



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

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Sandra Terrell, MS, RN
Acting Director

January 13, 2014

RE: 2014 Application Monitoring

Dear County Director of Social Services

The Alexander Exit Plan requires that a county 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, Evaluation 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 2013.

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 monitoring sample will be pulled from the 12 months prior to the month monitoring will begin and no earlier than January 2013. For example, a county is selected for monitoring in June 2014. The cases to be pulled will be from June 2013 through May 2014.

We hope this information is helpful. If you have any questions, please contact your Medicaid Program Representative.

Sincerely,

Sandra Terrell, MS, RN

Attachment

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