

Refugee Programs Training

November 2 & 3, 2021

Webinar Questions and Answers (Q & A)

1. Q. Is a trafficking victim keyed as a refugee?
A. Yes, please refer to your Refugee Assistance eligible populations. Manual reference: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-assistance-background/rac1.pdf>
2. Q. 12-year-old entered into the US as an unaccompanied minor and was released to a sponsor. Form I-217 has been completed, no other documentation has been provided. Is any other documentation required to evaluate child for Medicaid?
A. All Medicaid eligibility questions should be directed to your [Medicaid Operational Support Team \(OST\) Representative](#)
3. Q. Can I print this form alone?
A. Yes, if your referencing RCA and RMA forms this may be located on the DHHS Forms Website: <https://policies.ncdhhs.gov/divisional/social-services/forms>
4. Q. For employment services, is the outcome plan required to be entered in NCFAST?
A. No, there is no outcome plan requirement for Refugee Cash Assistance.
5. Q. Do we process RCA if we have not received a 5022?
A. Yes, RCA applications can be processed because DSS-5022 forms are not received but generated/initiated after a RCA applications (Income Support Case, ISC) is approved. However, the county DSS are responsible for making an employment referral by sending a DSS-5022, part A. The county DSS would not be in compliance with RCA policy if referral is not made DSS-5022-part A and DSS-5022, part B.

DSS Forms Link: <https://policies.ncdhhs.gov/divisional/social-services/forms/dss-5022-refugee-work-registration-certification-employment-refusal-and-termination-denial-notice/@@display-file/form file/dss-5022-ia.pdf>

Follow the Job Aid [Generating and Completing Forms](#) under Case Level Communication to locate the DSS-5022.

6. Q. There are gray areas in how to process changes, terminations, and recerts for RMA. What are resources to address this?
- A. No, gray areas. RMA is an eight-month program with no recertification process. However, change in situations must be processed timely.

Policy Resource: Refugee Assistance Program Manual, Chapter II. Refugee Medical Assistance. Section VI.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-cash-assistance-program/rac2-1.pdf>

7. Q. When a change is reported and client is ineligible, is a new application required, or should a redetermination/recert/exparte be completed to evaluate for other benefits outside of RMA
- A. RMA is an eight-month program with no recertification process. However, change in situations must be processed timely.

Policy Resource: Refugee Assistance Program Manual, Chapter II. Refugee Medical Assistance Section VI.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-cash-assistance-program/rac2-1.pdf>

8. Q. Is there ever a situation that a refugee may be eligible for MAGI, subsequently obtain a job that causes ineligibility, and must be evaluated for RMA if still within their 8 months?

A. No, if once deem categorically eligible for MAGI recipient is ineligible for RMA.

9. Q. Does NC Fast accept the new immigration statuses?

A. Refugee status is not a new status. NC FAST will allow workers the option to choose the approved ORR eligible status group.

10. Q. When we close a case, do we send the client both the 5022 and 8110?

A. Yes, county DSS staff must send a completed DSS-5022, part D and a DSS-8110 to both client and NC Refugee Service Provider.

Policy Reference: Refugee Assistance Program Manual, Chapter III. Refugee Cash Assistance.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-cash-assistance-program-1/rac3.pdf>

11. Q. If an individual is age 44 and disabled. What program are they eligible for? If MAABD, do we hold an application until a disability determination is made?

A. Medical Assistance, county DSS staff would complete one medical application at a time. If there is a MAABD application for this client, systematically a worker would not be able to evaluate for RMA until there is a denied MAABD application.

Cash Assistance, individuals with refugee status who are blind or disabled, would meet criteria for the SSI. DSS is responsible for referring eligible individuals to the Social Security Administration for SSI benefits. The state authorizes receipt of RCA until the refugee begins receiving SSI or until the 8-month RCA eligibility period expires, whichever comes first.

12. Q. For Afghan refugees, do benefits start from their arrival date in the US, or when they enter our community from a military base?

A. **Clarification:** Regarding applicable ORR benefits and services, ORR states that they interpret the eligibility date of an ORR eligible Afghan humanitarian parolee as October 1, 2021, or the date the parolee "entered the community" in the United States (for example, the date on which the Afghan humanitarian parolee departs the military base), whichever is later. ORR has detailed this information in ORR PL 22-01.

13. Q. If the county DSS is responsible for providing employment services, can you walk through referrals that may be appropriate? Specifically, with Afghan newcomers, there are not many services currently available in our community.

A. Please refer to Refugee Assistance Program Manual, Chapter III. Refugee Cash Assistance, Employment services section. <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-cash-assistance-program-1/rac3.pdf>

14. Q. Humanitarian Parolee (C-11), what alien status do we pick in NCF? We do not have that option.

A. Refugee status is not a new status. NC FAST will allow workers the option to choose the approved ORR eligible status group.

15. Q. When we receive the DSS 5022 reporting new employment are we to determine if the recipient remains income eligible?

A. Yes, at the time of a change county DSS staff must react to the change and reevaluate the chase based of the change reported, in this case new income.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-cash-assistance-program-1/refugee-cash-assistance-program>

16. Q. Only the documents you mentioned earlier can be used to confirm a person being a "documented alien" correct?

A. No, refer to the Refugee Program Manual, Refugee Appendices to determine which documents are acceptable, for each specific ORR eligible recipient group.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/refugee-appendices>

17. Q. What if we (local DSS) do not receive a travel document?

A. The travel document is only one type of acceptable immigration document. Refer the Refugee Program Manual, Refugee Appendices to see which documents acceptable immigration documents are based of the ORR-eligible recipient types.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/refugee-appendices>

18. Q. For the Afghan Parolees, what do we do if we do not receive any alien Status documentation?

A. If you do not receive Immigration documentation, contact the local resettlement agency. Please refer to Appendix B to get local affiliates contact information. County DSS staff may also find this information on the DSS-6247.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/raxb.pdf>

19. Q. Are we supposed to run SAVE for the refugees?

A. No. Do not use Systematic Alien Verification for Entitlements (SAVE) as a form of primary or secondary verification.

20. Q. Should Afghan be entered as refugees as well in NCFAST?

A. Yes. NC FAST will allow workers the option to choose the approved ORR eligible status group.

21. Q. What do we do if the resettlement agency does not have documentation for the Aghans?

A. If you do not receive Immigration documentation, contact the local resettlement agency. Please refer to Appendix B to get local affiliates contact information. County DSS staff may also find this information on the DSS-6247.

Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/raxb.pdf>

22. Q. Will refugee applicants be required to meet disability requirements for Adult Medicaid under 65 years of age?
- A. All Medicaid eligibility questions should be directed to your [Medicaid Operational Support Team \(OST\) Representative](#).
23. Q. Wouldn't the pregnant woman be eligible for MAF-N as a pregnant woman with no income?
- A. Polling questions were not actual cases, but case scenarios designed to be thought provoking conversation. They were created to make a distinction between mainstream Medicaid programs and RMA.
- All Medicaid eligibility questions should be directed to [Medicaid Operational Support Team \(OST\) Representative](#).
24. Q. Is SAVE required to be ran on RCA and Refugee Medical apps?
- A. No. Do not use Systematic Alien Verification for Entitlements (SAVE) as a form of primary or secondary verification.
25. Q. The time standard for MAGI applications is 45 days and RMA is 30 days. If the county takes 45 days to process the MAGI app first and the applicant is only eligible for family planning, will the RMA app be considered overdue, and the county penalized?
- A. No. The RMA application would not be considered overdue because county DSS staff would complete one medical application at a time. If there is a MAGI application for this client, systematically a worker would not be able to evaluate for RMA until there is a denied MAGI application.
26. Q. Due to Covid, do we terminate RMA cases at the end of the cert period?
- A. There is no current waiver certification extension period. NC FAST should systematically terminate RMA cases at the end of an eight-month certification period.
27. Q. Are there documents showing what we can use to determine immigrant status?
- A. Yes. Please refer to Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/refugee-appendices>
28. Q. Can parents apply for the 18 and older children?
- A. No. The Refugee age 18 is considered an adult that is apply Refugee programs independently.

29. Q. If the resettlement agency does have verification should we wait?
- A. If county DSS staff do not receive Immigration documentation, contact the local resettlement agency. Please refer to Appendix B to get local affiliates contact information. County DSS staff may also find this information on the DSS-6247.
- Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/raxb.pdf>
30. Q. Are we completing Medicaid application booklet-DSS-6242 if a MAGI application is submitted?
- A. No. A DSS-6242 is a Refugee Medical Assistance Application. Per policy, MAGI applications must be process and found ineligible, prior to completing a DSS-6242.
31. Q. What is MG and where do they apply for that?
- A. Match Grant (MG) Program, an alternative to public cash assistance, provides cash benefits and services to eligible 'Refugee' populations to become economically self-sufficient within 120 to 180 days (typical 4 – 6 months) of the program.
32. Q. If a customer was receiving MG but found the program wasn't working for them? Are they coming into DSS independently of the RCA agency?
- A. Match Grant (MG) participants may voluntarily withdraw from the program and start receiving remaining months of RCA provided they are within their 8 months, from the date of entry. County DSS staff must confirm MG participant is no longer receiving MG cash benefits prior to applying for RCA benefits
33. Q. If a client is aged are, they required to register for work?
- A. No. Refugee clients age 65 or older are not required to participate in Employment Services.
34. Q. Do we have to have an RMA/RCA application to evaluate someone for RMA/RCA? Or if we receive a regular Medicaid or Cash assistance application and they report they are refugees can we still evaluate them for RMA/RCA if they are not eligible for regular Medicaid or Cash?
- A. Per policy once a Refugee applicant is evaluated and deem ineligible for mainstream Cash and Medical Assistance programs, then the applicant may be evaluated for RCA and/or RMA.

35. Q. Since we are evaluating a client for regular Medicaid prior to RMA - if they are not eligible for one of the regular Medicaid programs like MAF or MPW, do we have to send a denial notice for the regular Medicaid? Or is the 8108 approval for RMA sufficient notice for the client's eligibility?
- A. Yes. Please follow all Medicaid denial policy guidelines. Then once an RMA approval is completed submit a DSS-8108 notice of eligibility for RMA.
36. Q. What is the income base period for RMA?
- A. The income base period for RMA is in the month of application, only count income in the month of application.
37. Q. How can the incorrect information be corrected if it is entered incorrectly during the IEG?
- A. Refer to the NC FAST Job Aids (1) Adding Evidence to an Application and/or (2) Editing Evidence on an Application
38. Q. Perhaps you will address this but what is the date of arrival for an Afghan who arrived in the US on 8/28/21 and was on a military base until 10/9/21?
- A. **Clarification:** Regarding applicable ORR benefits and services, ORR states that they interpret the eligibility date of an ORR eligible Afghan humanitarian parolee as October 1, 2021, or the date the parolee "entered the community" in the United States (for example, the date on which the Afghan humanitarian parolee departs the military base), whichever is later. ORR has detailed this information in ORR PL 22-01.
39. Q. Is there an income limit to receive to receive RMA?
- A. Yes, refer to the Refugee Appendices, Appendix D.
- Policy Reference: Refugee Assistance Program Manual, Chapter II, Refugee Medical Assistance.
- Policy Link: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance/policy-manuals/refugee-appendices/refugee-appendices>
40. Q. If an Afghan Refugee came in who is 21 years old and he wanted to apply for Him and his parents, this would be 2 separate RCA apps, one for him and one for his parents, neither have minor children?
- A. Yes, county DSS staff would complete two separate RCA application; one for him and one for his parents, neither have minor children.

41. Q. If refugees are qualified why would the pregnant woman not be MAF N; which is acceptable for pregnant women of any age without children?
- A. Polling questions were not actual cases but designed to be thought provoking conversation. They were created to make a distinction between mainstream Medicaid programs and RMA.

All Medicaid eligibility questions should be directed to [Medicaid Operational Support Team \(OST\) Representative](#).

42. Q. This training was focused mainly on Refugee Cash assistance with most of the questions and coverage discussed based on that program. Medicaid was discussed for 15 minutes out of a 2-hour webinar. This webinar could have been broken up into a program specific training. - was an RMA training which is a part of Medicaid?
- A. As advertised, this was a Refugee Programs specific training. The training was broken down into four parts focusing on understanding Refugees, eligibility, processing RCA cases, and processing RMA cases.