



County DSS Directors Update

October 2017

Project 3 Updates – Child Care

- Attendance and roster submission for providers serving children from Pilot and Groups A, B and C took place in early October.
- Approximately \$20 million in payments were issued for September services.
- Case activation for Group D has been rescheduled for the first week in November – currently targeting November 7th.
 - Group D counties should continue to monitor cleanup reports and requests from the NC FAST team to ensure case activation in November is as successful as possible.
 - Group D counties should review their current fund ranking to ensure that cases obligate from the desired funding source at activation. This is strongly preferred to handling obligation transfers to change the funding source for a case after activation.
 - Ensure that any Smart Start Enhancements are configured to begin on or before November 1st if they are to be paid along with November services.

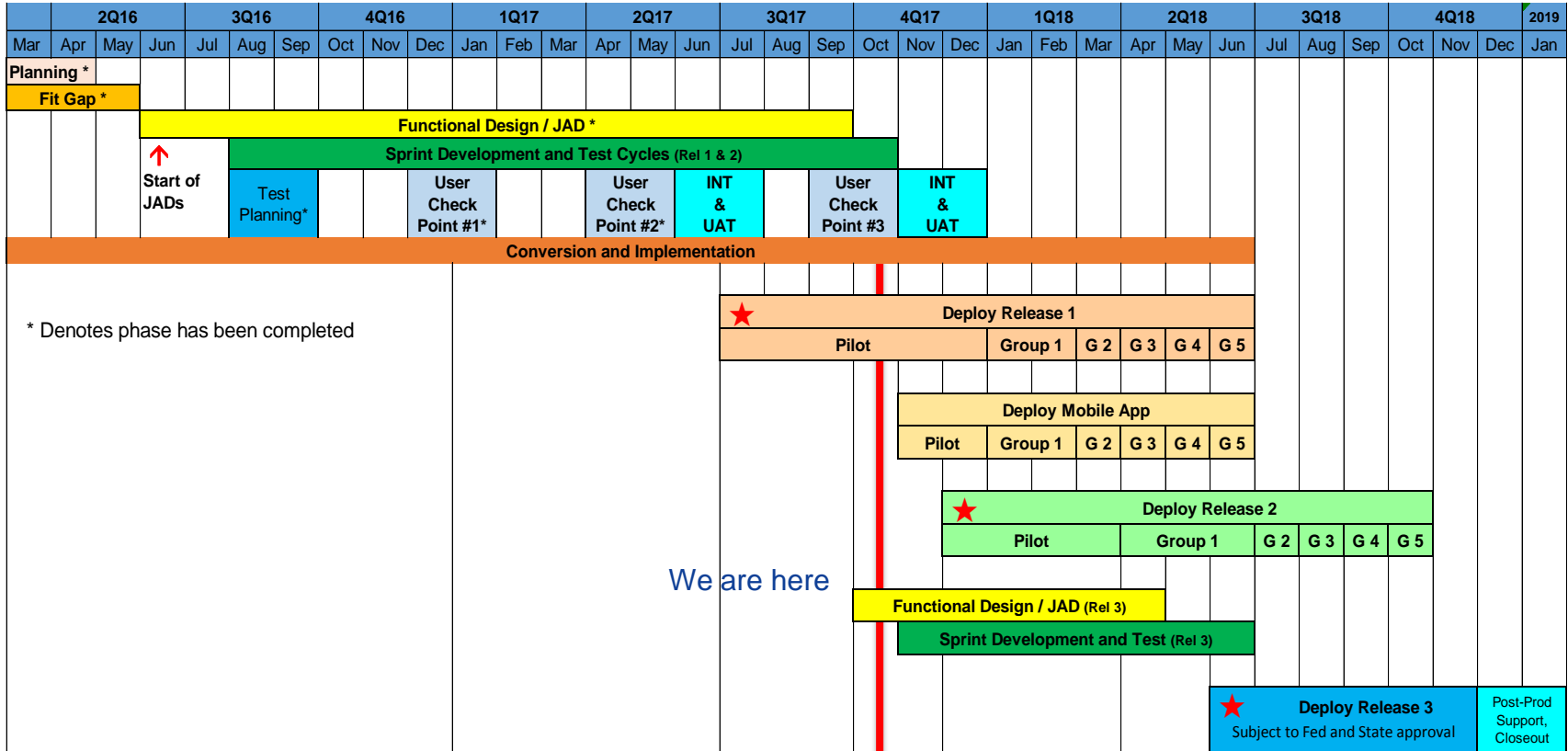
Project 3 Updates – Child Care

- Providers should be reminded that they need to submit the entire roster (not just each child) in order for payment to be processed timely.
- As a reminder, providers should expect to receive payment between the 15th and 20th of the month, not specifically on the 15th.
- With the latest October payment, providers began receiving 1 lump sum deposit in their account and no longer receive payments for individual children.
- Counties should still be sending manual action notices to providers with the exception of a recertification packet or when a child is pulled off of the waiting list. We are hoping to turn on automated notices as soon.
- Over the weekend of October 28/29, NC FAST will be updating the child care service plan functionality which will improve how the system reacts to changes on child care cases as well as reduce errors, such as the \$1 food subsidy error, that providers sometimes encounter in the provider portal.

Project 3 Updates – Child Care

- For providers that enrolled during 2016, they will need to complete re-enrollment by the end of 2017, if they have not done so already. A report on FAST Help contains the current contract end date for each provider, please review the report and begin encouraging your providers to begin completing re-enrollment.
- If re-enrollment is not complete by the end of the year, the provider will no longer be able to participate in the subsidy program and all subsidy children in care at that facility will need to be moved or the parent will need to begin paying the private pay rate.
- Providers will receive email reminders as well as a message in the Provider Portal reminding them to complete re-enrollment.
- Providers should be encouraged to complete re-enrollment no later than November 30th. In order to allow a 10 day notification period, termination notices will need to be sent to any provider that does not re-enroll by mid-December.

Project 4 Timeline



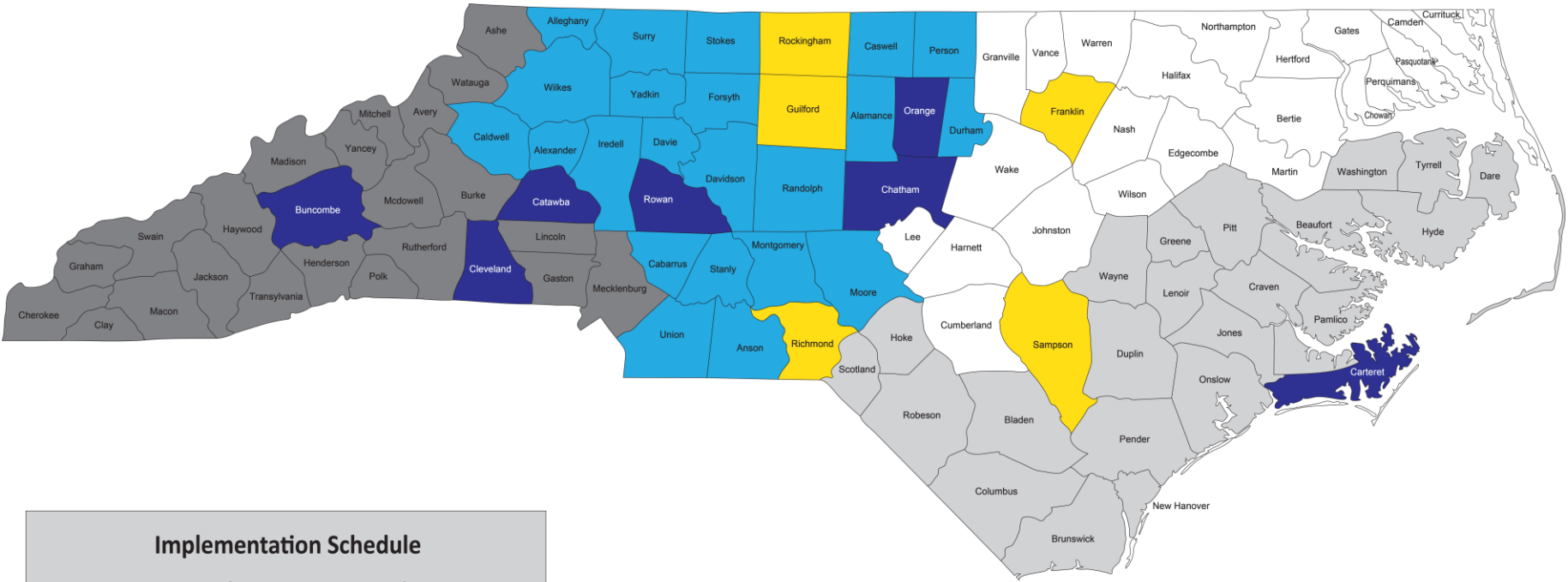
We are here

Implementation statewide delayed two months. Will still comply with NC legislation intent for P4 Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

Extended Pilot county deployment to allow adequate time for application stability, user training, and process reviews.

Release 3 is planned, subject to federal and state budget approval. Primary features are additional interfaces to external systems and deployment of Social Enterprise Collaboration features.

Project 4 Go-Live Schedule



Implementation Schedule

	Release 1	Release 2
 Pilot	August 2017	December 2017
 Group 1	January 2018	March 2018
 Group 2	March 2018	June 2018
 Group 3	April 2018	July 2018
 Group 4	May 2018	August 2018
 Group 5	June 2018	September 2018



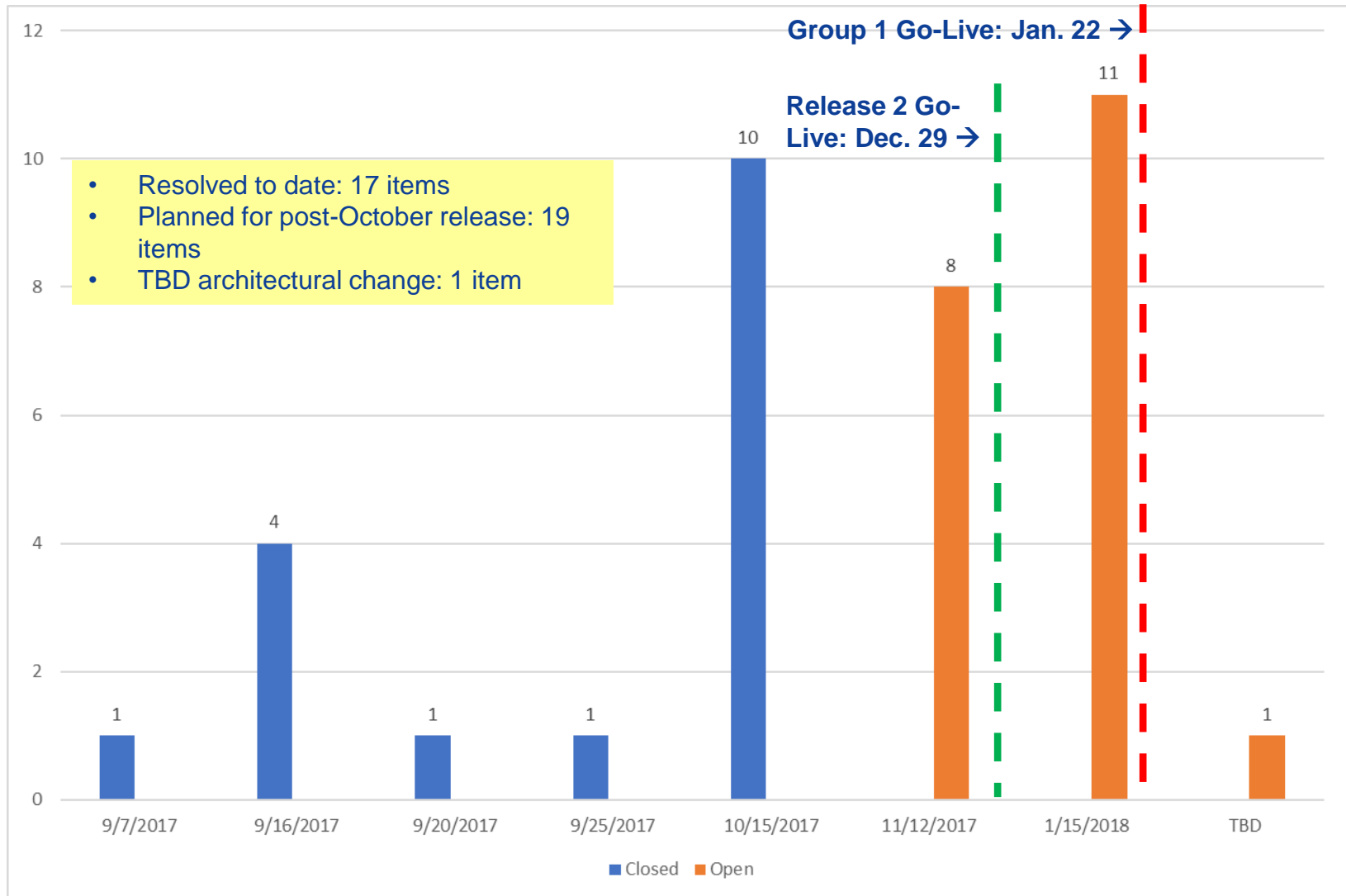
Project 4 Updates

- Pilot counties in production since August 7 with Release 1.
- Two software releases (enhancements, financial adjustments) deployed in September and October
- System operational 24/7; read-only access provided during monthly software deployments and when data conversions take place
- Help Desk supporting pilot counties 24/7
- Design and development activities for Release 2.0 are wrapping up
- Working with DHHS Contracts to finalize licensing agreement for mobile app
- User Checkpoint #3 scheduled for October 24-26
- User Acceptance Testing planned for November 28 – December 8
- Regional Leadership Workshops wrapping up on November 1

Pilot Issue Status

- On Monday, Sept. 18 the Pilot Directors provided the NC FAST team with a list of 26 issues via email viewed as “showstoppers” to be addressed before further implementations:
 - 19 items (defects and enhancements) had been identified since Pilot go-live on August 7
 - 7 enhancements had been identified through pre-Pilot project activities (e.g., User Checkpoints, UAT)
- NC FAST reviewed the list of 26 items and broke them down into their component parts as some of the items raised by the Directors had multiple root cause issues that needed to be addressed individually in order to provide a complete solution
 - This analysis expanded the 26 individual items into a list of 35 items
- The updated list of 35 items (tied back to the original list of 26) was provided to the Pilots on Friday, Sept. 22, along with expected resolution dates for all but one item
- One item raised by the Pilots involves the splitting and merging of cases in NC FAST; implementing this enhancement requires a complex architectural change to the system
 - Considerable analysis will be required, along with direct engagement by IBM (the product vendor), to define a solution and resolution timeframe
- On Sept. 27, two new items were received from the Pilot counties which were added to the list – bringing the issue total to 37

Item Resolution Schedule



Next Steps

- Continue to work with Pilot counties to identify detailed system requirements for planned system enhancements – further clarification is needed to confirm the projected implementation dates
- Continue with Group 1 mobilization efforts (e.g., user training, security set up, legacy data cleansing) and planning for January go-live
- Review with Group 1 counties the list of defects and enhancements to be released after their initial implementation

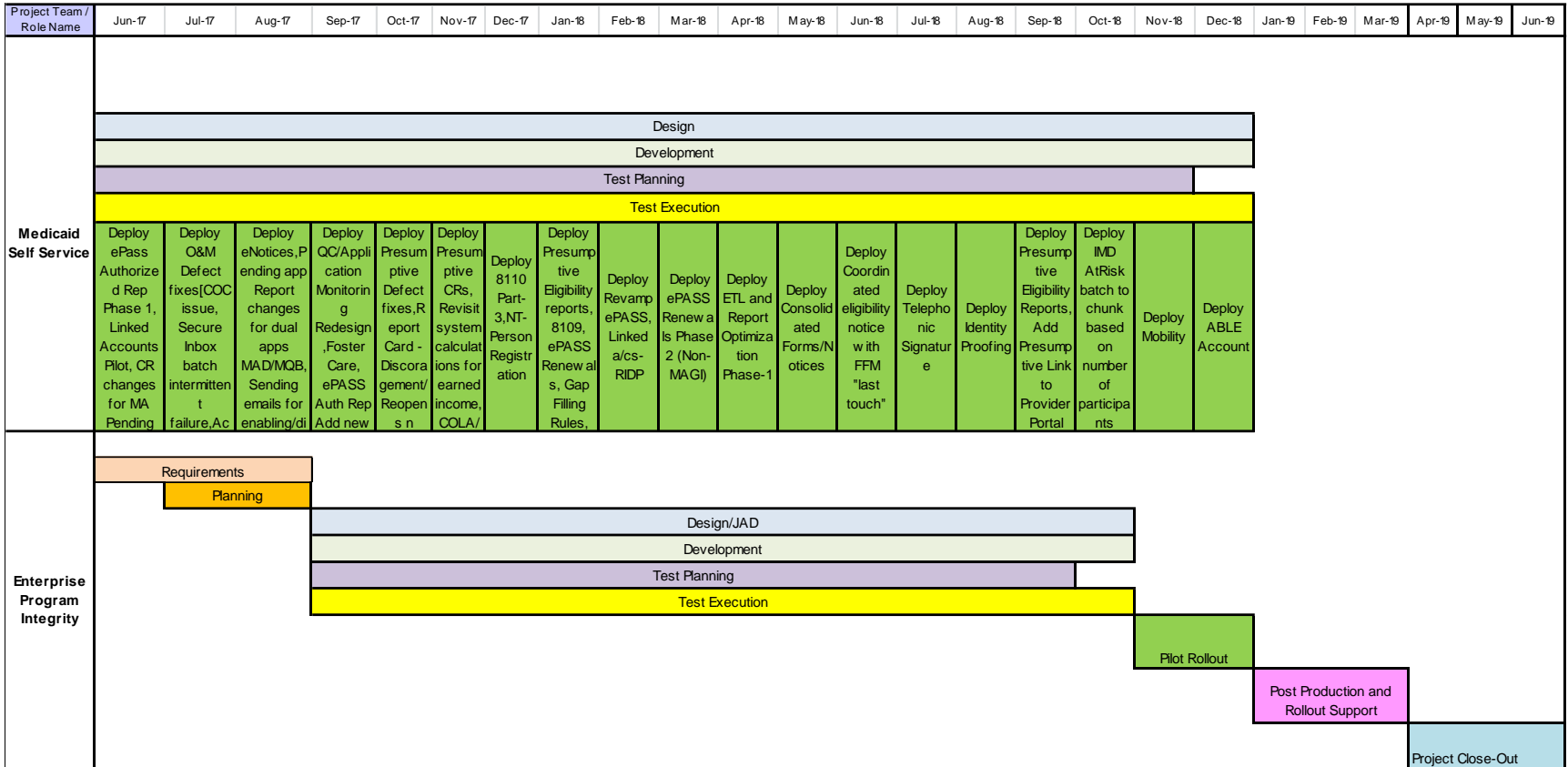


Mobile Update

- Initial CPS/Investigator App is developed and tested; to be deployed to Pilots in November
- Training version of app linked to Sandbox environment
- MDM
 - State awarded enterprise MDM contract to MobileIron
 - Can leverage an existing county MDM, if preferable by individual counties
- Awaiting approval of software license agreement
- Mobility RFP in development – target release by end of 2017
- Potential future apps identified (pending finalization of requirements):
 - Ongoing Case Management
 - Intake
 - Foster Home Recruitment/Licensure

Project 9 Timeline

NC FAST P9 Timeline



Note:- This deployment schedule for releasing new P9 functionality is subject to change based on several factors like change in priority from business, successful regression testing, performance testing, timing conflicts with other NCFast functionality etc.

New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

Project 9 - Medicaid Self-Service

- Published the January-September Report Cards in NC FAST.
- Handle Discouragement & Reopens for Report Card was deployed in the October release.
The case worker will have the capability to handle discouragement for MAGI and Traditional applications without a signed application.
- Presumptive Defect fixes
We have a hospital that is ready to utilize the Presumptive functionality. Several outstanding defects in the area were fixed and deployed as part of the October release.
- Development is in progress for the following Nov/Dec release items:
 - Income Calculation/Conversion
As part of the corrective action from State Audit finding, Income calculations will be captured in the system.
 - COLA/UNCOLA Automation
The Cost of living adjustment process has been automated with a new batch.
 - No Touch Recert Phase 1 (MAGI-No income)
For MAGI applications where there is no income evidence, recertification will be carried out by the system without case worker intervention.
 - 8110 Part-3
The reasons and outcome for the 8110 form are being automated for both Traditional and MAGI products.

Project 9 - Enterprise Program Integrity

Scope

- Replace existing legacy system Enterprise Program Integrity Control System (EPICS) with NC FAST functionality to support the entry of referrals, investigations, and the tracking of substantiated claims for over-issuances for FNS, Medicaid and Work First programs

Requirements Phase

- Completed Requirements phase on 8/31/17.

Design-Develop-Test Phase

- Began Design-Develop-Test phase on 9/1/17 and will be using Agile methodology.
- Conducting fit gap analysis.
- Began design work for Referrals.
- Continuing to engage two program integrity workers and a program integrity supervisor during design reviews from Alamance, Guilford and Pitt Counties respectively.
- Begin development for Referrals on 9/27/17.



Project 11 – New Medicare Card (Social Security Number Removal Initiative (SSNRI))

Background

- The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 mandates the removal of the social security number (SSN) from Medicare cards which now displays as a part of the health insurance claim number (HICN).
- The HICN on Medicare cards will be replaced with the Medicare Beneficiary Identifier (MBI) number.
- This initiative is being implemented to address the current risk of medical identity theft.

Implementation

- NC FAST will begin the official exchange of HICN/MBI data with CMS, and our DHHS downstream partners in February 2018.
- CMS will begin distribution of new Medicare cards with MBIs starting April 2018.

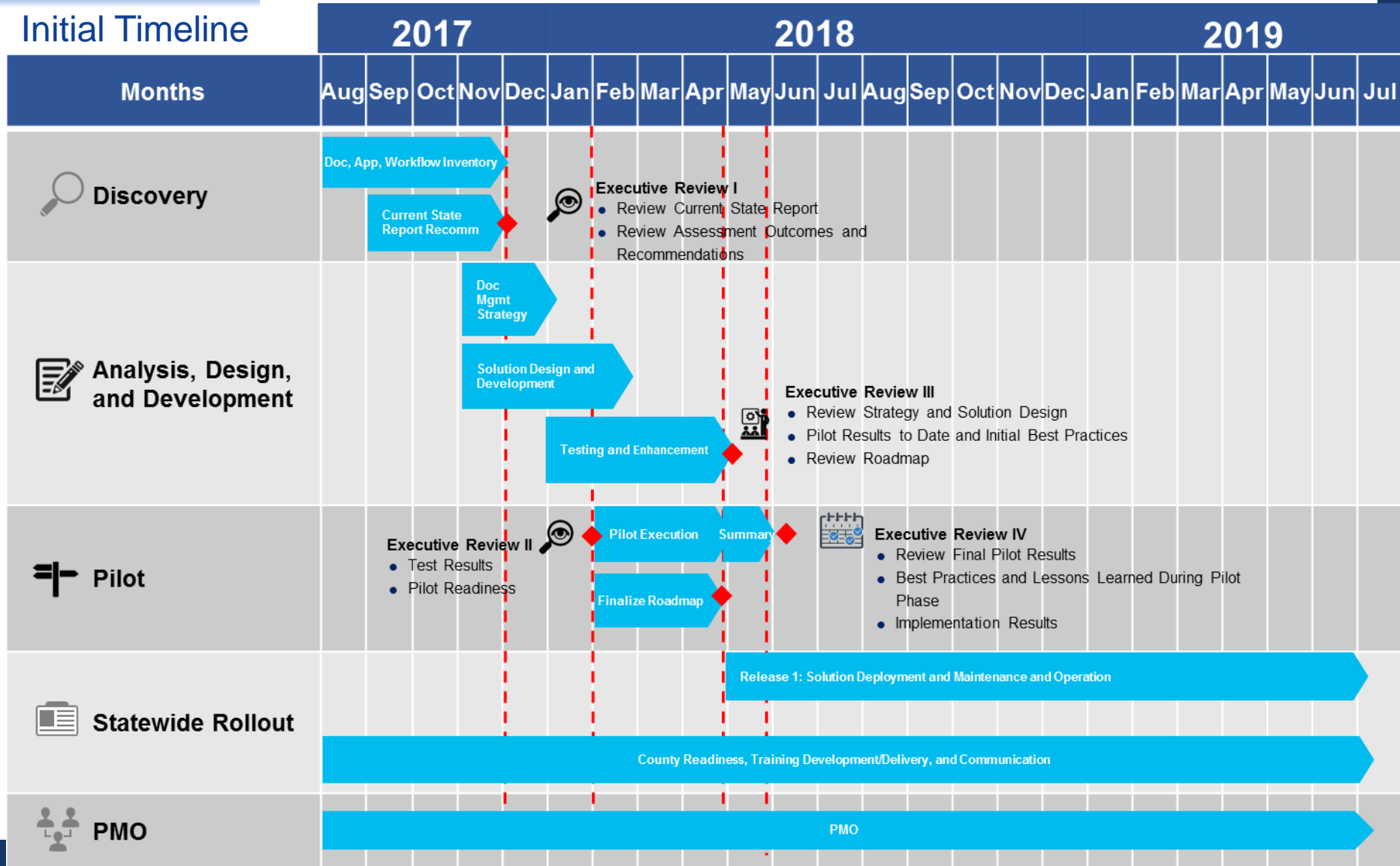
Project 11 – New Medicare Card (Social Security Number Removal Initiative (SSNRI))

Project Status

System Interfaces	System Validations	Screen Changes
<ul style="list-style-type: none"> - All NC FAST system interface changes have been made, tested and implemented. - The Medicare Benefit Recipient interface upstream file process is being tested. The file has been received from NCTracks and sent to CMS by NC FAST for HICN/MBI validation. - The Medicare Benefit Recipient interface downstream file process testing will occur soon. - Coordination of Medicaid Recipient and CSDW interface file testing is now underway. 	<ul style="list-style-type: none"> - All NC FAST system validation changes have been made, tested and implemented. 	<ul style="list-style-type: none"> - All NC FAST screen changes have been made, tested and implemented.

Document Management System (DMS) Enhancement (Project 12)

Initial Timeline



Document Management System (DMS) Enhancement (Project 12)

Status

- Official project kick-off held 8/16/17.
- Completed initiation documentation and state-level sign-off.
- IBM software-as-a-service via the State Enterprise License Agreement was secured.
- Planning Physical connection: NC FAST to IBM Private Cloud.
- Staffed for Initial Discovery phase.
- Engaging EAS Document Repository workgroup as part of the project.
 - Requirement Round 2 Strategy
 - Determining Pilot Counties
- Continuing requirement sessions:
 - Sessions September – November in East, Central, West locations
 - Round 1 sessions are complete.
 - Adding Webinar option for round 2 requirement sessions.