



North Carolina Department of Health and Human Services
Office of North Carolina Families Accessing Services through Technology (NC FAST)

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Governor

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Ambassador (Ret.)
Secretary DHHS
Anthony Vellucci
Director

July 30, 2013

Subject: Use of MA, WF and SA Functionality for Project 2&6 Pilot Counties Only on 8/5/13

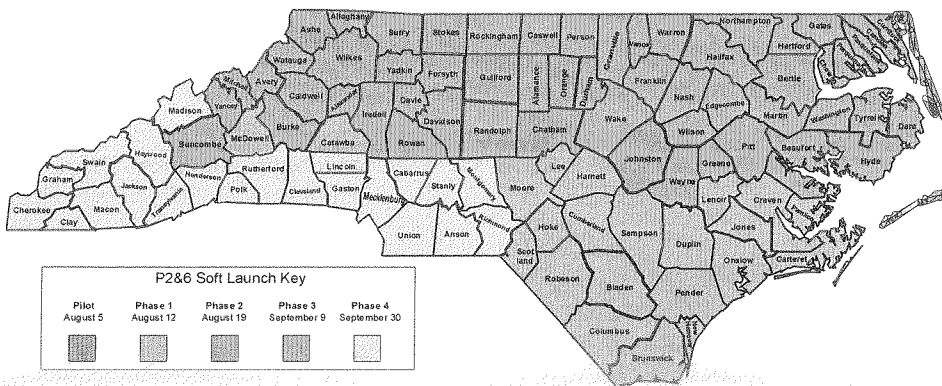
Dear County Director of Social Services:

On Monday, August 5, 2013, NC FAST will implement new system functionality supporting case management for the Medicaid (MA), Work First (WF) and Special Assistance (SA) programs. (Functionality supporting the Refugee Assistance program will be implemented at the conclusion of statewide Soft Launch at the end of September 2013.) This marks a significant milestone for NC FAST and invokes new, complex system functionality supporting eligibility determination for these programs.

To focus our support resources and minimize the risk of disruption to client benefits in non-pilot counties, we strongly request that non-pilot counties do not attempt entry of any applications for these programs until formally notified by the NC FAST team. In the meantime, applications received for the FNS and SNAP programs can continue to be processed in NC FAST as normal.

Starting August 5, the NC FAST team will be running a daily system query to identify any non-pilot county entering applications in NC FAST for any programs besides FNS and SNAP. We will notify NC DHHS leadership if we identify any non-pilot county entering applications for MA, WF and SA prior to being directed to do so by the NC FAST team. We will also follow up with the director of any non-pilot county identified by this query.

The intent is to confirm that the system is correctly processing benefits for the MA, WF and SA programs before widespread use of this functionality. Please ensure the staff in your county are aware of this guidance. We expect to allow Phase 1 counties to begin using Project 2&6 functionality on Monday, August 12, and the Soft Launch dates for the remaining phases have not been affected. The following figure shows the Soft Launch milestones for each county for Project 2&6.



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The following table summarizes the Soft Launch implementation milestones for Project 2&6.

Soft Launch Implementation Milestones

Phase	Date	Soft Launch - Stage 1 No data conversion; entry of applications received from persons not currently in EIS	Soft Launch - Stage 2 Conversion of persons on closed cases in EIS; entry of applications received from any person not currently on active case in EIS	Program Focus				
				FNS	MA	WF	SA	RA
Project 2&6 Software Upgrade	15-Jul-2013			X				
Pilot Soft Launch	5-Aug-2013	3 pilot counties		X	X	X	X	
Phase 1 Soft Launch	12-Aug-2013	22 phase 1 counties	3 pilot counties	X	X	X	X	
Phase 2 Soft Launch	19-Aug-2013	29 phase 2 counties	3 pilots; 22 phase 1 counties	X	X	X	X	
Phase 3 Soft Launch	9-Sep-2013	24 phase 3 counties	3 pilots; 51 phase 1 & 2 counties	X	X	X	X	
Phase 4 Soft Launch	30-Sep-2013		All 100 counties	X	X	X	X	X

Your cooperation in this matter is greatly appreciated. NC DHHS and NC FAST management are committed to helping increase productivity in the counties and optimizing the NC FAST rollout. We thank you for your patience these past few weeks as we deployed this latest major upgrade to the NC FAST software. We will continue to adapt and improve the implementation and training approach based on your valuable feedback. As always, do not hesitate to contact me or any NC FAST staff if you have questions or concerns.

Sincerely,



Anthony Vellucci

- cc: Joseph Cooper, NC DHHS, Chief Information Officer
 Sherry Bradsher, NC DHHS, Deputy Secretary for Long-Term Care and Family Services
 Laketha Miller, NC DHHS Controller
 Rob Kindsvatter, NC DHHS Division of Child Development and Early Education, Director
 Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
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 Carol Steckel, NC DHHS Division of Medical Assistance, Director
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