

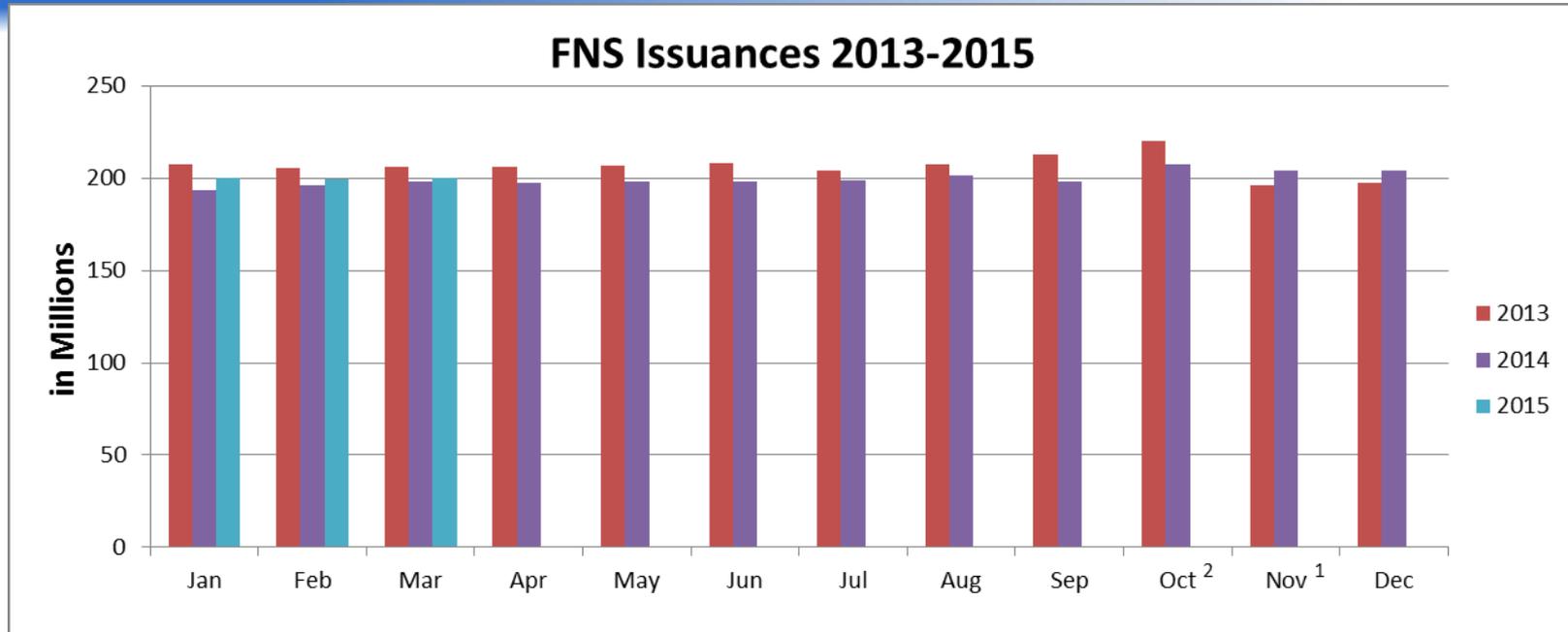


DSS Director Call

NC FAST Update

April 8, 2015

FNS Issuances Over Time



¹ Nov 2013 ARRA funding was removed by policy.

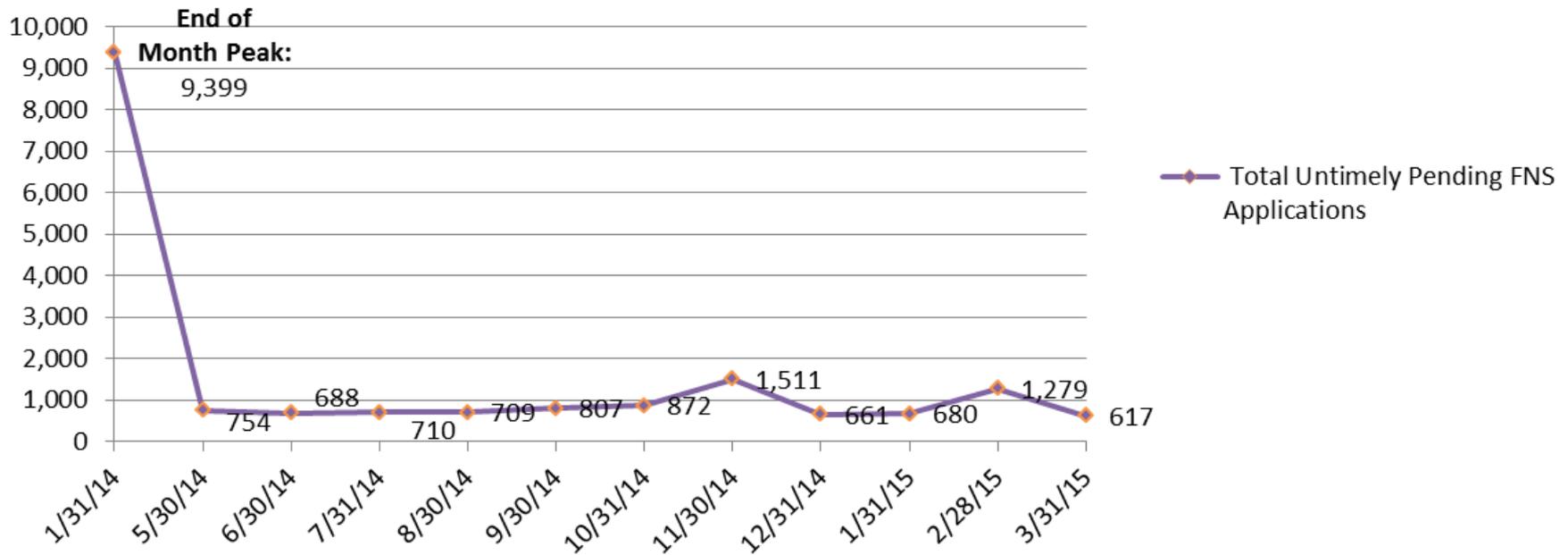
² Oct 2014 Benefits increased based on Federal COLA adjustments.

	Previous Months												Current Month
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar 2015 (as of 3/31)
# of Payments Issued	819,001	818,041	819,106	812,840	823,224	838,938	822,209	836,768	818,561	820,150	816,383	808,908	818,977
Amount of Payments Issued (\$M)	\$196.4	\$197.2	\$198.0	\$197.5	\$198.9	\$201.4	\$198.1	\$207.3	\$204.4	\$204.1	\$200.4	\$199.1	\$200.0

FNS Applications Processing Status

- Counties successfully met Feb. 10, 2014 and March 31, 2014 USDA FNS processing deadlines.

Total Untimely Pending FNS Applications



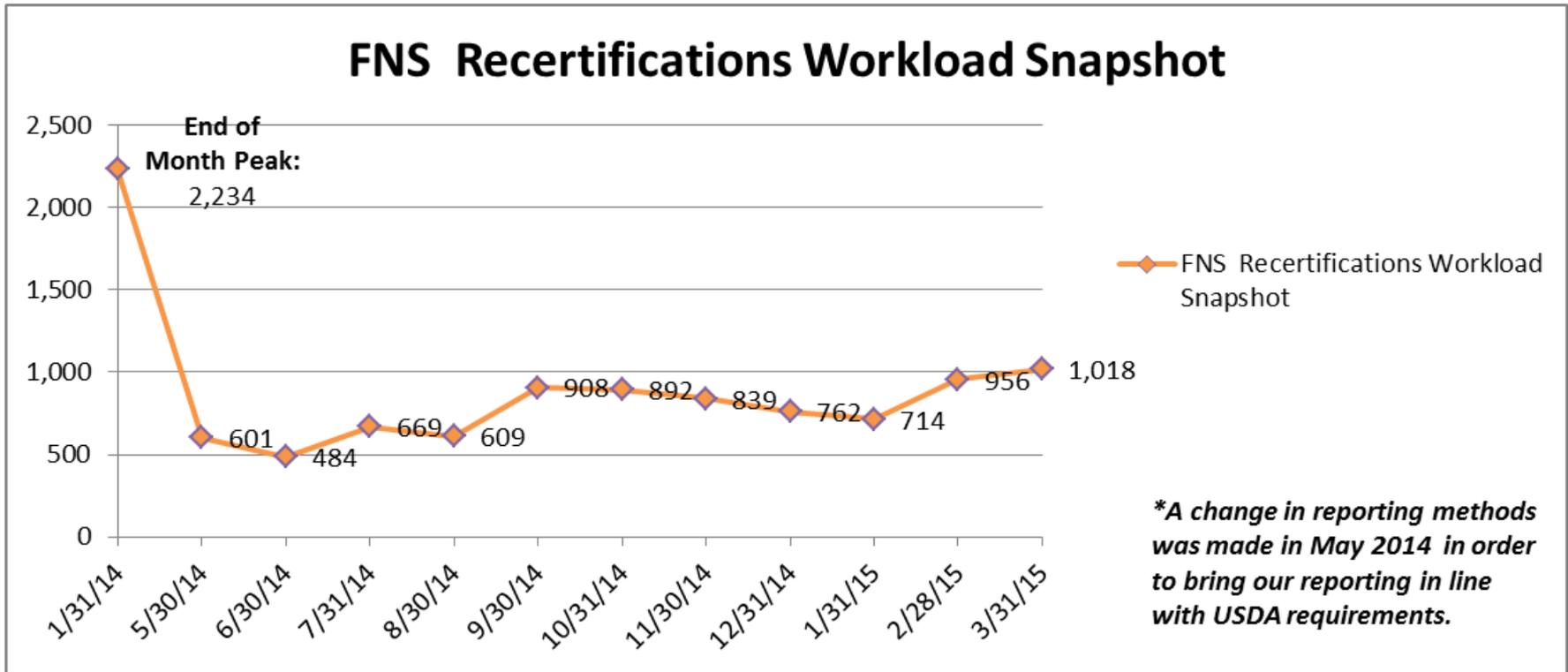
*There will always be some applications that remain pending with good cause. As of March 31st, 617 untimely pending applications remained.

Note- An influx of applications began being received from Intuit (Turbo Tax) on January 9th and are anticipated to continue until April 15, 2015. These must be processed in the same manner as other FNS applications and may cause an increase in untimely pending FNS applications beginning in February.

Several days of winter weather impacted county office operations in Feb. 2015.

FNS Recertifications Workload Snapshot

- Counties successfully met Feb. 10, 2014 and March 31, 2014 USDA FNS processing deadlines.



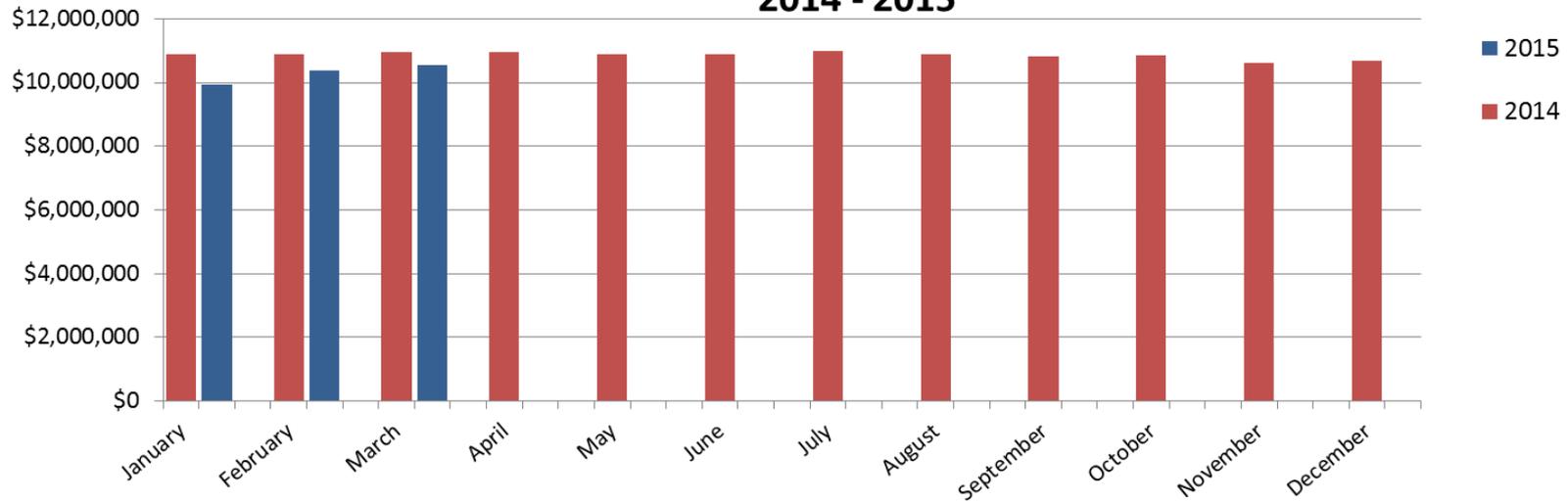
***There will always be some recertifications that remain pending with good cause. As of March 31st, 1,018 untimely pending recertifications remained.**

Note- An influx of applications began being received from Intuit (Turbo Tax) on January 9th and are anticipated to continue until April 15, 2015. These must be processed in the same manner as other FNS applications and may cause an increase in untimely pending FNS applications beginning in February. This increase in pending FNS applications may in turn cause an increase in pending FNS recertifications.

Several days of winter weather impacted county office operations in Feb. 2015.

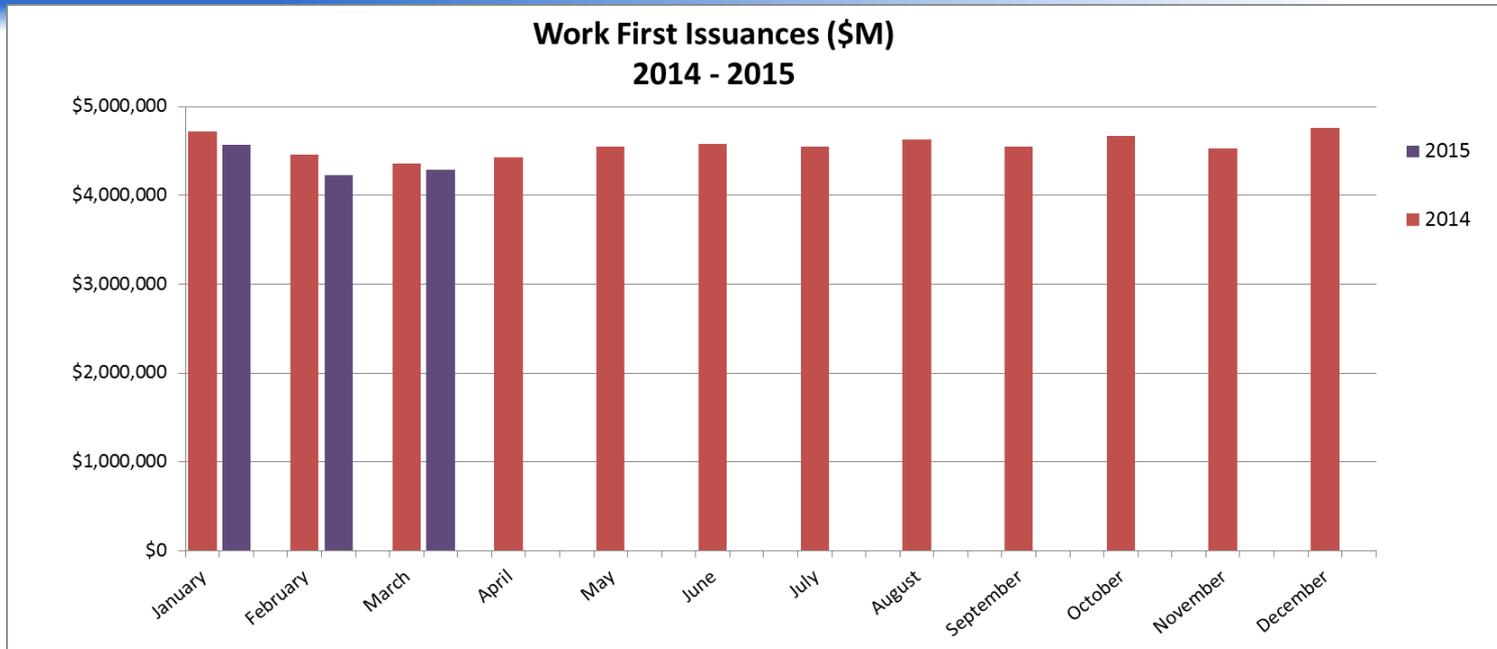
Special Assistance Issuances

Special Assistance Issuances (\$M)
2014 - 2015



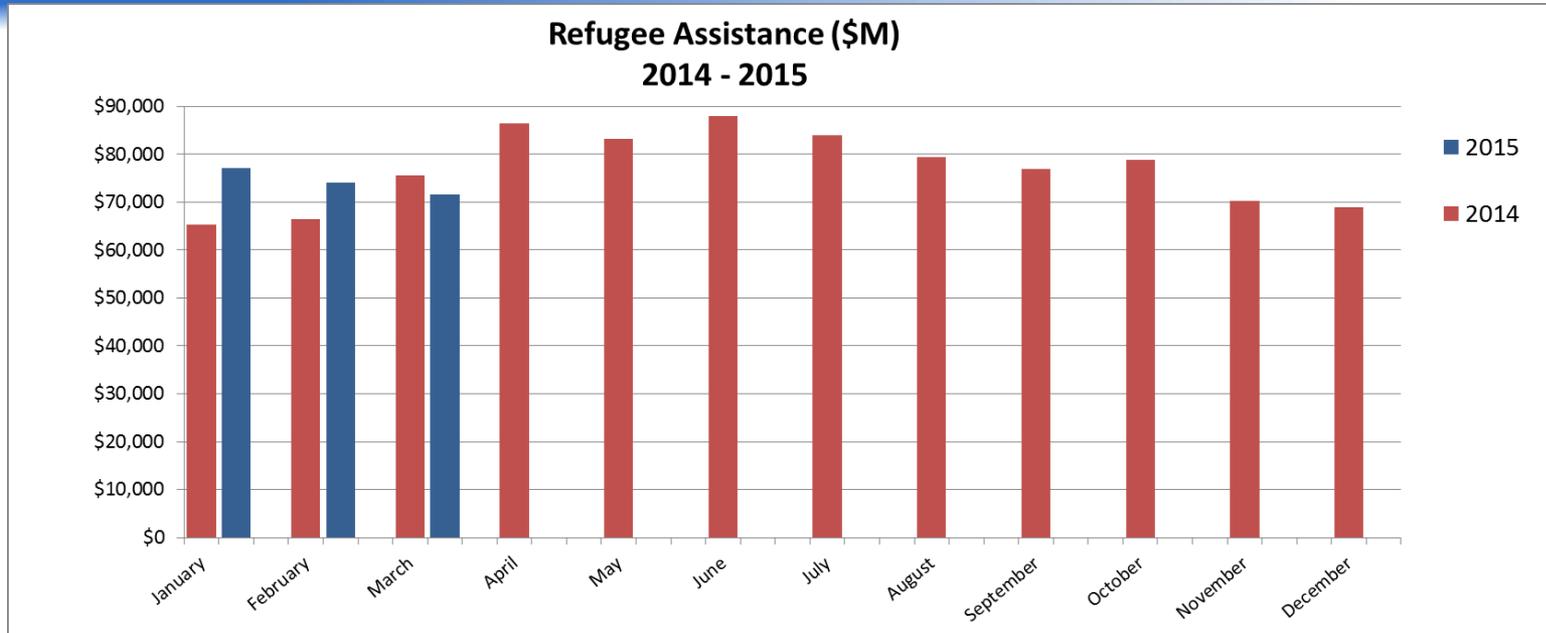
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Current Month Mar 2015 (as of 3/31)
# of Payments (NC FAST)	46	65	99	170	329	659	15,471	16,519	16,858
\$ of Payments (NC FAST)	\$14,974	\$24,456	\$30,478	\$64,035	\$135,169	\$275,449	\$6,387,417	\$6,827,460	\$7,026,467
\$ of Payments (EIS)	\$10,962,442	\$10,859,534	\$10,794,964	\$10,778,313	\$10,491,383	\$10,393,427	\$3,670,092	\$3,557,951	\$3,510,978

Work First Issuances



	Current Month								
	July 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015 (as of 3/31)
# of Payments (NC FAST)	3,282	4,383	6,013	9,731	17,459	21,378	20,804	19,610	20,280
\$ of Payments (NC FAST)	\$794,552	\$1,123,327	\$1,406,635	\$2,090,650	\$3,894,478	\$4,744,600	\$4,569,032	\$4,225,186	\$4,285,620
\$ of Payments (EIS)	\$3,750,437	\$3,502,731	\$3,144,252	\$2,577,146	\$632,678	\$12,920	\$2,191	\$653	\$1,393

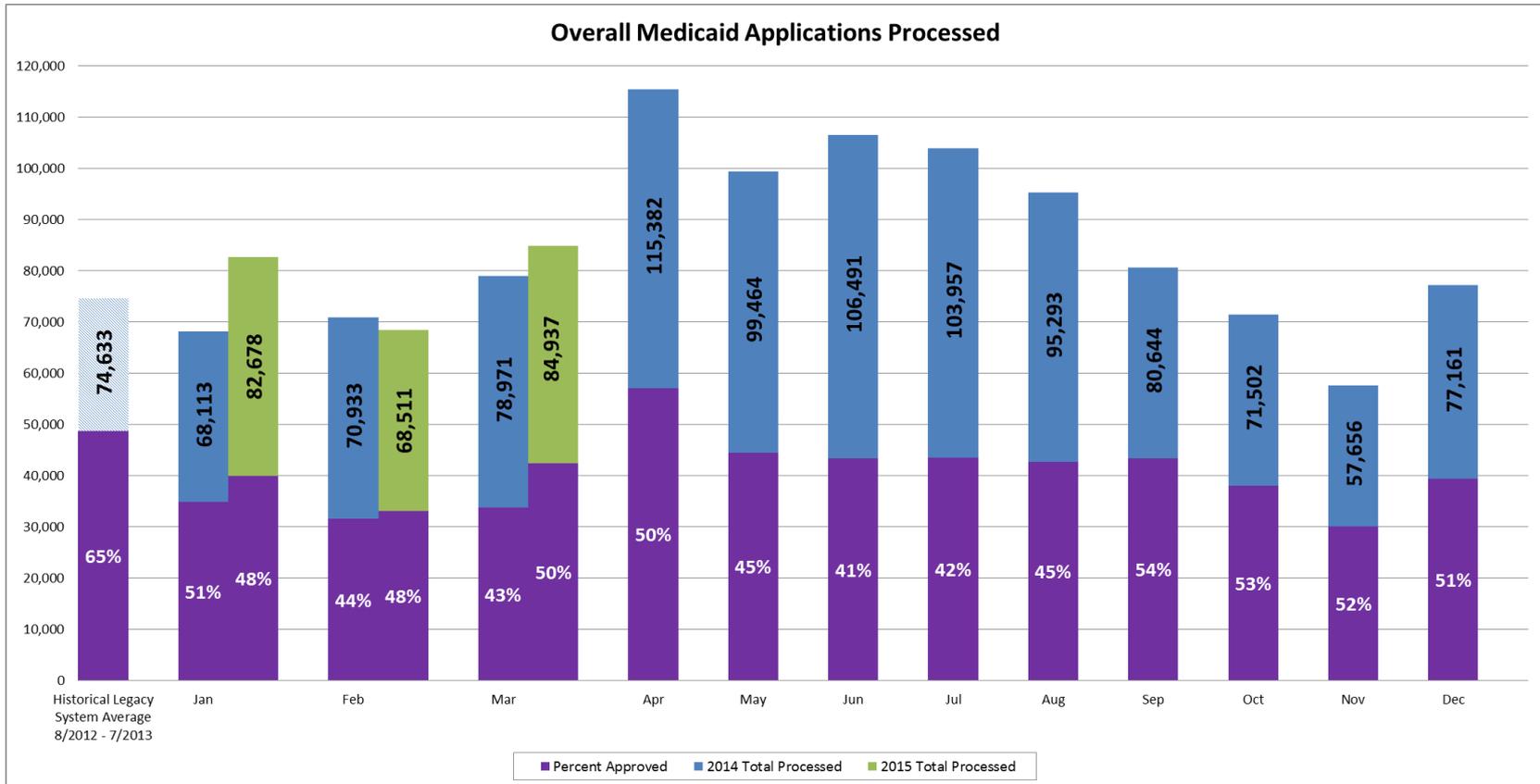
Refugee Assistance Issuances



	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Current Month Mar 2015 (as of 3/31)
# of Payments (NC FAST)	161	97	154	174	227	362	404	385	357
\$ of Payments (NC FAST)	\$30,218	\$25,316	\$24,116	\$33,792	\$52,428	\$68,962	\$77,081	\$74,031	\$71,516
\$ of Payments (EIS)	\$53,829	\$53,988	\$52,737	\$45,044	\$17,839	\$0	\$0	\$0	\$0

Overall Medicaid Applications Processed

- Overall Medicaid Apps includes Adult Medicaid (includes SDX), Traditional Family and Children's Medicaid, and MAGI Family and Children's Medicaid (including those from HealthCare.gov).



***Data as of March 31st**

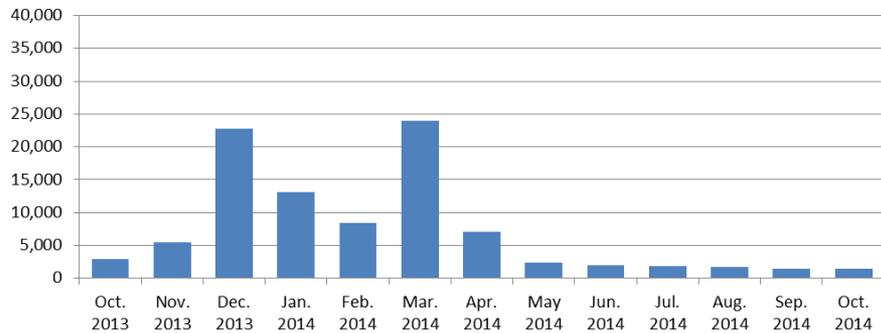
****Several days of winter weather impacted county office operations in Feb. 2015.**

Note- An influx of FNS applications began being received from Intuit (Turbo Tax) on January 9th and are anticipated to continue until April 15, 2015. These must be processed in the same manner as other FNS applications. This increase in pending FNS applications may in turn affect Medicaid application processing due to increased workload, most likely in counties where workers work both FNS and Medicaid applications.

HealthCare.gov Open Enrollment Comparison

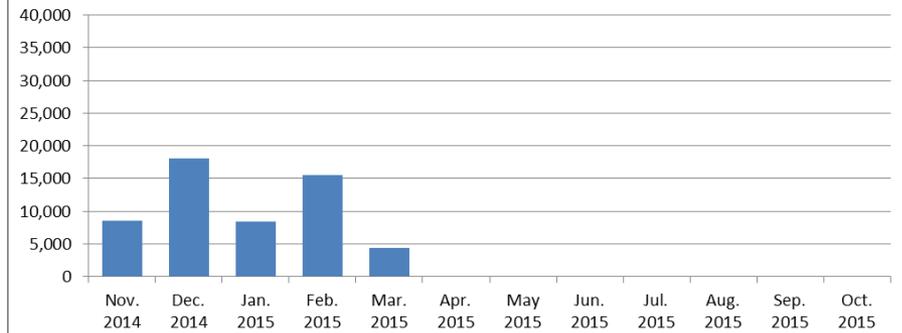
ACA Year 1 Open Enrollment

HealthCare.Gov Applications by Month Submitted Open Enrollment (2013-2014)

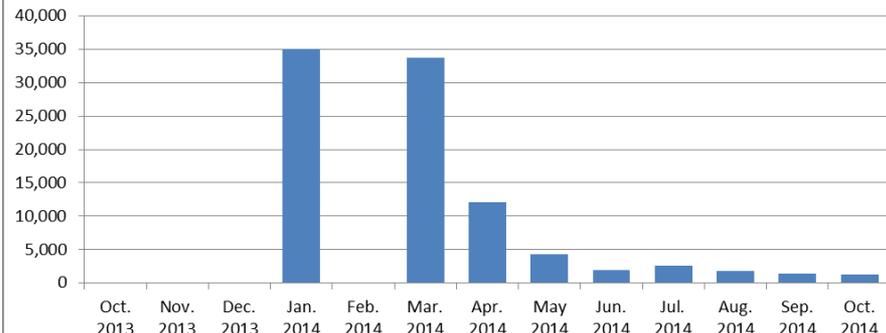


ACA Year 2 Open Enrollment

HealthCare.Gov Applications by Month Open Enrollment (2014-2015)



HealthCare.Gov Applications by Month Received in NC Open Enrollment (2013-2014)



- During Year 1 Open Enrollment (2013-2014), NC did not begin receiving applications from HealthCare.gov until January. This caused applications from Oct.-Dec. 2014 to accumulate, creating a burden for our counties.
- For Year 2 Open Enrollment (2014-2015), NC will receive applications from HealthCare.gov as they are submitted, which will help create a more steady workload of HealthCare.gov applications.

***Note- CMS recently announced a Special Enrollment Period (SEP) from March 15 to April 30 for individuals and families who did not have health coverage in 2014 and are subject to the fee or “shared responsibility payment” when they file their 2014 taxes.**

*Data as of April 2nd



HealthCare.gov Applications by Status

- 54,871 applications from 2014-2015 Open Enrollment submitted at healthcare.gov (FFM) have been transferred to NC FAST.
- 82% of those applications have been fully processed by the state.
- 12% of the fully processed applications were approved for Medicaid; the remainder were denied or withdrawn.

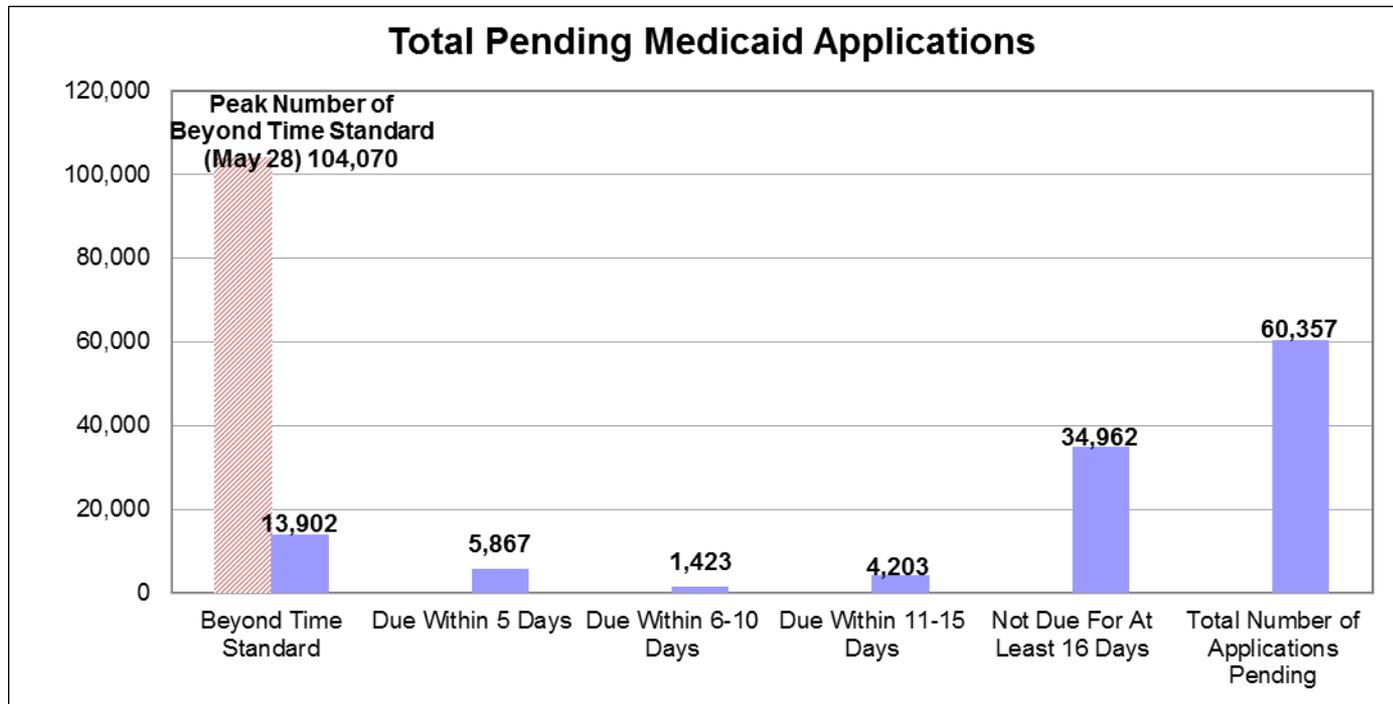
Status of Healthcare.gov/FFM Applications	2013-2014 Open Enrollment		2014-2015 Open Enrollment	
	Application Count	Application %	Application Count	Application %
FFM applications received by NC FAST	86,932	100%	54,871	
Total FFM applications being processed	78	.1%	9,960	18%
Total FFM applications fully processed	86,854	99.9%	44,911	82%
Applications approved for Medicaid ("woodwork effect")	8,998	10%	5,202	12%
Applications denied for Medicaid	77,856	90%	39,709	88%
Duplicate Application	7,047	9%	7,698	19%
Already on Medicaid	12,425	16%	9,339	24%
Withdrawn/ Found Ineligible	58,384	75%	22,672	57%

Data as of April 2nd

- *The 2013-2014 counts were adjusted to report "Already on Medicaid" as its own category, rather than a subset, to provide a better comparison between 2013-2014 Open Enrollment and 2014-2015 Open Enrollment.*
- *2014-2015 Open Enrollment Dates: November 15th - February 15th; **Special Enrollment Period for Tax Season: March 15th – April 30th***
- *Approved: Applications approved for MAGI-based programs from the FFM*
- *Denied: Applications denied for MAGI-based programs from the FFM (this includes duplicate applications, applicants already receiving Medicaid, applicants found ineligible, and out of state applications.)*
- *Withdrawn: Applicant requested to withdraw the application*

Pending Medicaid Applications

- There are currently 13,902 pending Medicaid applications that are beyond standard processing time (Compared to 2014 peak of 104,070):
 - HealthCare.Gov Applications: 3,726 (Compared to 2014 peak of 45,058)
 - NC-Based MAGI Applications: 2,820 (Compared to 2014 peak of 31,890)
 - Traditional Applications: 7,356 (Compared to 2014 peak of 20,938)

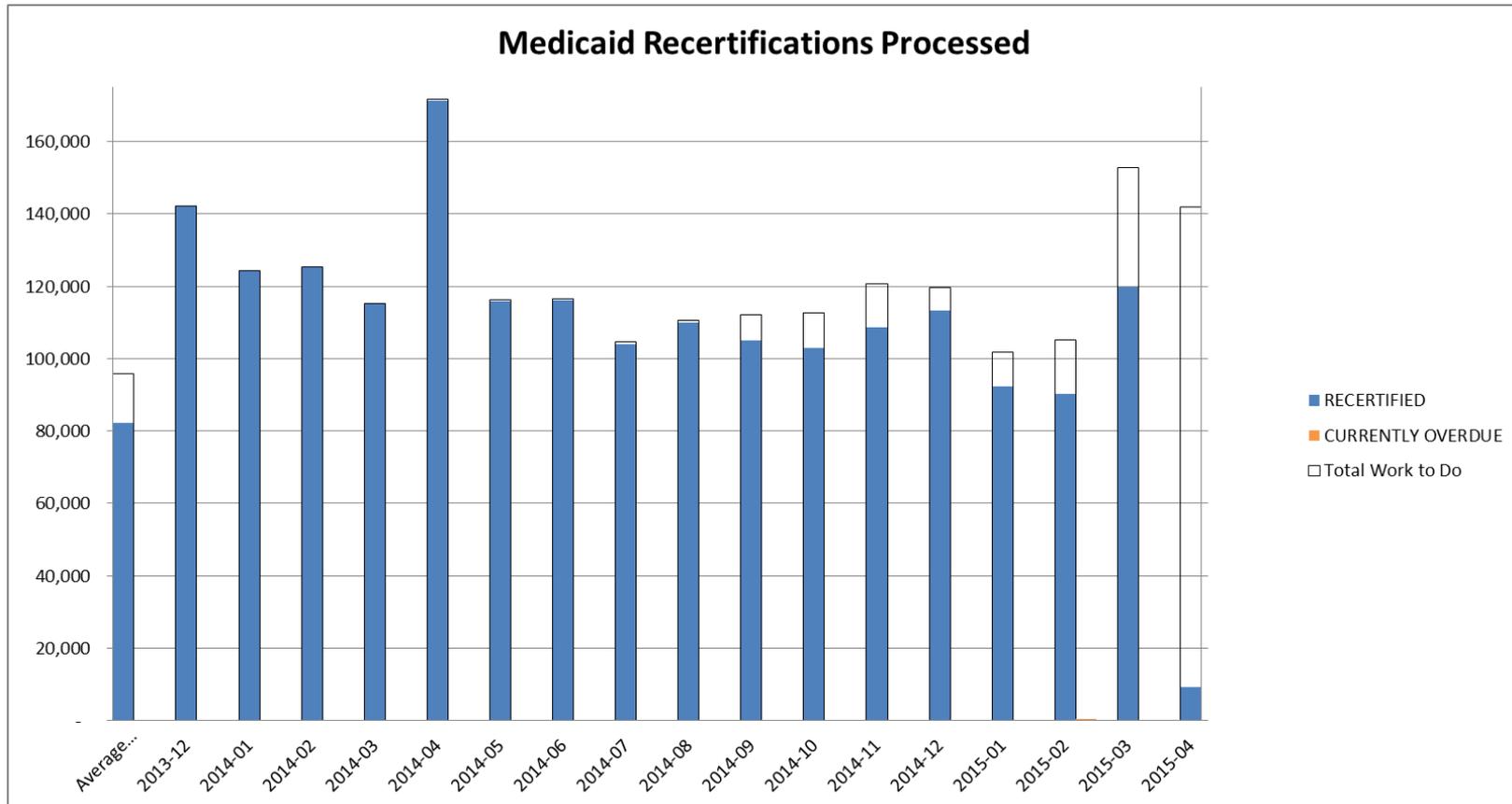


*Data as of April 1st

Note- As of Feb. 6, due dates for Traditional applications were recalculated to be determined using Submitted Date as opposed to the Program Request Date

Medicaid Recertifications Processed

- Historically, the average number of recertifications processed each month in EIS is 82,191. The average overdue recertifications per month is 7,166, and the average extended per month is 6,578.
- December 2014 through April 2014 totals are increased due to the Medicaid Waiver extensions.

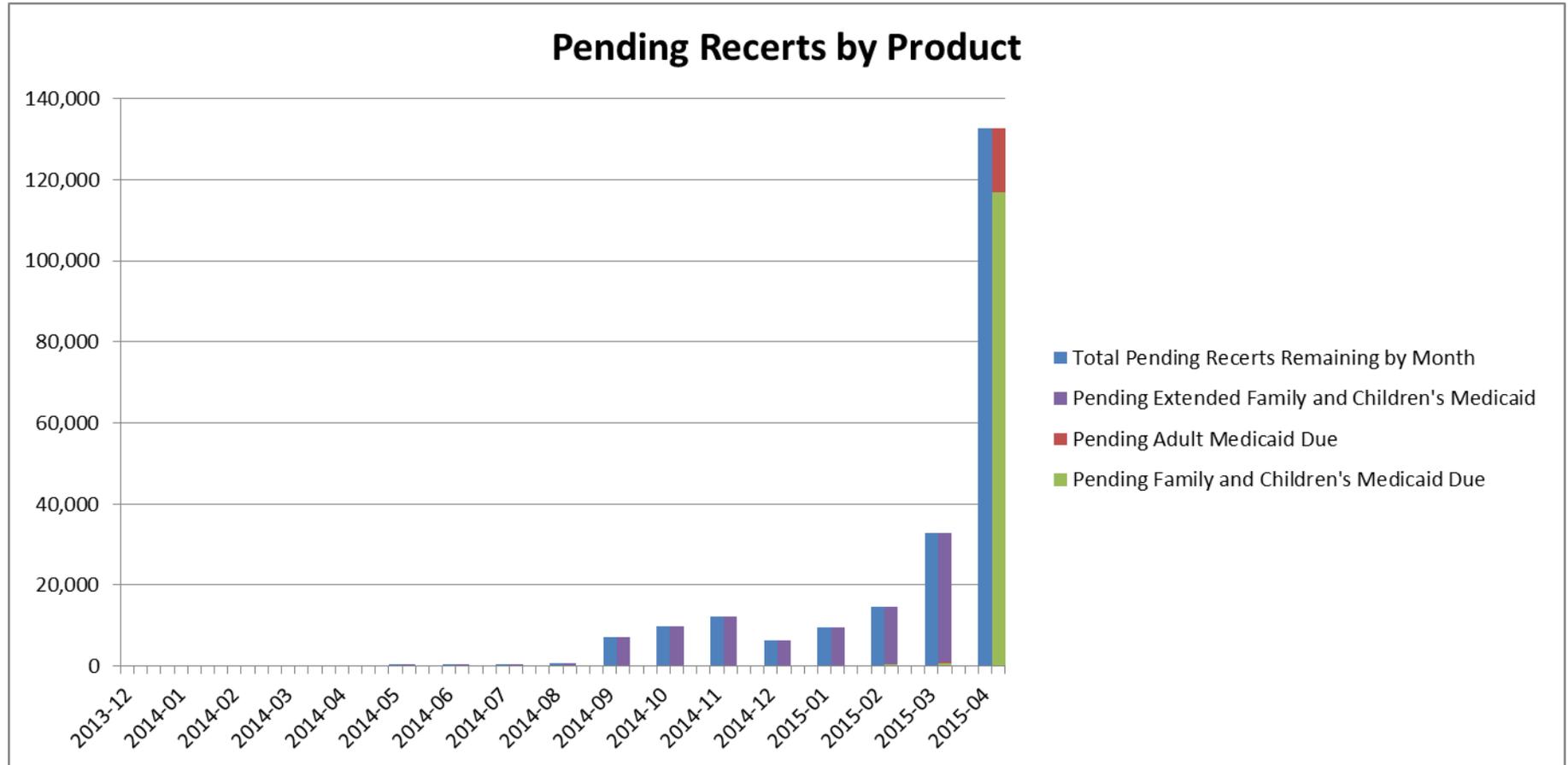


**Data as of April 1st*

***Family and Children's Medicaid recertifications were auto-extended for 74 counties on the evening of March 24th.*

Pending Medicaid Recertifications

- A total of 227,919 Medicaid recertifications are pending through the end of April 2015.
- March 2015 totals are higher due to the original waiver to push recertification out by 3 months.

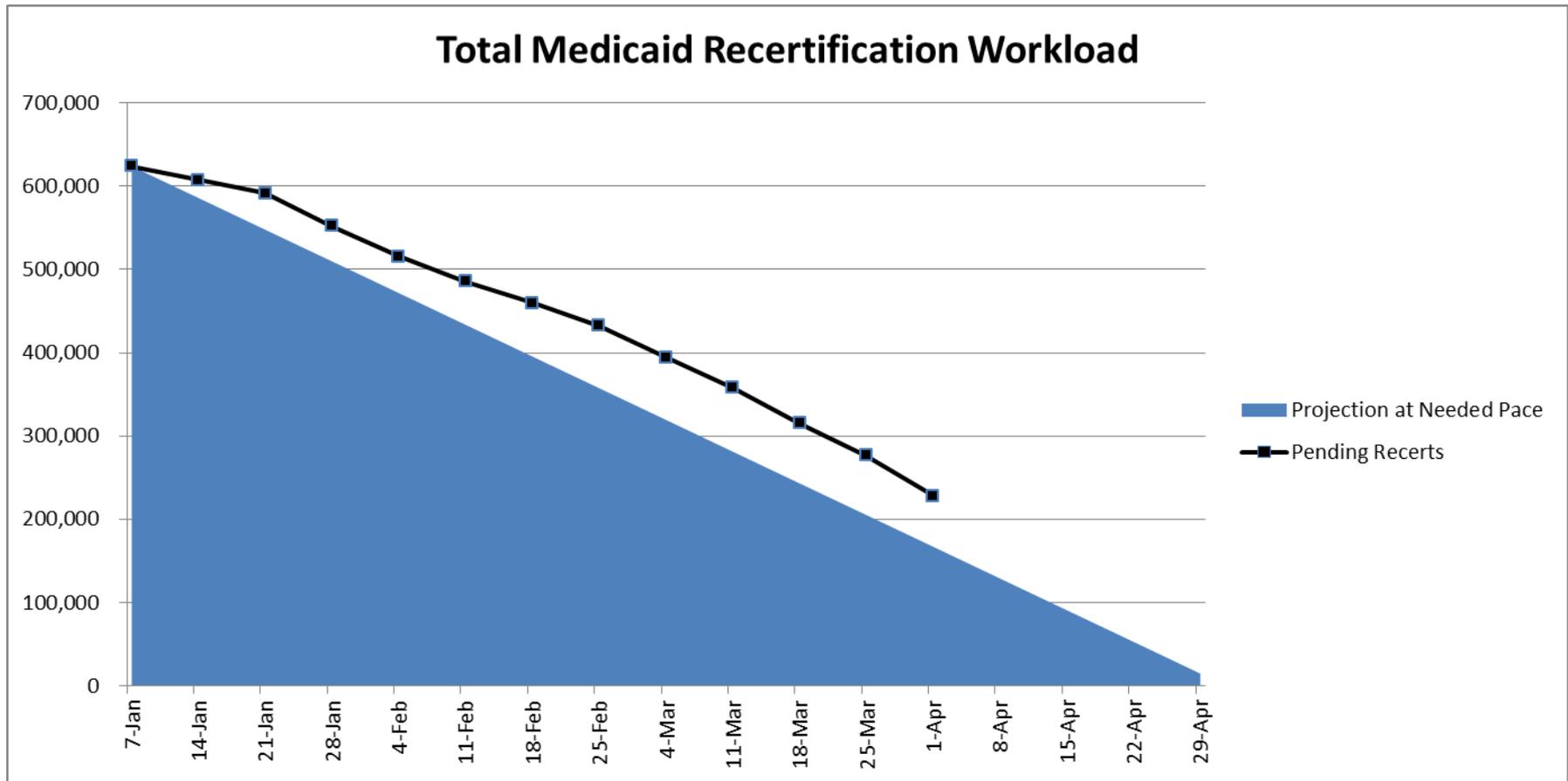


**Data as of April 1st*

***Family and Children's Medicaid recertifications were auto-extended for 74 counties on the evening of March 24th.*

Medicaid Recertification Workload

- DHHS continues to work with counties to focus on working the outstanding Medicaid recertifications.



**Data as of April 1st*

***Chart illustrates number of recerts due through the end of April.*

****Family and Children's Medicaid recertifications were auto-extended for 74 counties on the evening of March 24th.*



Pending Medicaid Recerts- Most Impacted Counties

County	Recerts Due in April (as of 4/1) as Percentage of "Typical" Monthly Average	Total Recerts Due through April	Past Due Recerts as of 4/1	April Recerts Due as of 4/1 (Originally Due and Extended Due)	"Typical" Monthly Average of Recerts Due
Harnett	667%	10,577	53	10,524	1,585
Pamlico	493%	824	14	810	167
Orange	407%	2,852	18	2,834	700
Johnston	401%	7,616	50	7,566	1,900
Union	382%	5,432	45	5,387	1,423
Watauga	375%	1,302	20	1,282	347
Martin	364%	1,076	8	1,068	296
Polk	359%	678	13	665	189
Rowan	359%	7,782	44	7,738	2,170
Scotland	310%	1,878	16	1,862	605
Guilford	304%	13,105	62	13,043	4,314
Wake	303%	17,892	159	17,733	5,897
Pitt	303%	4,716	136	4,580	1,557
Granville	295%	2,114	94	2,020	717
Jones	273%	390	2	388	143
Durham	271%	8,361	68	8,293	3,089
Surry	263%	3,044	42	3,002	1,156
Wayne	260%	3,571	45	3,526	1,371
Caldwell	255%	3,091	8	3,083	1,213
Rockingham	253%	2,716	6	2,710	1,072
Total	331%	99,017	903	98,114	29,911
Statewide	193%	227,919	2,104	225,815	117,998

- The following county is no longer considered a Most Impacted Medicaid recerts county: Washington
- The following county has been added to the Most Impacted Medicaid recerts counties list this week: Caldwell

****Family and Children's Medicaid recertifications were auto-extended for 74 counties on the evening of March 24th.**



Pending Medicaid Recerts- Counties Caught Up by Month

By the end of March, a total of 42 counties are predicted to be current on Medicaid recertification work, based on average work pace.

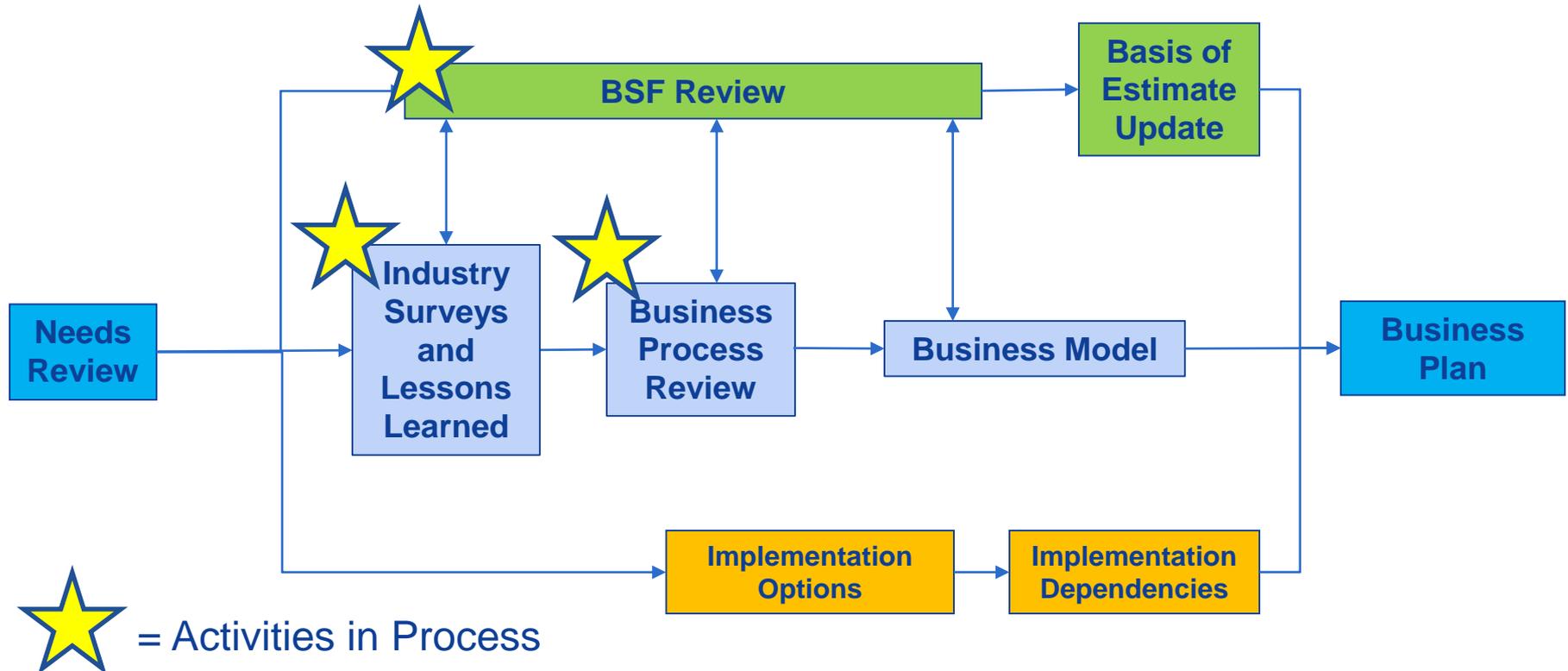
End of December	End of January	End of February	End of March
Caswell*	Anson*	Brunswick	Alexander
Cherokee*	Macon*	Buncombe*	Beaufort*
Lee*		Camden	Bladen
Lincoln*		Carteret*	Clay
McDowell*		Catawba*	Craven*
Moore*		Cleveland*	Duplin*
		Currituck	Edgecombe*
		Dare	Gates
		Franklin*	Greene
		Lenoir	Hertford*
		Perquimans*	Iredell
		Person*	Jackson
		Rutherford*	Mitchell
		Vance	Nash
		Wilson	Richmond
			Swain*
			Tyrrell
			Warren*
			Wilkes*
Current in December- 6 Counties Total Current- 6 Counties	Current in January- 2 Counties Total Current- 8 Counties	Current in February- 15 Counties Total Current- 23 Counties	Current in March- 19 Counties Total Current- 42 Counties

* Denotes counties where Family and Children’s Medicaid recertifications are no longer being auto-extended. Columbus and Hoke were also not auto-extended for Medicaid recertifications but are considered Most Impacted for Medicaid applications so they are not considered “current”.

Note- Counties are considered “current” when they are within 10% of the typical monthly average for Medicaid recerts and remain current on all other application and recertification workloads.

Child Welfare Assessment Activities

The Child Welfare Committee is in the process of gathering information for the Business Plan. Currently, members of the group are engaged in Business System Function (BSF) reviews, conversations with other states to discuss lessons learned and visits to counties to document business processes. These activities will help inform the overall business model and implementation approach. The committee is also reviewing workload data gathered by DSS.



Other Reminders

- Please complete, or have a designee complete, the survey that was distributed regarding child welfare points of contact and tools used in your county if you have not done so already.

- NC FAST will be hosting a number of workshops at the end of the month at the Work Support Strategies Leadership summit in Greensboro. Topics include:
 - Supervisor workspace changes
 - Reports
 - Future Project Updates

- NC FAST is currently testing and planning our upcoming Curam upgrade commonly referred to as 6.0.5.7. Caseworkers from Buncombe, Carteret, Durham, Lee and Mecklenburg are participating in the testing and validation effort.

Acronyms

Acronym	Definition
ACA	Affordable Care Act
AFDC	Aid to Families with Dependent Children
BCC	Breast and Cervical Cancer Medicaid
BSF	Business System Function
CHIP	Child Health Insurance Program
EIS	Eligibility Information System (legacy system)
F&C	Family and Children's Medicaid
FFM	Federally-Facilitated Marketplace
FNS	Food and Nutrition Services
HSF	State Foster Home Fund
ITS	Office of Information Technology Services
MAF	Medical Assistance to Families with Dependent Children
MAF-D	Family Planning Waiver
MAGI	Modified Adjusted Gross Income
MCHIP	Medicaid Child Health Insurance Program
MFC	Foster Care
MIC	Medicaid for Infants and Children
MQB-Q	Medicaid Qualified Medicare Beneficiary
MQB-B	Medicaid Specified Low Income Medicare Beneficiary
MQB-E	Medicaid Qualifying Individuals 1(QI1)
NCHC	North Carolina Health Choice
RA	Refugee Assistance
SA	Special Assistance
SDX	State Data Exchange
USDA	United States Department of Agriculture
WF	Work First