



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

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

DAVE RICHARD • Deputy Secretary, NC Medicaid

August 8, 2022

Subject: NVRA Training Update

Attention: County Directors
All Program Representatives
Food and Nutrition Services (FNS) Administrators and Managers
Energy Programs Managers and Supervisors
Program Integrity (PI) Managers and Supervisors
Medicaid/NCHC Caseworkers and Supervisors
Work First Supervisors
Child Care Subsidy (Daycare)
Adoption Assistance
Special Assistance Program Supervisors
DSS Civil Rights-Title VI/LEP, ADA, NVRA Coordinators

Dear County Directors of Social Services,

The Department of Health and Human Services (DHHS) is providing updated guidance regarding plans to automate the process of mailing voter registration applications and the DSS Cover Letter/Notice of Voter Registration Services for the multiple economic benefits programs.

Training was provided in August 2021, detailing the requirements for the National Voter Registration Act (NVRA). This training explained covered transactions in which the applicant/beneficiary/recipient is entitled to receive a voter registration application and DSS Cover Letter/Notice of Voter Registration Services. The training also indicated that NC DHHS planned to work with NC FAST to develop an automated process to provide the required items for certain covered transactions (i.e., recertifications, reported change of address, etc.).

Based on guidance received from the DHHS legal team, the only program that this process may be automated for is ex-parte Medicaid recertifications. It has been determined that if the automation process were implemented for the other programs, it would not remove the responsibility from the local agency caseworker to still mail the cover letter and voter registration application at renewal for the relevant programs.

The caseworker is required to provide the individual with a voter registration application and DSS Cover Letter/Notice of Voter Registration Services at the time of each covered transaction.

DHHS is currently working to make updates to the NVRA training that was hosted in August 2021. Until updates are made to the NVRA training, all NC Departments of Social Services

NC MEDICAID

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

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(DSS) should refer to this Dear County Director Letter for guidance regarding providing voter registration applications and DSS Cover Letter/Notice of Voter Registration Services to individuals for all covered transactions in order to comply with the NVRA requirements.

NC FAST and the Division of Health Benefits (DHB) have worked together to develop the automation process for mailing the cover letter and voter registration application at ex-parte renewal for all Medicaid cases. The forms will be sent to all active individuals aged 16 and over prior to the end of the current certification period. Currently DHB has implemented a manual process with NC FAST. Counties will be notified when the automation is implemented for Medicaid renewals.

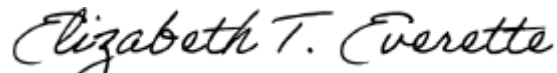
All covered transactions require that county DSS staff provide the individual with a voter registration application and DSS Cover Letter/Notice of Voter Registration Services. NC FAST will **not** be automating this process for any other programs except for Medicaid ex-parte renewals. Caseworkers must provide the voter registration application and DSS Cover Letter/Notice of Voter Registration Services for all covered transactions. This includes transactions that occur in person, by telephone, ePASS, fax, email, or internet. For detailed information regarding who should receive the voter registration application and DSS Cover Letter/Notice of Voter Registration Services, refer to the [NC DHHS and SBE Summer Webinar Training on NVRA](#) Power Point presentation.

Guidance provided in this Dear County Director Letter is effective for all programs upon receipt.

Sincerely,

DocuSigned by:

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