

NC Medicaid appreciates the attention Providers have given to the HCBS Direct Care Worker initiatives. Providers should consider this document as NC Medicaid's first batch of formal responses to provider frequently asked questions (FAQs). NC Medicaid is continuing to address FAQs and will update this sheet with new FAQs and responses as frequently as necessary.

Note: NPI numbers and location codes for eligible providers are available on the [NC Medicaid website](#).

Submitting new FAQs: NC Medicaid requests that providers review the published FAQ responses prior to submitting any new inquiries. Providers must submit all new inquiries to Medicaid.DCW.HelpDesk@dhhs.nc.gov with the following direct care worker initiative identification tags in the subject line of their email:

- For Bonus: [DCWBONUS]
- For ICF-IID Wage Increase: [DCWICFIID]
- For HCBS Wage Increase: [DCWHCBS]
- For portal registration: [DCWPORTAL]

Direct Care Worker One-Time Bonus FAQs:

Topic 1: Provider Eligibility:

Q1: Does the one-time bonus process change for providers who were purchased by another corporate entity within the last three months?

A: There are no process changes. Providers who transfer ownership that retain their NPI, or providers that have changed NPI will remain potentially eligible. NC Medicaid will review these providers on a case-by-case basis.

Q2: Does the one-time bonus apply to employer of record? Example: under agency of choice, parents typically cannot provide services. This has been waived due to COVID-19. Are these parents eligible for the bonus?

A: No, parents are not considered an eligible provider per legislation. To be eligible, the direct care worker must have been employed by an NC Medicaid or NC Health Choice-enrolled provider.

Topic 2: Direct Care Worker & Support Staff Eligibility:

Q3: Is an employee eligible if they worked 1,000 hours from March 10, 2020 to July 31, 2021, but quit and was not employed by the provider on Aug. 1, 2021?

A: Employee is not eligible. Employees must have worked for the same employer(s) since March 10, 2020, through August 1, 2021, and meet the 1000-hour requirement.

Q4: Is an employee eligible if they worked 900 hours for employer A from March 10, 2020 to Aug. 1, 2021, and 100 hours for Employer B during the same period.

A: Employee is not eligible. Employees must have worked for the same employer(s) since March 10, 2020, through August 1, 2021, and meet the 1000-hour requirement.

Q5: Is an employee eligible if they began work after March 10, 2020, but managed to work 1,000 hours before August 1, 2021?

A: Employee is not eligible. Employees must have worked for the same employer(s) since March 10, 2020, through August 1, 2021, and meet the 1000-hour requirement.

Q6: Are PACE direct care workers and Adult Care Home or combination facility direct care workers eligible for the bonus?

A: Yes, if they meet the NC Medicaid definition and the legislation requirements.

Q7: What if a direct care worker worked 1,000 hours but split between different payer sources like VA/Private Pay?

A: Direct care worker eligibility is not determined by beneficiary pay type, therefore the employee would be eligible.

Q7: Is the March 10, 2020 through Aug. 1, 2021, time-period a payroll period or service date period?

A: It does not matter – the legislative verbiage, "since March 10, 2021 through August 1, 2021" is the employment eligibility period.

Topic 3: Bonus Distribution:

Q8: The bulletin states up to \$2,000 bonus per worker. Is the employer responsible for the payroll taxes associated with the bonus, or does this come out of the amount prior to issuing a net bonus amount to the worker?

A: NC Medicaid will pay FICA (7.65%) in addition to the pre-determined bonus amount to the employer for each eligible employee to account for associated payroll costs. Providers can only use 7.65% of funds received to account for associated payroll costs.

Topic 4: Direct Care Worker Eligibility Portal:

Q9: Regarding multiple providers registration, can an authorized user register for multiple providers that do not share a corporate name? Is there a requirement for an EIN to link the NPIs being requested for registration?

A: An EIN is not required for registration. Authorized users should register using one NPI and parent location code as the registration code. Then, authorized users can request to submit for multiple NPIs by emailing Medicaid.DCW.HelpDesk@dhhs.nc.gov with the registration username, registration email, all NPIs submitting for and corporate name(s). **NPI numbers and location codes for eligible providers are available on the [NC Medicaid website](#).**

Q10: How do authorized users access the portal?

A: Please see [COVID-19 Bulletin #218](#) regarding the DCW Eligibility Portal with registration link.

Q11: What should authorized users do if they cannot register with the NPI and location code?

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A: Authorized users should register using one NPI and parent location code as the registration code. **NPI numbers and location codes for eligible providers are available on the [NC Medicaid website](#).** Users can reference [COVID-19 Bulletin #212](#) for additional registration information.

Q12: What should authorized users do if they haven't received a portal username and password after registering?

A: To receive a username and password please register for the portal using the link found in [COVID-19 Bulletin #218](#). Instructions for registration codes can be found in [COVID-19 Bulletin #212](#). **NPI numbers and location codes for eligible providers are available on the [NC Medicaid website](#).** If the authorized user cannot register using the correct NPI and location code combination, or a username and password did not appear in their inbox or spam/junk folders after registration, please email Medicaid.DCW.HelpDesk@dhhs.nc.gov and include the subject line header [DCWBONUS].