



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

February 26, 2014

Dear County Directors:

We are aware that applications and recertifications are not being entered into NC FAST or EIS according to the 3 day policy. In order for us to have an accurate account of the workload of your staff, it is mandatory that all Food and Nutrition Services applications and recertifications are keyed into NC FAST within three (3) days from date of receipt. The three (3) day requirement is for mail-in and drop-off applications as well as any paper application that is completed outside of NC FAST. Mail-in or drop-off Medicaid applications must also be keyed into NC FAST or EIS within the three (3) day time standard.

In the past FNS policy has required that applications and recertifications be keyed into NC FAST within one (1) day of receipt. We are changing this policy to three (3) days to align with Medicaid policy.

Attached is a document requesting a count of applications or recertifications that your agency has received that have not been keyed into NC FAST or EIS. The document should be completed and returned to Tameka Clark at Tameka.Clark@dhhs.nc.gov by close of business on Friday, February 28, 2014. A new document must be submitted each Friday with the number of applications or recertifications that have not been keyed into NC FAST or EIS until your county has achieved the required three (3) day time standard for keying applications and recertifications.

If all of your applications and recertifications are currently entered and meeting the three (3) day time standard, please indicate with zeros on the attached form and return.

Sincerely,

A handwritten signature in black ink that reads "Wayne E. Black".

Wayne E. Black

WEB/ds

Attachment

DIR-05-2014

www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6335 • Fax 919-334-1018

Location: McBryde Bldg. • 820 S. Boylan Avenue • Raleigh, NC 27603
Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401
An Equal Opportunity / Affirmative Action Employer



**FNS APPLICATIONS/RECERTIFICATIONS AND MEDICAID
APPLICATIONS THAT HAVE NOT BEEN KEYED INTO NC FAST
OR EIS**

FNS APPS	FNS RECERTS	MEDICAID APPS

DATE SUBMITTED: _____
COUNTY: _____
COUNTY CONTACT: _____
EMAIL & PHONE NUMBER: _____

INSTRUCTIONS: Please provide the total number for each column and return the form to Tameka Clark at Tameka.clark@dhhs.nc.gov by close of business on Friday, February 28, 2014.

REMINDER: All mail-in and drop-off applications and recerts **MUST** be keyed into NC FAST or EIS within three (3) days of receipt per policy.