



**NC Department of Health and Human Services**  
**NC Medicaid**

# **Webinar Q&As from Recipient on Review: Resolving Leads & Prioritizing**

**Office of Compliance and  
Program Integrity**

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# Recipient on Review Q&As

**I have noticed that clients that show incarcerated are already out of jail, prison, etc., when we receive the report?**

Local jail stays are generally short and can be as few as a day or several months and unfortunately may be after the recipient has been released. Pondera provides a lead as soon as the recipient appears on APRISS, the data source being used to produce the incarceration leads.

**When we add the DOD and there is an active FNS case which includes other clients in the household we're told it stops paying out the FNS benefits. What are we to do?**

If updating the DOD on the Person Page will affect benefits in another public assistance program, counties should follow internal procedures for making changes prior to completing the action. Please contact your OST representative for the other benefit program if there are issues.

# Recipient on Review Q&As

## **Will FNS recipients be included?**

The Recipient on Review report is specifically for the Medicaid and Health Choice programs. The Medicaid recipients who appear on the report may also receive in other programs, including FNS.

## **The report is still showing duplicates for incarcerations and we're not allowed to mark as duplicate. Any guidance on this?**

Counties should notify OCPI staff when duplicate incarceration data appears on the report. This will allow State staff to look into the matter and work to resolve the issue.

## **If PI is doing these reports, will the Medicaid workers receive tasks in NC FAST?**

NC FAST will not create a task to notify the Medicaid worker when a recipient appears on the Recipient on Review report.

# Recipient on Review Q&As

**Will PI investigators be given the ability to enter a DOD on the Person Page? We currently do not have access.**

No. Because demographic changes to the Person Page could impact an eligibility case, access is only given to Medicaid workers. The Program Integrity role should not have the ability to update or make changes that affects an eligibility case. Program Integrity staff working the Recipient on Review report must continue to work with the Medicaid worker to make any changes to the Person Page.

**When you enter the DOD on the Person Page does NCTracks update immediately?**

No. Changes made in NC FAST are not reflected in NCTracks until the next day.

**I do not have the option to select recipient search. Who would I contact regarding my access?**

You should notify your Security Officer and/or the backup when there are issues with NCTracks access. If your Security Officer or the backup needs assistance in resolving the issue, he/she can contact Wanda McLeoud at 919-813-5352.

# Recipient on Review Q&As

## **Is there a way to add the Medicaid worker to the report?**

Since the Medicaid worker information is not stored in the NCTracks claim system, we are unable to add this information on the Recipient on Review report.

## **Can the DOD be added to the Recipient on Review report?**

The DOD is not listed on the Recipient on Review report as it is a report that identifies leads. The Review Menu in NCTracks provides the additional information for the lead. This is to ensure the county updates the Review Status in NCTracks. Updating the Review Status allows claims received on the recipient's behalf to be paid or denied accordingly.

## **I have access to the Provider portal for NEMT to enter payments to NCTracks, can I have the operations access as well?**

No. County workers are only allowed access to one NCTracks portal at a time.

# Recipient on Review Q&As

**Where does the OOS information come from? What are the various sources that Pondera receives information from?**

Pondera uses various data sources to obtain the lead information it provides. The data source used is listed on the Review Menu in NCTracks next to the lead.

**If we have an OOS match that has an end date prior to the date we are working the alert, and we are unable to confirm that information, how do we update the report?**

This will depend on when the recipient's eligibility ended. If a recipient's eligibility ended a year or more prior to receiving a lead on the Recipient on Review report and the caseworker is unable to validate the information, the appropriate Review Status option to select is CLSD-NODOC.

If the recipient's eligibility ended less than a year prior to receipt of a Recipient on Review report and the caseworker is unable to validate the information, it may be necessary to refer to Program Integrity for further investigation. Document attempts made to validate and your referral to Program Integrity in NC Fast and in the comment box on the Review Menu. Update NCTracks once the conclusion of Program Integrity's investigation is received.

# Recipient on Review Q&As

## **Will the Medicaid Verification reports match the Recipient on Review reports?**

No. Some information on the Medicaid Verification reports (such as PARIS, Interstate, DOD, Prisoner match, etc.) may match the Recipient on Review report; however, the two group of reports will not match in their entirety. This is due to the two groups of reports being generated from different sources.

## **There is a PARIS Interstate report and a Medicaid Death Match report in NC FAST and then you have the DOD and OOS in NCTracks Recipient on Review. Can reports be simplified?**

The Recipient on Review report is generated from a different source than the NC FAST XPTR reports and the two reports cannot be combined. The Recipient on Review is tied to the payment of claims and requires the alert to be worked within 20 days to prevent claims from being paid erroneously.

# Recipient on Review Q&As

**There are too many reports that need to be worked that are duplications of information?**

We are aware of the duplication of information on the various reports. In an effort to cut down on duplication, OCPI will be working with NC FAST to streamline the reports that are currently in NC FAST.

**Is the NC FAST XPTR report and NCTracks report the same?**

No. Though NC FAST XPTR reports and NCTracks report may contain some of the same information, the two reports are derived from different data sources.

**If I update the Recipient on Review in NCTracks will it update NC FAST XPTR?**

No. Information updated in NCTracks will NOT transfer over to NC FAST XPTR.



# Recipient on Review Q&As

**XPTR also has DOD / Incarcerated, etc., which Recipient on Review has. Are they two different reports that should be worked on?**

Yes. The XPTR reports and the Recipient on Review reports are two separate set of reports. Counties are required to work both sets of reports.

**Will this presentation be available online or be shared via email after the presentation?**

Yes, the Webinar along with the Q&As will be archived on the DHB website for future reference. The Webinar and Q&As will be located under the Counties link and Training section.