

**Medicaid Eligibility Determination Timeliness**

**NC General Statute §108A-70.43, as amended by  
Session Law 2017-57, Section 11H.21**



**Report to the**

**Joint Legislative Oversight Committee on  
Medicaid and NC Health Choice**

**and**

**Joint Legislative Oversight Committee on  
Health and Human Services**

**and**

**Fiscal Research Division**

**By**

**NC Department of Health and Human Services**

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## I. Introduction

Session Law 2017-57, Section 11H.21. (see *Appendix A*), requires the Department of Health and Human Services (DHHS) report on Medicaid eligibility determination timeliness by county Department of Social Services (DSS) offices to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division by November 1 of each year for the prior fiscal year.

Federal regulations (see *Appendix B*) establish standards for eligibility determination timeliness, the maximum period of time in which applicants are entitled to a determination of eligibility for Medicaid. Under these regulations, applicants who apply for Medicaid based on a disability (known as Medicaid Aid to the Disabled or MAD applicants) must receive a determination within **90 calendar days** of the date of application. All other applicants must receive a determination within **45 calendar days** of the date of application. In North Carolina, eligibility determinations are conducted at each of the 100 county DSS offices.

In April 2016, the North Carolina General Assembly’s (NCGA) Program Evaluation Division (PED) released a report stating that in SFYs 2014 and 2015 there was a decline in the timeliness of NC Medicaid eligibility determinations due to challenges related to the North Carolina Families Accessing Services through Technology (NC FAST) system and the implementation of the Affordable Care Act. In January 2017, the Office of the State Auditor (OSA) released a report entitled “North Carolina Medicaid Program Recipient Eligibility Determination,” which addressed the accuracy of Medicaid eligibility determinations in a sample of 10 counties. The report included a timeliness component, which revealed a timeliness error rate range from 0.8% to 26% for applications.

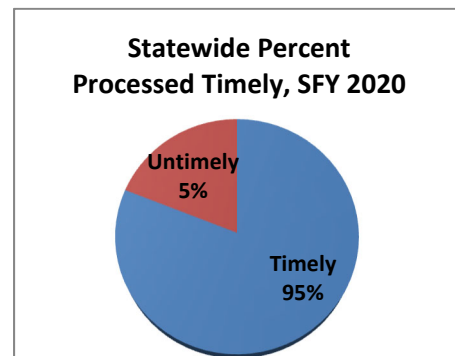
To address timeliness concerns, the NCGA passed legislation (see *Appendix C*) providing DHHS greater authority to monitor and correct timeliness problems and, if necessary, intervene at the county level to temporarily assume administration of Medicaid eligibility determinations. DHHS noted measurable improvement in county timeliness in SFY 2016, and further improvement has continued through SFY 2020.

## II. Eligibility Determination Timeliness

The following information represents Medicaid eligibility timeliness for SFY 2020 based on data from NC FAST.

### (1) Annual Statewide Percentage of Applications Processed in Timely Manner

The annual statewide percentage of Medicaid applications processed in a timely manner was 95%. This is an increase from 94% in SFY 2019, a 1% improvement. The percentage of Medicaid applications processed timely in SFY 2018 was 93% and SFY 2017 was 81%.



**(2) Statewide Monthly Average Number of Days to Process Applications**

The statewide percent of applications processed on time (PPT) averaged 95% overall at the end of the fiscal year, with some slight fluctuations in the monthly total PPT figures.

The statewide monthly average number of days to process all Medicaid applications ranged from 24 to 33 days, with an annual average of 29 days. This data has been sub-divided by Medicaid Aid for Disabled applicants (MAD) and Other Medicaid (Other) applications below:

- The statewide monthly average number of days to process MAD applications ranged from 48 to 55 days, with an annual average of 51 days.
- The Other applications ranged from 19-29 days, with an annual average of 26 days.

| <b>Statewide Processing Time, SFY 2020</b> |                |                |                  |                  |                  |                  |
|--|----------------|----------------|------------------|------------------|------------------|------------------|
| <b>MONTH-YEAR</b>                          | <b>MAD APT</b> | <b>MAD PPT</b> | <b>OTHER APT</b> | <b>OTHER PPT</b> | <b>TOTAL PPT</b> | <b>TOTAL APT</b> |
| Jul-19                                     | 49             | 95             | 27               | 95               | 30               | 95               |
| Aug-19                                     | 48             | 95             | 27               | 95               | 29               | 95               |
| Sep-19                                     | 49             | 95             | 27               | 95               | 30               | 95               |
| Oct-19                                     | 49             | 95             | 25               | 95               | 28               | 95               |
| Nov-19                                     | 48             | 95             | 24               | 95               | 28               | 95               |
| Dec-19                                     | 51             | 95             | 28               | 95               | 31               | 95               |
| Jan-20                                     | 52             | 94             | 29               | 94               | 32               | 94               |
| Feb-20                                     | 50             | 94             | 29               | 93               | 33               | 93               |
| Mar-20                                     | 55             | 94             | 28               | 94               | 31               | 94               |
| Apr-20                                     | 54             | 95             | 22               | 96               | 25               | 96               |
| May-20                                     | 50             | 95             | 21               | 96               | 25               | 96               |
| Jun-20                                     | 51             | 96             | 19               | 96               | 24               | 96               |
| SFY 2020 Average                           | 51             | 95             | 26               | 95               | 29               | 95               |

| <b>Legend</b>                                 |
|---|
| MAD – Medicaid Aid to the Disabled applicants |
| Other – All other applicants                  |
| PPT – Percent Processed Timely                |
| APT – Average Processing Time (Days)          |

### **(3) Annual Percentage of Applications Processed on Time by County**

The annual percentage of applications processed on time by county DSS offices ranged from 87-99%. This is an improvement from SFY 2019, when the annual percentage of applications processed on time by county DSS offices ranged from 82-99%. In total, 97 counties met the overall timeliness standards for SFY 2020. For a complete list of percentages by county for SFY 2020 please see the *Appendix D* column titled Total-PPT (Percent Processed Timely), highlighted in yellow.

### **(4) Average Number of Days per Month to Process Applications by County**

The average number of days per month to process applications by county ranged from 10 to 72 days. This is an improvement from SFY 2019, which ranged from 7-92 days, and from SFY 2018, which ranged from 13-75. For a complete list of averages by county by month please see *Appendix E*.

### **(5) and (6) Number of Months Each County Met/Failed Timely Processing Standards**

Ninety-seven counties met the timeliness processing standards for 8 or more months as compared to 98 in SFY 2019. Timeliness for SFY 2020 remains essentially the same over the past year. This year, 63 counties met the timely processing standards every month, up from 62 in SFY 2019. For a complete list by county please see the *Appendix D* columns titled Months Standard Passed/Failed, highlighted in green and red.

### **(7) Corrective Actions**

NC General Statute §108A-70.41 (see *Appendix C*), directed DHHS directed to enter into a joint corrective action plan with county DSS offices that fail to meet certain thresholds for timeliness. Per Session Law 2016-94, Section 12H.17(f), this section became effective January 1, 2017.

Since July 2017, DHHS has produced monthly report cards to provide the Average Processing Time (APT) and Percent Processed Timely (PPT) by county for MAD and Other applications, which includes all applications subject to the 45-day processing time. DHHS developed an initial version of the report card in January, but counties identified concerns with the methodology for calculating certain metrics in the report card. DHHS worked with a group of 12 counties identified by the North Carolina Association of County Directors of Social Services (NCACDSS) to identify issues and validate the results.

DHHS now uses the report cards to monitor county compliance each month and determine those counties that need a corrective action plan or other assistance and support. Corrective action plans are required for any county that fails to meet standards for 3 consecutive months or for any 5 months out of a period of 12 consecutive months. The DHB Operational Support Team (OST)

monitors county performance and provides technical assistance for eligibility and business process issues through on-site visits and other methods.

To provide support and during the joint corrective action plan with the county DSS, the DHB OST:

- Sets an initial meeting with the county DSS Director, their designees and appropriate state staff to draft a plan together;
- Schedules necessary training; and
- Schedules follow up sessions as needed to ensure plan is on schedule.

In SFY 2020, 2 county DSS offices required a joint corrective action plan and other support due to failing to meet certain timeliness thresholds. Monthly timeliness report cards, OST monitoring, and technical assistance brought this figure down from 6 counties in SFY 2018.

### **(8) DHHS Assistance to County DSS Offices**

DHHS is committed to assisting county DSS offices in meeting the processing standards for Medicaid applications. Current efforts to provide support and technical assistance include:

- Collaboration between DHHS and DSS County directors, including:
  - Monthly NCACDSS (North Carolina Association of County Directors of Social Services) committee meetings and executive leadership meetings;
  - The annual Social Services Institute, including DHHS delivering workshops related to eligibility policy and NC FAST ( cancelled in SFY 2020 due to a hurricane);
  - Quarterly regional director meetings, as requested; and
  - Specialized workgroups that include County Directors (through NCACDSS).
- Deployment of the DHB Operational Support Team (OST) to provide eligibility policy and technical support to the counties, including:
  - On-site visits or virtual visits to provide consultation and monitoring of performance reports;
  - Review of county processes and workflows;
  - Answering specific eligibility policy questions from counties;
  - Webinars and policy training;
  - Lean events for business process improvement, as requested by counties; and
  - Identifying specific OST representatives to support Medicaid program issues, including application timeliness.
- Provision of an Eligibility and Case Maintenance system for all Public Assistance programs, including Medicaid, through NC FAST, including:
  - Regular communication regarding the functionality and processes available through the NC FAST system;
  - Training on system performance and navigation through virtual classroom and courses available on a learning gateway;
  - Basic navigation training, including competency scoring to inform local management for use in staff development;

- Regular updates on collaboration with county directors and other DHHS leadership staff;
- A helpdesk to report and resolve issues with NC FAST performance or functionality;
- A helpdesk for Medicaid applications approaching the due date; and
- A mechanism to elicit county feedback to aid in prioritization of issue resolution and functionality deployment.

### **III. Conclusion**

DHHS employs staff and processes at various levels to provide technical and policy support as county departments of social services work to meet state and federal application processing standards. Primary support and tracking mechanisms include OST on-site and off-site technical and policy support, DHHS monitoring of monthly report cards, DHHS collaboration with NCACDSS, proficiency training and testing modules at NC FAST, and a streamlined Help Desk process. With these efforts, DHHS expects to see the improvement in Medicaid eligibility determination timeliness maintained. DHHS will continue to provide the guidance and support necessary to assist the county departments of social services in their efforts to successfully meet timeliness standards on a continuous basis.

**Appendix A: Session Law 2017-57, SECTION 11H.21.**

**SECTION 11H.21.** Part 10 of Article 2 of Chapter 108A of the General Statutes is amended by adding a new section to read:

**"§ 108A-70.43. Reporting.**

No later than November 1 of each year, the Department of Health and Human Services, Division of Medical Assistance (DHHS), shall submit a report for the prior fiscal year to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division containing the following information:

- (1) The annual statewide percentage of Medicaid applications processed in a timely manner for the fiscal year.
- (2) The statewide average number of days to process Medicaid applications for each month in the fiscal year.
- (3) The annual percentage of Medicaid applications processed in a timely manner by each county department of social services for the fiscal year.
- (4) The average number of days to process Medicaid applications for each month for each county department of social services.
- (5) The number of months during the fiscal year that each county department of social services met the timely processing standards in Part 10 of Article 2 of Chapter 108A-70.38.
- (6) The number of months during the fiscal year that each county department of social services failed to meet the timely processing standards in Part 10 of Article 2 of Chapter 108A-70.38.
- (7) A description of all corrective action activities conducted by DHHS and county departments of social services in accordance with G.S. 108A-70.36.
- (8) A description of how the Department plans to assist county departments of social services in meeting timely processing standards for Medicaid applications, for every county in which the performance metrics for processing Medicaid applications in a timely manner do not show significant improvement compared to the previous fiscal year."



## **Appendix B: 42 CFR § 435.912 Timely Determination of Eligibility.**

- (a) For purposes of this section—
  - (1) “Timeliness standards” refer to the maximum period of time in which every applicant is entitled to a determination of eligibility, subject to the exceptions in paragraph (e) of this section.
  - (2) “Performance standards” are overall standards for determining eligibility in an efficient and timely manner across a pool of applicants, and include standards for accuracy and consumer satisfaction, but do not include standards for an individual applicant's determination of eligibility.
- (b) Consistent with guidance issued by the Secretary, the agency must establish in its State plan timeliness and performance standards for, promptly and without undue delay—
  - (1) Determining eligibility for Medicaid for individuals who submit applications to the single State agency or its designee.
  - (2) Determining potential eligibility for, and transferring individuals' electronic accounts to, other insurance affordability programs pursuant to §435.1200(e) of this part.
  - (3) Determining eligibility for Medicaid for individuals whose accounts are transferred from other insurance affordability programs, including at initial application as well as at a regularly-scheduled renewal or due to a change in circumstances.
- (c)
  - (1) The timeliness and performance standards adopted by the agency under paragraph (b) of this section must cover the period from the date of application or transfer from another insurance affordability program to the date the agency notifies the applicant of its decision or the date the agency transfers the individual to another insurance affordability program in accordance with §435.1200(e) of this part, and must comply with the requirements of paragraph (c)(2) of this section, subject to additional guidance issued by the Secretary to promote accountability and consistency of high quality consumer experience among States and between insurance affordability programs.
  - (2) Timeliness and performance standards included in the State plan must account for—
    - (i) The capabilities and cost of generally available systems and technologies;
    - (ii) The general availability of electronic data matching and ease of connections to electronic sources of authoritative information to determine and verify eligibility;
    - (iii) The demonstrated performance and timeliness experience of State Medicaid, CHIP and other insurance affordability programs, as reflected in data reported to the Secretary or otherwise available; and
    - (iv) The needs of applicants, including applicant preferences for mode of application (such as through an internet Web site, telephone, mail, in-person, or other commonly available electronic means), as well as the relative complexity of adjudicating the eligibility determination based on household, income or other relevant information.
  - (3) Except as provided in paragraph (e) of this section, the determination of eligibility for any applicant may not exceed—
    - (i) Ninety days for applicants who apply for Medicaid on the basis of disability; and
    - (ii) Forty-five days for all other applicants.
- (d) The agency must inform applicants of the timeliness standards adopted in accordance with this section.
- (e) The agency must determine eligibility within the standards except in unusual circumstances, for example—
  - (1) When the agency cannot reach a decision because the applicant or an examining physician delays or fails to take a required action, or
  - (2) When there is an administrative or other emergency beyond the agency's control.
- (f) The agency must document the reasons for delay in the applicant's case record.
- (g) The agency must not use the time standards—
  - (1) As a waiting period before determining eligibility; or
  - (2) As a reason for denying eligibility (because it has not determined eligibility within the time standards).

## **Appendix C: N.C.G.S. Chapter 108A, Article 2, Part 10**

Chapter 108A. Social Services.  
Article 2. Programs of Public Assistance  
Part 10. Medicaid Eligibility Decision Processing Timeliness.

### **§ 108A-70.36. Applicability.**

If a federally recognized Native American tribe within the State has assumed responsibility for the Medicaid program pursuant to G.S. 108A-25(e), then this Part applies to the tribe in the same manner as it applies to county departments of social services. (2016-94, s. 12H.17(b).)

### **§ 108A-70.37. Timely decision standards.**

The county department of social services shall render a decision on an individual's application for Medicaid within 45 calendar days from the date of application, except for applications in which a disability determination has already been made or is needed. For those applications, the county department of social services shall render a decision on an individual's eligibility within 90 calendar days from the date of application. (2016-94, s. 12H.17(b).)

### **§ 108A-70.38. Timely processing standards.**

(a) The Department shall require counties to comply with timely processing standards. The timely processing standards are the average processing time standards and the percentage processed timely standards set forth in G.S. 108A-70.39 and G.S. 108A-70.40. The Department shall monitor county department of social services' compliance with these standards in accordance with this Part.

(b) For purposes of this Part, processing time is the number of days between the date of application and the date of disposition of the application, except in cases where an eligibility determination is dependent upon receipt of information related to one or more of the following:

- (1) Medical expenses sufficient to meet a deductible.
- (2) The applicant's need for institutionalization.
- (3) The applicant's plan of care for the home- and community-based waivers.
- (4) The disability decision made by the Disability Determination Services Section of the Division of Vocational Rehabilitation of the Department.
- (5) Medical records needed to determine emergency dates for nonqualified aliens.
- (6) The applicant's application or other information from the federally facilitated marketplace.
- (7) The applicant's application or other information in connection with an application for a Low-Income Subsidy for Medicare prescription drug coverage.

In these cases, processing time shall exclude the number of days between the date when the county determines all eligibility criteria other than the criteria in subdivisions (1) through (7) of this subsection and the date when the county receives the information related to the criteria in subdivisions (1) through (7) of this subsection.

(c) Processing times for the following types of cases shall be excluded from the calculation of the average processing time and percent processed timely:

- (1) Newborns who are automatically enrolled based on their mother's eligibility.
- (2) Applications for individuals who are presumptively eligible for Medicaid.
- (3) Active cases in which an individual who is eligible for one program is transferred to another program, regardless of whether the transfer occurs between allowable or nonallowable program categories.
- (4) Cases in which an individual transfer from an open case to another case, including establishing a new administrative case for the individual.
- (5) Actions to post eligibility to a terminated or denied case within one year of the termination or denial.
- (6) Cases that are reopened because they were terminated in error or because reopening of the terminated case is allowed by policy.
- (7) Cases in which the eligibility decision was appealed, and the decision was reversed or remanded.

(d) The Department may, in its discretion, exclude days, other than those required by subsection (b) of this section, from the calculation of processing time under this section if the Department determines that the delay was caused by circumstances outside the control of county departments of social services. The Department also may, in its discretion, exclude types of cases, other than those described in subsection (c) of this section, from the calculation of processing time. When the Department exercises its discretion pursuant to this subsection, the Department's determination regarding circumstances outside the control of county departments of social services and the Department's decision to exclude types of cases shall be applied uniformly to all county departments of social services. (2016-94, s. 12H.17(b).)

**§ 108A-70.39. Average processing time standards.**

(a) Average processing time is calculated by finding the processing time for each case that received a disposition during a given month and finding the average of those processing times.

(b) The standard for average processing time is 90 days for cases in which the individual has applied for the Medicaid Aid to the Disabled category (M-AD) and 45 days for all other cases. (2016-94, s. 12H.17(b).)

**§ 108A-70.40. Percentage processed timely standards.**

(a) Percentage processed timely is the percentage of cases that received a timely disposition in a given month. The percentage processed timely is calculated by expressing the number of cases during a given month with a processing time equal to or less than the standard set in G.S. 108A-70.37 as a percentage of the total cases receiving a disposition during that month. When the deadline for meeting the timely decision standard in G.S. 108A-70.37 falls on a weekend or holiday, an application that receives a disposition on the first workday following the deadline shall be considered timely for purposes of calculating the percentage processed timely.

(b) The Department is authorized to adopt rules to establish a percentage standard for each county department of social services that will be the percentage processed timely standard for that county department of social services. Until the Department adopts rules establishing percentage standards for each county, the percentage processed timely standards are those established in 10A NCAC 23C .0203 as of April 2016. (2016-94, s. 12H.17(b).)

**§ 108A-70.41. Corrective action.**

(a) If for any three consecutive months or for any five months out of a period of 12 consecutive months a county department of social services fails to meet either the average processing time standard or the percentage processed timely standard or both standards, the Department and the county department of social services shall enter into a joint corrective action plan to improve the timely processing of applications.

(b) A joint corrective action plan entered into pursuant to this section shall specifically identify the following components:

- (1) The duration of the joint corrective action plan, not to exceed 12 months. If a county department of social services shows measurable progress in meeting the performance requirements in the joint corrective action plan, then the duration of the joint corrective action plan may be extended by six months, but in no case shall a joint corrective action plan exceed 18 months.
- (2) A plan for improving timely processing of applications that specifically describes the actions to be taken by the county department of social services and the Department.
- (3) The performance requirements for the county department of social services that constitute successful completion of the joint corrective action plan.
- (4) Acknowledgement that failure to successfully complete the joint corrective action plan will result in temporary assumption of Medicaid eligibility administration by the Department, in accordance with G.S. 108A-70.42. (2016-94, s. 12H.17(b).)

**§ 108A-70.42. Temporary assumption of Medicaid eligibility administration.**

(a) If a county department of social services fails to successfully complete its joint corrective action plan, the Department shall give the county department of social services, the county manager, and the board of social services or the consolidated human services board created pursuant to G.S. 153A-77(b) at least 90 days' notice that the Department intends to temporarily assume Medicaid eligibility administration, in accordance with subsection (b) of this section. The notice shall include the following information:

- (1) The date on which the Department intends to temporarily assume administration of Medicaid eligibility decisions.
- (2) The performance requirements in the joint corrective action plan that the county department of social services failed to meet.
- (3) Notice of the county department of social services' right to appeal the decision to the Office of Administrative Hearings, pursuant to Article 3 of Chapter 150B of the General Statutes.

(b) Notwithstanding any provision of law to the contrary, if a county department of social services fails to successfully complete its joint corrective action plan, the Department shall temporarily assume Medicaid eligibility administration for the county upon giving notice as required by subsection (a) of this

section. During a period of temporary assumption of Medicaid eligibility administration, the following shall occur:

- (1) The Department shall administer the Medicaid eligibility function in the county. Administration by the Department may include direct operation by the Department, including supervision of county Medicaid eligibility workers, or contracts for operation to the extent permitted by federal law and regulations.
- (2) The county department of social services is divested of Medicaid administration authority.
- (3) The Department shall direct and oversee the expenditure of all funding for the administration of Medicaid eligibility in the county.
- (4) The county shall continue to pay the nonfederal share of the cost of Medicaid eligibility administration and shall not withdraw funds previously obligated or appropriated for Medicaid eligibility administration.
- (5) The county shall pay the nonfederal share of additional costs incurred to ensure compliance with the timely processing standards required by this Part.
- (6) The Department shall work with the county department of social services to develop a plan for the county department of social services to resume Medicaid eligibility administration and perform Medicaid eligibility determinations in a timely manner.
- (7) The Department shall inform the county board of commissioners, the county manager, the county director of social services, and the board of social services or the consolidated human services board created pursuant to G.S. 153A-77(b) of key activities and any ongoing concerns during the temporary assumption of Medicaid eligibility administration.

(c) Upon the Department's determination that Medicaid eligibility determinations can be performed in a timely manner based on the standards set forth in G.S. 108A-70.39 and G.S. 108A-70.40 by the county department of social services, the Department shall notify the county department of social services, the county manager, and the board of social services or the consolidated human services board created pursuant to G.S. 153A-77(b) that temporary assumption of Medicaid eligibility administration will be terminated and the effective date of termination. Upon termination, the county department of social services resumes its full authority to administer Medicaid eligibility determinations. (2016-94, s. 12H.17(b).)

### Appendix D: Annual Timely Processing by County

| Average Processing Time (APT) and Percent Processed Timely (PPT) by County, SFY 2020 |           |           |             |             |                 |             |                   |                   |
|--|-----------|-----------|-------------|-------------|-----------------|-------------|-------------------|-------------------|
| COUNTY   | MAD - PPT | MAD - APT | OTHER - PPT | OTHER - APT | (3) TOTAL - PPT | TOTAL - APT | (5) Months Passed | (6) Months Failed |
| Alamance   | 96        | 43        | 96          | 27          | 96              | 29          | 12                | 0                 |
| Alexander  | 93        | 54        | 93          | 22          | 93              | 27          | 11                | 1                 |
| Alleghany  | 94        | 59        | 96          | 21          | 95              | 28          | 9                 | 3                 |
| Anson  | 96        | 43        | 92          | 29          | 93              | 33          | 12                | 0                 |
| Ashe   | 97        | 52        | 95          | 34          | 96              | 37          | 12                | 0                 |
| Avery  | 96        | 35        | 89          | 26          | 90              | 28          | 6                 | 6                 |
| Beaufort   | 98        | 57        | 98          | 20          | 98              | 27          | 12                | 0                 |
| Bertie   | 92        | 49        | 91          | 29          | 92              | 34          | 8                 | 4                 |
| Bladen   | 88        | 53        | 90          | 23          | 90              | 27          | 8                 | 4                 |
| Brunswick  | 97        | 46        | 98          | 17          | 98              | 21          | 12                | 0                 |
| Buncombe   | 96        | 48        | 96          | 24          | 96              | 28          | 12                | 0                 |
| Burke  | 97        | 46        | 95          | 25          | 95              | 28          | 12                | 0                 |
| Cabarrus   | 95        | 56        | 94          | 27          | 94              | 31          | 11                | 1                 |
| Caldwell   | 94        | 57        | 94          | 22          | 94              | 29          | 10                | 2                 |
| Camden   | 87        | 67        | 94          | 23          | 92              | 30          | 7                 | 5                 |
| Carteret   | 97        | 47        | 98          | 23          | 98              | 26          | 12                | 0                 |
| Caswell  | 96        | 35        | 96          | 20          | 96              | 22          | 12                | 0                 |
| Catawba  | 98        | 42        | 96          | 22          | 97              | 25          | 12                | 0                 |
| Chatham  | 97        | 42        | 95          | 26          | 96              | 28          | 12                | 0                 |
| Cherokee   | 97        | 49        | 97          | 22          | 97              | 27          | 12                | 0                 |
| Chowan   | 93        | 53        | 92          | 30          | 92              | 33          | 10                | 2                 |
| Clay   | 100       | 25        | 97          | 17          | 97              | 18          | 12                | 0                 |
| Cleveland  | 97        | 33        | 98          | 16          | 98              | 19          | 12                | 0                 |
| Columbus   | 97        | 42        | 97          | 16          | 97              | 22          | 11                | 1                 |
| Craven   | 97        | 41        | 95          | 20          | 95              | 23          | 12                | 0                 |
| Cumberland   | 87        | 63        | 94          | 24          | 93              | 30          | 9                 | 3                 |
| Currituck  | 99        | 56        | 95          | 31          | 96              | 33          | 12                | 0                 |
| Dare   | 99        | 54        | 98          | 22          | 98              | 28          | 12                | 0                 |
| Davidson   | 96        | 42        | 95          | 20          | 95              | 23          | 12                | 0                 |
| Davie  | 93        | 50        | 95          | 28          | 95              | 31          | 10                | 2                 |
| Duplin   | 97        | 49        | 93          | 27          | 94              | 30          | 10                | 2                 |
| Durham   | 84        | 70        | 94          | 32          | 92              | 37          | 5                 | 7                 |
| Edgecombe  | 97        | 41        | 93          | 33          | 94              | 35          | 12                | 0                 |
| Forsyth  | 95        | 46        | 95          | 20          | 95              | 24          | 12                | 0                 |
| Franklin   | 96        | 53        | 93          | 32          | 94              | 35          | 12                | 0                 |

| Average Processing Time (APT) and Percent Processed Timely (PPT) by County, SFY 2020 |           |           |             |             |                 |             |                   |                   |
|--|-----------|-----------|-------------|-------------|-----------------|-------------|-------------------|-------------------|
| COUNTY   | MAD - PPT | MAD - APT | OTHER - PPT | OTHER - APT | (3) TOTAL - PPT | TOTAL - APT | (5) Months Passed | (6) Months Failed |
| Gaston   | 95        | 51        | 98          | 22          | 97              | 25          | 12                | 0                 |
| Gates  | 98        | 46        | 94          | 26          | 94              | 29          | 10                | 2                 |
| Graham   | 98        | 27        | 98          | 20          | 98              | 21          | 12                | 0                 |
| Granville  | 88        | 59        | 92          | 32          | 91              | 36          | 9                 | 3                 |
| Greene   | 96        | 30        | 97          | 15          | 97              | 17          | 11                | 1                 |
| Guilford   | 92        | 61        | 94          | 25          | 94              | 31          | 9                 | 3                 |
| Halifax  | 91        | 53        | 96          | 26          | 95              | 31          | 10                | 2                 |
| Harnett  | 97        | 42        | 97          | 20          | 97              | 23          | 12                | 0                 |
| Haywood  | 96        | 55        | 94          | 22          | 94              | 28          | 11                | 1                 |
| Henderson  | 97        | 44        | 96          | 20          | 96              | 24          | 12                | 0                 |
| Hertford   | 98        | 36        | 92          | 26          | 93              | 28          | 12                | 0                 |
| Hoke   | 96        | 47        | 90          | 29          | 91              | 31          | 10                | 2                 |
| Hyde   | 100       | 27        | 96          | 21          | 97              | 22          | 11                | 1                 |
| Iredell  | 97        | 46        | 92          | 29          | 92              | 31          | 12                | 0                 |
| Jackson  | 98        | 47        | 98          | 18          | 98              | 22          | 12                | 0                 |
| Johnston   | 99        | 37        | 99          | 26          | 99              | 28          | 12                | 0                 |
| Jones  | 95        | 20        | 94          | 21          | 94              | 21          | 8                 | 4                 |
| Lee  | 93        | 50        | 92          | 27          | 92              | 30          | 12                | 0                 |
| Lenoir   | 95        | 41        | 95          | 20          | 95              | 25          | 12                | 0                 |
| Lincoln  | 99        | 49        | 99          | 22          | 99              | 29          | 12                | 0                 |
| Macon  | 96        | 50        | 97          | 25          | 97              | 29          | 12                | 0                 |
| Madison  | 97        | 55        | 96          | 26          | 96              | 30          | 12                | 0                 |
| Martin   | 94        | 46        | 92          | 22          | 92              | 26          | 11                | 1                 |
| McDowell   | 98        | 38        | 97          | 21          | 97              | 25          | 12                | 0                 |
| Mecklenburg  | 94        | 60        | 94          | 31          | 94              | 33          | 11                | 1                 |
| Mitchell   | 99        | 33        | 97          | 22          | 97              | 25          | 12                | 0                 |
| Montgomery   | 99        | 35        | 98          | 22          | 98              | 25          | 12                | 0                 |
| Moore  | 98        | 54        | 96          | 25          | 96              | 29          | 12                | 0                 |
| Nash   | 96        | 49        | 97          | 27          | 97              | 30          | 12                | 0                 |
| New Hanover  | 97        | 40        | 97          | 23          | 97              | 25          | 12                | 0                 |
| Northampton  | 98        | 61        | 95          | 26          | 96              | 31          | 11                | 1                 |
| Onslow   | 94        | 48        | 95          | 25          | 95              | 27          | 11                | 1                 |
| Orange   | 99        | 49        | 99          | 26          | 99              | 28          | 12                | 0                 |

| Average Processing Time (APT) and Percent Processed Timely (PPT) by County, SFY 2020 |           |           |             |             |                 |             |                   |                   |
|--|-----------|-----------|-------------|-------------|-----------------|-------------|-------------------|-------------------|
| COUNTY   | MAD - PPT | MAD - APT | OTHER - PPT | OTHER - APT | (3) TOTAL - PPT | TOTAL - APT | (5) Months Passed | (6) Months Failed |
| Pamlico  | 97        | 67        | 98          | 26          | 98              | 34          | 12                | 0                 |
| Pasquotank   | 94        | 59        | 94          | 28          | 94              | 33          | 12                | 0                 |
| Pender   | 94        | 60        | 91          | 33          | 92              | 37          | 12                | 0                 |
| Perquimans   | 99        | 47        | 94          | 26          | 95              | 29          | 12                | 0                 |
| Person   | 97        | 40        | 95          | 26          | 96              | 29          | 11                | 1                 |
| Pitt   | 95        | 58        | 94          | 28          | 94              | 33          | 12                | 0                 |
| Polk   | 92        | 41        | 92          | 23          | 92              | 26          | 10                | 2                 |
| Randolph   | 98        | 52        | 96          | 25          | 96              | 29          | 12                | 0                 |
| Richmond   | 92        | 54        | 93          | 21          | 93              | 27          | 11                | 1                 |
| Robeson  | 96        | 46        | 96          | 23          | 96              | 26          | 12                | 0                 |
| Rockingham   | 96        | 62        | 96          | 24          | 96              | 32          | 12                | 0                 |
| Rowan  | 94        | 57        | 94          | 27          | 94              | 32          | 12                | 0                 |
| Rutherford   | 97        | 42        | 95          | 26          | 96              | 29          | 12                | 0                 |
| Sampson  | 99        | 47        | 95          | 21          | 95              | 25          | 12                | 0                 |
| Scotland   | 98        | 29        | 96          | 19          | 97              | 20          | 12                | 0                 |
| Stanly   | 98        | 36        | 97          | 22          | 97              | 24          | 12                | 0                 |
| Stokes   | 98        | 49        | 98          | 24          | 98              | 29          | 12                | 0                 |
| Surry  | 98        | 44        | 97          | 22          | 97              | 26          | 12                | 0                 |
| Swain  | 93        | 65        | 94          | 29          | 93              | 36          | 10                | 2                 |
| Transylvania   | 98        | 40        | 97          | 20          | 98              | 23          | 12                | 0                 |
| Tyrrell  | 88        | 73        | 98          | 31          | 96              | 39          | 10                | 2                 |
| Union  | 94        | 41        | 90          | 29          | 90              | 30          | 8                 | 4                 |
| Vance  | 98        | 48        | 95          | 21          | 96              | 28          | 12                | 0                 |
| Wake   | 94        | 56        | 93          | 29          | 94              | 32          | 12                | 0                 |
| Warren   | 91        | 50        | 86          | 31          | 87              | 34          | 6                 | 6                 |
| Washington   | 99        | 33        | 94          | 21          | 95              | 23          | 11                | 1                 |
| Watauga  | 97        | 45        | 95          | 32          | 95              | 33          | 12                | 0                 |
| Wayne  | 93        | 51        | 95          | 19          | 95              | 23          | 11                | 1                 |
| Wilkes   | 97        | 45        | 98          | 23          | 98              | 26          | 12                | 0                 |
| Wilson   | 98        | 30        | 95          | 21          | 96              | 23          | 12                | 0                 |
| Yadkin   | 98        | 56        | 96          | 29          | 96              | 33          | 12                | 0                 |
| Yancey   | 94        | 39        | 95          | 26          | 95              | 28          | 11                | 1                 |

**Legend**

MAD – Medicaid Aid to the Disabled applicants  
Other – All other applicants  
PPT – Percent Processed Timely  
APT – Average Processing Time (Days)



### Appendix E: Average Time to Process Applications by County by Month

| Average Processing Time (Days), SFY 2020 |        |        |        |        |        |        |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| COUNTY                                   | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Alamance                                 | 29     | 30     | 30     | 31     | 32     | 34     | 34     | 35     | 30     | 22     | 24     | 22     |
| Alexander                                | 25     | 27     | 29     | 31     | 24     | 28     | 27     | 24     | 33     | 34     | 16     | 26     |
| Alleghany                                | 27     | 20     | 34     | 27     | 23     | 31     | 30     | 39     | 37     | 23     | 19     | 20     |
| Anson                                    | 35     | 30     | 30     | 27     | 30     | 33     | 31     | 35     | 39     | 32     | 31     | 33     |
| Ashe                                     | 38     | 38     | 39     | 33     | 33     | 34     | 36     | 38     | 40     | 43     | 29     | 39     |
| Avery                                    | 46     | 28     | 28     | 23     | 17     | 25     | 26     | 21     | 32     | 31     | 26     | 38     |
| Beaufort                                 | 26     | 27     | 35     | 21     | 27     | 28     | 25     | 27     | 25     | 27     | 27     | 33     |
| Bertie                                   | 34     | 36     | 41     | 51     | 34     | 34     | 28     | 41     | 33     | 33     | 30     | 21     |
| Bladen                                   | 23     | 23     | 34     | 25     | 22     | 33     | 31     | 28     | 31     | 29     | 28     | 21     |
| Brunswick                                | 22     | 21     | 26     | 14     | 19     | 21     | 24     | 24     | 24     | 17     | 14     | 15     |
| Buncombe                                 | 30     | 31     | 29     | 27     | 26     | 29     | 30     | 34     | 28     | 23     | 22     | 23     |
| Burke                                    | 25     | 30     | 26     | 27     | 27     | 30     | 33     | 31     | 30     | 29     | 28     | 25     |
| Cabarrus                                 | 34     | 31     | 33     | 32     | 31     | 33     | 37     | 36     | 34     | 26     | 19     | 20     |
| Caldwell                                 | 32     | 31     | 29     | 23     | 26     | 32     | 35     | 30     | 32     | 22     | 22     | 26     |
| Camden                                   | 34     | 19     | 24     | 32     | 28     | 37     | 22     | 43     | 34     | 40     | 31     | 29     |
| Carteret                                 | 25     | 28     | 29     | 27     | 26     | 29     | 32     | 25     | 26     | 21     | 22     | 23     |
| Caswell                                  | 25     | 19     | 19     | 21     | 19     | 21     | 24     | 25     | 29     | 21     | 27     | 21     |
| Catawba                                  | 26     | 25     | 26     | 25     | 20     | 26     | 28     | 30     | 26     | 21     | 22     | 20     |
| Chatham                                  | 32     | 26     | 26     | 28     | 26     | 28     | 30     | 30     | 29     | 22     | 26     | 29     |
| Cherokee                                 | 28     | 28     | 24     | 27     | 32     | 31     | 26     | 27     | 31     | 19     | 25     | 27     |
| Chowan                                   | 32     | 40     | 36     | 36     | 37     | 33     | 29     | 32     | 35     | 33     | 26     | 34     |
| Clay                                     | 14     | 18     | 13     | 18     | 19     | 23     | 22     | 27     | 30     | 12     | 13     | 11     |
| Cleveland                                | 23     | 21     | 19     | 20     | 20     | 20     | 19     | 20     | 19     | 16     | 17     | 17     |
| Columbus                                 | 26     | 23     | 24     | 26     | 20     | 24     | 23     | 23     | 20     | 18     | 19     | 18     |
| Craven                                   | 25     | 23     | 27     | 22     | 23     | 27     | 23     | 25     | 21     | 21     | 19     | 18     |
| Cumberland                               | 26     | 26     | 27     | 26     | 26     | 28     | 45     | 30     | 41     | 27     | 31     | 24     |
| Currituck                                | 33     | 37     | 34     | 29     | 28     | 39     | 35     | 38     | 38     | 33     | 30     | 24     |
| Dare                                     | 28     | 23     | 30     | 22     | 26     | 29     | 33     | 32     | 27     | 20     | 30     | 30     |
| Davidson                                 | 24     | 25     | 25     | 22     | 21     | 22     | 26     | 27     | 24     | 20     | 20     | 20     |
| Davie                                    | 26     | 24     | 33     | 30     | 27     | 32     | 37     | 35     | 40     | 31     | 29     | 25     |
| Duplin                                   | 28     | 25     | 30     | 28     | 28     | 34     | 33     | 38     | 34     | 33     | 29     | 23     |
| Durham                                   | 36     | 37     | 38     | 39     | 38     | 37     | 36     | 43     | 46     | 31     | 30     | 31     |
| Edgecombe                                | 33     | 35     | 38     | 34     | 33     | 34     | 32     | 36     | 34     | 35     | 38     | 39     |
| Forsyth                                  | 25     | 26     | 25     | 23     | 22     | 27     | 29     | 30     | 24     | 19     | 16     | 18     |
| Franklin                                 | 33     | 33     | 38     | 37     | 37     | 37     | 36     | 35     | 34     | 35     | 35     | 28     |

| Average Processing Time (Days), SFY 2020 |        |        |        |        |        |        |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| COUNTY                                   | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Gaston                                   | 26     | 27     | 28     | 25     | 26     | 29     | 30     | 29     | 27     | 21     | 19     | 18     |
| Gates                                    | 27     | 25     | 27     | 30     | 29     | 46     | 26     | 24     | 23     | 27     | 26     | 40     |
| Graham                                   | 18     | 21     | 17     | 22     | 16     | 23     | 24     | 24     | 20     | 29     | 15     | 18     |
| Granville                                | 40     | 37     | 38     | 34     | 30     | 30     | 37     | 45     | 42     | 34     | 32     | 32     |
| Greene                                   | 14     | 16     | 21     | 15     | 18     | 22     | 19     | 14     | 17     | 21     | 19     | 10     |
| Guilford                                 | 26     | 25     | 27     | 28     | 27     | 32     | 30     | 34     | 42     | 33     | 32     | 30     |
| Halifax                                  | 33     | 32     | 31     | 32     | 32     | 33     | 33     | 30     | 34     | 29     | 28     | 29     |
| Harnett                                  | 27     | 24     | 24     | 24     | 22     | 26     | 22     | 26     | 24     | 15     | 21     | 17     |
| Haywood                                  | 30     | 28     | 29     | 28     | 29     | 30     | 29     | 30     | 24     | 24     | 25     | 20     |
| Henderson                                | 27     | 26     | 24     | 22     | 24     | 25     | 23     | 26     | 28     | 23     | 20     | 16     |
| Hertford                                 | 31     | 28     | 27     | 27     | 25     | 28     | 27     | 23     | 28     | 33     | 28     | 28     |
| Hoke                                     | 36     | 33     | 38     | 34     | 33     | 33     | 33     | 31     | 36     | 24     | 18     | 19     |
| Hyde                                     | 15     | 15     | 19     | 26     | 22     | 21     | 27     | 31     | 23     | 19     | 20     | 18     |
| Iredell                                  | 32     | 30     | 32     | 32     | 31     | 36     | 34     | 35     | 34     | 29     | 21     | 22     |
| Jackson                                  | 24     | 24     | 22     | 21     | 20     | 25     | 25     | 27     | 22     | 16     | 22     | 18     |
| Johnston                                 | 27     | 26     | 27     | 25     | 29     | 31     | 30     | 32     | 33     | 24     | 22     | 21     |
| Jones                                    | 72     | 12     | 17     | 14     | 13     | 20     | 17     | 18     | 29     | 15     | 14     | 18     |
| Lee                                      | 27     | 30     | 31     | 33     | 29     | 33     | 33     | 37     | 35     | 27     | 23     | 24     |
| Lenoir                                   | 24     | 20     | 23     | 20     | 23     | 26     | 25     | 22     | 29     | 24     | 25     | 28     |
| Lincoln                                  | 29     | 29     | 29     | 26     | 28     | 32     | 30     | 34     | 26     | 25     | 25     | 26     |
| Macon                                    | 28     | 29     | 31     | 33     | 26     | 30     | 31     | 36     | 25     | 28     | 27     | 25     |
| Madison                                  | 32     | 32     | 31     | 32     | 32     | 37     | 31     | 28     | 27     | 22     | 30     | 27     |
| Martin                                   | 25     | 24     | 26     | 26     | 23     | 36     | 28     | 38     | 27     | 19     | 23     | 20     |
| McDowell                                 | 19     | 21     | 36     | 25     | 27     | 27     | 25     | 24     | 25     | 21     | 23     | 19     |
| Mecklenburg                              | 35     | 36     | 35     | 33     | 32     | 37     | 36     | 37     | 36     | 30     | 29     | 26     |
| Mitchell                                 | 24     | 27     | 28     | 22     | 27     | 25     | 23     | 28     | 25     | 24     | 24     | 21     |
| Montgomery                               | 26     | 28     | 27     | 25     | 27     | 24     | 27     | 30     | 27     | 23     | 17     | 13     |
| Moore                                    | 25     | 29     | 32     | 29     | 27     | 32     | 31     | 30     | 30     | 26     | 29     | 29     |
| Nash                                     | 27     | 28     | 31     | 28     | 28     | 31     | 30     | 32     | 44     | 24     | 28     | 28     |
| New Hanover                              | 31     | 28     | 26     | 23     | 20     | 26     | 30     | 26     | 28     | 22     | 18     | 16     |
| Northampton                              | 52     | 28     | 30     | 36     | 28     | 29     | 25     | 28     | 25     | 34     | 38     | 34     |
| Onslow                                   | 28     | 31     | 32     | 27     | 26     | 27     | 29     | 30     | 30     | 23     | 23     | 24     |
| Orange                                   | 30     | 32     | 33     | 30     | 28     | 29     | 31     | 34     | 28     | 22     | 21     | 24     |

| Average Processing Time (Days), SFY 2020 |        |        |        |        |        |        |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| COUNTY                                   | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Pamlico                                  | 35     | 29     | 35     | 34     | 31     | 33     | 34     | 41     | 33     | 34     | 39     | 32     |
| Pasquotank                               | 34     | 36     | 34     | 36     | 31     | 35     | 32     | 37     | 39     | 31     | 26     | 26     |
| Pender                                   | 37     | 38     | 38     | 35     | 33     | 36     | 39     | 44     | 38     | 35     | 38     | 32     |
| Perquimans                               | 28     | 30     | 35     | 31     | 26     | 23     | 26     | 29     | 36     | 25     | 35     | 38     |
| Person                                   | 33     | 35     | 31     | 33     | 31     | 34     | 30     | 34     | 24     | 21     | 18     | 18     |
| Pitt                                     | 33     | 33     | 35     | 31     | 31     | 32     | 34     | 35     | 33     | 31     | 30     | 31     |
| Polk                                     | 21     | 16     | 30     | 25     | 19     | 19     | 27     | 39     | 35     | 33     | 28     | 27     |
| Randolph                                 | 30     | 29     | 33     | 30     | 30     | 32     | 32     | 33     | 30     | 21     | 23     | 20     |
| Richmond                                 | 27     | 27     | 24     | 23     | 23     | 25     | 27     | 35     | 31     | 31     | 25     | 27     |
| Robeson                                  | 27     | 25     | 28     | 28     | 26     | 29     | 30     | 30     | 29     | 23     | 20     | 19     |
| Rockingham                               | 32     | 28     | 31     | 31     | 33     | 28     | 33     | 34     | 32     | 33     | 34     | 32     |
| Rowan                                    | 31     | 33     | 33     | 31     | 31     | 34     | 35     | 34     | 33     | 30     | 30     | 27     |
| Rutherford                               | 28     | 29     | 27     | 27     | 28     | 33     | 34     | 34     | 33     | 26     | 23     | 18     |
| Sampson                                  | 27     | 27     | 25     | 27     | 26     | 24     | 27     | 27     | 26     | 22     | 17     | 18     |
| Scotland                                 | 26     | 26     | 23     | 24     | 19     | 19     | 20     | 16     | 21     | 19     | 13     | 17     |
| Stanly                                   | 24     | 23     | 21     | 23     | 22     | 28     | 25     | 27     | 28     | 26     | 23     | 20     |
| Stokes                                   | 28     | 33     | 31     | 29     | 29     | 32     | 29     | 31     | 29     | 24     | 25     | 26     |
| Surry                                    | 25     | 25     | 25     | 28     | 28     | 29     | 30     | 29     | 24     | 24     | 23     | 19     |
| Swain                                    | 38     | 30     | 32     | 44     | 38     | 42     | 37     | 38     | 39     | 37     | 30     | 19     |
| Transylvania                             | 22     | 22     | 21     | 16     | 20     | 23     | 27     | 32     | 24     | 23     | 25     | 25     |
| Tyrrell                                  | 61     | 32     | 49     | 34     | 32     | 37     | 37     | 36     | 43     | 37     | 46     | 35     |
| Union                                    | 28     | 29     | 34     | 29     | 28     | 33     | 35     | 36     | 32     | 27     | 24     | 24     |
| Vance                                    | 38     | 26     | 26     | 29     | 29     | 27     | 27     | 31     | 29     | 23     | 21     | 24     |
| Wake                                     | 39     | 36     | 31     | 29     | 30     | 34     | 35     | 35     | 32     | 27     | 25     | 22     |
| Warren                                   | 25     | 39     | 46     | 36     | 48     | 34     | 32     | 35     | 29     | 26     | 24     | 46     |
| Washington                               | 17     | 13     | 23     | 22     | 18     | 24     | 20     | 33     | 27     | 34     | 21     | 20     |
| Watauga                                  | 37     | 36     | 33     | 33     | 32     | 39     | 33     | 36     | 35     | 25     | 26     | 31     |
| Wayne                                    | 23     | 24     | 28     | 23     | 26     | 27     | 26     | 26     | 24     | 15     | 18     | 16     |
| Wilkes                                   | 29     | 29     | 26     | 27     | 26     | 27     | 28     | 27     | 26     | 22     | 18     | 18     |
| Wilson                                   | 24     | 20     | 25     | 24     | 23     | 25     | 23     | 23     | 24     | 20     | 18     | 19     |
| Yadkin                                   | 31     | 31     | 38     | 34     | 28     | 42     | 39     | 34     | 32     | 29     | 29     | 34     |
| Yancey                                   | 29     | 31     | 29     | 27     | 37     | 31     | 23     | 27     | 29     | 25     | 23     | 24     |