

ECONOMIC SERVICE PROGRAMS
COMMITTEE MEETING MINUTES
March 7, 2018

Committee Chairs: Trish Baker, Cathy Lytch, Will Wakefield and Angi Karchmer (intern)

Present in-person: Laurie Potter, Melanie Corprew, Donna Barnes, Kim Harrell, Maria Ordaz, Monica Price, Liz Scott, Lindsey Shoemaker, April Snead, Chuck Lycett, Heather Skeens, Tracie Murphy, Nellie Rodgers, Barbara Batts, L'Shell Cruse, Renaye Andrews, Brenda Jackson, Donna Fayko, Susan Chaney,

State: Charlotte Gibbons, Jose Merzan, David Giovannichi Carolyn McClanahan, Elizabeth Everette

SA - Charlotte Gibbons

Susan Merrill has retired, Hank Bowers (Assistant Director) is filling in until that position is filled. COLA has been applied for SA in-home and cases are being adjusted automatically. April 1 these updates will be effective. Also have 3 new reports in NCFast Help; 1 that doesn't need any work, 2 others that will need to be worked by staff.

DCDEE – Elizabeth Everette and Jose Merza

Webinar planned for 3/14 and will send invites later today. Webinar will be recorded for later viewing. Any staff that is involved in finance, budget, or programs needs to attend.

Spending Coefficients – state wide 95%, over/underspending is leveling out. Lots of work by county staff to get that right so thank you. Smart Start funding was paid to 3 star facilities. Recommend transfer of funds from Smart Start to DCD. Report will be sent out to each county. The changes will show on reports.

Reports – Child count on DCDEE report counts children actually served. System is only counting the child once. For example: if they were in last month but not this month – not counted this month. By mid-March we should have the standard reports in Data Warehouse for you to see. The child count with different tabs and it only counts children that actually received a payment. For example: 97.1% of providers submit rosters. Those children not being paid for the month do not show on the child count report. One month the count is lower by 100, in reality we've only dropped by 40 children. The other 60 children are not counted because the provider did not submit a timely roster for that month. Dynasty Coley is working on a Data Warehouse report for everyone who needs to get into the DCD reports.

If a county is overspent in Smart Start, counties need to fix it as soon as possible via a manual entry through the controllers office. NCFast cannot fix this problem. You need to transfer over to NON smart start funding.

Question: We don't receive Smart Start funds, but it is showing we do in NCFast. How can we fix this?

Answer: The system will allow you to over obligate, but you will have to manually adjust this. A way to stop this is rank Smart Start as last in the ranking for funds to be used.

In XPTR, the Summary Report NH7 NX7 (Turnaround report) only shows children in a home/facility where a roster was submitted. Summary report has detail by fund and child count.

Question: Can a child be on the Count report if they were not paid for?

Answer: No, a child has to be paid for in order for them to show up on the report.

Roster Submission is supposed to end on the 5th of each month. DCDEE said they have extended this for several months on a day by day basis. They are trying hard not to keep doing this and continue to send emails to providers reminding them of the deadline. Any assistance Counties can provide on this would be greatly appreciated. Any efforts you can communicate with your providers to get the rosters entered before the 5th helps the entire state.

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Last month NCFast went down for a few hours on the 3/5 which was a problem for those providers that waited to the last minute. By the time an email was sent out to all providers, the system was back up but they did allow one additional day to submit because of that. Providers can enter attendance the day of, not just at the end of the month. DCDEE recommends that Centers enter attendance weekly or even daily. It cannot be entered early but can be entered daily.

Question: If a provider fails to submit this month (submits late) will they get paid in the next month?

Answer: yes, as long as they do submit the roster for that month.

There have only been about 100 providers across the state for February that did not submit timely. Currently there are 4,900 providers that are licensed and receive subsidy.

Question: Have we resolved all the issues with over/under payments?

Answer: We're deferring to tomorrow's executive directors meeting. Of note, the functionality is not turned on yet.

Several concerns as we get closer to the end of our budget year: DCDEE writing up a proposal to allow us to carry over into next fiscal year, any subsidy that is collected from over payments to providers. Three months is the max we will be able to retroactively pay a provider. If a provider submits March April and May in June, those payments will come out of the new fiscal year.

DSS - David Locklear

Training April 11 – 13 in Greensboro, 99 counties have registered. There is sufficient space to accommodate additional requests for attendance, still working on agenda now but it looks great. When you are deciding who to send, don't just send managers, send the people who are doing the work.

Website - missed our February goal to have the new website up. Meeting with IT Communication Team staff tomorrow and across all areas of DSS to see when they can pull all those entities into this project. Plans are to phase in Child Support and Child Welfare with focus on Economic Services for this updated website project. It is a priority to make this happen and it is a work in progress. Unfortunately they can't convert from the old software to new software. Everything has to be retyped and physically moved from the old web site to new website. Easy stuff will be moved first, like DCDL, will bring only 12 months of data into the new website. Anything older than that will be maintained on the old system and a link will be provided for you to get to that older information.

Timeliness and accuracy of reports – still in a holding pattern in Atlanta with USDA to determine if methodology is correct. The formula that the USDA provides to us has been determined to contain an error. They will need to address the issue in their formula before a final report can be released. The defect occurred in April 2017 when a change occurred in Medicaid which caused the calculation to skip people in the overall count. It has been corrected and resubmitted to USDA for re-verification and we are waiting. They believe that there is no problem with our timeliness. Believe this defect may have impacted WF count/numbers as well. Expecting to get a report back from USDA hopefully by Friday.

LIEAP reallocation - thank you for your offers. The season ends 3/31. But old man winter is not done yet. You may see more people coming in due to cold weather. If you need more dollars, please reach out to David. We want to provide assistance to eligible families. We've spent 2 million dollars in the past two weeks. There is still money if you need it. Not sure what will happen with the budget next year. LIEAP is being proposed to be cut. Counties cannot change income limits for families.

Question: Is the WF data incorrect?

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Answer: We are still looking at individual counts.

NCFast - David Giovacchini

Reports reference guide transfer obligations funds and payments (how to rank funds and transfer from an existing case)

P9 –Not a lot of detail to share. Have standard readiness activity kick off. The team will be working with county champions. There is a March 20 call-in scheduled for county champions

March release in terms of document management, changes to just a few screens. There is a new tab for person or application 2nd tab on screen. This is the first functionality for P12. Should allow one search for birth certificate and/or social security number.

Specific to pilots data caps, stored directly into NCFast. Targeting to release that end of March. Looking to spend time in each of the 4 pilot counties. Will move to turn that function on for paper counties as soon as possible. Help to index documents to insure they get stored in the right place.

Working on a conversion and data piece with Northwoods and Alamance for counties that want to federate. Also have a draft for counties that want to convert documents to NCFast from Northwoods. Work is starting to pick up on this, should have more data in 3 – 4 weeks. Need to have program and technical people from each county on the contact team. If you are unsure if you've submitted this survey information, please double check on this. Conversations will pick up as we move closer to rollout.

The state is trying to understand what size data we are looking at to upload. P12 team needs a technical contact in each county to insure we get the right people to share the information with.

Question: Did that survey come out through Sharnese?

Answer: Yes. Call me if you can't find it.

Cúram - see documents in fast help. These are marked as being applicable to the March rollout. Please have your staff go into learning gateway to review new screens and tools. It is deploying into the sandbox environment as well.

In April we will have a Cúram upgrade. New user friendly screens, better resolution. There was a video released in February to show the upgrades. Training team updated the training materials to reflect new screens

Question: Will there be costs to county for the document management system?

Answer: That depends on where you are coming from, the amount of data, who your vendors are. Northwoods is working on concrete estimates to migrate/federate that data. Likely to be some impact, but will depend on the items I just named. It will relate to where your documents are stored now. For example, when a document (metadata) converts to NCFast, we may not know where to put in when it converts. How will it map from current system to NCFast? How much work will need to be done on the front end to get it stored at the state?

The state is covering the cost to store if you are currently paper based.

Medicaid - Carolyn McClanahan

NEMT policy is scheduling a webinar for later this month. Policy is to be sent out before webinar. Not a lot of changes, providers are filing through NCTracks.

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PERM update - vendor will start July 1 2018 and work through June 30, 2019. They will get a report and select cases to review. This does not mean eligibility starts in July. This means that this is when they will be looking at claims open then. They will also review benefits and eligibility.

It's really important to upload things into NCFast. Document what you are doing. Auditors are not finding notes to explain why you took the actions taken. Is there something in NCFast to tell us what you did? A letter is coming out to detail where these should be. It's great to see the notes when we are reviewing cases but it will be helpful with single county auditors. Documentation is just as important now as it has ever been

List of reports – there is a video in the learning gateway on reports. Directors want to know what their supervisors and managers should be looking at. Items in legislation - will insure that reports reflect that. Looking at getting the Work Number functionality set up inside NCFast.

Question: Will this impact costs for work number once it's part of NCFast?

Answer: Should not but staff should look to see if it has been done in last 60 days. There is talk about how to mitigate duplication.

OST coming up next week.

NCFast certification - legislation requires certification for NCFast case managers to work in eligibility programs. DMA has 12 months to develop a program for all workers to be certified. A couple of things have already been done. Scoring has been added back to the learning gateway. Looking at possible enhancements as requirements are implemented. 12 month time clock for all staff started March 2018. Staff will need to be recertified every three years. If they do not pass the certification, remedial work will be rolled out. This is being built into the process. Certification is required for all eligibility staff.

Medicaid Overpayments – financial consequences. This has been in the rules that counties are responsible for federal & state share for ineligible cases, now it's in legislation. Letter goes out to the county “we have determined an overpayment has occurred” or if county has not approved and they were eligible “counties may be required to reimburse client out of pocket expenses”. Example: Adult Medicaid (didn't apply pass-along) and the applicant was determined disabled retroactively. Accuracy level to be established at a 3.2% error rate, errors rates are already monitored. We have to respond to legislation. A lot to review to address everyone's concerns, we have had small counties with large error finding. This can severely impact your county budgets.

One thing we are stressing to directors, rebut when auditors have findings. Be in the entrance and exit interviews. Contact DMA when there is an eligibility question.

Start working on this now. Staff must use automated notices. Staff must work in the system; put the evidence in the system. This is critical when we get to the 8110s 5037s and legal services. We cannot assure anyone that a notice was sent if it's not automated. Use the system to determine eligibility or non-eligibility. Staff can't continue to determine eligibility or ineligibility outside the system.

Counties that submitted waivers (counties impacted by weather events) were reviewed and 96 passed for Dec 79 for January. Need counties to tell DMA why they were impacted. APT/PPT for Adult APT/PPT for other (MAGI, MQB, other) Work with OST on waivers.