North Carolina
Department of Health and Human Services
Division of Aging and Adult Services
2101 Mail Service Center • Raleigh, North Carolina 27699-2101
Tel 919 733-3818 • Fax No. 919 715-0023

Michael F. Easley, Governor
Dempsey Benton, Secretary

Dennis W. Streets, Director

September 30, 2008

Re: Eligibility Information System Reports-Stop Paper Process

Dear County Director of Social Services:

The county department of social services will now be able to choose whether or not to receive paper copies of EIS reports. If there is a report on NCXPTR and you are also receiving it on paper, you may choose to stop the paper report and use the NCXPTR version. This includes all EIS reports generated by the Division of Medical Assistance, the Division of Social Services, and the Division of Aging and Adult Services.

The Divisions will have to approve each county request to stop a particular paper report. Audits, QC, and monitoring have to be considered before a particular paper report is stopped. If the request is approved by the appropriate division(s), DIRM will make the change and from that point forward you may start using the NCXPTR version of the report.

It is important that the county recognize that this does not mean you can discard or destroy prior paper versions of the report. If the prior versions of the report are not in NCXPTR, you must retain them for audit purposes according to audit requirements.

DIRM has made changes in NCXPTR so that the State will retain reports longer than in the past. Reports related to eligibility are now being kept for 10 years. This change was made just recently; therefore, it will be a while before there are 10 years of information available on NCXPTR.

Please be aware that paper copies of the Notice Register Report cannot be stopped at this time. Modifications must first be made to include additional information on the NCXPTR version of the report. We will notify you when those modifications are made. At that time, you may request the paper copy of that report be stopped.

Requests to stop a particular paper report must be submitted by the county director or a single point of contact in the county designated by the director. Please email the request to dma.eis@ncmail.net and dss.automation@ncmail.net. Please include your name, email address, phone number, county name, the report name on the paper report as well as the report name in NCXPTR on your request. The appropriate division will let you know if your request is approved and when the change will be effective.

We hope this will help with the paper storage problem.

If you have any questions, please contact DMA/EIS at 919-855-4000 or DSS Automation at 919-733-8938.

Thank you.

Sincerely,

Suzanne P. Merrill

Suzanne P. Merrill, Chief
Adult Services Section
Division of Aging and Adult Services

Carolyn McClanahan

Carolyn McClanahan, Chief
Medicaid Eligibility Unit
Division of Medical Assistance

Charisse Johnson

Charisse Johnson, Chief
Family Support & Child Welfare Services Section
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AFS-21-2008