



North Carolina Department of Health and Human Services
Division of Aging and Adult Services

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Division Director

December 9, 2013

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: SPECIAL ASSISTANCE PROGRAM/UNIVERSAL MANAGERS AND SUPERVISORS

SUBJECT: PREPARATION FOR SPECIAL ASSISTANCE HARD LAUNCH CASE CONVERSION

The purpose of this letter is to provide instructions to assist counties in preparation for the hard launch conversion of Special Assistance (SA) cases from EIS to NCFAST. To ensure SA cases convert correctly it is imperative cases are current and correct. The latest schedule for conversion of SA cases from the EIS to NCFAST is beginning this month for the pilot counties and in January through March for all other counties. Additional communication from NCFAST will be shared as the exact dates for counties are identified. County SA staff should review all Division of Aging and Adult Services (DAAS) and NCFAST correspondence related to this conversion.

A. Direct Deposit Information

With the conversion to NCFAST, SA benefits will be sent electronically the month following hard launch. **THERE WILL BE NO PAPER CHECKS.** When the direct deposit method is requested by the beneficiary/authorized representative, the direct deposit bank account information must be entered into NCFAST to avoid the payment defaulting to an electronic benefit card (EBT.)

To enter direct deposit information prior to NCFAST case conversion, workers must register recipients of SA in NCFAST as a PERSON to set up Direct Deposit information from the [DSS-5023](#) (NCFAST refers to this as Bank Account information). This process is outlined in the NCFAST Job Aid dated November 22, 2013

http://ncfasthelp.nc.gov/FN_A/FN_A/server/general/projects/FAST_Help/Job_Aids/Adding_Direct_Deposit_Information.pdf

As a reminder, county DSS staff should be requesting from all applicants, beneficiaries or their authorized representatives the decision regarding the electronic payment options. [DSS-5023](#)'s were sent to all SA active recipients in July and instructed to be returned to the local DSS to be stored in a secure location. **We strongly encourage the use of direct deposit into a personal checking or savings account or into a collective facility account.** A signed [DSS-5023](#) must be completed.

For new SA applications, the DSS worker must discuss the electronic benefit options. If benefits are to be issued into a personal bank account or a collective account, a signed [DSS-5023](#) must be completed.

If the DSS staff receives inquiries from licensed residential facilities related to the [DSS-5023](#), it is the responsibility of the DSS worker to instruct the facility to submit this information to DSS. This information and

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options are explained in the DAAS Administrative Letter 13-11.

http://info.dhhs.state.nc.us/olm/manuals/doa/sa/adm/DAAS-13-11.htm#P12_82

B. 2014 COLA Reports

Instructions for the COLA changes are provided in [DAAS Administrative Letter 13-19](#) and must be completed prior to December 27, 2013 in order to avoid county responsible overpayments and to ensure the correct case information will be converted to NCFAST.

Below is a listing of the 2013 COLA SA Reports http://info.dhhs.state.nc.us/olm/manuals/doa/sa/adm/DAAS-13-19.htm#P6_57

1. NC XPTR Reports

- DHREJA COLA VA REPORT
- DHREJA SA ERROR: CASES NOT UPDTE
- DHREJA SA POTENTIAL TERMINA CASE (ensuring that cases have been evaluated for Passalong)
- DHREJA SA POTENTIAL ZERO PAY CAS (ensuring that cases have been evaluated for Passalong)
- DHREJA SA AMB CAP E, M AND H CASES (all "E" cases should be closed and evaluated for Passalong. NO action is needed for "H" cases at this time).
- DHREJA SA VA PAYMENT ERROR CASES

2. In addition, within 30 days of the EIS mass change/update, verify the new RSDI amount through SOLQI. If the amount is different from that on the DHREJA SA CASE UPDATED-AUDIT RPT, revise the payment amount as soon as the action can be taken and the appropriate notice can be sent.

C. SA FBR Screening Reports in CSDW (Public Folders/DAAS/State Sanctioned):

- SA - below FBR Screening by County and Report Month Amb Code B, C
- SA In Home- below FBR Screening by County and Report Month Amb Code H July 2013 rev SA-FBR Screening

D. SA cases in facilities that are closed or have an expired license reports in CSDW (Public Folders/DAAS/State Sanctioned)

To assure that cases are affiliated with the correct facility when converted to NCFAST, report DAAS Report Monthly SA Cases by County Invalid Facilities REV must be worked monthly. It lists SA cases that have the FI indicator code for a closed or expired license facility.

E. Pending SA applications and redeterminations need to be completed in a timely and efficient manner to insure the hard launch conversion of SA cases is successful.

If you have any questions regarding this information or how to access any of the reports listed in this letter, please contact our SA listserv at specialassistance@dhhs.nc.gov.

Sincerely,



Dennis W. Streets