

October 21, 2024

Dear DSS Directors:

Welcome to the NC Medicaid DSS County Communication. This communication incorporates important activities happening in NC Medicaid to keep you informed on issues raised and resolved and to provide guidance for addressing issues with beneficiaries.

We are committed to resolving problems quickly to make sure beneficiaries, providers and county agencies have the support they need. This communication will be posted in [NC FAST Help](#) at **Economic Services > Medicaid Transformation > Communications**.

**NOTE:** Currently there is an issue with posting communications in NC FAST Help. Until the issue is resolved, this communication will be posted on the home page in NC FAST Help. Please see below for this week's update.

## NC Medicaid Managed Care

### Hurricane Helene Updates

Please refer to the following Hurricane Helene updates and resources below. If you have questions about the following materials, contact your [Medicaid Operational Support Team \(OST\) Representative](#).

#### Hurricane Helene Flexibilities – Clarification for Recertifications

Please remember counties **not** included in the Disaster Declaration should continue working and processing Medicaid recertifications. NC Medicaid has instructed counties that **are** included in the Disaster Declaration that recertifications should be paused for their counties until further notice.

As a reminder, the counties included in the Hurricane Helene Disaster Declaration and should pause recertifications are:

- Alexander
- Alleghany
- Ashe
- Avery
- Buncombe
- Burke
- Caldwell
- Catawba
- Clay
- Cleveland
- Eastern Band of Cherokee Indians of North Carolina
- Gaston

- Haywood
- Henderson
- Jackson
- Lincoln
- Macon
- Madison
- McDowell
- Mitchell
- Polk
- Rutherford
- Transylvania
- Watauga
- Wilkes
- Yancey

All other counties are expected to continue to process recertifications.

### [Hurricane Helene Policy Flexibilities to Support Providers and Members - Oct. 11, 2024](#)

The Department is working with state, federal and local partners to help North Carolinians impacted by Hurricane Helene access needed health care. NC Medicaid has been granted additional temporary changes until Dec. 31, 2024, to help with continued care during recovery efforts.

Please direct beneficiaries in the impacted counties to request a replacement Medicaid ID card by contacting the NC Medicaid Contact Center at **1-888-245-0179**, their health plan or visiting their local DSS office.

### [Dear County Director Letter](#)

On Sept. 28, 2024, President Biden approved Governor Roy Cooper's request for a Federal Major Disaster Declaration for some counties because of the impact of Hurricane Helene. The purpose of the Dear County Director Letter linked above is to inform counties NC Medicaid issued a blanket waiver for Medicaid Application report card failures for the month of September 2024 for the 26 counties. For more information, see the [Dear County Director Letter](#).

### [Administrative Letter](#)

On Sept. 28, 2024, President Biden approved Governor Roy Cooper's request for a Federal Major Disaster Declaration for some counties due to the impact of Hurricane Helene. The purpose of the Administrative Letter is to provide guidance on processes for all Medicaid programs to address issues caused by Hurricane Helene. As additional situations are identified, further guidance will be provided. For more information, see the [Administrative Letter](#).

## [New Medicaid Resources](#)

A virtual bulletin board with helpful resources and information on Hurricane Helene, including a list of open pharmacies, an updated local DSS open/closed status, copay reminders and additional resources is available at [medicaid.ncdhhs.gov/hurricaneheleneresources](https://medicaid.ncdhhs.gov/hurricaneheleneresources).

## Proactive Communications

All Proactive Communication outreach via text, email and phone calls to beneficiaries in the [26 impacted counties](#) will be suspended effective Oct. 7 through Oct. 28.

## 211 Call Scripting

We are getting reports of EMS being overwhelmed with callers looking for missing people. Currently, we are directing individuals looking for missing people to call 211. If someone is actively in an emergency, then they should still be directed to call EMS or 911. We have included the script below.

**Q.** Someone calls needing help with finding a missing person.

*Please call 211. They are currently organizing efforts to find missing people.*

## OST List Updated

There have been changes to the Operational Support Team's (OST) representative county assignment list. The Dear County Director Letter has been posted to the [NCDHHS website](#). The revised OST county assignment list will be effective October 21, 2024.

If you have any questions regarding this material, please contact your [Medicaid Operational Support Team \(OST\) Representative](#).

## DHB Administrative Letter 06-24, Hurricane Helene – Guidance for Medicaid Applications in Disaster Counties

The [DHB Administrative Letter 06-24 - Guidance for Medicaid Applications in Disaster Counties](#) has been posted. This letter provides guidance for counties affected by the Disaster Declaration because of Hurricane Helene. The letter provides a list of counties who volunteered to assist those counties and which county they will partner with.

If you have any questions regarding this material, contact your [Medicaid Operational Support Team \(OST\) Representative](#).

## Notice: DHB Hurricane Helene Handouts DCDL

NCDHHS posted this [Dear County Director Letter](#) to provide additional resources and information related to the disaster declaration because of Hurricane Helene. The letter includes two one-page handouts with basic information about NC Medicaid, Food and Nutrition Services, Cash Assistance and Energy Assistance programs people can apply for in their time of need.

It is imperative that the local agencies review the letter for further instructions.

If you have any questions regarding this material, contact your [Medicaid Operational Support Team \(OST\) Representative](#).

### **Notice: Listserv Subscriptions**

NC Medicaid provides updated information to ensure all applicable local agency staff have access to vital communications issued via Terminal Messages. For local agencies who do not have access to the State network and need to manage their lists, an email can be submitted with staff names and email addresses to: [dss.update@dhhs.nc.gov](mailto:dss.update@dhhs.nc.gov).

If there are any additional questions, please contact the DIT service desk at (919)-754-6000, ext. 5.

If you have any questions regarding this material, contact your [Medicaid Operational Support Team \(OST\) Representative](#).

### **Notice: Second Party Review CAP Reporting for Medicaid Eligibility**

The Office of Compliance and Program Integrity (OCPI) has established a group email for all counties to submit their quarterly Second Party Review Tracking Spreadsheet and supporting documents. Effective immediately, please submit your CAP to [Medicaid.QuarterlyCAPReports@dhhs.nc.gov](mailto:Medicaid.QuarterlyCAPReports@dhhs.nc.gov) by the specified dates of **10/20/2024, 1/20/2025, 4/20/2025 and 7/20/2025**. Note: If you have already submitted your Quarter 1 SFY 2025 (July-September) report, you do **not** need to resubmit your report.

Additionally, OCPI/Member Compliance, in collaboration with Member Operations/OST, identified the following seven counties with continued need of assistance with Medicaid: Avery, Buncombe, Haywood, Madison, McDowell, Mitchell, and Yancey.

To ensure ongoing support, Member Compliance will be extending the 2<sup>nd</sup> Party Review CAP reporting deadline of Oct. 20, 2024, to Nov. 20, 2024, for these seven counties. This extension is for Quarter 1 SFY 2025 CAP reports for July, August and September 2<sup>nd</sup> Party Reviews. The counties' status will be reassessed mid-November, as the Nov. 20, 2024, extended deadline approaches, to determine if further extensions are needed.

Additional flexibilities for second quarter 2<sup>nd</sup> Party Review CAP for October, November and December, will be taken into consideration. As the Jan. 20, 2025, deadline approaches, the seven identified counties may reach out via the newly established group email address (noted above) for an alternate approach in meeting second quarter 2<sup>nd</sup> Party Review numbers, if needed.

Should you have any questions regarding the new submission process or extensions, please contact Compliance Manager, Odessia Houston at [odessia.houston@dhhs.nc.gov](mailto:odessia.houston@dhhs.nc.gov).

### **Notice: July, August and September (Q3) Franklin vs Kinsley Case Sample Files**

The Franklin v. Kinsley case sample files report for the months of July, August and September (Q3) 2024 is now available in NC FAST Help.

Counties must upload all required documentation related to the termination and reduction action including the DSS-8110, NCFast-20020, DHB-5097 and signed attestation. Counties were to review the 582 case files and have all documents, forms, narratives etc., housed in the agency's internal document management systems that were generated outside of NC FAST, uploaded to NC FAST by **close of business Tuesday, Oct. 15, 2024**.

As part of the ongoing audit process, the Medicaid legal team and opposing counsel have developed the attached checklist that must be completed for each quarterly case sample pull (582) for the duration of the settlement agreement. The checklists must be completed, signed by the Director or Director's Designee, and uploaded in NC FAST for **each** case file identified in the sample.

The checklist is the agency's affirmation that the required information has been uploaded. Failure to upload all relevant information will result in class counsel asking the court to enforce the settlement agreement. In that event, the Director or their Designee who signed the checklist should expect to be called as a witness and be prepared to testify to the reasons why any file materials are missing.

The attached checklist must be completed for the 582 (Q3) case files and uploaded along with all materials no later than five business days from the receipt of this announcement.

Please upload the completed Required 582 Sample Notice Checklist and all required documents on the Insurance Affordability Case (IAC) or the Income Support Case (ISC).

- IAC → MAGI → NCF-20020 or notices (as applicable)
- ISC → Medicaid → Medicaid notices

Counties should follow the path below to access the report.

**PATH:**

FAST Help > Medicaid Reports > Legal Reports > [Q3 2024 Legal Notices Report 20241007](#)

If you have any questions regarding this material, please contact your [Medicaid Operational Support Team \(OST\) Representative](#).

## **Notice: Mastering Medicaid Policy: Auto Newborn Medicaid Coverage Correction**

An updated Mastering Medicaid Policy: Auto Newborn Medicaid Coverage Course and Auto Newborn Medicaid Coverage Q&A in NC FAST Learning Gateway.

URL: [Mastering Medicaid Policy: Auto Newborn Medicaid Coverage](#)

Path: My courses → Courses → Policy Training → Special Webinars and Courses → Mastering Medicaid Policy: Auto Newborn Medicaid Coverage

If you have any questions regarding this material, please contact your [Medicaid Operational Support Team \(OST\) Representative](#).

## **Notice: Medicaid Program Integrity Training Courses 7-10**

OCPI has created a series of Program Integrity (PI) training courses. The Medicaid Program Integrity training courses provide training to County PI staff on policies and procedures to guard against beneficiary fraud, waste, and abuse. Ten training courses are being provided. Training courses seven through ten are now complete and available in the NC FAST Learning Gateway. Noted below is the URL link to the Learning Gateway, path to the courses, and the names of the courses.

URL: [ncfasttraining.nc.gov/](https://ncfasttraining.nc.gov/)

Path: My courses / Courses / Policy Training / Medicaid Program Integrity

### **PI Training Courses:**

1. Prevention
2. Detection

3. Investigations
4. Family and Children's Medicaid Overpayment
5. Adult Medicaid Overpayments
6. Recipient Profiles
7. Conclusions and Recommendations
8. Fraud Plans
9. Hearings
10. Tax Interception Appeals

Training courses will not be listed in course curriculum order within the Learning Gateway. OCPI recommends new PI staff take the training courses in the numerical order indicated above. However, training courses can be taken individually for focused learning as well.

With the publication of the final four courses, the Program Integrity training block of ten total courses is now complete. For any questions regarding this message or the training material, please submit your questions to the Medicaid PI email at [Medicaid.PI.Questions@dhhs.nc.gov](mailto:Medicaid.PI.Questions@dhhs.nc.gov).

As always, thank you for your partnership in serving the people of North Carolina!