



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

Pat McCrory
Governor

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

Robin Gary Cummings, M.D.
Deputy Secretary for Health Services
Director, Division of Medical Assistance

June 13, 2014

Dear County Departments of Social Services Directors:

As we have discussed over the past few weeks, it is imperative that we address the growing backlog of Medicaid applications in North Carolina. This letter provides additional information regarding county plans and potential enhanced reimbursement for counties to accomplish this task.

The volume of HealthCare.gov and MAGI applications has created a significant backlog of Medicaid applications. North Carolina will have received over 97,000 applications from HealthCare.gov. There are currently approximately 100,000 overdue Medicaid applications to be processed. We urgently need to address this backlog now in order to move closer to compliance with time standards for processing over the next 60-90 days.

As mentioned recently during DSS Directors conference calls, the Department of Health and Human Services (DHHS) is requesting that each County Department of Social Services provide a detailed plan, called an Accelerated Medicaid Processing Plan (AMPP), outlining specific steps that will be taken to reduce the backlog of Medicaid applications.

The plan template is available in Survey Monkey at <https://www.surveymonkey.com/s/73RJC8B>. Please indicate the additional resources and actions that your county will take to immediately begin addressing the backlog. These may include:

- increased staffing,
- bringing in temporary employees,
- mandating overtime for existing staff,
- utilizing staff from other programs, or,
- reorganizing and triaging your work process.

Counties began claiming 75% federal reimbursement for Medicaid eligibility functions performed in NC FAST retroactive to January 1, 2014. Since counties began claiming enhanced reimbursement, over \$5 million in county savings has been realized through April, 2014. It is essential that these additional revenues be immediately reinvested in resources such as those indicated above in order to reduce the number of overdue Medicaid applications.

www.ncdhhs.gov

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In addition, DHHS is requesting approval from the Centers for Medicare and Medicaid Services (CMS) that will allow North Carolina to receive 75% reimbursement for Medicaid eligibility functions performed in EIS for some period of time. We are seeking this opportunity to provide additional resources to help in reducing the Medicaid backlog. We will immediately notify counties when CMS written approval is received.

Each county's AMPP must be completed by close of business on Thursday, June 19, 2014. Counties' ability to receive 75% reimbursement for Medicaid work in EIS will be contingent upon timely submission and approval of the AMPP, effective implementation of the plan, and significant progress being made in reduction of the Medicaid backlog. You will be notified by Wednesday, June 25, 2014 of approval or need for further information regarding your plan. If you need an extension to the due date for the plan, please email either Wayne Black at Wayne.Black@dhhs.nc.gov or Sheila Platts at Sheila.Platts@dhhs.nc.gov regarding the reasons for your request.

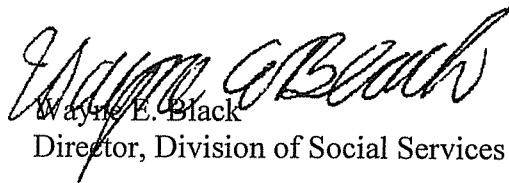
If you have questions in completing the AMPP, you may contact your Local Support Managers, Christy Nash at (252) 375-0553 or Darrell Renfroe at (828) 230-1912; Sheila Platts at DMA (919) 855-4023; or Wayne Black at DSS (919) 527-6336.

Thank you for your commitment to meeting this challenge.

Sincerely,



Robin Gary Cummings, MD
Deputy Secretary for Health Services
Director, Division of Medical Assistance



Wayne E. Black
Director, Division of Social Services