



North Carolina Department of Health and Human Services
Division of Medical Assistance

800 Ruggles Drive - 2501 Mail Service Center - Raleigh, North Carolina 27699-2501
(919) 855-4000

Michael F. Easley, Governor
Dempsey Benton, Secretary

William W. Lawrence, Jr., M.D., Acting Director

January 10, 2008

Re: 2008 Monitoring

Dear County Director of Social Services:

The Exit Plan requires that a county department of social services (DSS) be monitored annually or biannually as determined by the agency's performance on the monthly adjusted report card. The monitoring process is outlined in MA-3217/MA-2305, Evaluating County / DDS Performance; therefore, every county is monitored at least every other year. Attached is a list of the counties that will be monitored in 2008.

A county may also be monitored yearly if they fail to meet the Average Processing Time (APT) or Percent Processed Timely (PPT) for 1 or 2 months unless the county provides clear and convincing evidence that failure was beyond the control of the county. If the county fails to meet either the APT or PPT on the Adjusted Application Report Card for 3 or more months in the calendar year in either report card category, the county will be monitored every year.

The cases to be pulled for the monitors will be pulled from the 12 months prior to the month monitoring will begin or no earlier than December 2006. For example, a county is selected for monitoring in June 2008. The cases to be pulled will be from June 2007 through May 2008.

As indicated in MA-3225/MA-2306, IV.A. Application Processing – Corrective Action Procedures, the counties will only receive copies of the forms when the monitors cite a record for an improper action.

We hope this information is helpful. If you are a county DSS and have any questions regarding this information, please contact your Medicaid Program Representative. For any issues that are not able to be handled through that venue, Mrs. Angela Floyd, Assistant Director for Recipient and Provider Services, will be your point of contact and can be reached at (919) 855-4000.

William W. Lawrence, Jr., M.D.

Counties to be monitored 2008 (December 2007 through November 2008)

Alamance	Gates	Montgomery
Alleghany	Graham	Pamlico
Anson	Greene	Pender
Ashe	Halifax	Perquimans
Bladen	Harnett	Polk
Brunswick	Haywood	Richmond
Burke	Hertford	Rowan
Cabarrus	Hoke	Rutherford
Camden	Hyde	Scotland
Chowan	Iredell	Stanly
Cleveland	Jackson	Stokes
Columbus	Johnston	Surry
Dare	Jones	Tyrrell
Duplin	Lee	Wake
Edgecombe	Lincoln	Washington
Franklin	Madison	Wayne
Gaston	Martin	