



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Dave Richard
Deputy Secretary for Medical Assistance

November 29, 2016

RE: County Corrective Action Plan Follow Up in Response to Single Audit Findings

Dear County Director of Social Services:

This letter provides the findings and resolution results from the second party review requirements outlined in Dear County Director Letter dated April 12, 2016.

The county departments of social services must conduct second party reviews and identify deficiencies prone to affect Medicaid eligibility and provide a resolution to eliminate/reduce deficiencies in the Medicaid/NCHC programs. Reports for the first quarter of June-August cited the following deficiencies:

- Notices (Failed to send out the appropriate notice – timely or adequate)
- Missing documentation
- Incorrect Budget/Calculation (county staff manual calculations prior to entering in NC FAST)
- Inconclusive/lack of documents with Online Verification, and
- Incorrect Income used for Self-Employment

Some corrective action measures reported by counties to improve quality are:

- Focus on the areas cited above by training on policy with staff, either one-on-one or through unit meetings
- Unit meetings will include policy changes/updates/issues, and
- Supervisors attend cluster meetings facilitated by the Operational Support Team

DMA will continue to support these quality improvement efforts by coordinating with the Operational Support Team and NC FAST. The cluster meetings scheduled in December, 2016, will provide information and policy guidance for the deficiencies noted. Training and system operations are essential in eliminating and/or reducing errors in the Medicaid/NCHC program.

www.ncdhhs.gov

Tel 919-855-4100 • Fax 919-733-6608

Location: 1985 Umstead Drive • Kirby Building • Raleigh, NC 27603

Mailing Address: 2501 Mail Service Center • Raleigh, NC 27699-2501

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The next quarter (September-November) CAP report is due to DMA through your OST representative by **December 8, 2016**. The report should include:

:

- Deficiencies identified per month (type and program – Medicaid or NCHC);
- Total number of cases selected per program
- Percentage of deficiencies cited from total cases reviewed per month
- Policy training provided and/or any additional actions taken to eliminate deficiencies cited; and
- Sign-in logs for staff who attended training or other meetings

Reports not meeting these specifications will be returned.

If you have any questions regarding this material, please contact the Operational Support Team (OST) at ost.policy.questions@dhhs.nc.gov.

Sincerely,

Dave Richard
Deputy Secretary for Medical Assistance