

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

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary D1-111S

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

February 18, 2015

Dear County Director of Social Services:

On behalf of the DHHS Leadership team, we want to make you aware of an assignment that the Operational Support Team (OST) staff will be conducting. In preparation for legislative updates and to better quantify the strains on both state and county resources we must collect some information that can only be gathered through conversation with you and your staff. This will also prevent the need to survey and oftentimes follow up for clarity or additional information. The two primary areas of discussion will be Medicaid recertifications and FNS faxes received from Intuit. For some counties, we already have some of this information because you responded early and for that we thank you.

The Medicaid recertifications information will be used to evaluate and document the progress you are making in clearing the backlog of recertifications. The elimination of this backlog is critical as there is a substantial cost incurred by the state when eligibility is continued for individuals who are no longer eligible to receive the benefit.

The filing received by Intuit have been determined by USDA to be valid FNS applications and must be processed. This work comes with an increased administrative cost to counties. We are continuing to work on both long term and short term strategies to improve this process. Significant progress was made when DHHS was able to stop the sending of these faxes. Our efforts will continue until there is a reasonable defined process and communications are in place that allow the state and counties to plan for significant increases in work load. The information being collected by the OST staff will enable us to report on the additional cost of this work, create an appropriate ROI as well as to determine if an increase in SNAP allotment is required.

Thank you in advance for your cooperation in collecting this information. We hope having the above explanation will be helpful to you and your staff who perhaps sometimes feel overwhelmed by requests for information.

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If you have any questions, please contact the Operational Support Team at [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov).

Sincerely,



Wayne E. Black  
Director, Division of Social Services



Sheila B. Platts  
Assistant Director, Division of Medical Assistance