NC FAST
Economic Benefits
Monthly Release Communication

December 17, 2018
Release 11.2.0

Hello Everyone,

The NC FAST team is continuing to make improvements to the NC FAST system! There are several updated developments with the release of NC FAST release version 11.2.0. This document will review these updated features as well as any other updated items related to the following programs: Document Management, Food and Nutrition Services (FNS), Supplemental Nutritional Assistance Program (SNAP), Medical Assistance (MA), Streamlined Application (MAGI), Subsidized Child Care Assistance (SCCA), Special Assistance (SA), Cash Assistance (CA), Work First Services (WFS), Refugee Cash Assistance (RCA), and Energy Assistance (EAP).

Note: Only programs that have fixed defects for the 11.2.0 release will be noted. As a result, the Table of Contents may vary with each edition.

This is the printable version. For sorting, please refer to the (Excel) spreadsheet version on FAST Help.

Table of Contents

Please refer to the Temporary, Approved Process Changes with Preferred Do's and Don'ts located on FAST Help. To view the entire list, please click [here].

Impacting Multiple Programs

Important:

- New 12/17/2018: The Interstate Paris Match, Federal Paris Match, Veteran's Paris Match and the Critical Age Reports location has changed, and can now be found at the following path:

  Clients and Outcomes tab > Shortcuts panel > Medicaid Verification Reports > Verification Menu
  Counties will need to work these reports in the current established method. More reports will be added to this menu in the coming months.

  A job aid to assist workers with working these reports in NC FAST is in development at this time. A communication will be sent when the job aid is available in FAST Help.

- New 12/17/2018: Effective January 1st, 2019, the Federal Benefit Rate (FBR) for an individual will increase to $771.00 per month. Please contact your division or refer to their administrative or Dear County Director letters for further guidance.

- New 12/17/2018: Currently an individual can create an account in ePASS and submit applications for Medical Assistance and FNS. Previously, there were two separate guided interviews (IEG) within ePASS. One for MAGI Medical Assistance and another for FNS and/or Traditional Medical Assistance.

  There is now a Unified Application in ePASS that will combine both applications so that ePASS applicants will only need to complete a single guided interview (IEG). The Unified Application will ask household and program appropriate questions based on responses to questions asked during the application. The Unified app will then create any needed applications (MAGI and/or Traditional) in NC FAST. The client is still required to specify which program(s) he is applying for and a determination will be made for those programs only. There will be no change to applications or application processing for the caseworker.

- New 12/17/2018: Updates to the Application for all program areas have been made by NC FAST as per the National Voter Registration Act. The worker will now see Voter Registration instructions included within the IEG. Also, the response will display on the application PDF in a black outlined box labeled 'Voter Registration' and will include the input response as

‘Yes’, ‘No’ or ‘Declined to Answer’. The ePASS Application Submission screen also includes information to the Applicant with instructions on how to register to vote and options for next steps.

- Please refer to the Multiple Programs defects on the final pages of this document for resolved defects that impact application case processing.

Document Management

Important:

- Please refer to the Document Management defects on the final pages of this document for resolved defects that impact application and case processing.

FNS and SNAP

Important:

- Please refer to the FNS defects on the final pages of this document for resolved defects that impact application and case processing.

Medical Assistance

Important:

- Please refer to the Medicaid defects on the final pages of this document for resolved defects that impact application case processing.

Streamlined Application (MAGI)

Important:

- New 12/17/2018: MAGI Income or Deduction evidence entered via IEG or ePass will now automatically create an Income Details record in NC FAST. Workers will only need to edit this evidence if changes are needed.
- Please refer to the MAGI defects on the final pages of this document for resolved defects that impact application case processing.

Subsidized Child Care Assistance (SCCA)

Important:

- Please refer to the Child Care defects on the final pages of this document for more resolved defects that impact application

case processing and provider management.

Special Assistance

Important:
- Please refer to the Special Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Cash Assistance

Important:
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Work First Services

Important:
- Please refer to the Work First defects on the final pages of this document for resolved defects that impact application and case processing.

Refugee Cash Assistance

Important:
- Please refer to the Refugee Cash Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Energy Assistance Program

Important:
- New 12/17/2018: In an effort to reduce duplicate issuances of Energy benefits, the system functionality was changed in this past weekend's release. The system will evaluate the adult members of the household for the following situations and determine if the current application is ineligible:
  - If there is an existing authorized eligible application within the current fiscal year with the same adult members from the current application once the max benefit amount is reached.
  - If the Head of Household from the current application has an existing authorized eligible application as a Head of Household within the current fiscal year once the max benefit amount is reached.

- o   If there is an existing authorized eligible application for the same address and matches with at least one adult Household Member from the current application once the max benefit amount is reached.
- New 12/17/2018: A new screen as been added to the application IEG for LIEAP entitled "LIEAP Verification Details" for workers to record the date they receive the last verification from client. A Comments box is also on the screen. Workers will not be able to authorize a LIEAP application if these 2 fields are blank. The Last Verification Date and Comments will appear on the Home screen. Last Verification Date cannot be before the application date and cannot be a future date.
- New 12/17/2018: Three of the Energy O&M Reports have been updated to make them more user friendly and easier to generate data.
  - o   **NFOMD023F** Energy Process Apps by Worker Detail Report now displays Last Verification Date column between the Application Date and Disposed Date columns.
  - o   **NFOMD023N** Energy Financial Details Report has been enhanced to make the report easier to read.
    - ▪   The columns Amount Issued and Obligated Amount were switched.
    - ▪   Totals have been added to the end of each column.
    - ▪   The date format has been changed to read MM/DD/YYYY.
  - o   **NFOMD023O** Energy Assistance Type has been enhanced with a change to the date format to read as MM/DD/YYYY to make the report easier to generate data.
- Please refer to the Energy Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Program Integrity

Important:
- Please refer to the Program Integrity defects on the final pages of this document for resolved defects that impact claim processing.

Fixed Defects

Defects in this table are listed in order by Program. To perform a quick search, use Ctrl + F to find and search for a key word(s).

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	December 17, 2018 Release 11.2.0			
	Fixed Defects			
JIRA	**Program**	**Products**	**Category**	**Description**
EI-21773	Cash Assistance	Refugee Cash Assistance	Evidence	Head of Household evidence for Refugee Cash Assistance should be automatically created from the IEG.
EI-21919	Cash Assistance	Cash Assistance	Benefit Diversion	Eligibility for Benefit Diversion should only be allowed once within a 12-month period.
EI-21798	Cash Assistance	Cash Assistance	Outcome Plans	Cash Assistance outcome plans should only display activities for Cash Assistance.
EI-21422	Cash Assistance	Cash Assistance	Sanctions	IPV sanctions that come from EPICS should be saved and displayed as an IPV sanction and not a Work First Services sanction.
CW-15755	Child Care	Child Care	Application Transfer	The correct Funding County should now display as expected on the PDC and the Integrated Case.
CW-15626	Child Care	Child Care	Applications	Applications with two Assistance Units should now dispose properly.
CW-15800	Child Care	Child Care	Applying Changes	For child-only cases with more than one piece of Program Referral evidence, users should no longer receive an error when applying changes.
CW-15629	Child Care	Child Care	Eligibility	When Non-Parent Caretaker is checked, the Assistance Unit should now display correctly when checking eligibility.
CW-15873	Child Care	Child Care	Financials	Financials should now generate when income is changed retroactively to create an underpayment from a past fiscal year.
CW-15784	Child Care	Child Care	Notices	The correct notice should now generate at Recertification.
CW-15869	Child Care	Child Care	Obligations	Obligations will now display correctly for the correct fund fiscal year.
CW-15882	Child Care	Child Care	Providers	Provider should now show as unenrolled the day after their license and contract end date. This will allow payment through the last day of enrollment.
CW-15878	Child Care	Child Care	Rosters	Children will now show on the roster as expected if it is for a month during end dating services for the provider.

December 17, 2018 Release 11.2.0				
Fixed Defects				
JIRA	Program	Products	Category	Description
EI-21958	FNS	FNS	Forms	FNS underpayment cases should now receive the DSS-8551.
FE-10346	MAGI	Forced	Application	A Family and Children's Medicaid product should now generate successfully for clients who previously received Medical Forced Eligibility.
FE-10322	MAGI	NCHC	Application	An Unhandled Server message should no longer be received when attempting a recert on an NCHC case for a child who is turning 19 during the certification period.
FE-10222	MAGI	Pregnant Woman, Retro	Application	Pregnant women should now be correctly evaluated for MAFN in the Retro month.
FE-9945	MAGI	MAGI	Evidence	A mid-month Address change should no longer result in a split determination in the middle of the month.
FE-10302	MAGI	MAGI	Forms	The NCF-20023 should now generate correctly when there are different application dates for members of the same Household.
EI-21871	Medicaid	ABD	Eligibility	In a case with an Ineligible Spouse, the Ineligible Spouse will not be indicated as applying and will not have their eligibility determined.
EI-21722	Medicaid	ABD RedZone	Benefit History	Benefit History should show the correct PML for the RedZone month.
EI-21724	Medicaid	MQB	Budgeting	System should now display ABD budgeting instead of Family Size budgeting.
EI-21923	Medicaid	PACE	Facility	PACE facility search by reference from living arrangement evidence should not pull end-dated PACE facility.
EI-21403	Medicaid	Spend Down	Deductible	The Spend Down period on the PDC should now show the correct deductible and match the Application.
EI-21978	Medicaid	Medicaid	Certification Period	Certification period should now be updated when Medical Continued Eligibility used.

December 17, 2018 Release 11.2.0				
Fixed Defects				
JIRA	**Program**	**Products**	**Category**	**Description**
EI-21822	Medicaid	Medicaid	Eligibility	A Household Member with a sanction should no longer impact eligibility for other Household Members.
EPI-12368	Program Integrity	Program Integrity	Claims	When a new claim is created, the correct claim owner should now display.
EPI-12388	Program Integrity	Program Integrity	Disqualification	PI users should now be able to create a new Disqualification without receiving an error message when the client's middle name entered is more than just the middle initial.
EPI-12459	Program Integrity	Program Integrity	Forms	Forms will now include the return address, worker name, and county information from the correct user.
EI-21961	Special Assistance	SA In-Home	Eligibility	SA In-Home cases should now be eligible when COC occurs after SA In-Home Assessment evidence activation date.

NC FAST
Economic Benefits
Monthly Release Communication

January 14, 2019
Release 11.3.0

Hello Everyone,

The NC FAST team is continuing to make improvements to the NC FAST system! There are several updated developments with the release of NC FAST release version 11.3.0. This document will review these updated features as well as any other updated items related to the following programs: Document Management, Food and Nutrition Services (FNS), Supplemental Nutritional Assistance Program (SNAP), Medical Assistance (MA), Streamlined Application (MAGI), Subsidized Child Care Assistance (SCCA), Special Assistance (SA), Cash Assistance (CA), Work First Services (WFS), Refugee Cash Assistance (RCA), and Energy Assistance (EAP).

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Table of Contents

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Impacting Multiple Programs

Important:

- New 1/14/2019: When adding an Address or Phone Number via the Address wizard, users will now see an additional question related to Voter Registration form distribution for the Primary Applicant. Users will need to select one of two applicable options in the dropdown: *Voter Registration provided to/handed to client* or *Voter registration mailed to client*.

Add Phone and Address Wizard ⑦ ⊗

① Select Members ② New Phone Number ③ New Address ④ Validate Address ⑤ Voter Details

Step 5: Enter the voter details.

Voter Registration Required   [⌄]

Cancel   Back   Save

This new question will be captured as a new field, '*Distribution Method*' on the Voter Registration Evidence of the Primary client's open Income Support and/or Insurance Affordability cases.

- New 1/14/2019: Cash Forced Eligibility evidence now has the 2019 Benefit Year in the dropdown. This affects the Cash Assistance and Special Assistance programs.
- Please refer to the Multiple Programs and Global defects on the final pages of this document for more resolved defects that impact application case processing.

Program Integrity

Important:

- Please refer to the Program Integrity defects on the final pages of this document for resolved defects that impact case processing.

Document Management

Important:

- New 1/14/2019: Due to an issue that impacted system performance identified during testing, the new NC FAST taxonomy will not be released in January as originally planned. The taxonomy will be included in the next release scheduled for February 18th. The accompanying job aids and training resources will be made available in the Learning Gateway no later than February 4th. Additional information will be communicated by P12 team as appropriate; however, please feel free to reach out to the P12 team at NCFast.P12.DMS@dhhs.nc.gov with any questions if needed.
- Please refer to the Document Management defects on the final pages of this document for resolved defects that impact application and case processing.

FNS and SNAP

Important:

- Please refer to the FNS defects on the final pages of this document for resolved FNS defects that impact application and case processing.

Medical Assistance

Important:

- New 1/14/2019: A new hyperlink for SSI has been added to the Medicaid Verification Reports folder under the Shortcuts menu. Currently the NCF SSI reports are being reviewed and finalized by a reports workgroup, so counties will not see any report data when clicking this hyperlink. Please continue to work the SSI reports using the current method. Communication will be sent when counties should begin working the reports within NCFAST.
- Please refer to the Medicaid defects on the final pages of this document for more resolved defects that impact application case processing.

Streamlined Application (MAGI)

Important:

- Please refer to the MAGI defects on the final pages of this document for more resolved defects that impact application case processing.

Subsidized Child Care Assistance (SCCA)

Important:
- Please refer to the Subsidized Child Care Assistance (SCCA) defects on the final pages of this document for more resolved defects that impact application case processing and provider management.

Special Assistance

Important:
- Please refer to the Special Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Cash Assistance

Important:
- New 1/14/2019: Federal Allowable Component update on the Outcome Plan
  The Activity *Employment* now has two applicable options in the dropdown for *Subsidized Employment - Subsidized Private Sector Employment* and *Subsidized Public Sector Employment.*
- Please refer to the Cash Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Work First Services

Important:
- Please refer to the Work First defects on the final pages of this document for resolved defects that impact application and case processing.

Refugee Cash Assistance

Important:
- Please refer to the Refugee Cash Assistance defects on the final pages of this document for resolved RCA defects that impact application and case processing.

Energy Assistance Program

Important:

- Please refer to the Energy Assistance defects on the final pages of this document for resolved Energy defects that impact application and case processing.

Fixed Defects

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<table>
<tr><td colspan="5" align="center">January 14, 2019 Release 11.3.0</td></tr>
<tr><td colspan="5" align="center">Fixed Defects</td></tr>
<tr><td>JIRA</td><td>Program</td><td>Products</td><td>Category</td><td>Description</td></tr>
<tr><td>CW-15957</td><td>Child Care</td><td>Child Care</td><td>Contracts</td><td>Providers should now be able to deselect the Pay By Attendance (PBA) box from their active contract without receiving error message "The provider already has a contract this calendar year as well as for the next calendar year."</td></tr>
<tr><td>CW-15810</td><td>Child Care</td><td>Child Care</td><td>Contracts</td><td>When terminating a contract, all future dated contracts should now be cancelled.</td></tr>
<tr><td>CW-15972</td><td>Child Care</td><td>Child Care</td><td>Evidence</td><td>'Provider Pay Rate Decreased (1 day)' on Plan of Care evidence has been removed from End Reason options.</td></tr>
<tr><td>CW-15922</td><td>Child Care</td><td>Child Care</td><td>Evidence</td><td>When there is Special Needs evidence, cases should no longer receive an 'error during obligating funds' message.</td></tr>
<tr><td>CW-16023
CW-16025</td><td>Child Care</td><td>Child Care</td><td>Evidence</td><td>An issue related to Temporary Suspension of Care evidence that was causing an Unhandled Server Exception error message has been resolved.</td></tr>
<tr><td>CW-15957</td><td>Child Care</td><td>Child Care</td><td>Vouchers</td><td>The 'Reissue' Link has been removed from Approved Vouchers.</td></tr>
</table>

		January 14, 2019 Release 11.3.0		
		Fixed Defects		
JIRA	**Program**	**Products**	**Category**	**Description**
EI-22057	FNS	FNS	Eligibility	EPICS recoupments should now occur for FNS cases that include a disqualified Household Member.
EI-22041	FNS	FNS	Forms	The DSS-8551 should now generate with the correct Hearing Date for Pending or Withdrawn applications.

	January 14, 2019 Release 11.3.0			
	Fixed Defects			
JIRA	**Program**	**Products**	**Category**	**Description**
EI-22145	Global	FNS/MA/WF/SA	Applications	Users should now be able to edit a submitted Income Support Application without receiving an Unhandled Server Error. Some examples of an edit would be applications that are reopened, and the application date must be edited (supervisor role only) or changing the Method of Receipt.
FE-9654	Global	FNS/MA/WF/SA	Applications	Users should now be able to add or edit addresses on the Person Page without receiving an error message.
FE-10392	MAGI	MAGI	Application	Benefit history should now update with new determination information.
FE-10325	MAGI	Emergency	Rules	Client should now show eligible for Emergency Labor and Delivery coverage in eligibility check.
FE-10408	MAGI	MAGI	Application	Users should now be able to Deny applications without receiving an error message.
FE-9597	MAGI	MAGI	Application	Users should no longer receive an Unhandled Server Exception when applying changes.
FE-10417	MAGI	MAGI	Application	Income date validations have been added to Income screens on the Unified application.
FE-10418	MAGI	MAGI	Applications	ePASS MAGI applications where the client is also applying for FNS should now submit with the correct number of income evidences.
EI-21928	Medicaid	Forced LIFC	IV-D Referral	Users should now be able to generate Child Support Referral (IV-D) from the Income Support Case of P 2/6 Forced Medical for LIFC without receiving an error message.
EI-21809	Medicaid	LIFC w/ Spend Down	Evidence	Income should now display correctly for LIFC w/Spenddown.
EI-21508	Medicaid	LTC	Eligibility	Eligibility Check on an LTC Application should now display eligible for the entire month.

				January 14, 2019 Release 11.3.0
				Fixed Defects
JIRA	**Program**	**Products**	**Category**	**Description**
EI-22067	Medicaid	MA, SA, CAP	Recertification	CAP code 'IN' should now reflect correctly on the benefit history.
EI-21902	Medicaid	Medicaid	Benefit History	Benefit History should now have the Integrated case ID and the correct Product Delivery case ID.
EI-21412	Medicaid	Medicaid	Forms	The DMA-MMAT notice should now generate the correct date.
EI-22160	Medicaid	Medicaid	On Hold	Users should now be able to accept on-Hold decision and/or Activate PDC without receiving an error message.
EI-21370	Medicaid	SDX	Case Owner	SDX Case Owner should no longer change to incorrect County SDX User.
EPI-12404	Program Integrity	Program Integrity	Case Creation	MA Investigation cases with multiple overpayment periods may now be created.
EPI-12524	Program Integrity	Program Integrity	Claims Transfer	PI investigators and PI Supervisors should be able to complete a county transfer for PI claims.
EPI-12585	Program Integrity	Program Integrity	Disqualifications	A Disqualification for a Household Member should now display correctly on the Investigation Case.
EPI-12559	Program Integrity	Program Integrity	Disqualifications	Disqualifications related to clients with a zero in the beginning of their SSN can now be entered.
EPI-12455	Program Integrity	Program Integrity	Disqualifications	Disqualifications should now display correctly on a Person page and the Investigation Case.
EPI-12452	Program Integrity	Program Integrity	Evidence	Investigation Case Closure Event details should now display correctly on the IC Home page.
EPI-12374	Program Integrity	Program Integrity	User Roles	User roles with the correct security should now be able to search for claims as expected.

NC FAST
Economic Benefits
Monthly Release Communication

February 18, 2019
Release 11.4.0

Hello Everyone,

The NC FAST team is continuing to make improvements to the NC FAST system! There are several updated developments with the release of NC FAST release version 11.4.0. This document will review these updated features as well as any other updated items related to the following programs: Program Integrity (PI), Document Management (DMS), Food and Nutrition Services (FNS), Supplemental Nutritional Assistance Program (SNAP), Medical Assistance (MA), Streamlined Application (MAGI), Subsidized Child Care Assistance (SCCA), Special Assistance (SA), Cash Assistance (CA), Work First Services (WFS), Refugee Assistance (RCA, RMA), and Energy Assistance (EAP).

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Impacting Multiple Programs

Important:

- **New 2/18/2019:** Users will now be able to update Voter Registration information from the New Recertification screen in both Traditional and MAGI cases.
- **New 2/18/2019:** Users will now be able to enter actual pay dates and amounts in NC FAST for programs that use the Income Support format. Please refer to the Red Communication: Multiple Programs: Income Evidence Calculation System Enhancement sent on 2/15/2019 and the *Income & Expense Evidence Wizards – Income Support* job aid for further instructions.
- Please refer to the Multiple Programs defects on the final pages of this document for more resolved defects that impact application case processing.

Document Management

Important:

- **New 2/18/2019:** New taxonomy was released in NC FAST, which will replace Document Type with Category and Sub-Category. These new fields will be required when attaching documents. Please see the *Taxonomy Reference Guide* job aid in FAST Help for more information.
- Please refer to the Document Management defects on the final pages of this document for resolved defects that impact application and case processing.

FNS and SNAP

Important:

- **New 2/18/2019:** The calculations of Income for FNS cases has changed to reflect standard rounding procedures. This may result in a retroactive change in the Household's monthly allotment and underpayment case(s) may be generated that require county review. Refer to the *Processing FNS Underpayments* job aid for guidance.
- Please refer to the FNS defects on the final pages of this document for resolved FNS defects that impact application and case processing.

Medical Assistance

Important:

- **New 2/18/2019:** Disability Determination Analysts can now edit the Disability Determination even after dates have been entered in the Date of Onset and/or Social Security Decision Adopted fields.
- Please refer to the Medicaid defects on the final pages of this document for more resolved defects that impact application case processing.

Streamlined Application (MAGI)

Important:

- **New 2/18/2019:** All Pregnancy Presumptive benefits will now be processed in NC FAST using MAGI methodology. Please use a MAGI application when Pregnancy Presumptive eligibility determinations received from a provider need to be keyed. The job aid for this functionality will be available soon. We will send a communication when this has been posted to FAST Help.
- **New 2/18/2019:** Income should now calculate correctly on applications that have end-dated Income evidence.
- **New 2/18/2019:** When a beneficiary is approved to receive Medicare benefits, the system will now create applicable Benefit evidence on the MAGI Evidence Dashboard.
- **New 2/18/2019:** When an application is received from the FFM, any Income and/or Deduction evidence will now be created with the associated Income/Deduction Details record.
- Please refer to the MAGI defects on the final pages of this document for more resolved defects that impact application case processing.

Subsidized Child Care Assistance (SCCA)

Important:

- **New 2/18/2019:** NC FAST will now give a 12 month, graduated phase out for children determined eligible for the graduated phase out after a recertification has been completed. According to Subsidized Child Care Assistance Administrative Letter #07-18, children who began the three-month graduated phase out in November 2018, December 2018, and January 2019 are eligible to receive the 12-month graduated phase out. The decision details on the PDC will still display that the child is no longer eligible for services after the three-month graduated phase out. NC FAST will run a batch in production tonight to reassess cases to extend their graduated phase out for the additional months.
- **New 2/18/2019:** The system will now calculate the daily approved rate correctly when there are more than 5 Inclement Weather Days & Emergency Closure Days entered on the roster.
- **New 2/18/2019:** The Subsidy Child Care Voucher will now display the due date of when the voucher should be returned by

the Parent/RA.

- **New 2/18/2019**: CW-16056 - The system will now read the manual adjustment parent fee correctly when the roster line item does not match the start and end dates of the adjustment. If users did not complete the temporary process of correcting the start and end date of the manual adjustment to align with the roster line item, then users will need to reevaluate the service plan to generate the underpayment that is owed to the provider.
- **New 2/18/2019**: Voter Registration Evidence now displays on the Subsidized Child Care Integrated Case.
- Please refer to the Child Care defects on the final pages of this document for more resolved defects that impact application case processing and provider management.

Special Assistance

Important:

- Please refer to the Special Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Cash Assistance

Important:

- **New 2/18/2019**: Job Bonus has been added as a 'reason' for Forced Cash Eligibility evidence. When selected, this new value will record months on the participant's Job Bonus tracking screen.
- **New 2/18/2019**: Updates have been made to the Sanction modal to require CA sanctions to be started on the 1st of month and ended on the last day of a month.
- **New 2/18/2019**: Age restrictions have been added to the outcome plan for the following federal allowable components:
  o GED/ HS Completion for Teen Head of Household
  o Secondary School or GED course
- Please refer to the Cash Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Work First Services

Important:

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Refugee Cash Assistance

Important:

- Please refer to the Refugee Cash Assistance defects on the final pages of this document for resolved RCA defects that impact application and case processing.

Energy Assistance Program

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February 18, 2019 Release 11.4.0				
Fixed Defects				
JIRA	**Program**	**Products**	**Category**	**Description**
EI-22148	Cash Assistance	Cash Assistance	Eligibility	Cases will now show an ineligible decision when the client has a UIB non-compliance Sanction.
EI-22091	Cash Assistance	Cash Assistance	Evidence	Court ordered obligated amount should be entered in Absent Parent Child Support evidence instead of Absenteeism. This evidence field is used as part of the FLSA calculation.
EI-21423	Cash Assistance	Cash Assistance	Forms	An MRA-B should now be viewable and printable from an Outcome Plan, even if the client has more than one Outcome Plan.
CW-16118	Child Care	Child Care	Evidence	Only the rate edited should show a received date of the current date with a status of "In Edit".
CW-16072	Child Care	Child Care	Evidence	Users should now be able to add Plan of Care evidence without an end date.
CW-16109	Child Care	Child Care	Evidence	A Comment in the first Manual Adjustment, Parent Fee screen should now hold up to 500 characters.
CW-16068	Child Care	Child Care	Forms	The Notice to Terminate for the end of a graduated phase-out should now generate as expected.
CW-16056	Child Care	Child Care	Parent Fees	When there is a manual Parent Fee Adjustment added to a case, the start and end dates should now match the roster line item start and end dates.
CW-16107	Child Care	Child Care	Parent Fees	If a provider becomes un-enrolled during the manual adjustment Parent Fee period, the adjusted Parent Fee should now be deducted properly.

CW-15861	Child Care	Child Care	Providers	The Plan of Care associated with a new CDDC provider should be able to be end dated without error. Additionally, the pending decision should be accepted without error.
CW-16132	Child Care	Child Care	Underpayments	Underpayments should no longer occur for Provider Closure Days taking place after the closure day limit has been exhausted and Roster Corrections have been made to the months where closure days were unpaid.
EI-22276	Global	FNS/MA/WF/SA/MAGI/ePASS	Match Client	Prospect Person(s) who are on multiple applications should now update automatically when a worker performs Match Client.
FE-10469	MAGI	MAGI	Certification	Cancelling a MAGI recertification should no longer affect the original certification period.
FE-9164	MAGI	MAGI	Eligibility	Periods of eligibility should now calculate correctly for beneficiaries who are incarcerated or admitted to an IMD.
FE-10455	MAGI	MAGI	Evidence	Workers should now be able to authorize an application with Self Employment Income and Self Employment Deductions without error.
FE-10489 FE-10539	MAGI	MAGI	Recertification	When a client has a closed Insurance Affordability case and a PDC that they received benefits on, workers should no longer receive an unhandled server exception because of the closed case when processing a new MAGI case.
FE-10076	MAGI	MAGI	Timers	Workers should now be able to add an additional stop processing timer for a client on an FFM application.

FE-10403	MAGI	NCHC	Eligibility	When a child (18) with income ages out mid certification, the Income calculation should now perform correctly when determining eligibility for siblings remaining in the household.
EI-21403	Medicaid	ABD with Spend Down	Deductibles	System should no longer calculate a 6-month spend down when an individual transfers to LTC and will recalculate the spend down amount for the months prior to the LTC eligibility.
EI-22066	Medicaid	LIFC with Spend Down	Evidence	Retro Benefit History should remain the same when there is a change in the Date of Medical Expense evidence on an already approved Spend Down case.
EI-22244	Medicaid	Medicaid	Eligibility	Cases where the COLA Disregard was removed have been corrected.
EI-22433	Medicaid	Medicaid	Evidence	LME info should now remain on the ABD product when the MQB product is created or reassessed.
EI-22239	Medicaid	MQB	Determinations	The Determinations on a Pending Closure MQB PDC should remain Eligible until the time of case closure.
EI-22007	Medicaid	MQB	Resources	For Rental Home Property type evidence, the resource amount should now calculate correctly when the Amount Owed is greater than the Fair Market Value.
EI-21793	Medicaid	Passalong	Income	The Passalong Income calculation should now compare against the correct SSI income limit.
EI-21954	Medicaid	Medicaid	Resources	Vehicle value should now be counted correctly based on percentage of ownership.

EI-21129	Multiple Programs	Cash Assistance, FNS	Evidence	Single month Exemption evidence should no longer cause an Unhandled Server Exception when reassessing an FNS PDC when the client also receives Cash Assistance. As a result, the FNS case can be reassessed and the Cash Assistance can be authorized.
EPI-12715	Program Integrity	Program Integrity	Offset/Underissuance	Workers should now be able to select Offset/ Underissuance as a Payment type.
EPI-13104	Program Integrity	Program Integrity	Display	A misspelling on the Program Integrity tab has been corrected.
EI-21260	Special Assistance	SA In-Home	Evidence	When all payments have been issued through the last month of eligibility and the case is ineligible in ongoing months, SA In-Home Adjusted Payment evidence should now be editable.

NC FAST
Economic Benefits
Monthly Release Communication

Hello Everyone,

The NC FAST team is continuing to make improvements to the NC FAST system! There are several updated developments with the release of NC FAST release version 11.5.0. This document will review these updated features as well as any other updated items related to the following programs: Program Integrity (PI), Document Management (DMS), Food and Nutrition Services (FNS), Supplemental Nutritional Assistance Program (SNAP), Medical Assistance (MA), Streamlined Application (MAGI), Subsidized Child Care Assistance (SCCA), Special Assistance (SA), Cash Assistance (CA), Work First Services (WFS), Refugee Assistance (RCA, RMA), and Energy Assistance (EAP).

Note: Only programs that have fixed defects for the 11.5.0 release will be noted. As a result, the Table of Contents may vary with each edition.

This is the printable version. For sorting, please refer to the (Excel) spreadsheet version on FAST Help.

Table of Contents

Please refer to the Temporary, Approved Process Changes with Preferred Do's and Don'ts located on FAST Help. To view the entire list, navigate to https://ncfasthelp.nc.gov.

Impacting Multiple Programs

Important:

- **New 3/18/2019:** Users will no longer have the option to reject a changed decision when a case has been placed on hold. Workers will need to manage evidence in order to receive the correct Changed Decision outcome and process per policy.
- **New 3/18/2019:** The 2019 Federal Poverty Limits that are effective 4-1-2019 have been added to NC FAST. The FPL for Subsidized Child Care is scheduled to update in a later release, and is not impacted by this release.
- **New 3/18/2019:** Workers can now perform all steps (Levels 1, 2, and 3) for SAVE Requests within NC FAST in order to determine immigration or naturalized/derived citizenship status for applicants and beneficiaries. SAVE results will no longer be part of the standard OVS call, but will be located within a separate folder on the OVS tab. Caseworkers can escalate requests for further verification and/or add attachments to send to SAVE along with the request. Training materials will be available soon in FAST Help. Additionally, this change does not impact SCCA workers.
- Please refer to the Multiple Programs defects on the final pages of this document for more resolved defects that impact application case processing.

Document Management

Important:

- Please refer to the Document Management defects on the final pages of this document for resolved defects that impact application and case processing.

FNS and SNAP

Important:

- Please refer to the FNS defects on the final pages of this document for resolved FNS defects that impact application and case processing.

Medical Assistance

Important:

- **New 3/18/2019:** Supervisors and Lead workers can now view decisions on hold for their own cases and cases of caseworkers assigned to them.
- **New 3/18/2019:** Workers will now be able to manage requests that are for Claims corrections within the NC FAST system. Training materials will be available soon in FAST Help. DHB Claims: For questions about DHB-8020 or DHB-5164 forms please contact the DHB Claims Analysis Unit at 919-813-5580.
- **New 3/18/2019:** Long Term Care: New Average Monthly Rates will now show under the LTC decision summary tab for resource transfer.
- **New 3/18/2019:** Long Term Care: The system will now show the new Standard Utility Allowance for LTC budgeting correctly of Community Spouse Income Allowance.
- Please refer to the Medicaid defects on the final pages of this document for more resolved defects that impact application case processing.

Streamlined Application (MAGI)

Important:

- **New 3/18/2019:** When it is determined that an individual does not have a medical need for retro months, users now have the ability to select "No Medical Need" as a denial reason.
- **New 3/18/2019:** When individuals fail to provide information or to apply for potential benefit, users can now receive an ineligible decision by adding Product Exclusion evidence. Also, Product Exclusion now has individual MAGI coverage categories available.
- Please refer to the MAGI defects on the final pages of this document for more resolved defects that impact application case processing.

Subsidized Child Care Assistance (SCCA)

Important:

- **New 3/18/2019:** Enhancements to the provider portal has been completed during this release. Provider can now see if a child is eligible for the blended rate or paid by attendance prior to accepting the voucher in the provider portal. Providers can also see the Plan of Care Evidence information for children on their attendance roster. This includes any comments the worker has entered in the comment section of the Plan of Care Evidence. Additional information about the Provider Portal Enhancement will be posted on Fast Help by the end of the week.
- **New 3/18/2019:** Voter Registration Evidence has been added to the SCCA Integrated Case. A question asking if voter

registration was requested has been added to the New Recertification screen. A question asking the client if they want to register to vote has been added to the recertification notices. The voter registration question that was added to the Recertification Notices will not be displayed until the April 2019 recertification notices are sent. Please contact DCDEE.Subsidy.Policy.Help@dhhs.nc.gov for any questions or guidance about the Voter Registration process.

- **New 3/18/2019:** New Provider Sanction Reasons have been added to the New Sanction screen. The new provider sanctions reasons are **Provider Fraud** and **Owner's gross negligence in another facility**. These sanction reasons should not be used prior to April 1, 2019 and should not be used until additional guidance from DCDEE has given.
- **New 3/18/2019:** Eligibility Supervisors and Child Care Supervisors can now make Provider Closure corrections for a provider. Please refer to the Child Care defects on the final pages of this document for more resolved defects that impact application case processing and provider management.

Special Assistance

Important:
- Please refer to the Special Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Cash Assistance

Important:
- **New 3/18/2019:** The DSS-8655 and DSS-8655SP have been updated to reflect the changes in the Work First manual, section 118.
- Please refer to the Cash Assistance defects on the final pages of this document for resolved defects that impact application and case processing.

Work First Services

Important:
- Please refer to the Work First defects on the final pages of this document for resolved defects that impact application and case processing.

Refugee Cash Assistance

Important:
- Please refer to the Refugee Cash Assistance defects on the final pages of this document for resolved RCA defects that impact application and case processing.

Energy Assistance Program

Important:

- **<mark>New 3/18/2019:</mark>** An informational message should now display on the Energy Benefit Search screen. The message should display as "***This benefit information may not be a true reflection on the household's available benefit. Please check the applications under the Applications tab for this household to confirm actual benefits available.***"
- Please refer to the Energy Assistance defects on the final pages of this document for resolved Energy defects that impact application and case processing.

Program Integrity

Important:

- Please refer to the Program Integrity defects on the final pages of this document for resolved defects that impact application and case processing.

Fixed Defects

Defects in this table are listed in order by Program. To perform a quick search, use Ctrl + F to find and search for a key word(s).

For a more detailed sorting experience, please refer to the Excel version of the End User Postcard in FAST Help.

		March 18, 2019 Release 11.5.0		
		Fixed Defects		
JIRA	**Program**	**Products**	**Category**	**Description**
CW-16169	Child Care	Child Care	County Transfer	When a case has been transferred to another county, the month prior to the transfer should no longer receive the incorrect payment calculated using a past market rate. The current market rate for that month should be applied instead.
CW-16376	Child Care	Child Care	Display	Conversion School Type should no longer display in Student evidence.
CW-15592	Child Care	Child Care	Eligibility	Cases where a person leaves the Income Unit but the family is still eligible should now remain eligible through the end of the Certification Period.
CW-15701	Child Care	Child Care	Evidence	Workers should no longer receive an 'error during obligating funds' when trying to mark the voucher as Parent Signed due to missing Level of Care evidence.
CW-16038	Child Care	Child Care	Evidence	Cases where the child's Date of Birth is 2/29 and is turning 6 in a non-leap year should now process correctly.
CW-16158	Child Care	Child Care	Evidence	Cases with multiple Plan of Care evidence should now align properly, and Providers should be paid for the correct number of days for that child.
CW-16273	Child Care	Child Care	Parent Fees	When the Need Type changes from CPS to Employment, and Plan of Care evidence started after application date, the Parent Fee should align correctly to the first of the following month.
CW-16311	Child Care	Child Care	Reassessments	Workers should no longer receive an Unhandled Server Error when reassessing a PDC with updated Plan of Care evidence.

CW-16178	Child Care	Child Care	Evidence	Workers should no longer receive an error message when accepting decisions if the Plan of Care is end dated in a future month.
CW-16252	Child Care	Foster Care	Evidence	Validation (Relationship must be entered) is not required for Foster Care cases, and has been removed for this case type.
CW-16131	Energy	Energy	Reports	Energy Pending Apps Reports should now display the dates correctly in the date field dropdown.
EI-22409	FNS	FNS	Applications	Users should no longer be prevented from authorizing an FNS application due the error message stating that the Head of Household "Cannot be selected as Primary Client on the Product Delivery."
EI-18804	FNS	FNS	Evidence	Head of Household evidence should now display the correct Period evidence start date.
EI-20909	FNS	FNS	Evidence	When attempting to Reopen a program from the Income Support Application, the Reopen Reasons should now populate correctly.
EI-22630	FNS	FNS	Evidence	When applying changes to Absent Parent Child Support evidence, workers should no longer receive an error message if the Absent Parent is a Prospect Person.
EI-22590	FNS	FNS	Evidence	When adding new Earned Income evidence, once the evidence is saved, the name listed should be the same client the evidence belongs to.
EI-17277	FNS	FNS	Forms	The DSS-8551 Transitional Case message should now show certification dates and amounts for the new certification period instead of the current period.
EI-22298	FNS	FNS	Forms	The DSS-8551 generated for Restoration cases should now include the Hearing Date.

EI-22299 EI-22348	FNS	FNS	Forms	Special characters should now display correctly on the DSS-8551 and the DSS-8553 Spanish versions.
EI-21201	Global	Global	Relationships	Multiple Relationships will no longer be allowed between the same case participants for the same time period.
FE-10575	MAGI	Global	Application	If any person on a case becomes ineligible, the Benefit History remains correct but the case should no longer change to an On-Hold status when reassessing.
FE-10375	MAGI	MAGI	Application	Newborn Twins born in the middle of the month should now count in each others Financial Unit.
FE-8521	MAGI	MAGI	Application	Evidence end dated on the last day of a month that does not start during that same month, should now be effective the first day of the next month, as expected, rather than skipping a month before becoming effective. This is only true of evidences which are expected to be aligned to the next month.
FE-10288	MAGI	MAGI	Application	When someone has a middle name longer than 10 characters and is made the Case Head, workers should no longer receive an Unhandled Server Exception error.
FE-10475	MAGI	MAGI	Applications	When Income verifications are outstanding, MAGI applications should no longer authorize until the verifications are added.
FE-10380	MAGI	MAGI	Case Closure	Child Welfare closure reasons should no longer display on the MAGI PDC Close Case pop-up.
FE-10746	MAGI	MAGI	Forms	The DHB-8020 Details single select box should now have an "Other" line item instead of "Training Considerations".

FE-10597	MAGI	MAGI	Reports	For cases where initially all Household Members are applicants and one becomes a non-applicant, the MAGI Pending Recertification Details Report should no longer include the non-applicant.
EI-22642	Medicaid	ABD	Eligibility	When a client has existing Benefit History with a gap in coverage, and a new retro benefit that provides for the gap in coverage, the result should display the correct eligibility, as well as updated Determinations and Benefit History.
EI-22246	Medicaid	LIFC with Spend Down	Eligibility	For a family that includes two parents with an unborn child and a dependent, the Father should now be eligible for LIFC w/SD based on the existing dependent. Edit from Chris
EI-22419	Medicaid	Long Term Care	PML	The system should no longer generate multiple PMLs for the same client or allow PMLs to split mid-month.
EI-22403	Medicaid	Medicaid	Alien	For Alien recipients requesting assistance, the system should now give eligibility starting the first day of the month in which the 5 year ban is met.
EI-22242	Medicaid	Medicaid	DDS Assessments	The DDS Assessment form should now display all information that is both required and not required (Blank or Completed), when transmitting to DDS for evaluation.
EI-21897	Medicaid	Medicaid	Eligibility	The Eligibility Check should no longer fail when Medical Institution evidence is exactly 30 Days from start to end.
EI-22042	Medicaid	Medicaid	Eligibility	The Determinations on Medicaid PDCs should now show the correct eligibility when Living Arrangement evidence changes multiple times in a month.
EI-21347	Medicaid	Medicaid	Forms	The text regarding proof of citizenship or identity should no longer appear on the DMA-5098.

EI-22532	Medicaid	Medicaid	PACE	When a client changes from PACE to non-PACE, the correct reason code should now populate correctly.
EI-22240	Medicaid	Medicaid	Reports	On the MA State DDS Report Card, the link for each report month in the bar graph should now display correctly.
EI-22650	Medicaid	Medicaid	Termination	The Benefit History should now terminate correctly when Converted Benefit evidence ends in the same month as termination date.
EI-22412	Medicaid	QMB	Resources	The countable Vehicle value amount should now display correctly in the Determinations.
EI-22465	Medicaid	QMB-E	Budgeting	The system should now evaluate for QMB-E in the correct hierarchy order of determination with 1/3 reduced budgeting.
EI-17268	Medicaid	SDX	Application Disposal	SDX applications should now dispose correctly when SDX eligibility is updated on an existing, active, SDX PDC.
EI-22280	Medicaid	SDX	Eligibility	The system should no longer create a QMB case without proper eligibility from SDX records.
EI-22095	Medicaid	SDX, ABD	Activation	When a spouse has SDX on the same Income Support, the worker should now be able to activate an ABD PDC for the Primary client.
EI-22524	Multiple Programs	CA, FNS	Payments	The system should now process benefit payments with partial dollar amounts correctly, and in a way that allows payment processing and issues benefits to the client.
EI-21796	Multiple Programs	Cash Assistance, Refugee Cash Assistance	Payments	Refugee Cash Assistance payments should no longer be prorated.

FE-10508	Multiple Programs	FNS, MAGI	Application	When an ePASS Unified Application with both FNS and MAGI selected is created with correct applicant details, the application should no longer go to the No County Queue, and a task should now generate in the correct county queue.
EI-22327	Multiple Programs	Long Term Care, MAGI, SDX	MAGI, P26	The PML indicator and amount should no longer be removed from future eligibility segments if the client's QMB case is activated after LTC.
EI-22394	Multiple Programs	MA, MAGI	Changed Decisions	Workers should no longer receive an error message when accepting changed decisions for cases that are completely ineligible.
EI-21769	Multiple Programs	MA, MAGI	Forms	The DMA-5082 should now have the correct due date for manually generated notices.
EI-22525	Multiple Programs	MA, MAGI	Reports	The system should now provide more complete Report Card data.
FE-10595	Multiple Programs	Unified App	Application	Clients can no longer complete an application and submit it without someone applying for a benefit on the application.
EPI-13334	Program Integrity	Program Integrity	Applications	Program Integrity workers should now be able to view DSNAP applications.
EPI-12455	Program Integrity	Program Integrity	Disqualifications	The Person page and Investigation Case should now display a Disqualification that has been entered for a person.
EPI-13185	Program Integrity	Program Integrity	Evidence	The Effective Date of a Finding should now be editable.
EPI-13328	Program Integrity	Program Integrity	Evidence	When the Referral date is edited to an earlier date, workers should now be able to add a Finding on a date before the original referral date.
EPI-13399	Program Integrity	Program Integrity	Forms	The DSS-8553 should no longer generate for cases with a Sanction.

EPI-13385	Program Integrity	Program Integrity	Payments	P9 EPI Cases should no longer appear in the Allocate Payments screen when Non-PI users enter payments via Energy Payments.
EPI-12605	Program Integrity	Program Integrity	Recoupments	The system should now recoup payments from debtors other than the nominee of the PDC.
EPI-13199	Program Integrity	Program Integrity	Recoupments	Recoupment for the entire remaining balance should only be a whole dollar amount.
EPI-13366	Program Integrity	Program Integrity	Searches	Program Integrity workers should no longer receive an error message when attempting to access the All Participants search from the Shortcuts panel.
EI-21424	Special Assistance	SA In-Home	Eligibility	Eligibility check shows eligible for the amount of SA In-Home Adjusted Payment evidence on an old case
EI-22432	Special Assistance	Special Assistance	COLA	When the income limit is less than current year's FBR limit, the system should now adjust accordingly and the correct eligibility should be determined.
EI-22466	Special Assistance	Special Assistance	FL-2	When there is a gap in FL-2 and a new FL-2 is entered in a different month, that month should now be calculated as a prorated amount instead of a partial payment.
EI-20311	Special Assistance	Special Assistance	Payments	The system should now process open-shut cases properly with regard to partial payments and non-proration of benefits.
EI-21293	Work First	Cash Assistance	Display	When adding an Action to an Outcome Plan, the word 'Component' next to the dropdown is no longer misspelled.
EI-22455	Work First	Cash Assistance	Display	The correct Absent Parent Child Support evidence should now properly display.
EI-22517	Work First	Cash Assistance	Outcome Plans	When attempting to add notes on an Outcome Plan Activity, workers should no longer receive an error message.

EI-22320	Work First	Cash Assistance	Permissions	When trying to record Meeting Minutes from the Events folder of the Administration tab, workers should no longer receive an error message.
EI-22319	Work First	Cash Assistance	Reassessments	When trying to create a Reassessment on an existing Family Assessment of Strengths and Needs, workers should no longer receive an error message.
EI-22429	Work First	Work First	Display	Work First Outcome Plan Meeting Minutes should now be viewable without an attachment file error.
EI-22428	Work First	Work First	Outcome Plans	When editing an Activity on an Outcome Plan, workers should no longer receive an error message when saving.