ECONOMIC PROGRAMS COMMITTEE MINUTES

December 11, 2019

Holiday Inn Express

**County Panel Discussion on the Medicaid Cycle Audit**

Franklin, Chatham, Rockingham, and Caldwell Counties shared lessons learned from the Medicaid Cycle Audit (REDA).

* Create a spread sheet to track all the cases pulled from the audit.
* Participate in the monthly calls
* Ensure that you receive your reports/list of cases pulled early in the day. Once the county receives the list, the county has 5 days to submit the record for review
* Counties recommend having a QA specialist position. Counties that did not have one, have created a position. This person reviewed the records.
* Counties should be working 2 months ahead on recerts. If not, will be cited as internal control errors
* Any guidance you receive from OST, ask for it in writing.
* Question what you do not understand or if you disagree – ask for verification and validation
* If case found in error, make corrections as soon as possible to minimize any paybacks

**Child Support**

Background Checks from IV D

* 623 requests have been received, but we’ve only received 368. 215 forms with the results saying employees are OK. Those results don’t come to us, but we need the counties to tell us that the staff with access are fine to continue with access.
* January 31 2020 to unveil new mobile optimized website: cool fliers, can apply on line and upload documents thru secure SSP which will go directly to workers. They will also be able to electronically sign app and not have to come into the office, can make payment via digital wallet. Can give information electronically, can email local CSE agent or general mailbox. Email will go to worker and generates worklist stating you’ve received an email. Counties can respond via email or other method. Customer Service survey will also roll out. State will provide the responses to county. Participants can get copies of their payment history. 2 Posters & fliers will be sent to county. Will be posted on Share point in case counties want to print more. 2nd phase working to enable clients to pay application fee on line, possible roll out in 6 months. Electronic reminders and electronic payment options – push notifications.
* New automation for 18-year-old notification to custodial & noncustodial parent asking if child is still in school.
* First quarter of Continuous quality improvement CQIs plan.
* Intergovernmental documents - to be released in early January
* OLV moving to a new URL, checking to see if security officers will need to reenroll staff
* XNET (Xtend) CSSX universe moving to systemware (the cloud) we had anticipated it would move this month, but it was delayed to January 2020, IVD delayed even further
* XPTR is not changing
* Share point platform is going to be obsolete, moving to new share point as a rollout. Will not transition all at once. Counties will get an invitation from NCCSS.sharepoint@dhhs.nc.gov make sure you accept it when it comes so we can get your county on the new site.

**Department of Health Benefits**

* Temporary process changes – NC Fast will automate the process for the worker. We will send advance copy of policy.
* 10th month is the earliest month you can start the recertification process.
* Medicaid and Child Support – state understands that new policy regarding cooperation will create additional work for counties. State is trying to figure out how to decrease repetitive work.
* Medicaid Transformation has been suspended. The state will be sending out notices to all beneficiaries. The enrollment broker will still answer calls regarding MA Transformation suspension.
	+ Managed care advertisement may still run for managed care companies. All previously paid for ads will run. There should not be any new or additional ads. There should not be any enrollment fairs planned or held.
	+ Although MA Transformation is suspended, counties will receive requests from the state regarding NEMT to prepare when MA Transformation resumes.