



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

ROY COOPER • Governor
 KODY H. KINSLEY • Secretary
 DAVE RICHARD • Deputy Secretary, NC Medicaid

January 23, 2023

RE: Transitioning Operational Support Team, Medicaid Policy Questions to the Service Now Portal (SNOW)

Dear County Director of Social Services,

This is to notify the local agency of important changes to the Medicaid Operational Support Team (OST) **policy question submission process**. The Division of Health Benefits (DHB) is transitioning OST into the Service Now (SNOW) portal, for the purpose of managing local agency Medicaid policy questions.

This new process will provide a more effective structure and platform and ensure that we monitor and track all questions for response. This will also aid the Medicaid policy team in identifying areas of policy that may require clarification and/or training that may be needed to assist the local agency staff.

On January 9, 2023, DHB began a pilot of the new process with the following local agencies: Buncombe, Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, Swain, Transylvania, and Yancey. The pilot has been a success and will continue through January 31, 2023. Therefore, effective **February 1, 2023**, all Medicaid policy questions **must** be submitted, via the [Help Center OST Support Portal](#). The user will complete all the required fields in the question template. The local agency will receive an email response, advising that the policy question has been received and will include a ticket number.

The Medicaid question will be assigned to the Medicaid OST assigned to support your agency. Any correspondence between the local agency and the OST staff, will be via the [Help Center OST Support portal](#). The local agency should ensure only individuals designated by the local agency submit policy questions to OST via the [Help Center OST Support Portal](#).

Any Medicaid policy questions emailed directly to Medicaid OST on or after February 1, 2023, will be returned advising the local agency to follow the new process and submit the Medicaid policy question via the [OST Support SNOW portal](#). It is critical that the local agency follows this process, so that there are no delays in response time. Any current pending policy questions submitted to the Medicaid OST, will be completed following the current process.

Attached are the user-friendly, Help Center OST Support Portal User Guides to assist you and your staff with accessing the portal and submitting OST Medicaid policy questions. Local agency staff will log in using their NCID and password. Please have designated staff to review the documents and familiarize themselves with the [Help Center OST Support portal](#) prior to February 1, 2023.

If you have questions concerning these new procedures or have questions or issues submitting policy questions, please contact your assigned Medicaid OST Representative.

Sincerely,
 DocuSigned by:

Dave Richard

Dave Richard...

Cc: Medicaid OST Staff
 Eva Fulcher
 Attachments

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
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2023

OST Portal Guide

DRAFTED FOR THE STATE OF NORTH CAROLINA
KEYUR SAVJANI

ACCENTURE

ServiceNow Agent Guide

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ServiceNow Agent Guide

Login and Navigating the Portal

Navigate to the OST Portal:

https://ncgov.servicenowservices.com/ost_support

1. Click “Login” in the top right of the screen.
 - a. You will be redirected to the NCID Login Page.

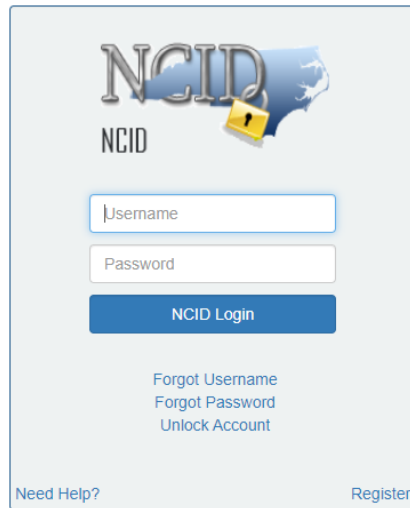


Figure 1: NCID login

2. Input your NCID credentials.
 - a. You are redirected to the Portal Home Page
3. From this page (Figure 2) you can:

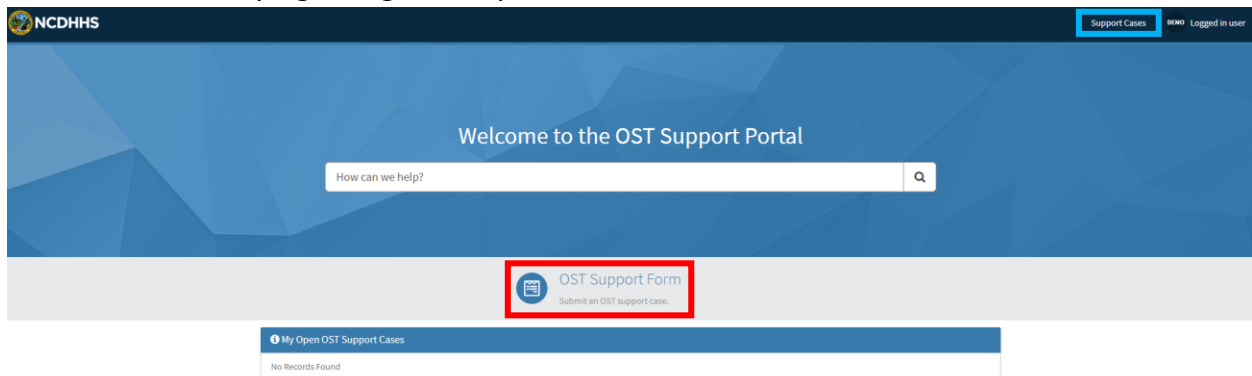


Figure 2: Logged in view–Portal Home Page

- a. Submit an OST support case via the “OST Support Form” link (red).
- b. Access open support cases assigned to the logged in user via the “Support Cases” link in the navigation bar (blue).

ServiceNow Agent Guide

- c. Quickly view and access open cases in the “My Open OST Support Cases” module
- d. Log out of a signed in user by clicking on the user’s name in the navigation bar, then “Logout”

Submitting an OST Support Case to the Help Center

1. From the Help Center Portal – Home Page:
 - a. Click “OST Support Form” (Figure 3)



Figure 3: “OST Support Form” button

2. The “Help Center – OST Support Form” (Figure 4) will load.
 - a. Populate all required fields. Description for each field is found on Table 1.
 - i. **Additional Notes:**
 - IV. Any field with “*” is a required field.
 - V. For the “County” field, if “State Organization” is chosen, an additional field titled “State Organization” will appear. From here, you can select the appropriate state organization. Selecting a different option for the “County” field will make the “State Organization” field disappear.
 - VI. The “HD Ticket Number” field will appear as a field if “Yes” is selected. Selecting “No” will make that field disappear.
 - b. Click “Submit”

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Help Center - OST Support Form

Medicaid Help Center - OST Support Form

* Indicates required

* On Behalf Of

* Email

* County

* Audit/Non-Audit

* Adult/FC

* Application/Recertification/COC

* Program Categories

* Issue Type

* Policy/Functionality

* NC FAST Case #

* NC FAST Help Desk Ticket

Policy Section(s)

* Short Description

Submit

Required Information

- County
- Adult/FC
- Program Categories
- Policy/Functionality
- Audit/Non-Audit
- Application/Recertification/COC
- Issue Type

Figure 4: Help Center – OST Support Form

Field name	Description
On Behalf of	Who is this Inquiry related to?
Email	Email to contact "On behalf of" person or provider.
County	County in NC related to the case.
Audit/Non-Audit	Choose the audit type.
Adult/FC	Choose "Adult" or "Family and Children", or "N/A" if neither apply.
Application/Recertification/COC	Choose the type of submission this will be.
Program Categories	Choose the correct type of program category.
Issue Type	Choose the correct issue type as it applies to this submission.
Policy/Functionality	Select one of the three choices, or "N/A" if none apply.
NC FAST Case #	Enter the NC Fast Case number.
NC FAST Help Desk Ticket	Select "Yes" if this submission is an active NC FAST Help Desk item. "HD Ticket Number" will appear as a field if "Yes" is selected. Select "No" otherwise.
Policy Section(s)	Free field to enter policy sections, if applicable (optional field).
Short Description	Enter a summary of the support ticket being submitted.
Provide detailed information for your question	Larger field to fully describe the support ticket being submitted.

3. After submitting the form, the page reloads to show the "ticket" view.

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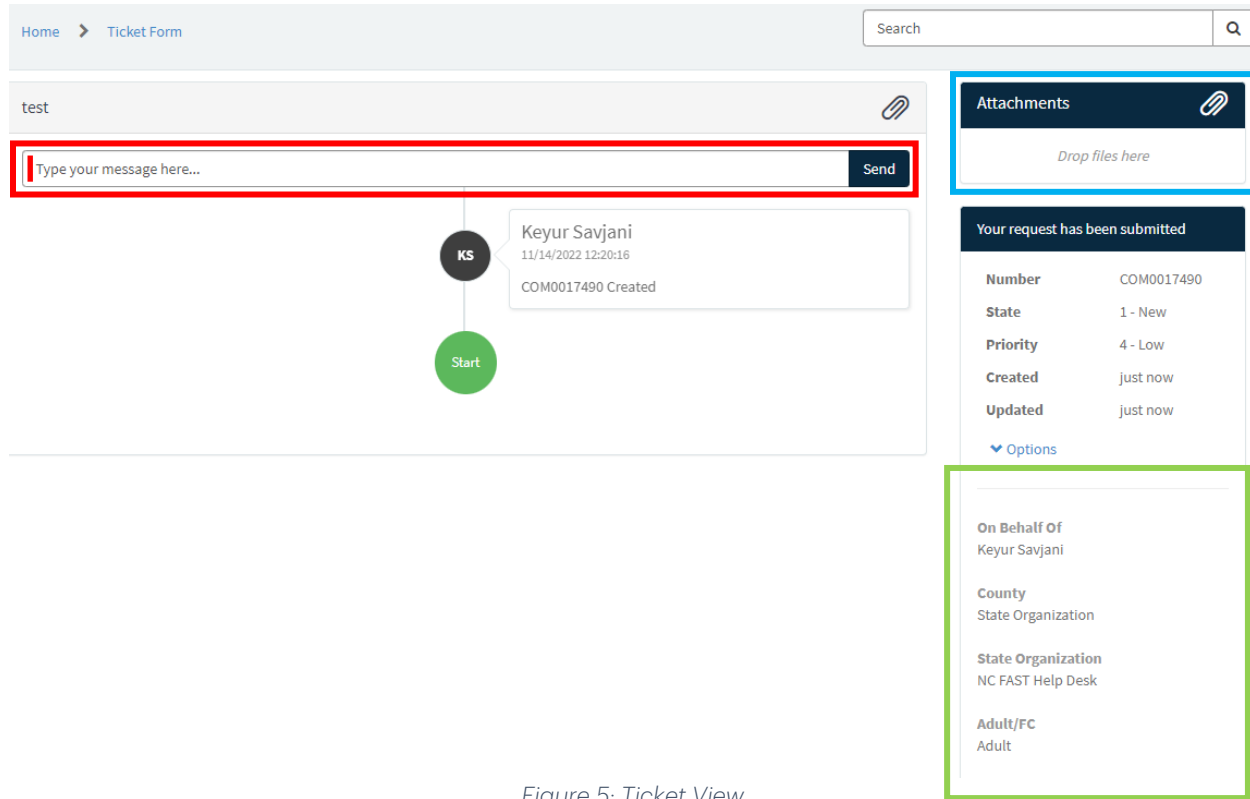


Figure 5: Ticket View

4. From the Ticket View (Figure 5), you can:
 - a. Write comments to the Agent who will work the case (red). The Agent's response will appear after your comment in a chronological order.
 - b. If there is an attachment, you can download and view from the top right column (blue).
 - c. Review the background of your ticket in the column to the right (green) (extending all the way down).

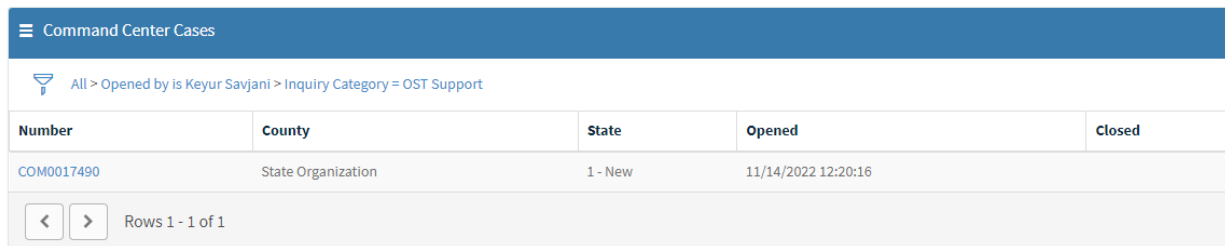
5. After submitting a case, you can re-open them from the Home Page:
 - a. Click the case name matching the case you just created in the "My Open OST Support Cases" Box (Figure 6) on the Home Page.



Figure 6: box on home page to review your most recent cases

- b. You can also view all open support cases from the "Support Cases" button in the header. Figure 7 shows the result of clicking on this button.

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The screenshot shows a ServiceNow interface for 'Command Center Cases'. The breadcrumb trail is 'All > Opened by is Keyur Savjani > Inquiry Category = OST Support'. The table has five columns: Number, County, State, Opened, and Closed. One row is visible with the following data: Number: COM0017490, County: State Organization, State: 1 - New, Opened: 11/14/2022 12:20:16. Below the table, there are navigation arrows and the text 'Rows 1 - 1 of 1'.

Number	County	State	Opened	Closed
COM0017490	State Organization	1 - New	11/14/2022 12:20:16	

Figure 7: all Command Center Cases assigned to the logged in user