

DSS-5120/Medicaid App Policy Timeframes Initiative

Foster Care Operations

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Objectives

- I. Discuss DHHS' Goals for the DSS-5120 Process
- II. Review Impacts of the DSS-5120 Form
- III. Highlight Process for Developing Recommendation
- IV. Walk Through Proposed Timeframes for DSS-5120 Process
- V. Outline Next Steps

TARGET STATEMENT:

Our goal is to minimize the time it takes to establish Medicaid coverage for the foster youth of North Carolina.

Impacts of the DSS-5120 Form

Delays in establishing or transitioning Medicaid coverage for foster youth has become a barrier to providing timely health services. Providers and LME-MCOs are hesitant to schedule appointments until the transition to NCMD is complete in NCTracks to ensure confidence in obtaining payment

Foster youth who are newly eligible or have existing coverage in a Standard Plan transition to the NC Medicaid Direct FFS program when entering DSS custody

DSS-5120 Process Impact on Medicaid Program Transitional Period

Claims submitted to the Standard Plan before transitional period is completed are later denied once the transition to NCMD occurs

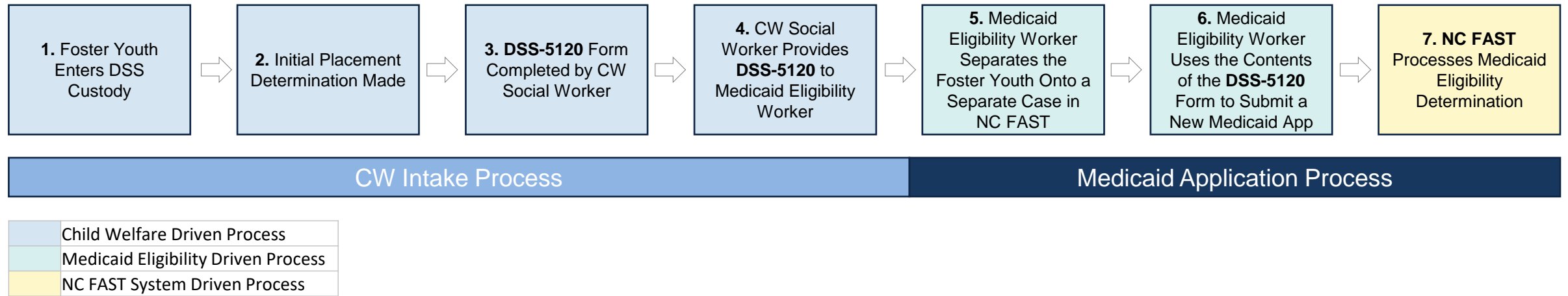
Providers experience delays in receiving payment for services, creating disincentive for supporting foster care visits

Providers are pushing back on scheduling appointments until the transition to NCMD is complete and demonstrated in NCTracks

Until this process is prioritized and streamlined, the transition process will continue to create access delays for foster youth.

Current State Medicaid Application Process for Foster Youth

The visual below illustrates the high-level process for how Medicaid applications are processed for children and youth who enter DSS custody

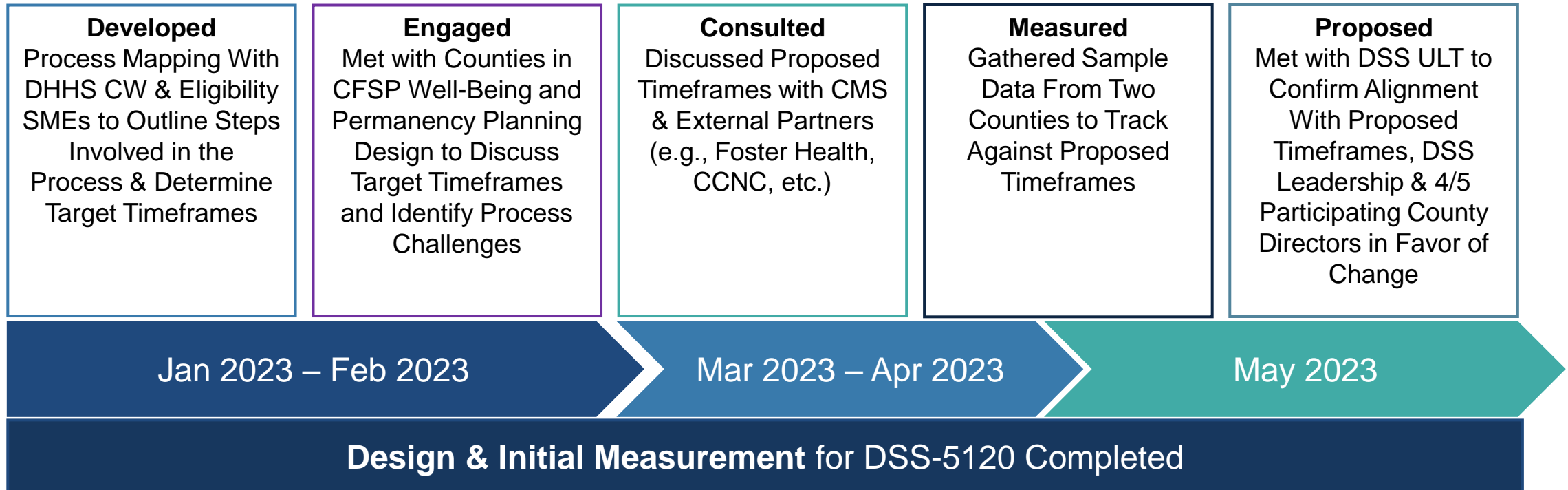


- Per [NC Permanency Planning Policy](#), the **DSS-5120** must be *initiated* within **3 days after the date of placement**, however, there is no standard for when the form should be *completed*.
- There is no established standard timeframe for when Medicaid eligibility staff should translate the **DSS-5120** form into a completed Medicaid application.
- The NC Medicaid and DSS Child Welfare team has been partnering with counties to **determine a recommendation for standard timeframe** for social workers and Medicaid staff to complete this process.

Process for Determining Standard Timeframes

The child welfare and Medicaid teams have been coordinating with counties, Department SMEs, and impacted partners over the last **six months** to discuss and formulate an appropriate target timeframe for this process.

As a result of this process, we are recommending that the process be completed within **7 business days**.

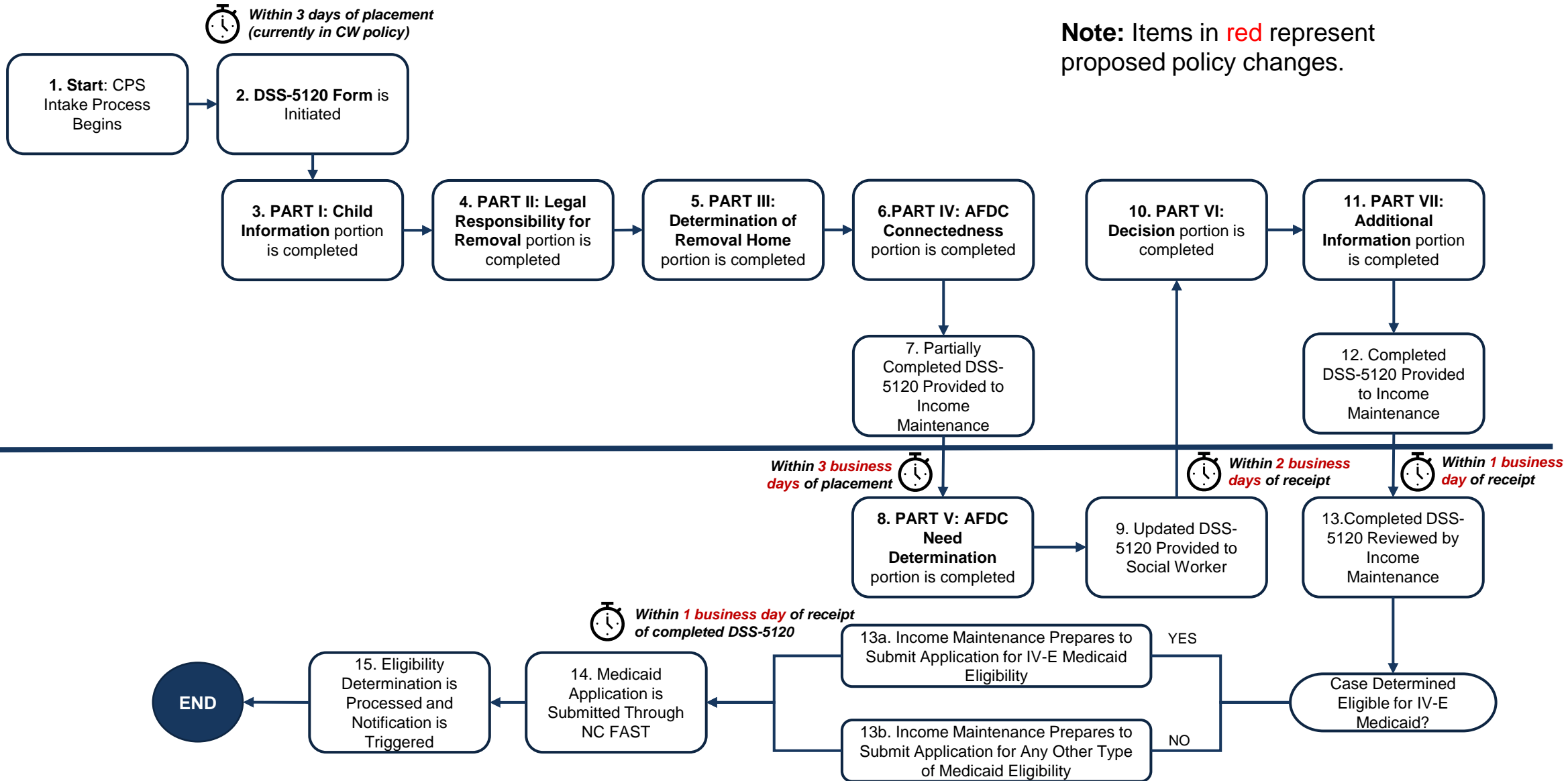


DSS-5120 & Foster Care Medicaid Application Process

Note: Items in **red** represent proposed policy changes.

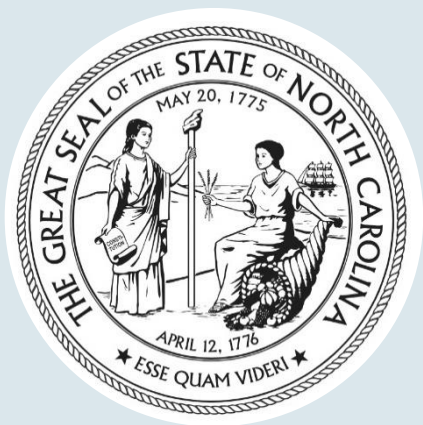
Child Welfare - Social Worker

Medicaid - Income Maintenance Worker



Next Steps

- Counties have until **June 23rd** to review materials with their team and determine any further considerations that should be discussed with DHHS Leadership team regarding the proposed timeframes for the DSS-5120 process
 - Comments can be submitted via email to: Adrian Daye (adrian.daye@dhhs.nc.gov) and Brian Kabisa (Brian.kabisa_acn@dhhs.nc.gov)
- DHHS team will begin going through formal approval processes for implementing proposed new timeframes in **July 2023**
- Once the DSS-5120 timeframes are approved by DHHS leadership, the policy teams will re-engage counties for next steps



Appendix

Sample Data Analysis

Two counties, one that utilizes NC FAST system and one that does not, measured how long it took them to complete each step of the DSS-5120 form. A total of 3 cases were collected from each county. On average, the county that utilized NC FAST completed the entire process in 6 days, while the non-NC FAST county completed the process in 10 days.

DSS-5120 Process	Business Days		
	Target	Non-NC FAST County	NC FAST County
PART I: Child Information PART II: Legal Responsibility for Removal PART III: Determination of Removal Home PART IV: AFDC Connectedness	3	9	3
PART V: AFDC Need Determination	2	1	1
PART VI: Decision PART VII: Additional Information	1	1	1
NC FAST Medicaid Application Submitted	1	1	3
Total Timeframe	7	10	6