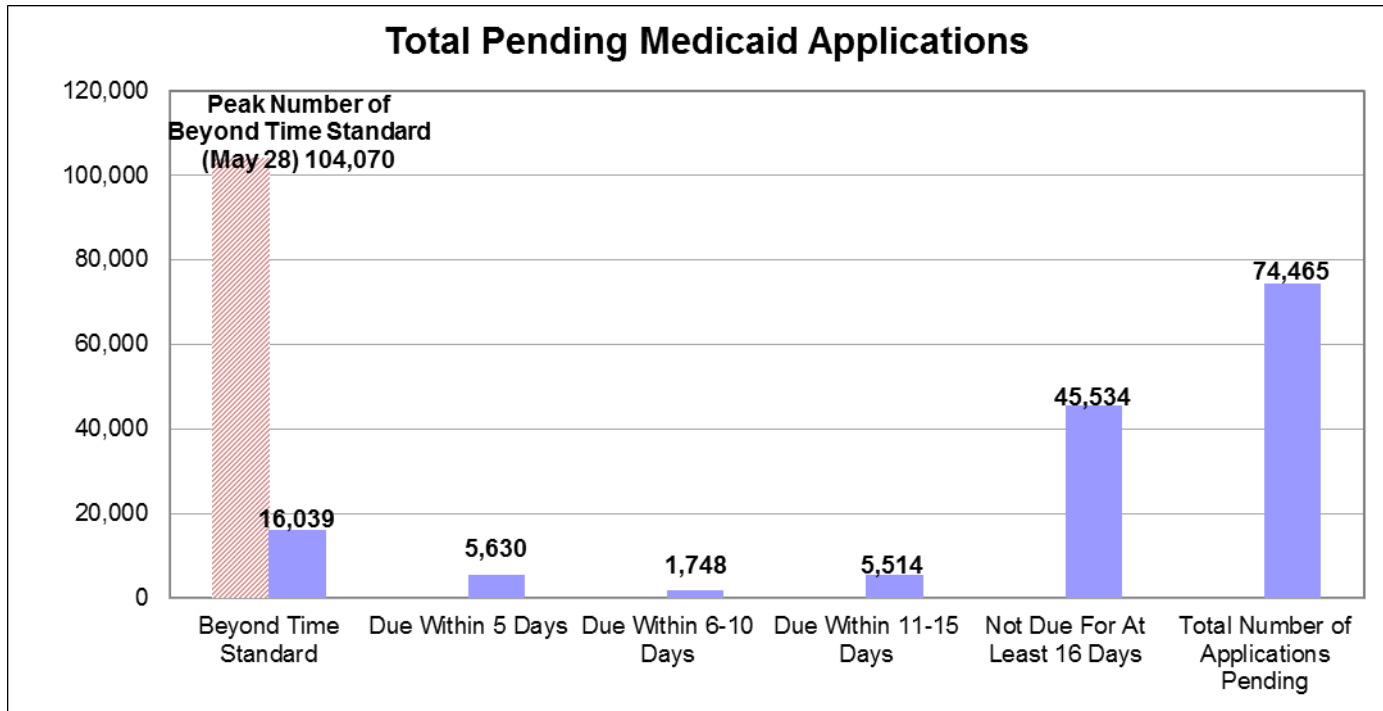
Status of Healthcare.gov/FFM Applications	2013-2014 Open Enrollment		2014-2015 Open Enrollment	
	Application Count	Application %	Application Count	Application %
FFM applications received by NC FAST	86,932	100%	50,480	
Total FFM applications being processed	168	.2%	19,647	39%
Total FFM applications fully processed	86,764	99.8%	30,833	61%
Applications approved for Medicaid ("woodwork effect")	8,990	10%	3,155	10%
Applications denied for Medicaid	77,774	90%	27,678	90%
Duplicate Application	7,029	9%	5,359	19%
Already on Medicaid	12,398	16%	6,985	25%
Withdrawn/ Found Ineligible	58,347	75%	15,334	56%

Data as of February 26th

- *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.*
- *2014-2015 Open Enrollment Dates: November 15th - February 15th*
- *Approved: Applications approved for MAGI-based programs from the FFM*
- *Denied: Applications denied for MAGI-based programs from the FFM (this includes duplicate applications, applicants already receiving Medicaid, applicants found ineligible, and out of state applications.)*
- *Withdrawn: Applicant requested to withdraw the application*

Pending Medicaid Applications

- There are currently 16,039 pending Medicaid applications that are beyond standard processing time (Compared to 2014 peak of 104,070):
 - HealthCare.Gov Applications: 4,555 (Compared to 2014 peak of 45,058)
 - NC-Based MAGI Applications: 3,618 (Compared to 2014 peak of 31,890)
 - Traditional Applications: 7,866 (Compared to 2014 peak of 20,938)



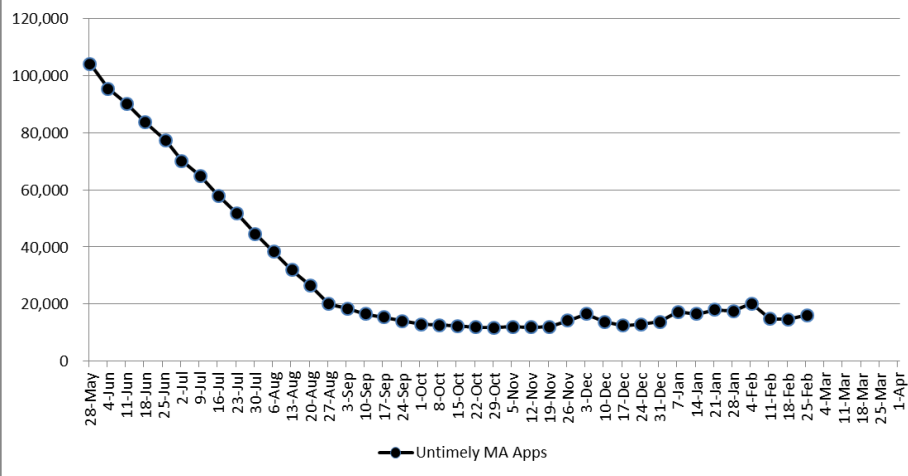
*Data as of February 25th

Note- As of Feb. 6, due dates for Traditional applications were recalculated to be determined using Submitted Date as opposed to the Program Request Date

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 85% which includes a reduction of approximately 88,000 untimely pending applications.

All Untimely Medicaid Applications

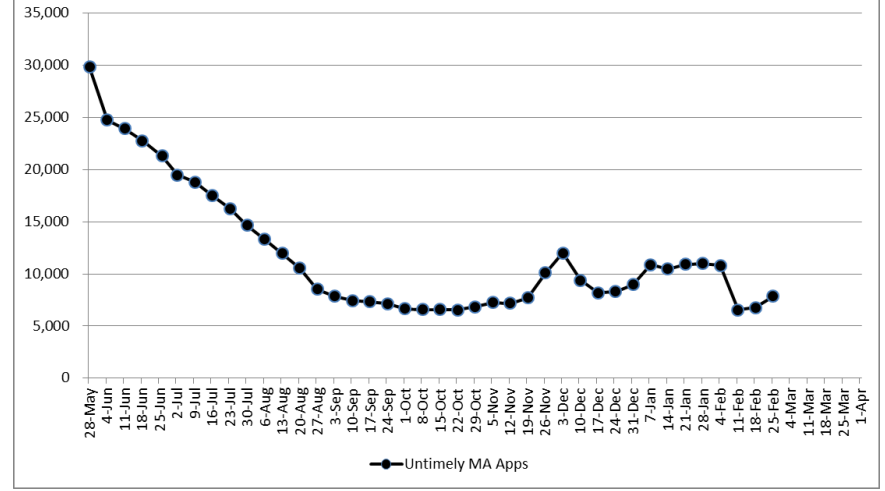


*There will always be some applications that remain pending with good cause.

Note- As of Feb. 6, due dates for Traditional applications were recalculated to be determined using Submitted Date as opposed to the Program Request Date

- 51% of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.

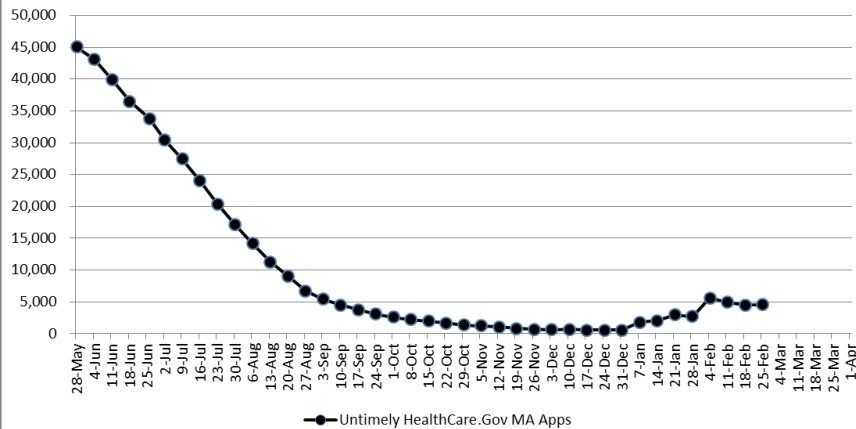
Untimely Medicaid Applications (Excluding ACA Impact)



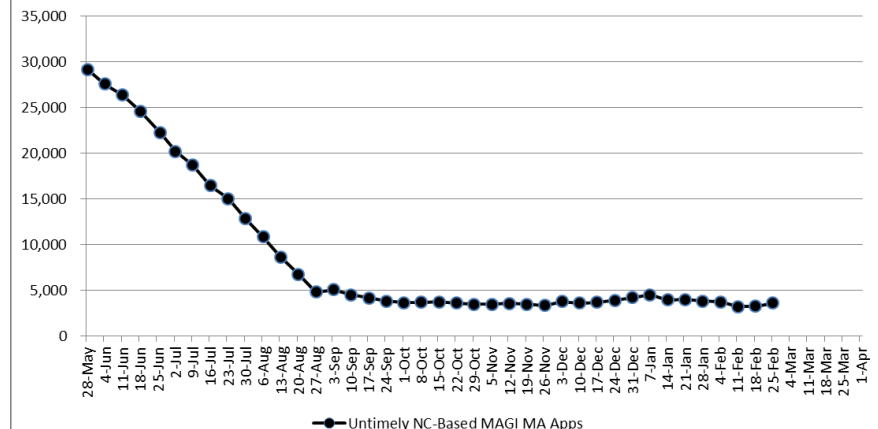
Breakdown of Untimely Pending Apps- MAGI

- There are 4,555 untimely pending Medicaid applications from the HealthCare.Gov.
- There are 3,618 untimely pending Medicaid applications for MAGI Programs received online or in county DSS offices.

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

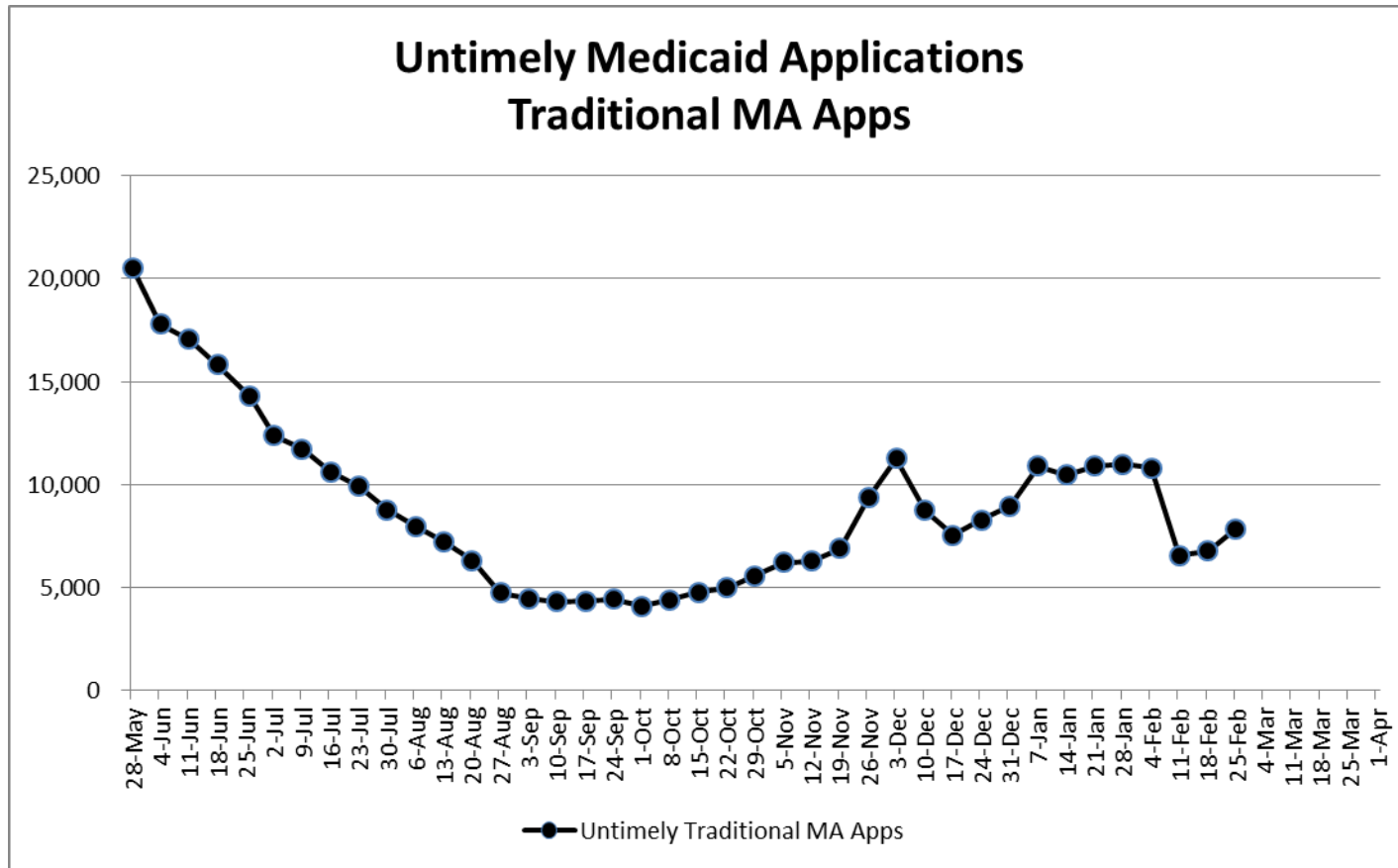


**Untimely Medicaid Applications
NC-Based MAGI MA Apps**



Breakdown of Untimely Pending Apps- Traditional

- There are 7,866 untimely pending Medicaid applications in NC FAST for Traditional Programs.



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

Note- As of Feb. 6, due dates for Traditional applications were recalculated to be determined using Submitted Date as opposed to the Program Request Date



Untimely Pending Medicaid Apps- Most Impacted Counties by Total Untimely

County	Change from Last Week	Total Untimely Pending Applications (as of 2/18)	Total Untimely Pending Applications (as of 2/25)	Untimely HealthCare.gov Apps (as of 2/25)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in Current Month (as of 2/25)
Wake	↑ -117	3,212	3,329	1,032	4,987	5,816
Mecklenburg	↑ -286	2,821	3,107	1,344	6,704	6,072
Forsyth	↑ -101	1,142	1,243	297	2,976	2,175
Gaston	↑ -75	571	646	187	2,141	1,168
Guilford	↑ -33	403	436	76	3,486	2,576
Randolph	↑ -57	367	424	106	1,088	828
Columbus	↑ -15	379	394	84	599	445
Pitt	↑ -42	345	387	116	1,160	958
Onslow	↑ -7	337	344	60	1,177	1,140
Rockingham	↑ -36	213	249	136	599	454
Rowan	↑ -39	206	245	68	1,472	891
Union	↓ 34	276	242	54	1,262	1,037
Hoke	↑ -18	222	240	75	380	288
Davidson	↑ -58	170	228	47	1,345	940
Harnett	↑ -30	198	228	46	858	659
Cabarrus	↑ -40	160	200	66	1,350	1,001
Catawba	↓ 14	207	193	130	1,123	1,015
Moore	↑ -35	134	169	47	602	473
Robeson	↑ -3	160	163	39	1,628	1,104
Burke	↑ -3	158	161	30	819	696
TOTAL	↑ -947	11,681	12,628	4,040	35,755	29,736

- Of all Medicaid applications beyond the standard processing time, 79% are from 20 counties.
- 32% of the pending untimely applications are from HealthCare.gov
- The following county is no longer considered a Most Impacted by Total Untimely county: Iredell
- The following county has been added to the Most Impacted by Total Untimely list this week: Moore

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



Untimely Pending Medicaid Apps- Most Impacted Counties by Volume

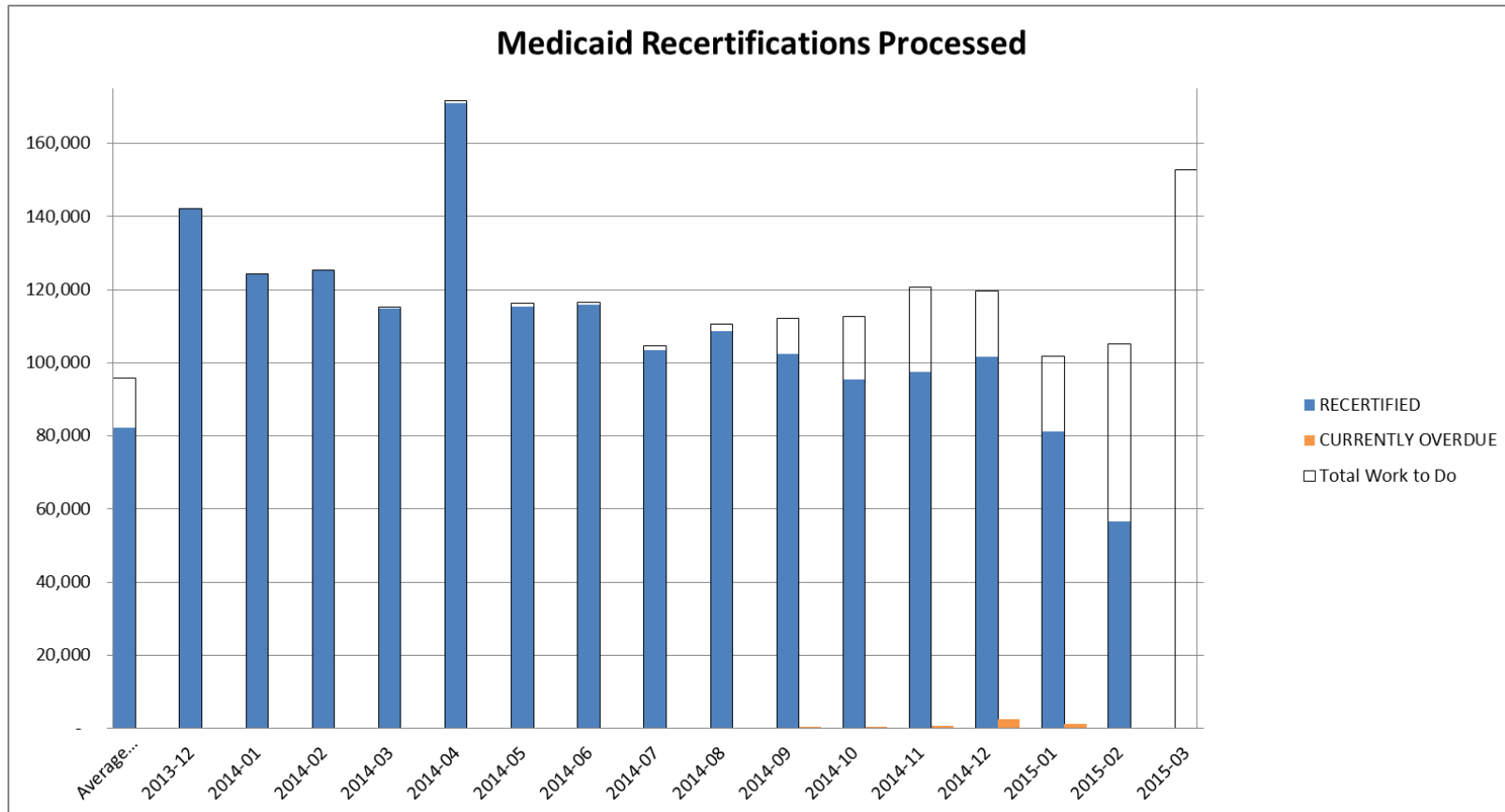
County	Current Untimely Medicaid Applications as a % of Typical Monthly Application Volume	Total Untimely Pending Applications (as of 2/25)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in Current Month (as of 2/25)
Pamlico	148%	137	93	53
Graham	123%	101	82	86
Hyde	75%	28	38	31
Wake	67%	3,329	4,987	5,816
Columbus	66%	394	599	445
Hoke	63%	240	380	288
Jones	62%	52	83	36
Washington	52%	65	125	63
Yancey	50%	62	123	93
Mecklenburg	46%	3,107	6,704	6,072
Forsyth	42%	1,243	2,976	2,175
Rockingham	42%	249	599	454
Randolph	39%	424	1,088	828
Davie	39%	93	240	226
Pitt	33%	387	1,160	958
Gaston	30%	646	2,141	1,168
Onslow	29%	344	1,177	1,140
Avery	29%	34	118	78
Moore	28%	169	602	473
Harnett	27%	228	858	659
TOTAL	47%	11,332	24,172	21,142

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

- There were no changes to the Most Impacted by Volume list this week.

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 2014 through April 2014 totals are increased due to the Medicaid Waiver extensions.

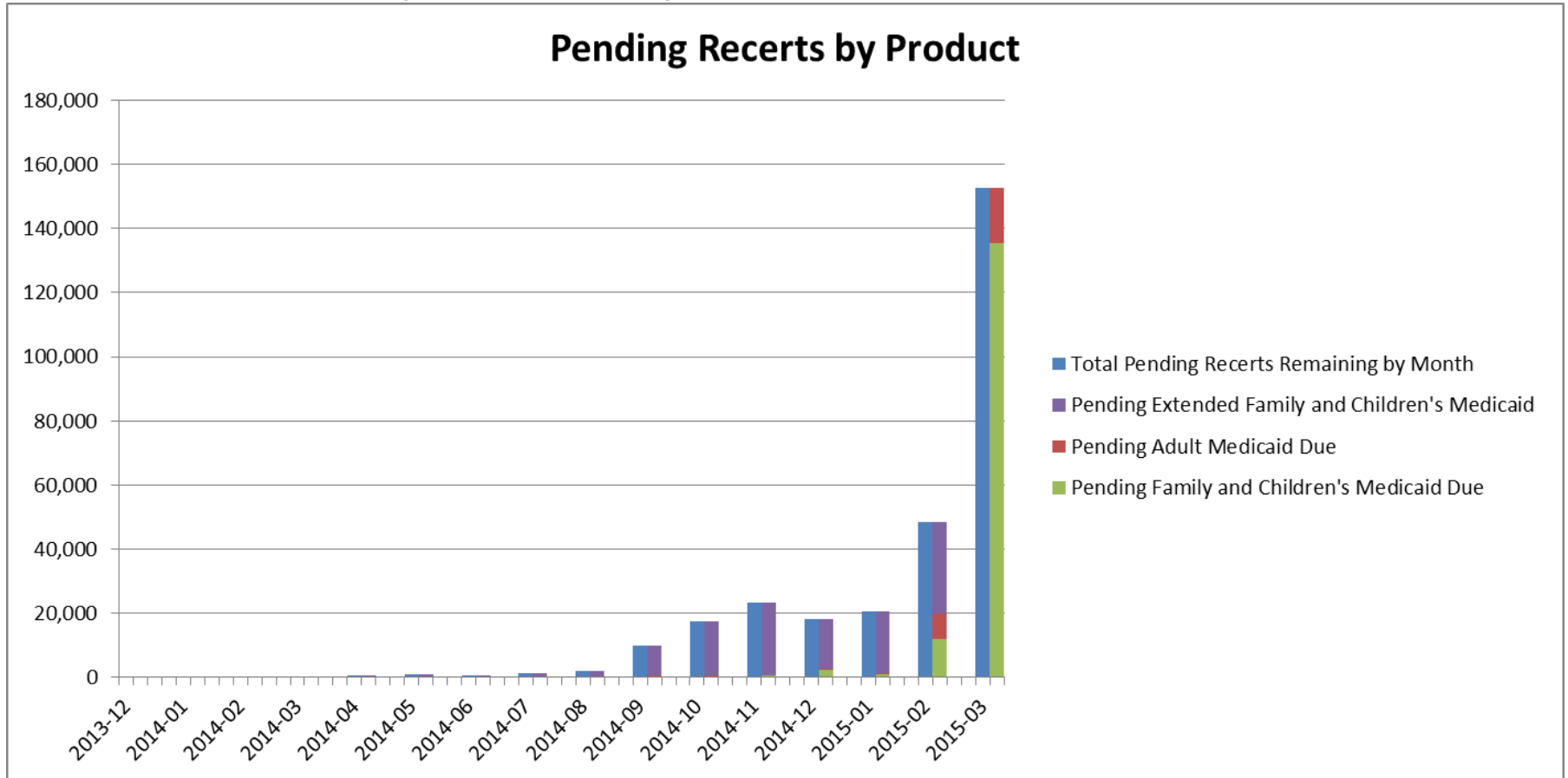


***Data as of February 25th**

****Family and Children's Medicaid recertifications were auto-extended on the evening of February 19th.**

Pending Medicaid Recertifications

- A total of 295,481 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.

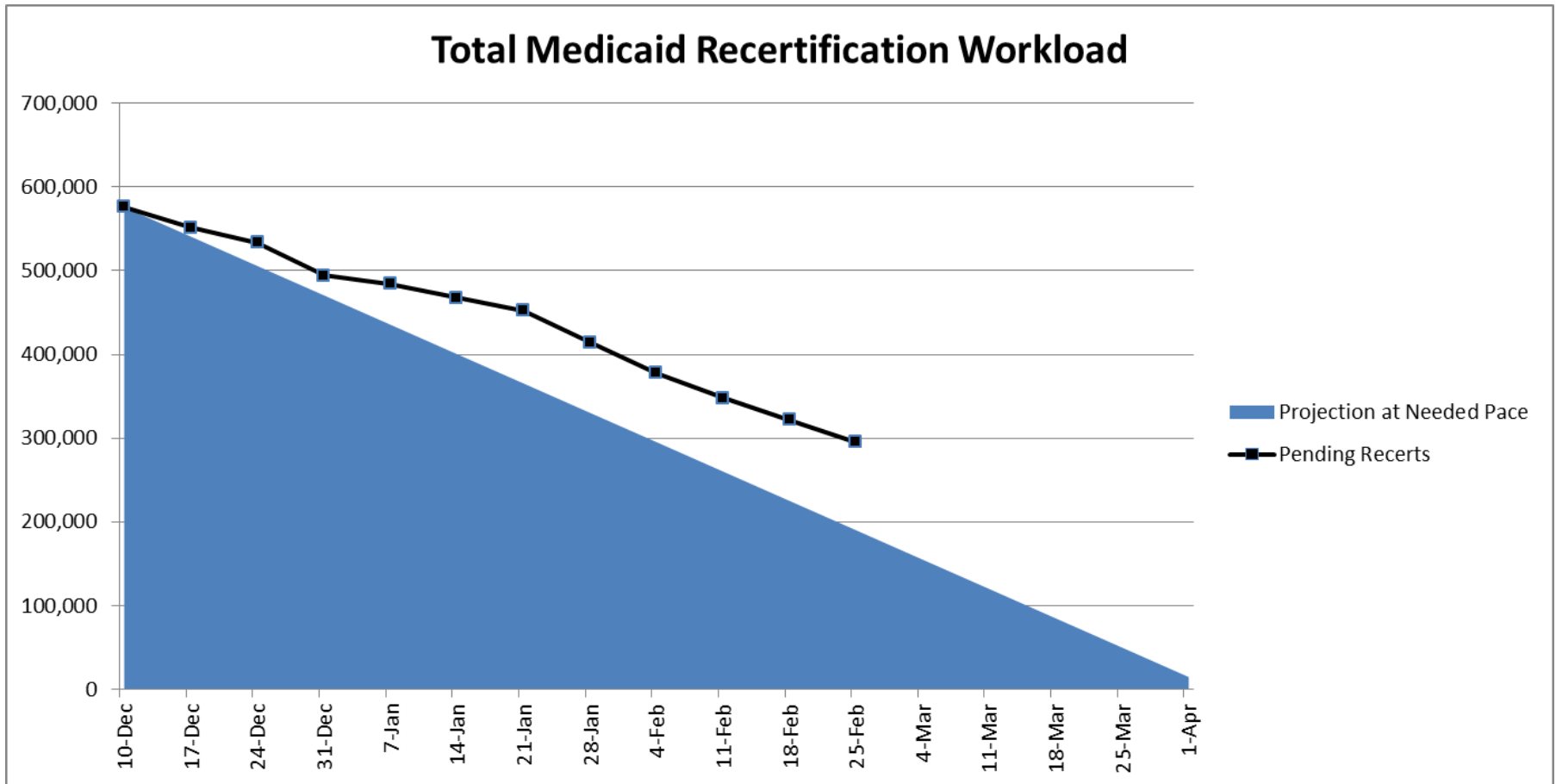


**Data as of February 25th*

***Family and Children's Medicaid recertifications were auto-extended on the evening of February 19th.*

Medicaid Recertification Workload

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



**Data as of February 25th*

***Family and Children's Medicaid recertifications were auto-extended on the evening of February 19th.*



Pending Medicaid Recerts- Most Impacted Counties

County	Recerts Due in Feb/March (as of 2/25) as Percentage of "Typical" Monthly Average	Total Recerts Due through March	February Recerts Due as of 2/25 (Originally Due)	Past Due Recerts as of 2/25	March Recerts Due as of 2/25 (Originally Due and Extended Due)	"Typical" Monthly Average of Recerts Due
Harnett	705%	11,168	291	167	10,710	1,585
Orange	574%	4,019	282	79	3,658	700
Pamlico	546%	911	65	37	809	167
Johnston	500%	9,499	717	30	8,752	1,900
Watauga	494%	1,715	99	113	1,503	347
Randolph	470%	9,140	622	691	7,827	1,944
Polk	464%	877	117	4	756	189
Scotland	461%	2,791	183	43	2,565	605
Rowan	450%	9,766	766	58	8,942	2,170
Union	409%	5,816	231	71	5,514	1,423
Pitt	402%	6,265	926	139	5,200	1,557
Jackson	401%	1,415	88	16	1,311	353
Martin	400%	1,183	64	69	1,050	296
Hoke	383%	1,695	151	21	1,523	443
Sampson	373%	5,409	145	3	5,261	1,452
Wake	357%	21,035	1,387	626	19,022	5,897
Granville	353%	2,529	197	172	2,160	717
Guilford	325%	14,008	613	77	13,318	4,314
Washington	318%	562	69	2	491	177
Richmond	316%	2,623	120	19	2,484	830
Total	415%	112,426	7,133	2,437	102,856	27,066
Statewide	250%	295,481	19,943	6,161	269,377	117,998

- The following county is no longer considered a Most Impacted Medicaid recerts county: Alamance, Burke, Mecklenburg
- The following county has been added to the Most Impacted Medicaid recerts counties list this week: Guilford, Hoke, Washington

****Family and Children's Medicaid recertifications were auto-extended on the evening of February 19th.**

Key System Metrics

- NC FAST monitors key system metrics monthly, including:

Metric	Description	July	Aug	Sept	Oct	Nov	Dec	Jan
System Availability	Target is 99% or better system availability during scheduled uptime	100%	100%	99.75%*	99.6%**	99.6%***	100%	99.6%****
No. of Critical Incidents	An outage that results in the entire NC FAST application not being available. 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	1	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.	0	0	0	0	1	0	0

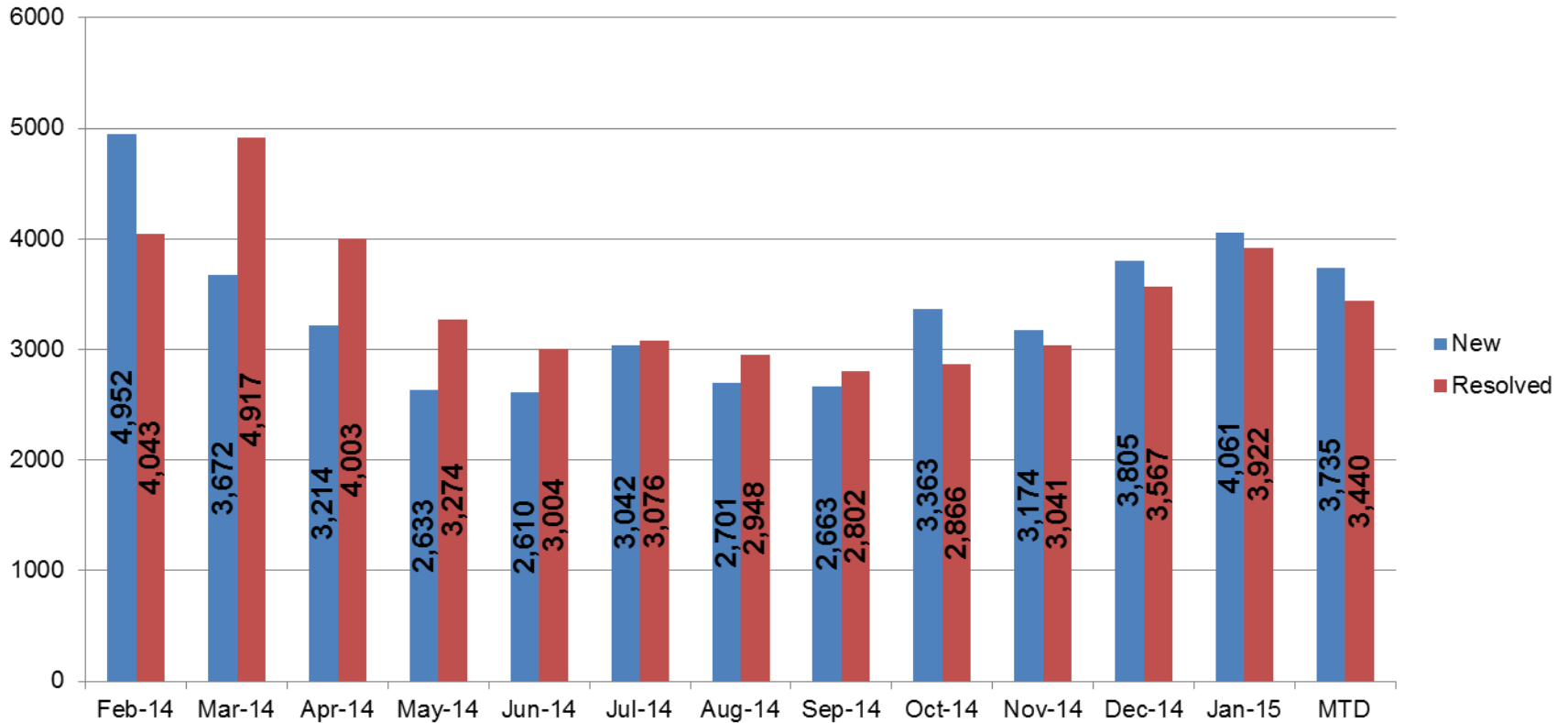
*60 min delay in uptime on Sunday, Sept 28.

**90 min downtime on Monday, Oct 6.

***Two outages due to a State-level patch from a vendor impacted NC FAST, on Monday, Nov 17 and Wednesday, Nov 19. The patch was implemented based on vendor assurance to the State that the patch would not impact system availability. These are reflected as critical and major incidents.

****101 min delay in uptime on Thursday, Jan 29.

Rate of Help Desk Tickets



- *Opened Last Week (02/17 – 02/23): 1,007*
- *Closed Last Week (02/17 – 02/23): 1,022*

Note- Last group of counties completed the transition to NC FAST on Nov. 3.

***Data as of February 25th**

****Note- The December numbers have been corrected to include the last 3 days of the month.**

Caseworkers Working in Multiple Counties

- For audit and data security reasons, users of NC FAST may only have one NCID even though they may work (moonlight) in multiple counties.

Example: If a worker is working full-time in County A and works part-time in county B, please do not create another NCID or another position in NC FAST in County B. The worker must use the current NCID created in County A to process cases/applications in NC FAST. Any problems with the worker's NCID, (e.g., password reset) must be handled by the NCID Admin in County A.

Key Reminders

- NC FAST and DAAS continue to monitor the entry of missing direct deposit information for the 1807 SA cases that were moved back to EIS. Please ensure that all efforts are being made to gather this information. Please ensure that SA staff are completing any necessary actions on the cases in EIS. Any cases that should have EBT as the method of payment need to be communicated to DAAS.
- Working LIS and SDX work queues is a critical process that may result in applications and case actions not being completed timely if left unmonitored. Please ensure these work queues are monitored and their tasks completed.
- If an SDX case comes across with incorrect county, please ensure to follow appropriate policy to correct the incorrect address by using the DMA-5049, Referral to the Local Social Security Office, to report this information immediately to SSA. Use "Other" to specify the problem. SSA must correct its record in order for the SDX to update EIS and NC FAST. In the unusual situation that SSA does not react to changes reported by the client or DSS and it is causing a hardship for a recipient or provider, contact DMA, Medicaid Eligibility Unit.

Key Reminders

- Caseworkers should inquire with clients about who their Primary Care Provider is and assign in NC FAST versus using the temporary exemption code when processing.
- NC FAST has expanded system availability from 5:00am – 9:00pm for most weekdays and Saturdays. The system is also available from 12:00 noon – 9:00pm on most Sundays. Please reference the NC FAST weekly communication for complete system availability.
- NC FAST conducts virtual training on a variety of topics each week. The training schedule and instructions on how to register for a class are available in FAST Help.
- In preparation for Project 4: Child Services, NC FAST will be issuing a statewide survey to gather contact information for those who will serve as county champions for the project, as well as gather information, such as the number of caseworkers each county has as well as certain volumes of work each county completes on a periodic basis. This will be used to inform the readiness, training and implementation approach for the project. Please complete, or designate someone to complete, this survey as soon as possible once it is released.

Acronyms

Acronym	Definition
ACA	Affordable Care Act
AFDC	Aid to Families with Dependent Children
BCC	Breast and Cervical Cancer Medicaid
CHIP	Child Health Insurance Program
EIS	Eligibility Information System (legacy system)
F&C	Family and Children's Medicaid
FFM	Federally-Facilitated Marketplace
FNS	Food and Nutrition Services
HSF	State Foster Home Fund
ITS	Office of Information Technology Services
MAF	Medical Assistance to Families with Dependent Children
MAF-D	Family Planning Waiver
MAGI	Modified Adjusted Gross Income
MCHIP	Medicaid Child Health Insurance Program
MFC	Foster Care
MIC	Medicaid for Infants and Children
MQB-Q	Medicaid Qualified Medicare Beneficiary
MQB-B	Medicaid Specified Low Income Medicare Beneficiary
MQB-E	Medicaid Qualifying Individuals 1(QI1)
NCHC	North Carolina Health Choice
RA	Refugee Assistance
SA	Special Assistance
SDX	State Data Exchange
USDA	United States Department of Agriculture
WF	Work First