

NC FAST

North Carolina Families Accessing
Services through Technology

County DSS Director's Update January 6, 2015

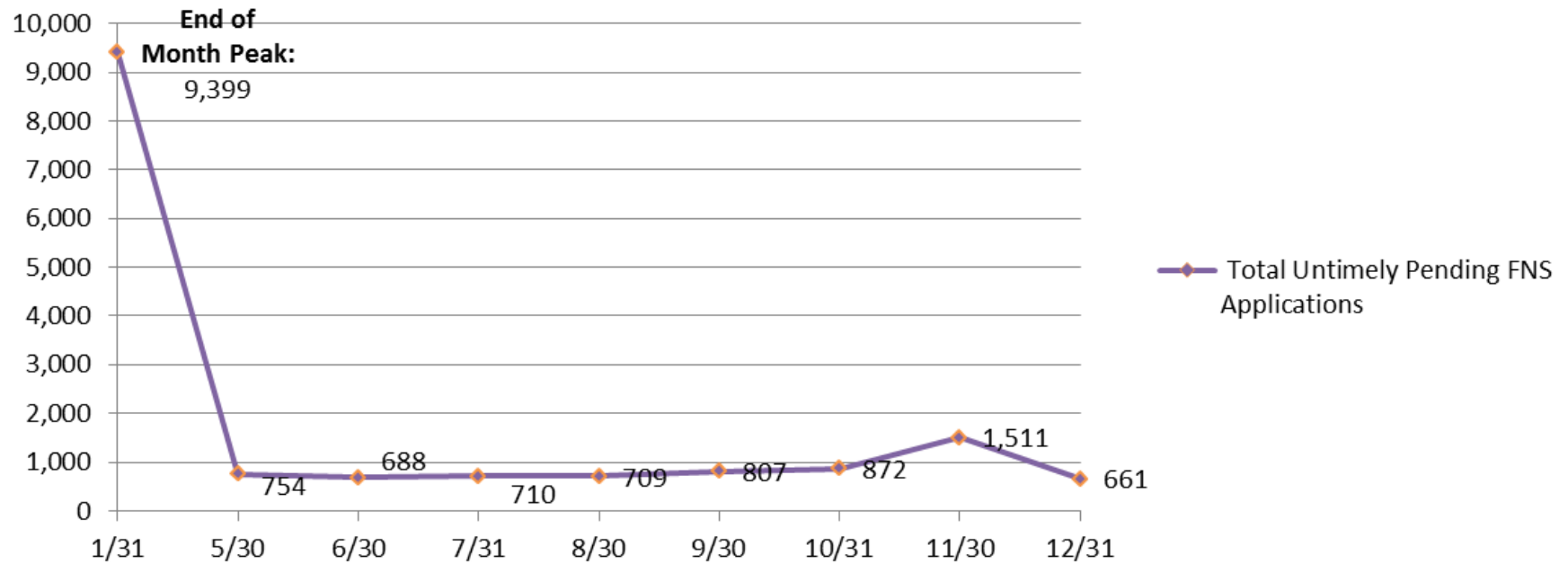


North Carolina
Department of
Health & Human Services

FNS Applications Processing Status

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

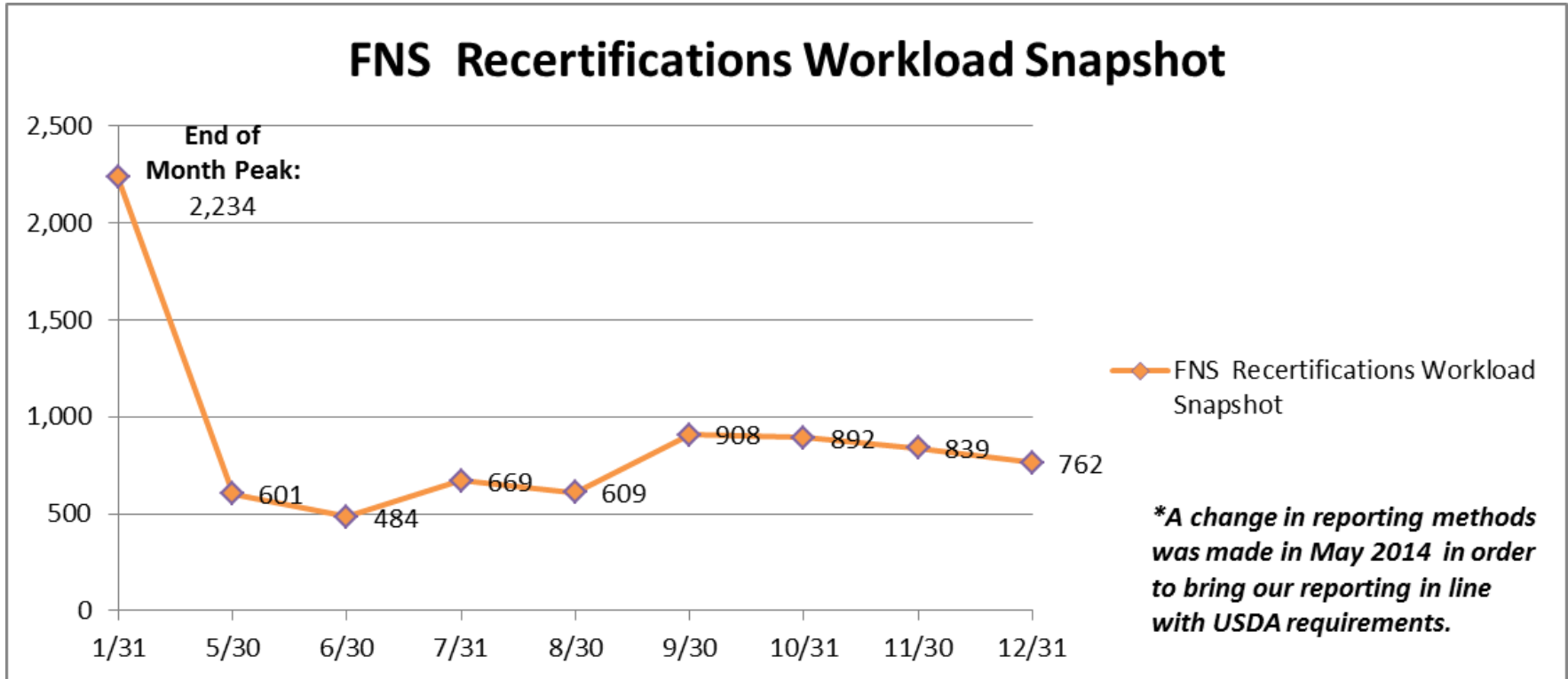
Total Untimely Pending FNS Applications



*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

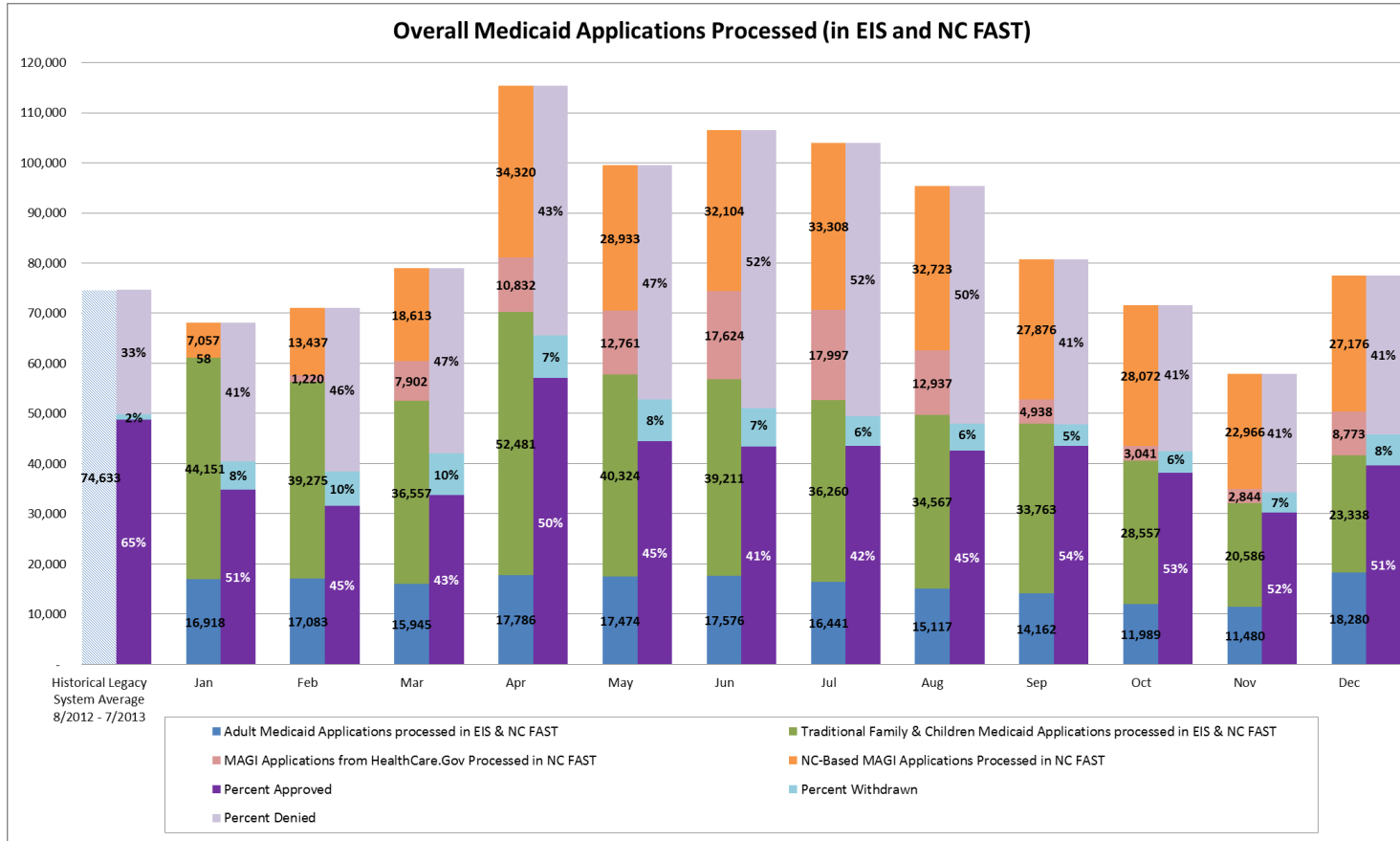
- Counties successfully met Feb. 10 and March 31 USDA FNS processing deadlines.



***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

- 96% of new applications were processed in NC FAST in December, with 4% processed in EIS.
- 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).

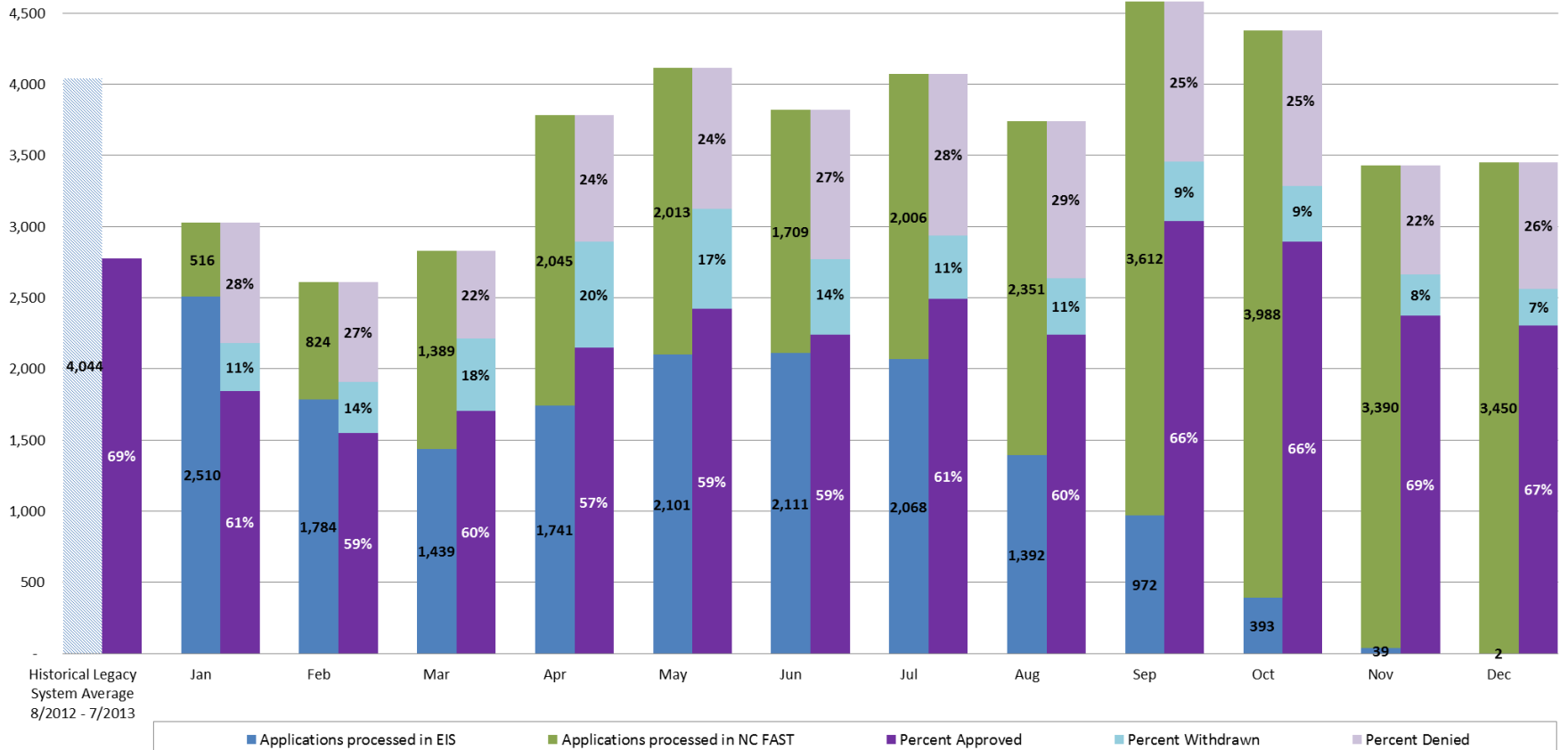


***Data as of December 31st**

****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 Applications Processed

Work First Applications Processed (in EIS and NC FAST)



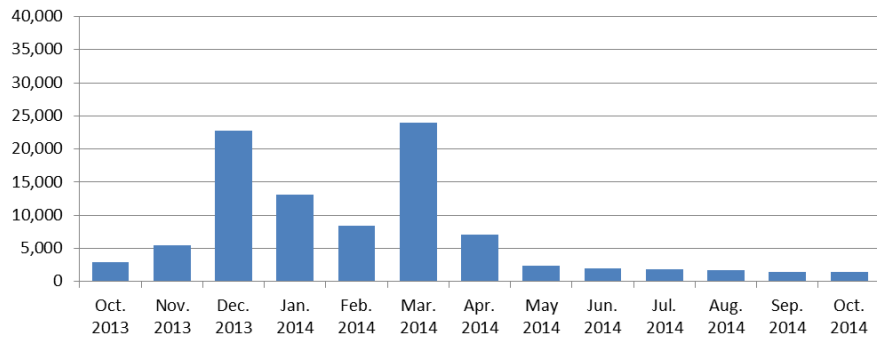
**Data as of December 31st*

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HealthCare.gov Open Enrollment Comparison

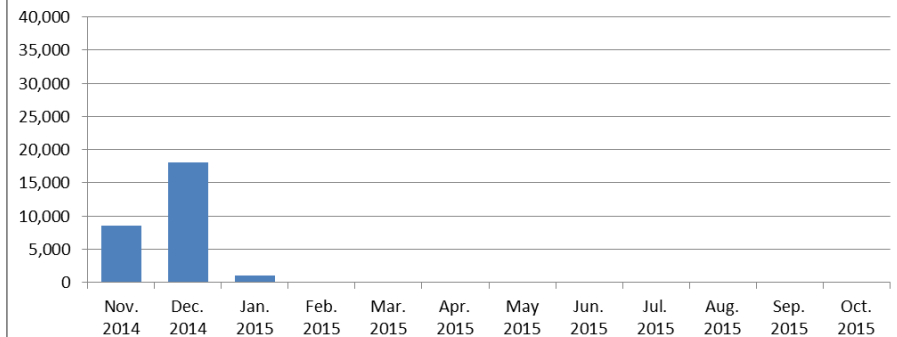
ACA Year 1 Open Enrollment

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

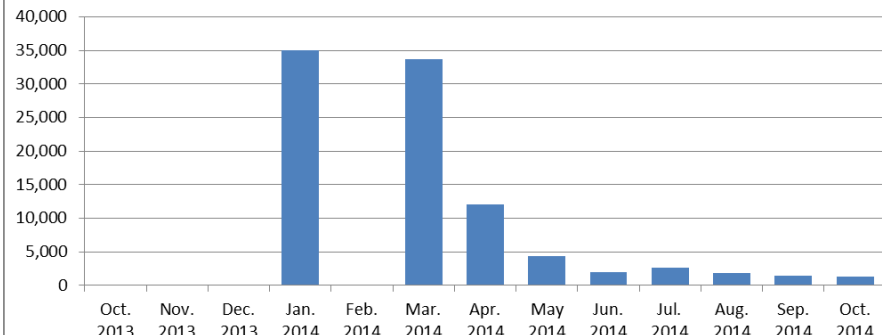


ACA Year 2 Open Enrollment

**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 5th*



HealthCare.gov Applications by Status

- 27,755 applications from 2014-2015 Open Enrollment submitted at healthcare.gov have been transferred to NC FAST.
- 34% 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	85,298	100%	27,755	
Total FFM applications still being processed	715	.8%	18,417	66%
Total FFM applications fully processed	84,583	99.2%	9,344	34%
Applications approved for Medicaid ("woodwork effect")	8,689	10%	706	8%
Applications denied/withdrawn/transferred	75,894	90%	8,639	92%
Duplicate Application	6,981	9%	2,092	24%
Already on Medicaid*	12,342	16%	2,590	30%
Application processed and denied or withdrawn	56,571	75%	3,957	46%

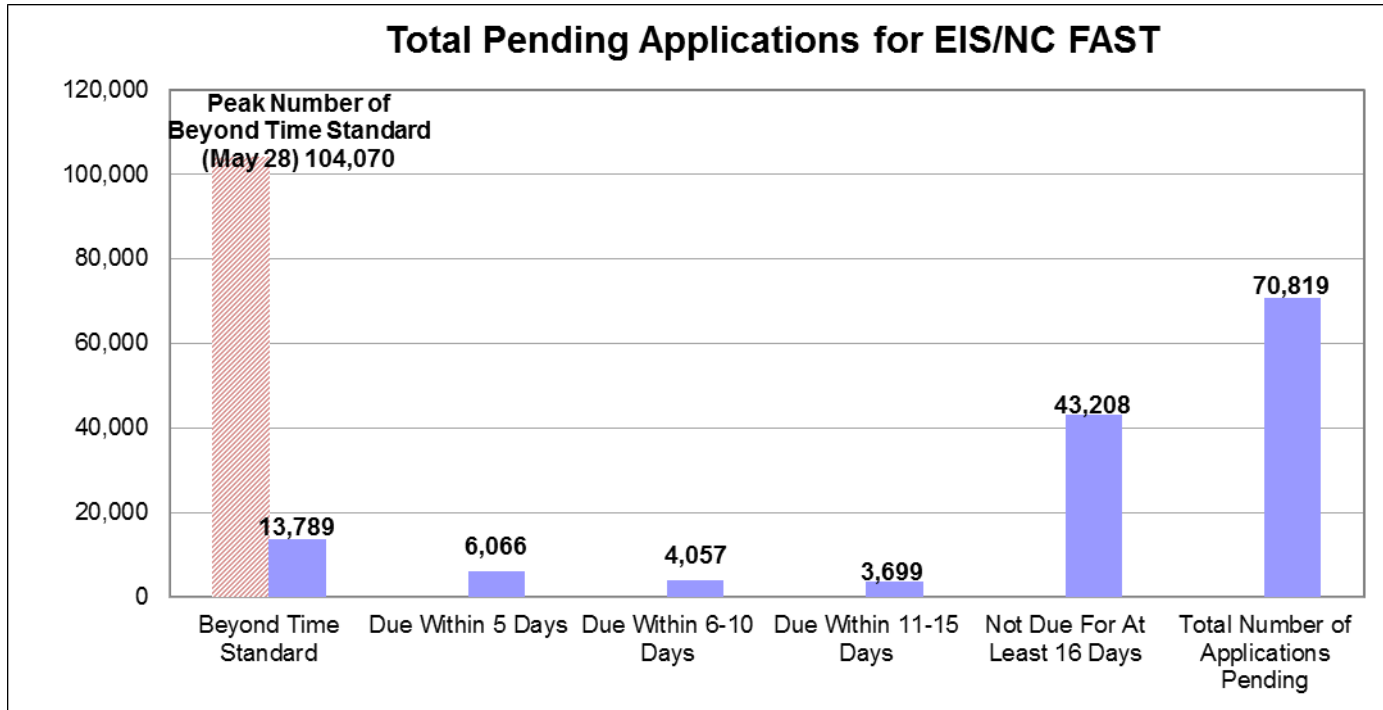
Data as of January 5th

**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 13,789 pending Medicaid applications in NC FAST and EIS that are beyond standard processing time *(Compared to 2014 peak of 104,070)*:
 - FFM Applications: 581 *(Compared to 2014 peak of 45,058)*
 - NC FAST MAGI Applications: 4,248 *(Compared to 2014 peak of 31,890)*
 - NC FAST Traditional Applications: 8,960 *(Compared to 2014 peak of 20,938)*
 - EIS: 0 *Compared to 2014 peak of 9,051)*

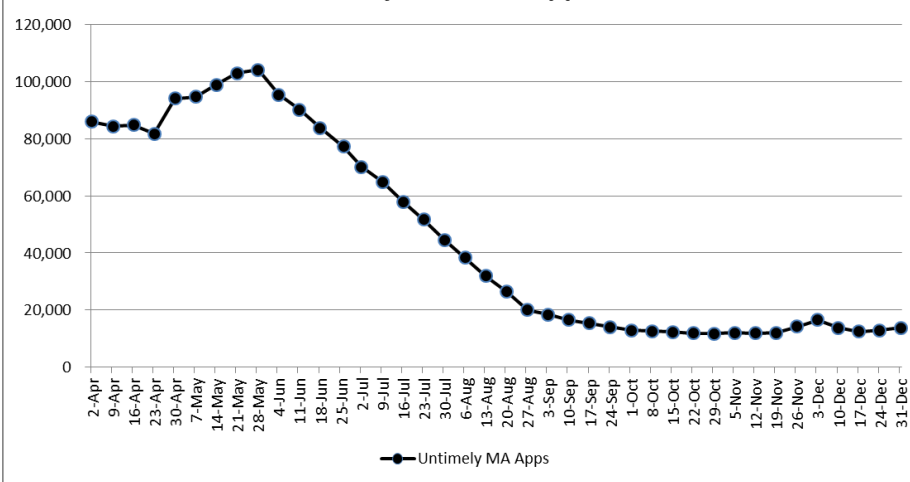


*Data as of December 31st

Total Untimely Pending Medicaid Applications

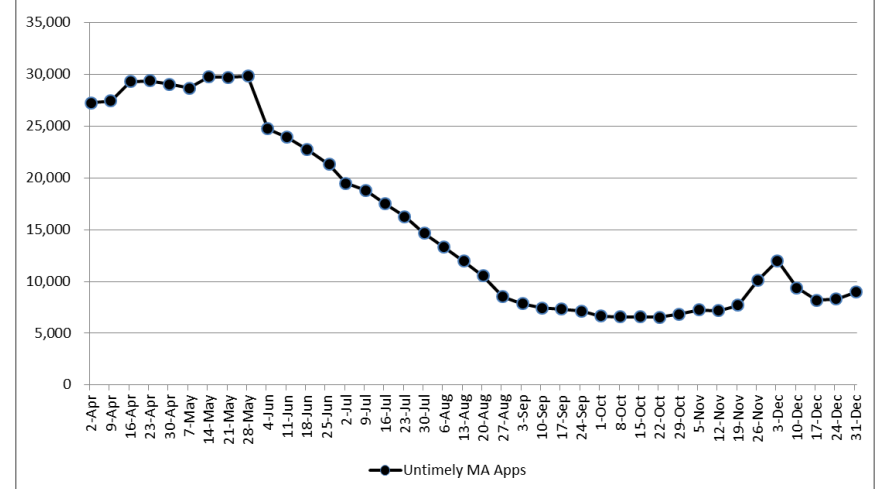
- We continue to monitor statewide and individual county progress in working through untimely pending Medicaid applications.
- Since the peak of untimely pending applications at the beginning of June, counties have been successful in lowering the overall backlog by 88% which includes a reduction of approximately 90,200 untimely pending applications.

All Untimely Medicaid Applications



- 35% of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.

Untimely Medicaid Applications (Excluding ACA Impact)

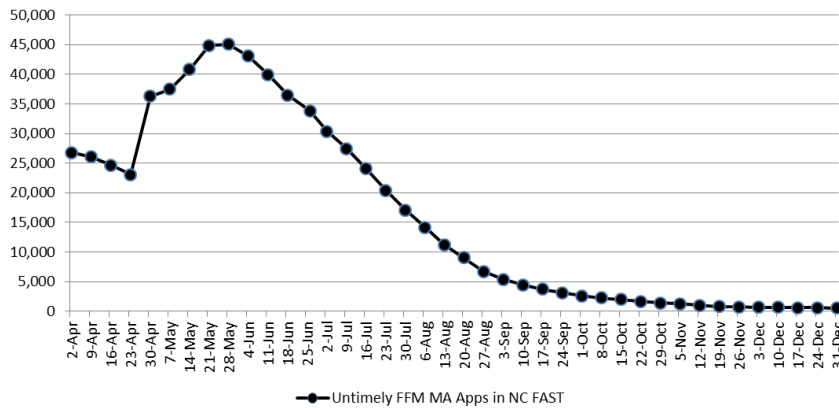


*There will always be some applications that remain pending with good cause.

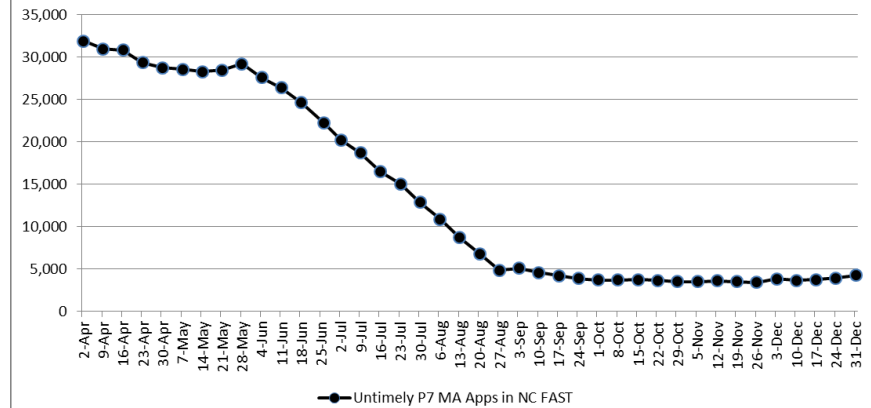
Breakdown of Untimely Pending Apps- MAGI

- There are 581 untimely pending Medicaid applications from the FFM.
- There are 4,248 untimely pending Medicaid applications for MAGI Programs received online or in county DSS offices.

**Untimely Medicaid Applications
in NC FAST - FFM MA Apps**



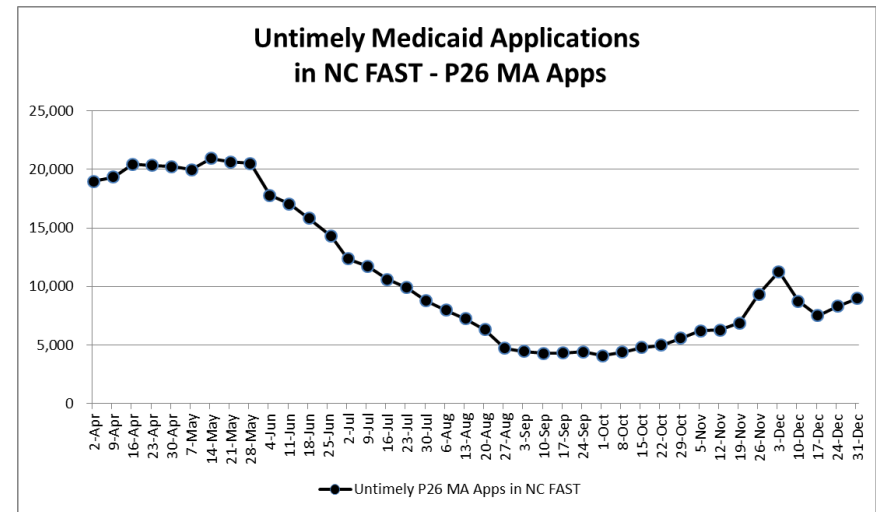
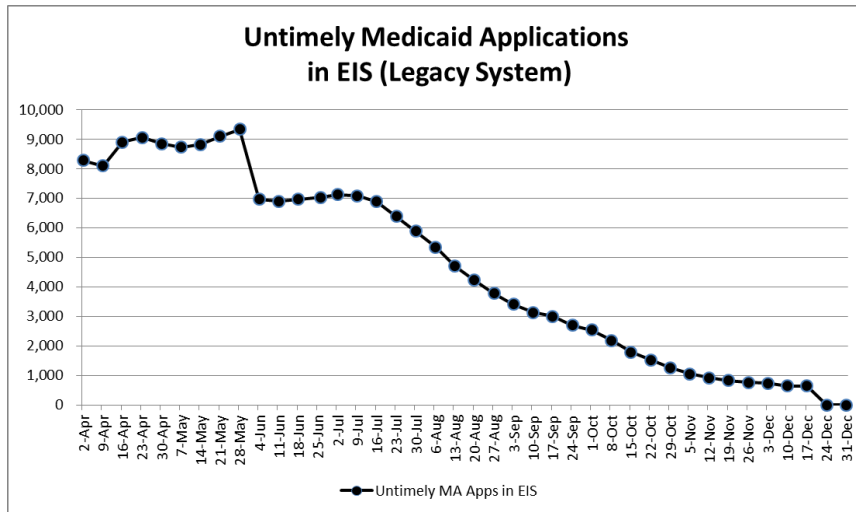
**Untimely Medicaid Applications
in NC FAST - P7 MA Apps**



**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- Traditional

- There are 0 untimely pending Medicaid applications in EIS for Traditional Programs.
- There are 8,960 untimely pending Medicaid applications in NC FAST for Traditional Programs.



**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.*

***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 12/24)	Total Untimely Pending Applications (as of 12/31)	Untimely HealthCare.gov Apps (as of 12/31)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in December (as of 12/31)
Wake	↑ -196	2,830	3,026	157	4,987	5,066
Mecklenburg	↑ -272	1,839	2,111	80	6,704	7,398
Forsyth	↑ -71	861	932	85	2,976	2,769
Guilford	↑ -64	518	582	12	3,486	3,066
Onslow	↑ -26	373	399	21	1,177	1,112
Columbus	↑ -20	354	374	24	599	446
Randolph	↑ -29	269	298	7	1,088	881
Pitt	↑ -3	286	289	9	1,160	948
Union	↑ -10	278	288	20	1,262	1,082
Gaston	↑ -41	238	279	12	2,141	1,274
Cumberland	↑ -26	245	271	0	2,708	3,108
Robeson	↓ 5	253	248	4	1,628	1,524
Harnett	↑ -12	172	184	6	858	745
New Hanover	↓ 1	165	164	3	1,398	1,268
Durham	↑ -16	147	163	0	2,145	2,161
Caldwell	↑ -18	143	161	10	750	795
Iredell	↑ -6	153	159	8	1,157	993
Cabarrus	↑ -11	126	137	7	1,350	1,228
Buncombe	↓ 9	145	136	1	2,195	2,697
Hoke	↑ -9	120	129	8	380	216
TOTAL	↑ -815	9,515	10,330	474	40,148	38,777

- Of all Medicaid applications beyond the standard processing time, 75% are from 20 counties.
- 5% of the pending untimely applications are from HealthCare.gov
- The following county is no longer considered a Most Impacted by Total Untimely county: Rowan
- 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

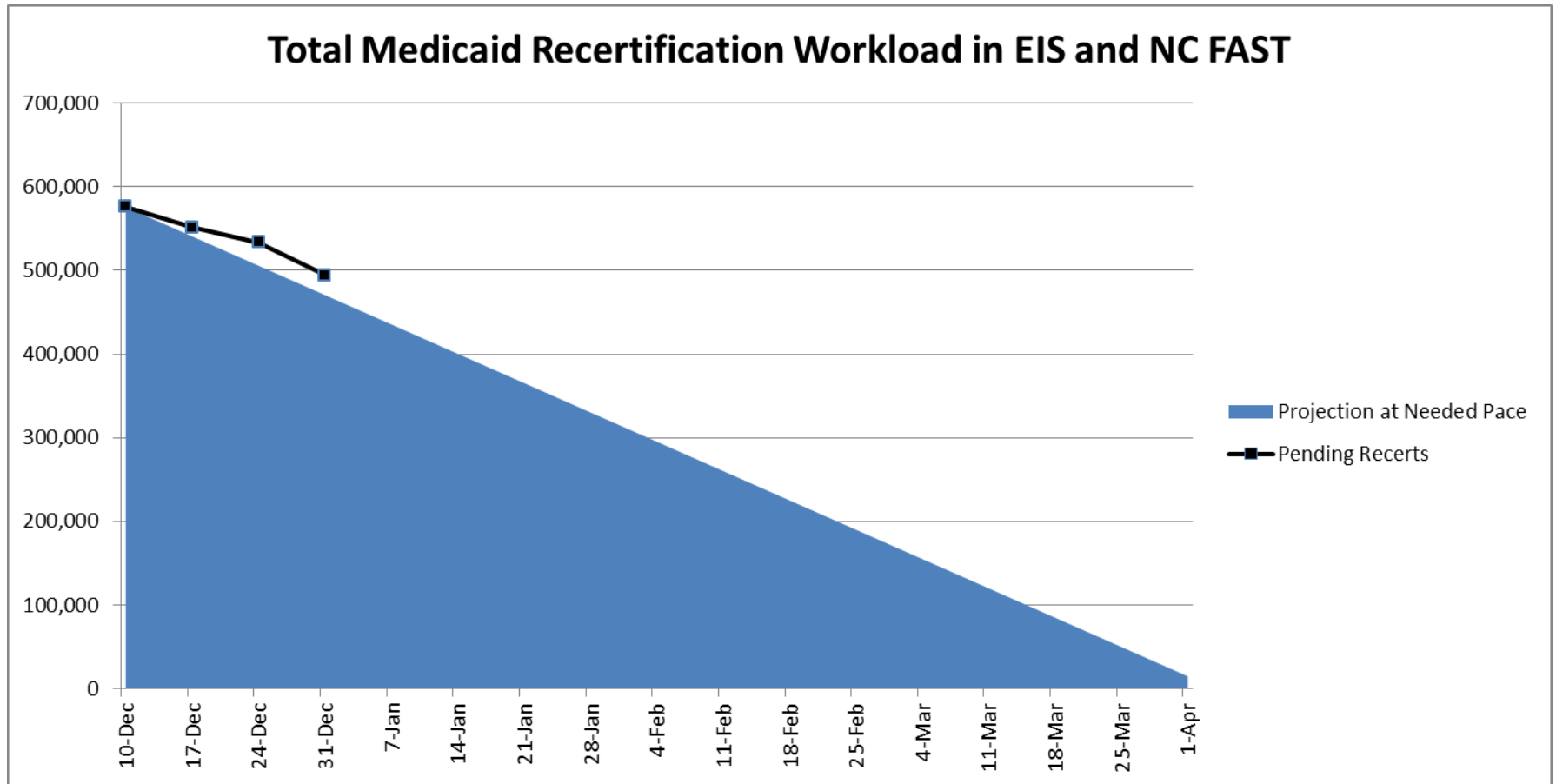
County	Current Untimely Medicaid Applications as a % of Typical Monthly Application Volume	Total Untimely Pending Applications (as of 12/31)	Historical Avg. # of Medicaid Apps Processed (in EIS)	Total Apps Processed in December (as of 12/31)
Graham	97%	80	82	126
Pamlico	78%	72	93	73
Columbus	62%	374	599	446
Wake	61%	3,026	4,987	5,066
Hyde	43%	16	38	25
Yancey	41%	50	123	127
Washington	38%	48	125	96
Davie	36%	86	240	215
Onslow	34%	399	1,177	1,112
Hoke	34%	129	380	216
Jones	32%	27	83	44
Mecklenburg	31%	2,111	6,704	7,398
Forsyth	31%	932	2,976	2,769
Randolph	27%	298	1,088	881
Pitt	25%	289	1,160	948
Union	23%	288	1,262	1,082
Polk	23%	31	136	130
Caldwell	21%	161	750	795
Harnett	21%	184	858	745
Rockingham	19%	116	599	497
TOTAL	37%	8,717	23,459	22,791

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

- The following county is no longer considered a Most Impacted by Volume county: Swain
- The following county has been added to the Most Impacted by Volume counties list this week: Rockingham

Medicaid Recertification Workload

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



**Data as of December 31st*



Pending Medicaid Recerts- Most Impacted Counties

County	Total Recerts Due through January	January Recerts Due as of 12/31 (Originally Due and Extended Due)	Past Due Recerts as of 12/31	"Typical" Monthly Average of Recerts Due	Recerts Due in Jan (as of 12/31) as Percentage of "Typical" Monthly Average	February Recerts Due as of 12/31 (Originally Due)	March Recerts Due as of 12/31 (Originally Due)
Orange	5,509	5,424	85	700	787%	495	767
Harnett	9,692	9,518	174	1,585	611%	1,403	1,624
Johnston	10,696	10,411	285	1,900	563%	1,320	2,283
Watauga	1,774	1,674	100	347	511%	251	331
Rowan	10,320	10,144	176	2,170	476%	1,920	1,767
Scotland	2,813	2,712	101	605	465%	729	933
Pamlico	771	740	31	167	462%	127	142
Polk	811	748	63	189	429%	162	177
Sampson	6,119	6,110	9	1,452	421%	1,162	1,050
Union	5,083	5,043	40	1,423	357%	1,899	1,988
Randolph	6,385	6,112	273	1,944	328%	1,459	2,170
Alamance	7,945	7,660	285	2,449	324%	2,059	2,246
Granville	2,298	2,135	163	717	321%	536	761
Pitt	4,966	4,684	282	1,557	319%	2,109	2,059
Burke	3,684	3,498	186	1,164	316%	1,233	1,470
Wake	18,545	17,743	802	5,897	314%	4,245	8,899
Jackson	1,012	965	47	353	287%	488	570
Martin	809	731	78	296	273%	212	541
Cabarrus	6,032	5,847	185	2,268	266%	2,131	2,936
New Hanover	5,408	5,356	52	2,136	253%	2,065	2,168
Total	110,672	107,255	3,417	29,319	377%	26,005	34,882
Statewide	239,257	228,328	10,929	117,998	203%	106,557	148,571

• No counties were added or removed from the Most Impacted Counties list this week.

Special Assistance Notification

- As communicated on Tuesday, December 23rd, due to the large number of Special Assistance cases where the client's bank account information has not been entered, NC FAST has temporarily converted Special Assistances cases with a delivery pattern of "Monthly EBT Card Cash" that are *not* SA in-home back to EIS to ensure the facilities are paid on time. These cases will temporarily be closed in NC FAST and will remain in "Closed" status until caseworkers update Direct Deposit information in NC FAST and the case is then reconverted back into NC FAST.
- Caseworkers are requested to ignore any on-hold decisions on the closed cases of those SA clients that are reactivated in EIS. Any changes to these SA recipient's benefits can be done on/after January 5th, 2015 and should be updated in EIS; however, accurate Direct Deposit information should be updated on the Person Page in NC FAST as soon as possible. Please note that although the case is now in EIS, caseworkers will be able to update the Direct Deposit information in NC FAST immediately. **We are requesting that all Direct Deposit information be updated no later than January, 21, 2015 so that these cases can be reconverted back to NC FAST by the end of January, 2015.** For further details on how to do this, please reference the [Delivery Patterns Job aid](#) in FAST Help.
- For a listing of SA cases that have been reconverted to EIS, please review the report in FAST Help located at Reports àSA CASES MISSING DIRECT DEPOSIT INFO à December 30, 2014 à SA Cases Unflagged – Report for Counties. **The report is password protected and may be accessed using the same password you use for Selective Conversion and other NC FAST reports.**
- A weekly burn-down report will be provided on FAST Help. If there are cases that need to remain with a delivery pattern as EBT, please keep a list of those cases for your county. NC FAST will request this list on or around January 23, 2015 in order to ensure these cases are converted back into NC FAST.



General NC FAST Update

- Special Assistance default payment update – Effective 1/5/2015 the default SA payment delivery patterns will be set to Direct Deposit instead of Monthly EBT Card Cash. Please note for the Direct Deposit delivery pattern type, bank account information (Bank Name, Routing Number, Account Number and Account Type) MUST be entered, even though the fields are not indicated as required in NC FAST.
- As of 1/5/15, when SA or SA In-Home cases are being approved and should receive an EBT card, caseworkers must first Authorize the eligible decision then change the delivery pattern to EBT Card Cash before activating the SA or SA In-Home PDC.
- DHHS has received a list of Child Welfare needs that is currently being reviewed by DSS and NC FAST for feedback
- The NC FAST Reports Group continues to prioritize and provide additional reports per the priorities set by the group