



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

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

October 3, 2024

Re: Counties in Need due to the Disaster caused by Hurricane Helene

Dear County Director of Social Services:

On September 28, 2024, President Biden approved Governor Roy Cooper’s request for a Federal Major Disaster Declaration for the counties listed below as a result of the impact of Hurricane Helene.

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 September 2024 for these counties:

- | | |
|-----------|--------------|
| Alexander | Jackson |
| Alleghany | Lincoln |
| Ashe | Macon |
| Avery | Madison |
| Buncombe | McDowell |
| Burke | Mitchell |
| Caldwell | Polk |
| Catawba | Rutherford |
| Clay | Transylvania |
| Cleveland | Watauga |
| Gaston | Wilkes |
| Haywood | Yancey |
| Henderson | |

Many of the impacted counties are experiencing power outages, limited staff, internet disruptions, and other hardships and difficulties resulting from Hurricane Helene. Therefore, DHB is asking that counties not impacted by Hurricane Helene volunteer to assist impacted counties with Medicaid applications, recertifications, and changes of circumstances. If your agency is able to volunteer in assisting one of the counties noted above, please contact OST Administrative Assistant, Kamila Woodruff at Kamila.Woodruff@dhhs.nc.gov and copy OST Manager, Christy Berrong at Christy.Berrong@dhhs.nc.gov. DHB will coordinate with counties to ensure that each impacted county has a partner to assist with the workload.

Applications:

As a reminder, applicants or their authorized representatives may apply for Medicaid in any county. If a county receives an application for an individual who does not reside in that county, the application must be accepted. Applications for individuals who have been temporarily displaced due to the recent disaster caused by Hurricane Helene should be processed by the county which receives the application. More information and guidance for processing these applications will be provided at a later date. Applications

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

LOCATION: 65 Moore Drive Durham, NC 27709
MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501
www.ncdhhs.gov • TEL: 919-813-5340 • FAX: 919-882-8934

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for individuals who reside in the counties noted above should be processed using the flexibilities found in [DHB Administrative Letter 05-24](#).

Recertifications:

Medicaid recertifications for beneficiaries who are in the above named impacted counties should be paused until further notice. NC FAST will continue to extend all recertifications that are not completed timely. If a beneficiary or their representative provides information for a recertification for an individual in one of these counties to any county, the caseworker must document what was received (i.e., NCF-20020, wage verification, or any other requested information) and upload any information in NC FAST but no further action is needed.

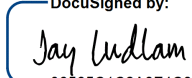
Change of Circumstances:

Changes of circumstances reported by a beneficiary or their representative who live in the above named impacted counties must be accepted, documented, and uploaded to NC FAST by the receiving county. If the change would cause the beneficiary to have a reduction of benefits or termination, take no action. If the reported change is one of the following, the receiving county must take action to terminate:

- The beneficiary moves out of state
- The beneficiary voluntarily requests termination of Medicaid benefits
- Death of the beneficiary

DHB recognizes that counties across the state are continuing to work to complete the continuous coverage unwinding (CCU) related to the COVID-19 Public Health Emergency (PHE) and are experiencing staffing issues as well. Any assistance that can be given to the counties in the disaster area caused by Hurricane Helene will be greatly appreciated by the staff in the impacted counties and by DHB. Thank you for all that you do for the citizens of North Carolina.

Sincerely,

DocuSigned by:

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Jay Ludlam

Deputy Secretary, NC Medicaid