

Best Practices

LEE COUNTY
NORTH CAROLINA

Committed Today for a Better Tomorrow

Presented by:

Sabrina Coleman, FNS Supervisor

Christie Terry, Medicaid Supervisor

Angelina Noel, County Champion

General Best Practices

- Developed a clear internal process for trouble shooting problem cases and ensured that all staff followed this process.
- Adopted the philosophy that majority of problems that occur in NC FAST are a result of worker error.
- WE have a CAN do attitude.
- Take a team approach in everything we do.
- Maintain constant communication with workers and update training with new policy and process changes.
- Workers know exactly what they are responsible for and they are held accountable for their caseloads.
- We have a very supportive upper management.

FNS Application Timeliness Best Practices

- All applications are given to the supervisor directly.
- Developed log to track all applications to ensure they were entered timely in NC FAST.
- Supervisor and lead worker monitor the internal log to ensure that all applications are entered timely.
- All mail in and drop off applications must be entered within 1 business day of receipt.
- EPASS Queue is checked multiple times a day. Supervisor assigns them and changes the owner in NC FAST.
- Supervisor tracks the pending applications using available reports and keeps detailed records of why and what applications go overdue. Supervisor or lead must approve all good cause entries in NC FAST.
- Application reports are monitored daily by the supervisor and/or lead. Status updates are requested on day 2 of the 4 day time standard and day 23 of the 25 day time standard.

FNS Recertification Timeliness

Best Practices

- All recertifications are placed in a basket at our front desk and the basket is checked multiple times a day.
- Timely and Untimely recerts are started in the system by the lead and passed to the assigned worker. This allows us to monitor all recertifications from the day they come into the agency.
- All late recertifications are given to one individual worker for processing. This worker handles a “late only” caseload versus a traditional caseload.
- Recertification reports are tracked daily/weekly to ensure there are no surprises! This also allows the supervisor and lead the ability to ensure workers are on target to meet time standards throughout the month versus waiting until the end of the month. If help in a particular caseload is needed to meet a deadline, it can be pulled in at that time.

Medicaid Timeliness Best Practices

- Family and Children's Medicaid started focusing on same day processing at intake.
- Recertification and application reports are monitored on a daily basis. Supervisor and/or lead will ensure the status of all applications due are addressed with the worker to ensure timely disposition.
- Applications are logged by the supervisor or lead to ensure they are accounted for, tracked and entered into NC FAST timely.
- Each worker is responsible for their caseload each month. What is due, is what must be completed.

Lessons Learned

- Track, Track, Track!
- Workers must clearly understand what they are responsible for each month. This helps to ensure that they know what is expected of them.
- Ensure that what you are expecting your workers to do is realistic. You can't overwork your staff and be successful but at the same time, you must clearly understand what you can realistically expect from them.
- Don't be afraid to change a process that is not working.
- As my colleague Sabrina would say, TEAM WORK makes the DREAM WORK.
- Management's positive attitude towards process change is key for success.