



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations
for Human Services

June 6, 2022

Dear County Directors of Social Services

Attention: Work First Managers and Supervisors, Medicaid Managers and Supervisors

Subject: Status update to Refugee Cash Assistance and Refugee Medical Assistance
Eligibility Period Expansion from 8 months to 12 months

Priority: Immediate Action Required

I. GENERAL INFORMATION

This is a status update to the recent implementation of a statewide NC FAST system certification period change discussed in [DCDL EFS-RA-02-2022](#) dated May 24, 2022. On May 30, 2022, NC FAST deployed an automatic system wide update for the expansion of the eligibility period for Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) from 8 months to 12 months for ORR-eligible populations whose date of eligibility for benefits is on or after October 1, 2021.

NC FAST extended the 'certification period' systematically for most eligible cases, however the system was not able to systematically reassess and accept the "Pending Closure" cases and/or cases that had "Case Hold". NC FAST Help provides a report of all pending closure cases, so case workers will need to manually reassess and accept the decisions on these cases.

II. IMPLEMENTATION INSTRUCTIONS

NC FAST created reports titled "Refugee Assistance CP Extension On-Hold Decision Cases" and "Refugee Assistance CP Extension Pending Closures Cases." The reports are located under Economic Services Reports, RA Section in NC FAST Help.

Mapping for the reports: Economic Services>Reports>Refugee Assistance
[Refugee Assistance CP Extension On-Hold Decisions Cases](#)
[Refugee Assistance CP Extension Pending Closure Cases](#)

1. The above reports can be used to identify if your county had any active On-Hold or Pending Closure cases.
2. If your county is identified as having On-Hold cases in the "Refugee Assistance CP Extension On-Hold Decision Cases" report, then react to the "On-Hold" Decisions

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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3. Workers will need to manually evaluate, reassess and accept the decisions for identified cases.
4. Use the report's "CERTPERIODTODATE" as a guide to extend certification periods accurately.
5. If your county is identified as having Pending Closure cases in the "Refugee Assistance CP Extension Pending Closure Cases" report, then react to the "Pending Closure"
6. Pending Closure: RCA and RMA Cases that have an entry date of 10/1/2021 and were supposed to close 5/31/2022. These are the ones listed on the Pending Closure report. Workers need to reactivate them and accept the changed decision.

The certification extension applies only to cases with refugee eligible clients who arrived in the United States on or after October 1, 2021. Please use the NCFAST Help Report titled [Refugee Assistance CP Extension Active Cases](#) to check that all NC FAST system generated case extensions (certification periods extension) were performed correct and reflect the new policy change of 12 months. Please submit any questions regarding this information to RefugeeAssistance.Policy.Questions@dhhs.nc.gov.

Sincerely,



Carla West, Senior Director for Economic Security
Division of Social Services, Economic and Family Services

CLW/cg

EFS-RA-04-2022