



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

March 15, 2023

**RE: Non-MAGI Beneficiaries and Central Email Addresses**

Dear County Director of Social Services,

The Division of Health Benefits (DHB) has been advised by the Centers for Medicare and Medicaid Services (CMS) that **all** beneficiaries must be able to complete the renewal and provide verifications required for recertification electronically during the Continuous Coverage Unwinding (CCU). At this time, beneficiaries who are eligible for Medicaid in a Modified Adjusted Gross Income (MAGI) program have the ability to complete the renewal and submit verifications via ePASS when the beneficiary has an enhanced ePASS account. Because non-MAGI beneficiaries are unable to complete renewals via ePASS, DHB must establish a process as required for the CCU for non-MAGI beneficiaries. This process must be implemented and included in a mitigation plan. This mitigation process **must** be implemented no later than March 27, 2023.

Failure to implement the mitigation plan in **all** 100 county Departments of Social Services (DSS) will result in the state being out of compliance with the CCU requirements and will result in the loss of increased Federal Medical Assistance Percentage (FMAP).

Each county DSS must work with their county internet technology (IT) department and DSS director to create a central email address. This central email address will be utilized for non-MAGI beneficiaries to be able to email their verifications required at recertification. The Medicaid caseworker is required to include the central email address on the DHB-5097 Request for Information in the “other” field and advise the beneficiary may email verifications to the designated email address.

In addition to creating the central email address, each county must also post the central email address on their county website. DHB will also include information on our website and in the toolkit information about the ability to email documentation to the local DSS and include a link to the local DSS website page.

Counties are required to report to DHB via [Medicaid.OST.SpecialProjects@dhhs.nc.gov](mailto:Medicaid.OST.SpecialProjects@dhhs.nc.gov) the central email address that the county has established and posted on their website. A central email address must be submitted no later than the close of business on March 27, 2023.

**NC MEDICAID**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS**

LOCATION: 79 T.W. Alexander Drive, Durham, NC 27709

MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501

www.ncdhhs.gov • TEL: 919-813-5340 • FAX: 919-224-1070

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Thank you for your cooperation.

Sincerely,

DocuSigned by:

*Jay Ludlam*

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Jay Ludlam

Deputy Secretary, NC Medicaid