

# County DSS Support Plan

## Overview

Local Departments of Social Services (DSS) are integral in beneficiary support and engagement. To promote the success of the NC Medicaid Managed Care transition, NCDHHS has prioritized supporting and monitoring counties in their ongoing work to determine eligibility and prepare them for the transition to Managed Care. The County DSS Support Plan was developed to consider the changing landscape due to COVID-19 and feedback received from the counties on the previous open enrollment periods. Two significant changes with the 2021 approach are that the **Enrollment Broker will no longer host large, in-person events or provide on-site enrollment support in the counties**. Instead, the team will use virtual methods across multiple channels to provide support and minimize the risk of COVID-19 exposure to beneficiaries and DSS staff.

## Proposed 2021 County Support Approach

### DHB Key County Support Strategies:

- **Work Groups** – Host Medicaid Transformation NCACDSS work groups to receive feedback on county trainings, outreach materials, and the County Playbook. A large group will meet on a regular basis, and a smaller group will be utilized for key topics
- **Virtual Trainings** – Develop and conduct virtual trainings and meetings to share Managed Care information with counties. Trainings will be recorded and posted in the Learning Gateway
- **Weekly Emails** – Provide weekly email communications from a designated DHB resource
- **County Playbook** – Revamp the structure of the playbook materials, working with the counties to ensure the playbook is easy to follow
- **30 Minute Standups** – In groups of 25 counties, have quick 30-minute stand ups to convey urgent information, conduct status check-ins during Open Enrollment, and provide a feedback loop during Managed Care implementation
- **Eligibility and Readiness Support** – NC FAST Readiness Liaisons and OST ensure counties are following standard eligibility processes and are ready for Managed Care
- **Collaboration with Division of Social Services (DSS)** – Align with DSS on priorities and approach for county engagement, including participation in the new 7 region cluster meetings

### Enrollment Broker Key County Support Strategies:

- **Virtual Trainings** – Provide county support via virtual trainings and outreach events
- **Expanded group of EB DSS Liaisons** – Assign an EB Liaison to each county to field county questions and coordinate planning of events
- **Outreach Materials** – Develop and provide counties with outreach materials to include laminated documents that can be reused and cleaned as well as QR codes for people to download the documents

| Channels to Engage Counties       |                          |                       |
|-----------------------------------|--------------------------|-----------------------|
| Channels for 2021                 | Channel Utilized in 2019 | Restart Timeline      |
| Newsletters and Fact Sheets       | Yes                      | Ongoing               |
| OST Support                       | Yes                      | Ongoing               |
| Monthly 100 County Director Calls | Yes                      | Ongoing               |
| NC FAST County Readiness Support  | Yes                      | Sep. 2020 - Ongoing   |
| NC FAST Readiness Calls           | Yes                      | Oct. 2020 - Ongoing   |
| County Playbook                   | Yes                      | Nov. 2020 - Ongoing   |
| Regional Meetings                 | Yes                      | Dec. 2020 - Ongoing   |
| Webinars with County Leadership   | Yes                      | Jan. 2021 - Ongoing   |
| DSS Virtual Training              | No                       | Jan. 2021 - Mar. 2021 |
| Virtual Office Hours              | Yes                      | Mar. 2021 - May 2021  |
| EB DSS Call Line                  | No                       | Mar. 2021 - May 2021  |

