

NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

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LISA TUCKER CAULEY • Division Director, Human Services

February 28, 2025

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS**

**SUBJECT: SAIH CASE MANAGEMENT UPDATES**

**REQUIRED ACTION:** ☒ Information Only ☐ Time Sensitive ☐ Immediate

This letter serves as a reminder for all county agencies to ensure that staff have thoroughly reviewed the recent updates to the **Special Assistance In-Home (SAIH) Case Management Manual**, which was distributed via Change Notice on **February 5, 2025**. These updates include significant changes to case management processes and funding reimbursement, with an effective implementation date of **March 1, 2025**.

## **Steps for Success**

To ensure successful implementation, please confirm the following with your staff:

### **1. Review of the Change Notice and Manual:**

- Ensure all Adult Services staff have read and understand the changes outlined in the Change Notice and the updated manual.
- The revised manual is available on the **DHHS Adult Services SharePoint** [DHHS Adult Services - Home](#) and the **DHHS website** [NCDHHS Policies and Manuals](#).

### **2. Familiarity with Key Updates:**

- New **Medicaid Administrative Claiming (MAC) SIS Codes** and their proper use for funding reimbursements.
- Introduction of the **SAIH Program Assessment (DHHS-AS-6225)** to guide the creation of tailored Case Management Support Plans.
- Updates to forms, including the revised **SAIH Interagency Referral Form (DSS-0031)** and removal of the **Signature Attestation Form (DSS-0032)**.
- New appendices, including checklists, critical timeframes, and workflow charts for improved case management efficiency.

### **3. Staff Training:**

- Confirm that all relevant staff are registered for or have taken one of the **SAIH Case Management training sessions**.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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**4. Implementation of SIS Codes:**

- Review and follow the special instructions provided for proper coding of **SIS Code 387** and **SIS Code 386** for both current and new clients.

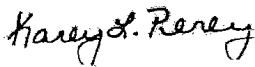
**5. Update Agency Practices:**

- Replace the existing manual with the revised version, including all appendices, and incorporate changes into agency workflows.

Your attention to these updates is essential to ensuring a successful program that supports our citizens effectively and utilizes available funding and resources to their fullest potential. Thank you for your cooperation and leadership in implementing these important changes.

If you have any questions, please reach out to the Adult Services listserv at [DHHS.AdultServices@dhhs.nc.gov](mailto:DHHS.AdultServices@dhhs.nc.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Karey Perez".

Karey Perez  
Deputy Director  
Adult Services, Division of Social Services

DCDL#01-2025