



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
JAY LUDLAM • Deputy Secretary, NC Medicaid

March 8, 2024

Re: Blanket Waiver for Medicaid Report Card Failures for the Month of February 2024

Dear County Director of Social Services:

The purpose of this letter is to inform counties that the Division of Health Benefits (DHB) is issuing a blanket waiver for Medicaid Application report card failures for the month of February 2024.

On February 19, 2024, an NC FAST Red Communication was issued to inform caseworkers that NC FAST was aware of an error message received when the caseworker attempted to view OVS results older than February 17, 2024. NC FAST advised in the communication, they had identified the root cause of the issue and were working to implement a solution. On February 20, 2024, NC FAST Blue Communication was issued to inform caseworkers the defect was resolved, and caseworkers should now be able to view results of any OVS request without receiving an error message.

On February 21, 2024, another NC FAST Red Communication was issued to inform counties that NC FAST had identified an additional defect that resulted from changes to OVS that were included in the February release. The newly identified defect prevented ESC interface calls from being made on February 19, 2024. NC FAST reprocessed the calls to ESC on February 20, 2024. However, the ESC responses failed to process in NC FAST on February 20, 2024. On February 23, 2024, a NC FAST Blue Communication was issued to inform counties that the defect was resolved that prevented ESC calls to process. NC FAST noted the system would reprocess ESC requests that were made beginning at 5:30 on February 20, 2024, up until the defect was corrected. Caseworkers were informed they may need to rerun the request if still needed once the fix has been completed.

On December 1, 2023, North Carolina expanded Medicaid and many individuals that were once not eligible for Medicaid are now eligible. The application volume has doubled for counties. Due to the increased application volume from expansion and open enrollment, along with the OVS/ESC issues, there was a significant impact on the local DSS agency's ability to process Medicaid applications timely.

Due to these issues and counties not able to process February applications in a timely manner, the DHB has determined that this waiver for the month of February 2024 is warranted. Counties do not need to submit any waiver requests.

If you have any questions regarding this material, please contact your [Medicaid Operational Support Team \(OST\) Representative](#).

DocuSigned by:

A handwritten signature in black ink that reads "Jay Ludlam".

Jay Ludlam

Deputy Secretary, NC Medicaid

NC MEDICAID
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS

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