



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations
for Human Services

June 1, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Medical Support Changes

REQUIRED ACTION: Information Only Time Sensitive Immediate

Medical support services provided by the Child Support Services (CSS) program have continued to evolve at both the state and federal level to provide a wider array of options to both the parents and their children. Changes to the provision of medical support services by CSS will be implemented effective June 6, 2022.

Medical support considerations and processing revisions include:

- What effect the Affordable Care Act has on child support cases;
- Medicaid is now considered adequate insurance per North Carolina Child Support Guidelines;
- The definition of inappropriate referrals has been expanded;
- The requirement to thoroughly review Medicaid cases for appropriate actions is strengthened;
- The National Medical Support Notice is to be considered only as an enforcement tool;
- Medical Support Only cases can be reviewed for possible case closure if certain criteria are met; and
- Medical support orders are to reflect what is currently available, rather than prospective.

Revisions to Chapter B Child Support Basics, Chapter D Intake/Case Assignment, Chapter G Public Assistance Cases, Chapter J Establishment, Chapter P Enforcement, and Chapter L Review and Adjustment have been made to reflect the above-mentioned changes.

The Policy and Training staff from the CSS Central Office is conducting statewide training on the medical support policy changes June 7 and June 8, 2022.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

A handwritten signature in cursive script that reads "Carla L. West".

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional CQI Specialists

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