



County DSS Director's Update

January 5, 2016

NC FAST County Readiness Meetings

- NC FAST will host the next County Champion Call on January 20 at 3pm.
- Our monthly Help Desk POC Touch Point calls will also be held on January 20 at 10am, 11am, 1pm, and 2pm.
- The NC FAST Reports Workgroup meets on the 3rd Thursday of each month. Our next meeting is scheduled January 21st at 10:30 a.m.

USDA FNS Report

- The Benefits Available Date (BAVDT) on the USDA report identifies the date FNS benefits are available on the client's EBT account.
- As a reminder, if counties update cases on a holiday or weekend that create a new decision, or if they process new applications on the holiday/weekend, the financial information will not be generated until the next business day. This is the same process as was in FSIS.
- If there is an existing case with existing financials already in place, the holiday would not affect the payment as those benefits are paid early.

MAGI Recertification Reports

- A change was made with the December, 2015 release to update MAGI Recertification Reports to reflect individual-level recerts as opposed to case-level.
- This change was required to align with the functional change made by NC FAST (at DMA's request) to create individual level certification periods in HCR, rather than use the Cúram OOTB product level cert period.
- P2/6 recertification reporting was originally coded to look at the product cert. P7 was assumed to be using product cert as well. When the change was made to create individual (person) certification period in HCR, reporting was not updated. Reporting is now updated to reflect individual level certification period.
- Because of these changes, counties saw a huge spike in their MAGI recert numbers. In order to provide a more accurate count of recerts due, NC FAST staff are working to remove additional individuals from the reports that are on the same PDC under the same Program Category and with the same end dates, as well as remove those not receiving any longer.

MAGI Reports Before the Change

*Names and case reference numbers are fictional

County	Worker Name	Case Reference	Client Name	Type	Certification From Date	Certification To Date	Recert Due	Objective
(county)	(worker)	153347784	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	153393356	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFD
(county)	(worker)	153550964	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	154341410	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	154377965	Mike Smith	MAGI	May 1, 2015	Jul 31, 2015	Past Due	MAFC
(county)	(worker)	154377965	Junior Smith	MAGI	May 1, 2015	Apr 30, 2016	Due In 3 Months	MAFC
(county)	(worker)	155062321	client name	MAGI	Jul 1, 2015	Jan 31, 2016	Due This Month	MAFD
(county)	(worker)	155116452	client name	MAGI	Jul 1, 2015	Jan 31, 2016	Due This Month	MAFC
(county)	(worker)	155116874	Jennifer Clark	MAGI	Jul 1, 2015	Jan 31, 2016	Due This Month	MAFC
(county)	(worker)	155116874	Samantha Clark	MAGI	Jul 1, 2015	Jan 31, 2016	Due This Month	MAFC
(county)	(worker)	155256766	client name	MAGI	Jun 1, 2015	Dec 31, 2015	Past Due	MICN
(county)	(worker)	155330341	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	155362002	client name	MAGI	Jul 1, 2015	Jan 31, 2016	Due This Month	MAFD
(county)	(worker)	155372084	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFD
(county)	(worker)	155379965	client name	MAGI	Jul 1, 2015	Mar 31, 2016	Due In 2 Months	MAFD
(county)	(worker)	155427204	Ed Jones	MAGI	Mar 1, 2015	Oct 31, 2015	Past Due	MICN
(county)	(worker)	155427204	Tim Jones	MAGI	Mar 1, 2015	Dec 31, 2015	Past Due	MICN
(county)	(worker)	155599774	client name	MAGI	May 1, 2015	Jan 31, 2016	Due This Month	MAFN
(county)	(worker)	155602998	client name	MAGI	Jul 1, 2015	Apr 30, 2016	Due In 3 Months	MAFC
(county)	(worker)	155761521	Tim Lane	MAGI	May 1, 2015	Mar 31, 2016	Due In 2 Months	MAFC
(county)	(worker)	155761521	Ariel Lane	MAGI	May 1, 2015	Mar 31, 2016	Due In 2 Months	MAFC
(county)	(worker)	155818933	client name	MAGI	May 1, 2015	Feb 29, 2016	Due Next Month	MAFN
(county)	(worker)	156190184	Monique Harris	MAGI	Apr 1, 2014	Mar 31, 2016	Due In 2 Months	MAFC
(county)	(worker)	156190184	Kim Harris	MAGI	Apr 1, 2014	Mar 31, 2016	Due In 2 Months	MAFC
(county)	(worker)	156190184	Travis Harris	MAGI	Apr 1, 2014	Mar 31, 2016	Due In 2 Months	MAFC



MAGI Reports After the Change

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(county)	(worker)	153550964	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	154341410	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	154377965	Mike Smith	MAGI	May 1, 2015	Jul 31, 2015	Past Due	MAFC
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(county)	(worker)	155330341	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFC
(county)	(worker)	155362002	client name	MAGI	Jul 1, 2015	Jan 31, 2016	Due This Month	MAFD
(county)	(worker)	155372084	client name	MAGI	May 1, 2015	Dec 31, 2015	Past Due	MAFD
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(county)	(worker)	155599774	client name	MAGI	May 1, 2015	Jan 31, 2016	Due This Month	MAFN
(county)	(worker)	155602998	client name	MAGI	Jul 1, 2015	Apr 30, 2016	Due In 3 Months	MAFC
(county)	(worker)	155761251	Tim Lane	MAGI	May 1, 2015	Mar 31, 2016	Due In 2 Months	MAFC
(county)	(worker)	155761251	Ariel Lane	MAGI	May 1, 2015	Mar 31, 2016	Due In 2 Months	MAFC
(county)	(worker)	155818933	client name	MAGI	May 1, 2015	Feb 29, 2016	Due Next Month	MAFN
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ABAWD Functionality

- ABAWD functionality was implemented into production effective January 1, 2016.
- A communication was sent on last week to the 23 mandatory counties notifying them of four existing defects related to ABAWDs. These four defects will have no impact on cases before the end of March or the beginning of April. NC FAST is working to resolve these defects as quickly as possible.
- All ABAWD related materials have been completed and are posted on FAST Help.
- *ABAWD Policy Clarification Training* and *ABAWD Technical Training* are open for registration on the Learning Gateway.

Unconverted Medicaid Cases

- During the month of December, OST and County Readiness visited counties with a large number of unconverted Medicaid cases, to assist with developing a plan to meet the 1/31/2016 completion deadline.
- Initially there were roughly 9,000 beneficiaries on the list who had been auto or manually extended without redetermination under the appropriate policy and NC FAST rules.
- As of today, there are **5725** cases left to be converted. NC FAST will continue to provide an updated weekly report to assist counties with meeting the deadline.

Notices/Forms – Altova Plug-In

- Currently IE 10 with “Altova Authentic Plugin 2013 (rev 15.0.0.0)” is needed to access the Notices/Forms within NC FAST.
- On January 12, 2016 – Microsoft will only support the most current version (see table below from Microsoft website).
 - This does not mean that IE 10 cannot be used.
 - We are requesting that counties keep IE 10 available, until the end of January 2016.
- NC FAST January Release (weekend January 23) – we are targeting to have all the forms re-developed, so that users can access the notices within the NC FAST application via Chrome (no IE Tab plugin required) or any NC FAST supported browser.

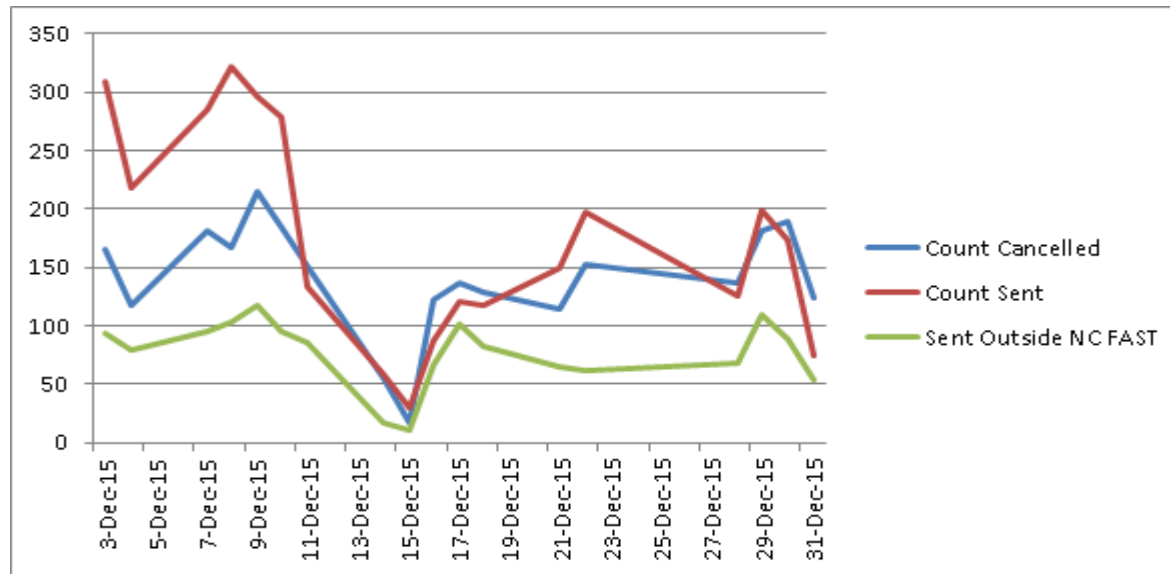
Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date	Notes
Internet Explorer 11	11/13/2013	Review Note	Review Note		Beginning January 12, 2016, only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates. Please visit the Internet Explorer Support Lifecycle Policy FAQ here http://support.microsoft.com/gp/Microsoft-Internet-Explorer for list of supported operating systems and browser combinations.

Training

- Training has resumed for the following NC FAST courses, and is available on the Learning Gateway:
 - Navigation 101 (Highly recommended for new users prior to registering for other courses)
 - FNS/CA
 - MA/SA
 - MAGI
- Counties may submit special training requests to:
ncfasttraining@dhhs.nc.gov

P7 Medicaid DSS- 8110 Notice

Medicaid DSS 8110 Notice Counts as of 1/4/16



Central Print Notices				
Date Cancelled	Count Cancelled	Date Sent	Count Sent	Percent Sent
31-Dec-15	124	1-Jan-16	74	37.37%
30-Dec-15	189	31-Dec-15	173	47.79%
29-Dec-15	182	30-Dec-15	199	52.23%
28-Dec-15	137	29-Dec-15	125	47.71%

Sent Outside NC FAST	
Date	Count
31-Dec-15	53
30-Dec-15	89
29-Dec-15	110
28-Dec-15	68

P7 Medicaid 1095-B

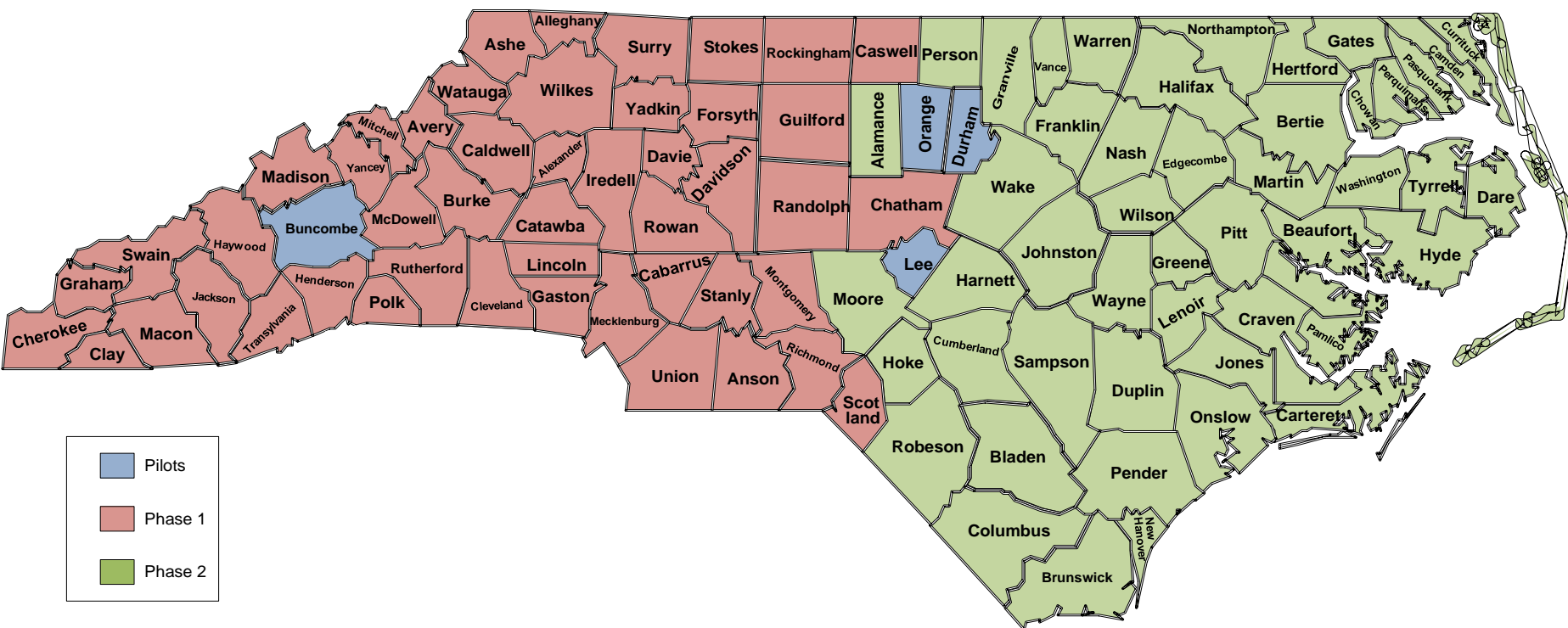
- IRS/CMS released on December 31, 2015 an extension regarding the requirement that the 1095-B IRS Form must be post-marked by February 1, 2016.
- The deadline for insurers, other coverage providers and certain employers to provide Forms 1095-B and 1095-C has been extended to March 31, 2016. Per IRS guidance, Individual taxpayers will generally not be affected by this extension and should file their returns as they normally would.
- NC FAST must designate which months clients had MEC during 2015
- Functionality scheduled for production January, 2016
- Forms will be mailed out via DHHS Central Print Center. Original plan was to mail these out in January per IRS guidance. Given the IRS extension North Carolina may extend the original plan to lessen impacts to call centers and counties. DMA is working with NC FAST and Print Center on the new plan to potentially mail through February 2016.

P7 Medicaid 1095-B continued

- IRS/CMS has also recently released an extension regarding the requirement that the electronic transfer of 1095-B to the IRS must be complete by March 31, 2016.
- The deadline for issuers to file with 1095-B forms with the IRS is now June 30, 2016.
- Currently this interface is scheduled for production in February 2016.
- Counties could get returned 1095- B IRS form if undeliverable to address. Counties would need to make address change. DMA is providing specific communication to counties regarding this.

Project 3 Child Care Implementation Schedule

- The map below outlines the Pilot and Statewide Implementation Phases of the Child Care component of Project 3. Pilot is scheduled for July, with Phase 1 and Phase 2 taking place in September and October, respectively.



Project 3 Updates

- NC FAST and DCDEE conducted a joint implementation planning workshop for counties and LPAs on December 14th and 15th. Thank you to all of those who attended and made the sessions informative and successful.
- The December P3 Fact Sheet was distributed on December 18th. The topic of the Fact Sheet is Waiting List functionality.
- The December County Champion Call included information on the Child Care case conversion process and provider outreach plans. Please reference the NC FAST Weekly Communication from December 18th for the materials from the call.
- The January County Champion Call will be conducted on Wednesday, January 20th.

Child Care Provider Outreach

- NC FAST and DCDEE are working together to execute a communications plan for providers.
- Beginning in January, we will start publishing outreach materials geared specifically for providers, including:
 - Monthly one to two-page Provider Bulletins with information on the NC FAST Provider Portal.
 - As-needed instructional guides for required activities in preparation for Subsidized Child Care Assistance go-live (i.e. how to create an NCID).
 - Provider Change Discussion Guide – with additional details on start, stop, continue activities for providers; high level to-be business processes, and activities timeline.
 - Provider training materials, such as webinars and Job Aids will be created and distributed closer to go-live.

Child Care Provider Outreach

- The SEEK folder on the DCDEE website has been replaced with an NC FAST folder. This folder will house information regarding the implementation of Child Care within NC FAST for counties and providers.



The screenshot shows the DCDEE website interface. At the top, there are three main navigation buttons: "PARENTS", "PROVIDERS", and "COUNTY STAFF". Below these are several menu items: "About Us", "What's New", "Getting a License", "NC Child Care Snapshot", "Child Care Rules, Law, and Public Information", "Child Care Commission", "NC PRE-K", "EESLPD Office", "NC FAST", and "Español". A large red arrow points from the "NC FAST" menu item to the "NC FAST" logo in the footer. The footer also includes the DHHS logo, the NC.gov logo, the Excels logo, and the "Let's Get It Done" logo.

Child Care Provider Outreach

- As materials become available, they will be added to the website and communicated to counties, LPAs and providers.

About Us	NCFAST - North Carolina Families Accessing Services through Technology
What's New	
Getting a License	North Carolina Families Accessing Services through Technology (NC FAST) is a program designed to improve the way the NC Department of Health and Human Services and county departments of social services do business.
NC Child Care Snapshot	In support of our effort to improve the integration of services that are provided at the local level, the Division of Child Development and Early Education (DCDEE) continues work on the subsidized child care component of NC FAST. This project is designed to improve and streamline our application process, provide better case management capabilities across services, and ultimately incorporate a new process for collecting and assuring time and attendance within the subsidized child care program.
Child Care Rules, Law, and Public Information	
Child Care Commission	
NC PRE-K	NC FAST will include a provider self-service component known as the Provider Portal. This portal will be used by providers to enroll in the Subsidized Child Care Assistance program, accept children into their care, update rates for services, and record attendance. The Provider Portal will be available online and require that the user maintain an NCID (North Carolina Identity Management) username and password.
EESLPD Office	
NC FAST	Informational materials and instructional guides will be posted here beginning in January 2016. Please reference this location for Provider Bulletins, step-by-step instructional guides, and other need-to-know information as you plan for this transition.
Especially for...	
DHHS Criminal Record	County Staff
Career Opportunities	<ul style="list-style-type: none"> Project 3: Subsidized Child Care, CIP & LIEAP Hot Topics in Child Care Subsidy Conference 2015 NC FAST Conference 2015
Contact Us	Providers

P4 Child Services

- The current plan is to have a P4 Project Kickoff occur the week of January 25th.
- Senior PM will begin January 15th
- NC FAST is working with DSS to identify the state SME's for P4
- NC FAST and IBM will be presenting on January 8th to DSS Child Welfare staff the Child Services demonstration that was provided to all counties
- Recruiting for additional project staff is actively underway

P5 – Aging and Adult Services

- Project Timeline: July 1, 2017 – June 30, 2018
- NC FAST and DAAS SMEs continue to meet weekly to plough through the APS Detailed Design Document.
- The APS Solution was evaluated for alignment with Child Welfare and is a very close match with Child Welfare processes including Intake, Investigation, and Ongoing Case management.
- NC FAST and IBM will present the *Adult and LTSS Roadmap Discussion* to the following counties on January 12 on the Dix Campus:
 - Alamance, Caldwell, Craven, Greene, Lincoln, Mecklenburg, Rutherford, Stokes, and Wake