



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

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

June 19, 2023

Re: Blanket Waiver for Medicaid Report Card Failures for the Month of May 2023

Dear County Director of Social Services:

The purpose of this letter is to inform counties of the decision to issue a blanket waiver for Medicaid report card failures for the month of May 2023.

On April 30, 2023, the software service responsible for Online Verification System (OVS), Asset Verification System (AVS) and other verification calls in NC FAST underwent changes for a routine upgrade. Once these changes were implemented, issues were identified with the OVS, AVS and other verification calls. The calls were experiencing errors and eventually timed out or remained stuck in progress. An NC FAST Red Communication was issued on May 2, 2023, informing counties of this issue. Then on May 5, 2023, a blue NC FAST communication was issued informing counties that the issue had been resolved and that caseworkers could now make another call for cases that previously failed or errored out since April 30th for all services. The communication also advised that New Hire and TPQY calls might still fail in some scenarios until the minor issues were resolved by end of business on Friday May 5th. Even after the resolution communication, counties have reported the same issues still occurring and continue to submit Help Desk Tickets.

Due to these issues and counties not able to process May applications in a timely manner, the Division of Health Benefits (DHB) has determined that this waiver for the month of May 2023 is warranted.

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

DocuSigned by:

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Jay Ludlam

Deputy Secretary, NC Medicaid

NC MEDICAID

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

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