

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well-Being

May 18, 2022

Dear County Directors of Social Services

Attention: Medicaid, Food and Nutrition Services (FNS), and Energy Program Administrators, Supervisors, Caseworkers, and Staff

Subject: ePASS Linking & Delinking Enhanced Accounts

Priority: Information and Action Required

Purpose:

The purpose of this letter is to provide guidance for county staff regarding how to link an existing ePASS account to NC FAST and delink Enhanced Accounts for households who may have lost access to log into their ePASS account.

Background:

Applicants can apply for Medicaid benefits through ePASS by creating an ePASS account. Applicants applying for FNS benefits through ePASS can either apply as a guest or can create an ePASS account. If an applicant creates an ePASS account, they have the option to enhance their account.

Enhanced Accounts give ePASS users with Medicaid benefits the ability to upload verification documents for applications and recertifications, report changes, update addresses and sign up for electronic notices. An Enhanced Account is linked to the head of household's person page in NC FAST. NCDHHS is working to build similar functionality for ePASS users with FNS benefits through our SNAP ARPA work.

To link an account:

- For Medicaid households, the head of household can log into ePASS and link their account through a functionality called Remote Identity Proofing (RIDP) or
- For all other ePASS users who cannot link via RIDP, they can contact their caseworker to complete a separate process for linking their account.

To maintain access to this linked account, beneficiaries must log in within 18 months or their account is disabled and not available to them. When this occurs, the beneficiary will have to register for a new account. To be relinked, beneficiaries will have to contact their caseworker to delink their disabled account and then link them to their new account. Please note after updating the enhanced account, beneficiaries will not have access to information in prior linked accounts. This information will be included in an updated ePASS FAQ for households that is forthcoming.

If a household contacts their DSS agency to report they have lost access to their ePASS account or request assistance with linking their ePASS account, county staff are required to assist the individual.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

All county staff are required, during every interaction with the individual by phone or in-person, to offer individuals the opportunity to sign up for an ePASS account or to link or relink their ePASS account.

Training:

NC FAST has updated the [ePASS Linking & Delinking Enhanced Accounts](#) course located in the Learning Gateway. The webinar walks the county staff through all linking options and processes as well as steps for signing up for Medicaid electronic notices. County staff should also refer to the job aid located in Fast Help, [ePASS Linking & Delinking Enhanced Accounts](#). The job aid provides precise details, and step by step instructions on how to help users link and relink disabled accounts due to numerous failed login attempts, as well as how to delink an account. Before a user's account can be relinked county staff must confirm the user's identity.

Action needed:

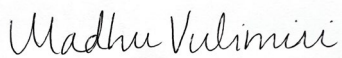
All County staff are required to review and complete the [ePASS Linking & Delinking Enhanced Accounts](#) course by May 31, 2022. The state has received an influx of calls from customers needing assistance with their accounts and we are asking counties to take timely action so they can support customers needing to access their accounts. This course includes the Web-Based Training (WBT), Job Aid and a quiz (80% pass requirement). County staff must review all materials to unlock the quiz. NC FAST will auto enroll all county staff with Economic Benefit Learning Profiles in the Learning Gateway in the course by close of business tomorrow.

If you have any questions regarding this material, please contact your [Medicaid Operational Support Team \(OST\) Representative](#) or [Continuous Quality Improvement Team \(CQI\)](#).

Sincerely,



Carolyn McClanahan
Deputy Director, Member Operations
Division of Health Benefits



Madhu Vulimiri, MPP
Deputy Director
Division of Child and Family Well-Being



Carla West
Senior Director for Economic Security
Division of Social Services, Economic and Family Services

CM/MV/CLW/vd