County DSS Directors Update

September 2017

Project 3 Updates – Child Care

- Attendance and roster submission for providers serving children from Pilot and Groups A, B and C took place in early September.

- Over $20 million in payments were issued for August services.

- Roster submission for September services will be due by 9:00pm on Thursday, October 5.

- Case activation for Group D has been rescheduled for the first week in November.
    - Group D counties should continue to monitor cleanup reports and requests from the NC FAST team to ensure case activation in November is as successful as possible.
    - Group D counties should review their current fund ranking to ensure that cases obligate from the desired funding source at activation. This is strongly preferred to handling obligation transfers to change the funding source for a case after activation.
    - Ensure that any Smart Start Enhancements are configured to begin on or before November 1st if they are to be paid along with November services.

Project 3 Updates – Child Care

- Providers should be reminded that they need to submit the entire roster (not just each child) in order for payment to be processed timely.

- As a reminder, providers should expect to receive payment <u>between</u> the 15th and 20th of the month, not specifically on the 15th.

- Beginning in October, providers should receive 1 lump sum payment in their account and no longer receive payments for individual children.

- As the transition to NC FAST continues, DCDEE may request NC FAST to complete an additional payment issuance during a given month. In this situation, a provider may receive more than 1 payment in a month. However, multiple payment cycles per month are not expected to be continued long term.

- Counties should still be sending manual action notices to providers with the exception of a recertification packet or when a child is pulled off of the waiting list. We are hoping to turn on automated notices as soon as possible.

Project 3 Updates – Child Care

- For providers that enrolled during 2016, they will need to complete re-enrollment by the end of 2017, if they have not done so already. A report on FAST Help contains the current contract end date for each provider, please review the report and begin encouraging your providers to begin completing re-enrollment.

- If re-enrollment is not complete by the end of the year, the provider will no longer be able to participate in the subsidy program and all subsidy children in care at that facility will need to be moved or the parent will need to begin paying the private pay rate.

- Providers will receive email reminders as well as a message in the Provider Portal reminding them to complete re-enrollment.

- Providers should be encourage to complete re-enrollment no later than November 30th. In order to allow a 10 day notification period, termination notices will need to be sent to any provider that does not re-enroll by mid-December.

Project 3 Energy Assistance

- Energy Assistance Updates were shared in the September County Champion Call last Wednesday.

- WBT's for LIEAP training are being developed and will be made available on the Learning Gateway.

- Implementation Team members are preparing to support Lumbee CIP Go-live. The program is currently planned for an October implementation.

- Four Regional Energy Bootcamp for Supervisors were held in August and September with a total of 127 participants. The training was a one day session and covered troubleshooting, payment requests, and reporting.

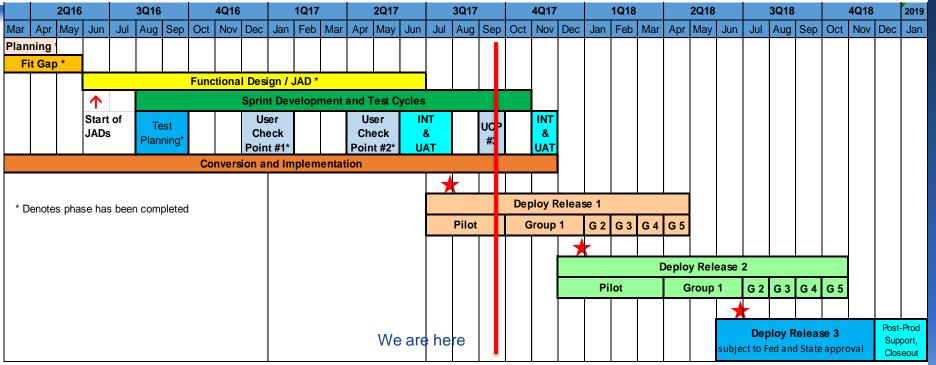# Project 3 Energy Assistance

APPLICATIONS (as of 5 pm Sept 22)

287 In-Progress

116 Submitted

39520 Disposed

4 Submit Failed

FUND	TOTAL OBLIGATED
Energy Neighbor	199,637.11
Federal CIP	7,535,441.83
Helping Each Member Cope	5135.03
Share the Warmth	1635.44
Wake Electric Round-up	8513.87

TOTAL OBLIGATED

$7,750,363.28

Project 4 Timeline

	2Q16			3Q16			4Q16			1Q17			2Q17			3Q17			4Q17			1Q18			2Q18			3Q18			4Q18			2019
Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan

Planning

Fit Gap *

Functional Design / JAD *

Sprint Development and Test Cycles

Start of JADs

Test Planning*

User Check Point #1*

User Check Point #2*

INT & UAT

UCP #3

INT & UAT

Conversion and Implementation

* Denotes phase has been completed

Deploy Release 1

Pilot | Group 1 | G 2 | G 3 | G 4 | G 5

Deploy Release 2

Pilot | Group 1 | G 2 | G 3 | G 4 | G 5

We are here

Deploy Release 3
subject to Fed and State approval

Post-Prod Support, Closeout

NC legislation intent is that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints for Pilot and Group 1 (JAD participants) were held in January and May, with participants rating the system as "satisfactory" or "very satisfactory";.

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

Release 3 is planned, subject to federal and state budget approval. Primary features are additional interfaces to external systems and deployment of Social Enterprise Collaboration features.

Project 4 Updates

- Pilot counties in production since August 7 with Release 1.

- Release 1.1 (enhancements, financial adjustments) deployed on 9/16/17.

- Conversion of Central Registry and Foster Care data is complete for pilot counties.

- Help Desk supporting pilot counties 24/7.

- Design, development, and test activities for Release 2 are in progress.

- Collaborative design webinars and previews of development work with county and state users for Release 2 are ongoing.

- Recruiting for additional Business SMEs continues.

- NC FAST Mobile app is in development with a target release date of late September for pilot counties.

- Eastern Leadership Workshops almost completed; western Leadership Workshops are scheduled.

Rollout Schedule

Proposed Implementation Schedule

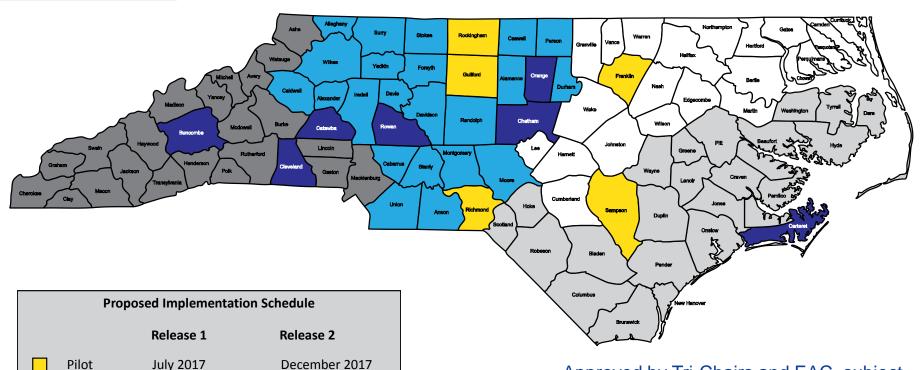|	Release 1	Release 2
Pilot	July 2017	December 2017
Group 1	October 2017	March 2018
Group 2	January 2018	June 2018
Group 3	February 2018	July 2018
Group 4	March 2018	August 2018
Group 5	April 2018	September 2018

Approved by Tri-Chairs and EAC, subject to endorsement by pilot county directors based on pilot county deployment results. The time has come for the P4 County Readiness team to start engaging with Group 2-5 counties. The first step in that process is the regional Leadership Workshops.
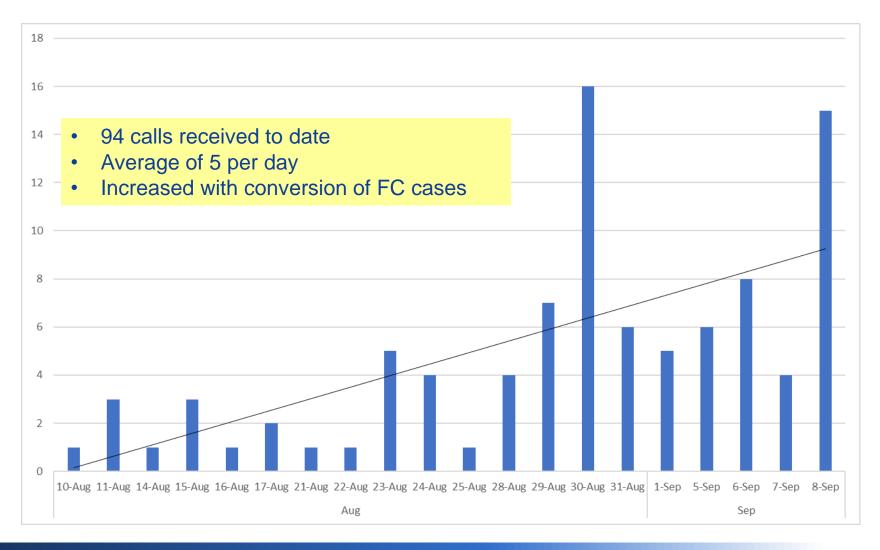
Pilot Next Steps

- Pilot counties provided with detailed tracker spreadsheet including target resolution dates on Friday, September 8

- Pilot counties presented "showstopper" issues to NC FAST on Friday, September 15

- Checkpoint call with Pilot Directors on Monday, September 25 @ 2:00pm

  - After close of financial reconciliation

  - After deployment of September release

- Group 1 counties moving forward with training in anticipation of an October 23 go-live

  - Will depend on Pilot Director endorsement

Pilot Help Desk Ticket Summary (as of 9/8/17)

- 94 calls received to date
- Average of 5 per day
- Increased with conversion of FC cases

Lessons Learned from the Pilot Counties

- Training needs to start at least 3 months before go-live
  - Encourage OSS training for supervisors
  - eLearning builds basic understanding
  - Sandbox allows practice and assessment of how NC FAST processes work on the local level
  - Use duel screen to utilize Sandbox with eLearning (WBT)
  - Leadership engagement in training completion tracking was very helpful
- User security should be completely set up 1 week prior to go-live
- Spend time with the readiness worksheets to find issues before they become problems.
- Attitude is key: Make implementation a "party"
- Know your staff and don't rely on the easily frazzled
- 24/7 system "inquiry only" availability is working
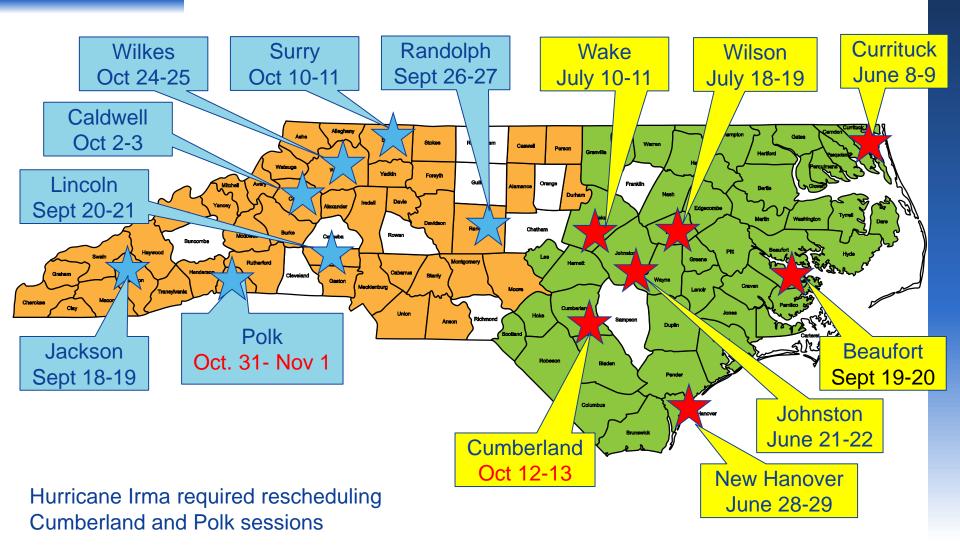- Converted all possible RIL data; additional data will be brought over prior to Group 2 go-live

Upcoming Project 4 Activities

- Western Leadership Workshops – September-October (various dates).

- Sandbox available to Group 1 counties (security set up in process).

- Web-Based training modules (WBTs):

  ➢ Available now: 55 modules incorporating updates from Pilot.

  ➢ Course Registration Keys to allow staff to access core training modules (e.g., Intake, Assessment, In-Home/Out-of-Home Ongoing Case Management) to be distributed in September/October

- Additional onsite and virtual training will be scheduled, based on county staff availability

Leadership Workshop Schedule

Hurricane Irma required rescheduling Cumberland and Polk sessions

NC FAST P9 Timeline

Project Team / Role Name	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19

Medicaid Self Service

- Design (Jun-17 through Oct-18)
- Development (Jun-17 through Oct-18)
- Test Planning (Jun-17 through Dec-18)
- Test Execution (Jun-17 through Jan-19)

Deployments:
- Deploy ePass Authorized Rep Phase 1, Linked Accounts Pilot, CR changes for MA Pending
- Deploy O&M Defect fixes[COC issue, Secure Inbox batch intermittent failure, Ac
- Deploy eNotices, Pending app Report changes for dual apps MAD/MQB, Sending emails for enabling/di
- Deploy QC/Application Monitoring Redesign, Foster Care, ePASS Auth Rep Add new
- Deploy Revisit system calculations for earned income, COLA/UNCOLA Automation
- Deploy RIDP, 8110 Part-3, NT-Person Registration, NT-Recert, 8109, ePASS
- Deploy Provider portal enhancements for LTC Facilities and SA providers
- Deploy Gap Filling Rules, Refugee QC/App monitoring
- Deploy Curam 7.0.0.1 Upgrade
- Deploy ePASS Renewals Phase 2 (Non-MAGI)
- Deploy PERM Updates
- Deploy Consolidated Forms/Notices
- Deploy Coordinated eligibility notice with FFM "last touch"
- Deploy Telephonic Signature
- Deploy Identity Proofing
- Deploy Presumptive Eligibility Reports, Add Presumptive Link to Provider Portal
- Deploy IMD AtRisk batch to chunk based on number of participants
- Deploy Mobility
- Deploy ABLE Account

Enterprise Program Integrity

- Requirements (Jun-17 – Aug-17)
- Planning (Jul-17 – Aug-17)
- Design/JAD (Sep-17 – Nov-18)
- Development (Sep-17 – Nov-18)
- Test Planning (Sep-17 – Oct-18)
- Test Execution (Sep-17 – Dec-18)
- Pilot Rollout (Dec-18 – Jan-19)
- Post Production and Rollout Support (Feb-19 – Mar-19)
- Project Close-Out (Apr-19 – Jun-19)

Note:- This deployment schedule for releasing new P9 functionality is subject to change based on several factors like change in priority from business, successful regression testing, performance testing, timing conflicts with other NCFAST functionality etc.

New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

Project 9 - Medicaid Self-Service

- **Corrections batch was run to transmit the 1095B corrections to IRS in August.**

- **Handle MQB (Processing time -45 days) and MAD(Processing time -90 days) dispositions separately for reporting was implemented in the August release.**

- **The following notices are now available electronically in Secure Inbox after the August release: NCFAST 20020 ,DMA-5082, DMA-5098, DMA-5100,1095B, MMAT, DMA-5161 and DMA-5180.**

- **Implemented ePASS Authorized Representative Phase 1 in June. Email notifications for enabling/disabling authorized representative was deployed in the August release.**

- **Published the January-June Report Cards in NCFAST.**

- **The following items were deployed in the September release:-**

    - **The QC Redesign functionality will help to mitigate the issue with audit plans taking a long time to bring up results and there will no longer be a need to increase timeouts in NCFAST while audit plans are generated.**

    - **The IV-E Foster Care, IV-E Adoption and Special Needs Adoption will be moved from P26 to P7.**

Project 9 - Medicaid Self-Service

- We have added a new evidence for ePASS Authorized Representative. The Concern Role Contact which is currently utilized will be converted into evidences in the upcoming releases.

- When an account transfer is received from the FFM or an ePASS app is received AND an applicant is either on a MEC benefit or on an application that has not been dispositioned with an earlier application date AND the account transfer is not a CoC an automatic denial happens with no case worker interaction

- Development is in progress for the following Oct/Nov release items:

  - Handle Discouragement & Reopens for Report Card.
  - Income Calculation/Conversion
  - COLA/UNCOLA Automation
  - No Touch Recert Phase 1 (No income)
  - 8110 Part-3

Project 9 - Enterprise Program Integrity

Scope

- **Replace existing legacy system Enterprise Program Integrity Control System (EPICS) with NC FAST functionality to support the entry of referrals, investigations, and the tracking of substantiated claims for over-issuances for FNS, Medicaid and Work First programs**

Requirements Phase

- **Completed EPICS current system capabilities review.**
- **Completed definition of all user requirements and conducting review with stakeholders to gain agreement.**
- **Engaged two program integrity workers and a program integrity supervisor in the process of gathering requirements from Alamance, Guilford and Pitt Counties respectively.**
- **Requirements Phase to be completed by August 31, 2017.**
- **Planning for development phase, scheduled to begin in September 2017.**

Project 11 – New Medicare Card
(Social Security Number Removal Initiative (SSNRI)

Background

- The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 mandates the removal of the social security number (SSN) from Medicare cards which now displays as a part of the health insurance claim number (HICN).
- The HICN on Medicare cards will be replaced with the Medicare Beneficiary Identifier (MBI) number.
- This initiative is being implemented to address the current risk of medical identity theft.

Project Scope

The following NC FAST system components are being modified to accommodate the new MBI:

System Interfaces	System Validations	Screen Changes
CMS - Eligibility & Medicare Benefit Recipient files for Medicare A, B & D	Validation of data entered to ensure the entry of only valid MBIs into NC FAST.	Eligibility System Function - System will allow the entry and edit of MBIs.
NC Tracks - Eligibility & Medicare Benefit Recipient files for Medicare A, B & D		
CDS - CSDW for MBI reporting.		

Implementation

- NC FAST will begin the exchange of HICN/MBI data with CMS, and our downstream partners in February 2018.
- CMS will begin distribution of new Medicare cards with MBIs starting April 2018.

Document Management System (DMS) Enhancement (Project 12)

- Official Project Kick-off August 16th

- Completed initiation documentation and State-Level sign-off.

- Pursuing required IBM Software as a Service via the State Enterprise License Agreement.

- Engaging EAS Document Repository Group as part of the project.

- Counties Represented: Alexander, Wake, Orange, Buncombe, Polk, Alamance, Mecklenburg, and Richmond

- Continuing Requirement Sessions

- Sessions September – November in East, Central, West Locations

- 168 people are registered

- 57 Counties registered

- 4 Sessions are complete

- 6 Workshops are now closed

- Please Register ASAP (link for sign-up sent via Director's Association