



NC FAST

North Carolina Families Accessing
Services through Technology

Office of NC FAST

Western Regional Director Meeting

December 3, 2020

Agenda

- ePASS MAGI Recertifications
- Upcoming Efforts
 - P14.2 Release 3 MAGI Application enhancements
 - P14.2 Release 3 MAGI Recertification enhancements
 - New MAGI Add Household Member/CoC functionality
 - MAGI Enhanced Display Rules
 - Managed Care and EBCI Tribal Option Launch
 - Task clean up

ePASS MAGI Recertifications

Project: ePASS Enhancement

Topic: ePASS MAGI Recertifications

Release Date: In Production as of June 2020

Functionality introduced to ePASS in June allows linked users to submit recertification information online for MAGI cases.

Linked users can see a Renew your Benefits card on their dashboard. The card is visible when/if it is time for a case to be recertified and enable the user to do so online.

Users of this functionality will go through the existing Change of Circumstance IEG to enter household information into ePASS then submit it to the worker.

ePASS MAGI Recertifications

Screenshot of the Review your Benefits card visible on ePASS

The screenshot shows a user dashboard for ePASS MAGI Recertifications. At the top left, it says 'Your account' and 'Dashboard'. On the top right, there is a blue button labeled 'Apply for benefits'. Below this is a light blue notification bar with an information icon and the text 'You have documents that are needed to process your application or case.' with a 'Continue' button and a close icon. The main area contains six cards arranged in a 2x3 grid. The top-right card, 'Renew your benefits', is highlighted with a red border. It contains the text 'Your renewal is in progress and we need more information from you.' and a right-pointing arrow. The other cards are: 'View eNotices' (View your Medical Assistance eNotices.), 'Tell us if anything has changed' (Report changes to help us make sure you are getting the best coverage.), 'Send us your documents' (Upload documents for faster processing of your application or case.), 'Contact your local DSS office' (View contact details for your local Department of Social Services (DSS) office.), and 'Appeal a decision' (Appeal a Medical Assistance decision.). Each card has a right-pointing arrow at the bottom right.

ePASS MAGI Recertifications

ePASS Recertification functionality for linked users

1. When a caseworker is unable to complete an ex parte review for a MAGI product, they will request further information from the recipient by generating the NCFAST-20020 form. Once the recertification record is in progress, a card displays on the My Information page on the Linked User Dashboard that allows the recipient to complete and submit a renewal online.
2. If the linked user selects the option to complete the recertification online, they will go thru the CoC IEG script to view and update their household information.
3. Once the online recertification is submitted, a task is generated to the NC FAST case owner and the updated evidence changes are on the Integrated Case as In Edit Evidence.

Upcoming Efforts

Project: P14.2 IBE Release 3

Topic: Straight-Through Process MAGI Applications

Release Date: February 15, 2021

Straight-Through Processing
Incomplete reasons will increase from 2 to 28.

Detailed explanations for applications that fall out will be displayed on the Application Home page.

NC FAST will attempt to complete income verifications for applicants.

It will determine if attested income is reasonably compatible with income found in OVS and TWN.

DMA-5097NT will be automatically generated for applications that require additional verifications.

DSS-8108H will not be automatically generated. Workers will continue to do this manually until the form is released.

Upcoming Efforts

Project: P14.2 IBE Release 3

Topic: Straight-Through Process MAGI Recertifications

Release Dates:

- Partner Counties - February 15, 2021
- Non-Partner Counties – May 2021 (targeted)

NC FAST will automatically select appropriate MAGI F&C Medicaid and NCHC cases, then attempt to process the recertification without worker intervention. Recertification fallout reasons will be displayed on the PDC

NC FAST recert reports will be updated to assist counties with tracking where each recertification is at in the process

DSS-8110H will be automatically sent for cases with no change during the automated recertification process.

DMA-5059 will be automatically sent for NCHC recertifications with fee due.

Upcoming Efforts

Project: P14.2 IBE Release 4

Topic: Add Household Member & Change of Circumstance for MAGI

Release Date: May 2021 (targeted)

Enhance MAGI benefit processing for caseworkers by requiring fewer manual actions within NC FAST when adding a new applicant to an existing Insurance Affordability Case. Evidence will not be duplicated.

Linked ePASS users will be able to report changes to their Insurance Affordability case; applying for a household member, adding a non-applicant to the household, reporting a retro need, and completing a recertification with a change.

These enhancements are aimed to reduce the caseworker processing time and improve the reporting of new applicants.

For example, the Pending Application Report will include the newly added applicants.

Upcoming Efforts

Project: P14.2 IBE

Topic: Enhanced MAGI Application Display Rules

Release Date: May 2021 (targeted)

Based on feedback from DSS caseworkers, the NC FAST team has begun working to enhance display rules for ongoing and retro MAGI Application cases.

Workers will be able to see results before creating the PDC.

We will enhance the Check Eligibility function in NC FAST so we will display the same eligibility-related information that is already available on the MAGI PDC and Income Support Applications and Cases.

The Check Eligibility results will be clickable hyperlinks for caseworkers to see details about eligible and ineligible programs with reasons of eligibility and ineligibility.

Upcoming Efforts

Project: Managed Care and EBCI Tribal Option

Topic: Managed Care Launch

Release Date: July 1, 2021

The guidelines to resume the transition to Medicaid Managed Care have been met and it's no longer suspended.

Managed Care is scheduled to launch July 1, 2020.

DHHS and the Eastern Band of Cherokee Indians (EBCI) are collaborating to create an additional Managed Care option called the EBCI Tribal Option, which is scheduled to launch along with Managed Care on July 1, 2021.

Tribal Option functionality and tribal membership evidences, including Tribal Member evidence and IHS Eligibility Evidence will be available in NC FAST following the January release.

Upcoming Efforts

Project: Multiple
Topic: Task Clean-up
Release Date: TBD

Based on feedback from our county users, analysis has started to update/remove tasks that have been identified as unnecessary. For example, the task created for the DMA-5097 does not help county workers as intended.

We are exploring options to make viewing, assigning, and prioritization of tasks easier for users.

This change would impact NC FAST across programs.

We are continuing analysis to identify out of the box system-generated tasks and document those appropriately in order to reduce duplication where possible.



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Questions