NC FAST Update

September 9, 2014

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In-Scope Programs

### Economic Benefits

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<table>
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<tbody>
<tr>
<td>• Food and Nutrition Services</td>
<td>• Special Assistance</td>
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<tr>
<td>• Medicaid / SCHIP</td>
<td>– Crisis Intervention Program (CIP)</td>
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<tr>
<td>– Family and Children’s Medicaid / ACA MAGI</td>
<td>• Refugee Assistance</td>
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<tr>
<td>– Adult Medicaid</td>
<td>• Child Care</td>
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<tr>
<td>• Work First</td>
<td>• Energy Assistance</td>
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<td>– Low Income Energy Assistance Program (LIEAP)</td>
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### Services

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<td>• Adult and Family Services</td>
<td>• Child Welfare</td>
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Original NC FAST Timeline

As of August 2009

- **Project 1**: Global Case Management and Food and Nutrition Services (FSIS)
- **Project 2**: EIS Part 1 (Screening and Intake for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance
- **Project 3**: LIEAP, Child Care and CIP
- **Project 4**: Child Services
- **Project 5**: Aging and Adult Services
- **Project 6**: EIS Part 2 (Eligibility for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance
- **Project 7**: HealthCare.gov Interoperability and Rules
Due to the Affordable Care Act (ACA), Project 6 was moved up in the overall timeline and combined with Project 2 to implement the Medicaid piece.

Project 7 was also added in response to Federal changes associated with ACA.
Traditional Medicaid (Project 2&6) Implementation

- **Hard Launch Stage 1:** July 1, 2014 (complete)  
  (Buncombe, Catawba, Cleveland, Lee, McDowell, New Hanover)
- **Hard Launch Stage 1:** Aug. 1, 2014 (complete)  
  (Remaining Counties)
- **Hard Launch Stage 2:** Aug. 4, 2014 (complete)  
  (Buncombe, Cleveland, Lee, McDowell, New Hanover)
- **Hard Launch Stage 2:** Sept. 8, Oct. 6, Oct. 20, Nov. 3, 2014  
  (Remaining Counties)

*Note: Counties allocated for each hard launch are tentative and subject to change based on a variety of factors, including current county status of new application and recertification processing for both FNS and Medicaid.*
Current and Future Projects

- **Project 2&6: Traditional Medicaid**: Currently being implemented statewide.
- **Project 7: ACA Modified Adjusted Gross Income Medicaid**: Family and Children’s Medicaid and NC Health Choice was implemented Oct. 2013. The planned implementation of additional CMS ACA requirements will be completed July 2015.
- **Project 3: LIEAP, Child Care, CIP**: Project 3 has started, with initial planning tasks and re-assessment of the original requirements. It is planned for Oct. 2013 through Sept. 2015. The order to implement Projects 3, 4 and 5 may be changed as needed.
- **Project 4: Child Services**: Project 4 is tentatively scheduled for Oct. 2015 through Sept. 2017. The order to implement Projects 3, 4 and 5 may be changed as needed.
- **Project 5: Aging and Adult Services**: Project 5 has not yet started and is tentatively planned for July 2016 through June 2017. The order to implement Projects 3, 4 and 5 may be changed as needed.
<table>
<thead>
<tr>
<th>NC FAST Challenges</th>
<th>Solutions</th>
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<tbody>
<tr>
<td>Implementing new solutions earlier than planned due to ACA (FNS screen changes) and changing CMS requirements</td>
<td>Enhance working relationship with County DSS and Directors to plan for impacts of ACA open enrollment and changes</td>
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<td>Continuous collaboration with CMS to address new and changing ACA requirements</td>
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<td>Changing State and Federal Requirements (MAGI, Medicaid and FNS COLA’s)</td>
<td>Work closely with DHHS divisions, County DSS and federal partners to continuously address change</td>
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<td>Communications</td>
<td>Streamline communications and implement new tools for improved communications (survey) and a new pilot user group for prioritization of NC FAST work</td>
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<td>Training</td>
<td>Adjust training methods, as needed</td>
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<td>Additional On-Site Support (OSS), trainers and other staff to assist counties during Hard Launch</td>
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<td>Help Desk</td>
<td>Redesign of NC FAST Help Desk</td>
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<td>Staffing Turnover</td>
<td>Continue to work with DHHS HR and OSHR for recruitment and retention options</td>
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<tr>
<td>Performance Testing</td>
<td>Continue to work with NC FAST vendors and ITS to improve and strengthen Performance Testing of the NC FAST system</td>
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<tr>
<td>Challenges Counties Face</td>
<td>Solutions</td>
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<tr>
<td>Increased Caseloads*</td>
<td>DHHS sought and received CMS approval for 75% reimbursement in EIS. This is based on counties investing savings in needed resources to “successfully conquer the challenges of ACA MAGI application backlogs, MAGI recertifications and the rollout of NC FAST.”</td>
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<td>Backlog of Medicaid cases in both NC FAST and EIS due to ACA</td>
<td>State provided additional reporting to assist with caseload tracking</td>
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<td>New Customer Access Channels</td>
<td>Accelerated Medicaid Processing Plan (AMPP) submitted by all counties, evaluating current staffing capacity and determining needs going forward</td>
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<tr>
<td>Healthcare.gov Applications (Open enrollment begins again November 15, 2014)</td>
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<tr>
<td>New Federal Requirements (FNS COLA, Medicaid COLA, MAGI)</td>
<td>Enhance working relationship with County DSS and Directors</td>
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<td>Users’ Transition to NC FAST</td>
<td>Form an Operational Support Team (OST)</td>
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*Caseload Increase

75% FNS
24% Medicaid

County DSS Staffing Increase

27% FNS
4% Medicaid

*For the five year period ending June 30, 2013; does not reflect additional workload from ACA
NC FAST Program Changes and System Requirements

NC FAST must prioritize development needs from all sources.

Certain items, such as required functionality or critical defect fixes must be implemented before enhancements.

- NC Government
- US Government (USDA, CMS, etc.)
- NC DHHS

Program Changes and System Requirements

- Configuration & Defect Fixes
- Enhancement Requests & Help Desk Tickets
- County DSS Users
- Software Upgrades & Cúram iFixes
- Software Vendor (IBM/Curam)

NC FAST Project Team
Help Desk tickets have been reduced from a peak of over 5,000 in February to just over 2,000 by the end of August.

The target number of open tickets (1,500) is based on the historical average number of open tickets in the legacy system.

As hard launch continues, we expect an uptick in Help Desk tickets.

*Data as of Sept. 3*
Counties successfully met the Feb. 10 and March 31 USDA FNS processing deadlines. As of Aug. 26, 741 untimely pending applications remained.
Counties successfully met Feb. 10 and March 31 USDA FNS processing deadlines.

There will always be some recertifications that remain pending with good cause. As of Aug. 26, 846 untimely pending recertifications remained.

*Note: Aug. numbers include untimely recerts Wake County reported as not keyed into NC FAST. As of Aug. 26, Wake County has confirmed that all apps and recerts are now keyed into NC FAST within the three day time frame.
Medicaid Update

September 9, 2014
Medicaid High-Level Definitions

HealthCare.gov: The official name of the federal online portal.

Modified Adjusted Gross Income (MAGI): Under the Affordable Care Act, eligibility for Family and Children’s Medicaid and NC Health Choice will be calculated using a household’s Modified Adjusted Gross Income (MAGI).

Traditional Application: Used to determine eligibility for non-MAGI programs. Traditional Medicaid rules still apply for many Medicaid programs, and NC FAST must be able to provide determinations based on both rules sets.
Affordable Care Act Implementation Facts

- Functionality to meet Medicaid requirements brought forth by the Affordable Care Act was implemented on Oct. 1, 2013. Additional required functionality was implemented on Jan. 1, 2014.
- Ability to accept Medical Assistance applications via ePASS was enabled.
- The Federally Facilitated Marketplace (FFM) was turned on, resulting in over 90,000 applications being sent to North Carolina for processing.
- All F&C Medicaid Applications should now be entered into NC FAST using the Streamlined (aka MAGI) Application.
- Additional functionality to support new requirements related to the Affordable Care Act is planned for development.
- NC FAST has been conducting training on the MAGI application process since Sept. 2013.
- Open enrollment will start again on Nov. 15, 2014.
### ACA Applications through HealthCare.gov (Oct. 1 – Aug. 28)

<table>
<thead>
<tr>
<th>Total Applications received by NC FAST (from HealthCare.gov)*</th>
<th>99,512</th>
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### Status of applications received by NC FAST

<table>
<thead>
<tr>
<th>Total Applications received by NC FAST</th>
<th>89,985</th>
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<tr>
<td>Total Applications Fully Processed</td>
<td>81,288</td>
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<td>Applications Approved for Medicaid (“woodwork effect”)</td>
<td>7,451</td>
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<td>Applications denied/withdrawn/transferred</td>
<td>73,837</td>
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<tr>
<td>Out of state applications</td>
<td>130</td>
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Since the peak of untimely pending applications at the beginning of June, counties have been successful in lowering the overall backlog by 81% which includes a reduction of approximately 84,000 untimely pending applications.

A significant portion (58%) of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.
There are currently 20,042 pending Medicaid applications in NC FAST and EIS that are beyond standard processing time (Compared to 2014 peak of 104,070):

- FFM Applications: 6,699 (Compared to 2014 peak of 45,058)
- NC FAST MAGI Applications: 4,832 (Compared to 2014 peak of 31,890)
- NC FAST Traditional Applications: 4,734 (Compared to 2014 peak of 20,938)
- EIS: 3,777 (Compared to 2014 peak of 9,051)

*Data as of Aug. 27*
Medicaid Recertification Workload

- The current target plan is to clear Medicaid Recertifications by Dec. 31.
- A total of 527,031 Medicaid recertifications are pending through the end of the calendar year.
- December through April totals are increased due to the Medicaid Waiver extensions.

*Data as of August 27th*