

Text & Secure Messaging and eNotices (Recipient FAQs)



NC FAST

North Carolina Families Accessing
Services through Technology

Text & Secure Messaging
Produced by the NC FAST Team

Last Updated: 04/12/2023

Overview

This document will show the frequently asked questions (FAQ) from recipients related to Text and Secure messaging and eNotices for NC FAST & ePASS and provide the response to the questions.

Question and Answer Section for Text Messaging

- Q. What is the Text Messaging service used for?
R. Text Messaging services are used by local DSS caseworkers to notify applicants and recipients of activity related to their application or case, including any needed communication from the applicant/recipient.
- Q. Who are Text Messaging services available for? Can I subscribe?
R. Currently any FNS/MA applicant or recipient can subscribe to receive text messages from their DSS caseworker. To subscribe, you may opt in via your enhanced ePASS account or you may contact your local DSS and ask to be subscribed to receive text message alerts about your case or application.
- Q. Can I block the text message? Can I restart the text messages?
R. You can unsubscribe/block messages by replying with STOP. You may restart by following the prompts from the text message when you stopped the messages or contact the DSS Office for assistance.
- Q. Will I be able to respond to text messages?
R. No. Currently the Text Messaging feature is a one-way communication that caseworkers can use to notify recipients of needed actions as well as any activity action on the case.
- Q. What happens if I try to respond via text to my caseworker?
R. If you try to reply to the text message, the information/message is not sent. A message will be returned letting you know that the information was not sent to anyone.
- Q. If I opt into Text message notifications, will I get a notification when it is time to recertify for benefits?
R. Yes.

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- Q. What happens if I change my number or give a wrong number? Is there a way to stop the messages or update the information?
- R. Yes, the person who receives the text message notification can unsubscribe/block messages by replying with STOP. No private or identifying information is included in the text messages, so you do not need to worry about someone else getting your information. You can also update the mobile number from your enhanced ePASS account or by contacting your caseworker and making sure they have the correct phone number for you.
- Q. What is the difference between Text messaging and Secure messaging?
- R. Secure messages from your caseworker go to your enhanced ePASS account and may include more information about your case and actions needed or taken. Text messaging is a message sent to your mobile number and, due to limited space and confidentiality, will not include as much detail as secure messaging. When a secure message is sent from your caseworker to your enhanced ePASS account, you will get a text message that you have a new message to view from your caseworker.

Question and Answer Section for eNotices

- Q. What is eNotice?
- R. An eNotice is an electronic version of certain notices you currently receive from your local Department of Social Services (DSS) that you can view online through your enhanced ePASS account when you subscribe or “opt in” to this service.
- Q. Who will receive eNotices? How do I subscribe?
- R. Individuals who have subscribed to eNotices and successfully enhanced their ePASS account will receive eNotices. If you are unsure how to subscribe or need help, contact your local DSS and ask for help in subscribing to eNotices. Please note: If a DSS notice is addressed to another household member, you may not receive it as an eNotice. To receive the notice electronically, contact your caseworker and request that the notices be addressed to you.
- Q. How will I know if I have an eNotice to view?
- R. A notification is sent to your mobile phone by text message or email address letting you know that a new eNotice is available to view in your ePASS account. Please note: Text message and data rates may apply based on your mobile plan.

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Q. Will all notices now be eNotices?

R. No. Currently only five notices can currently be sent as eNotices. All other notices from DSS are still sent in the mail. The following notices are available as eNotices:

FNS eNotices

- DSS-2435 - Notice of Expiration and Recertification Form,
- DSS-6240 - Simplified Nutritional Assistance Program (SNAP) Application,
- DSS-8553 - Notice of Adverse Action (benefits reduced or terminated),
- DSS-8639 - Effect of Mass Change on your Food Stamp Allotment/Notice to SNAP
- DSS-8650 - Notice of Information Needed to Complete your Food and Nutrition Services (FNS)

MA eNotices

- DMA-5097 – Request for Info
- DHB-5097NT – Request for Info No Touch
- DMA-5098 – You Application for Medicaid is Pending
- NCF-20020 – Medicaid Assistance Renewal Notice
- DMA-5100 – Notice of Medicaid Redetermination
- DMA-5161 – Transfer of Assets below Current Market Value Notice
- DMA-5180 – SSI Check Terminated: Information needed to determine MA Eligibility
- DMA-MMAT – Medicare D Notice of Timely Action
- DSS-8109 – Your Application for Benefits is being Denied or Withdrawn
- DSS-8190H – Notice of Denial/Withdrawal
- DSS-8113 – Wage Verification Form
- DSS-8174 – Referral for Social Security Number Application
- NCF-20030 – Generic MA SSA COLA Mass Change Notice
- NCF-20023 – Notice regarding status of MA Application
- AIR-1095B Notices (not sure if all years have been added to the list or not). – 1095-B Tax Notice

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- Q. How long will my eNotices be available in my ePASS account?
- R. eNotices display the last 20 notices that have been sent to you. If you need a notice outside of that range, please reach out to your local county for a copy.
- Q. Will details of the notice be included in the text or email notification?
- R. No. For your privacy and protection, the notification you receive will let you know that a new eNotice is ready to view in your account and the notification will not have the notice details. Instead, it will instruct you to log into your ePASS and select the eNotice tab where you will be able to view and read the eNotice in your account.
- Q. What if I am currently not subscribed to eNotices or decide to unsubscribe later? Will I still receive my case notices?
- R. If you are not currently subscribed to eNotices, you will continue to receive paper notices in the mail. If you decide to unsubscribe from eNotices, all notices will be provided through regular mail from the date the subscription is ended. You may resubscribe at any time if you want to start receiving eNotices again.
- Q. What if I have more than one email address? How will the system know where to send the notification?
- R. The email that is enhanced to your ePASS account will be where notifications are sent. You may update that at any time in your ePASS account or contact your caseworker for help in updating that information.