

**JOINT APPROPRIATIONS COMMITTEE ON
HEALTH AND HUMAN SERVICES**



DHHS Major IT Projects

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NCTracks Operations

Multi-payer claims payment system supporting NC Medicaid and the Divisions of Public Health, Mental Health/Developmental Disabilities/Substance Abuse Services and Office of Rural Health

- Provides payments to 90,000+ providers rendering services to over 2 million beneficiaries
- Claims processing
 - Medical, behavioral health, dental, pharmacy and related claims for services rendered
 - 249 Million claims processed SFY18 for state share amount - \$3.8B
 - 98.69% of processed claims for SFY18 were paid in 30 days or less

What is NC FAST?

North Carolina Families Accessing Services through Technology

- Enterprise software solution that delivers state benefits and services at the county level for all 100 NC local departments of social services
- Program made up of multiple projects implementing benefits and services within a single system
- Determines eligibility for economic benefits and Medicaid
- Replaces 20 legacy systems upon full transition
- Shares client data across all benefitting programs
- Federal rules built into the system
- Implementation began in 2012; six new programs and functions have been completed and seven are in-process

NC FAST Projects

Completed Projects

- **March 2013:** Global Case Management and Food and Nutrition Services
- **November 2014:** Medicaid, Work First, Special Assistance, and Refugee Assistance
- **June 2016:** Federally-Facilitated Marketplace Interoperability
- **December 2017:** Subsidized Child Care Assistance, Crisis Intervention and Low Income Energy Assistance
- **April 2018:** New Medicare Card
- **January 2019:** Enterprise Program Integrity

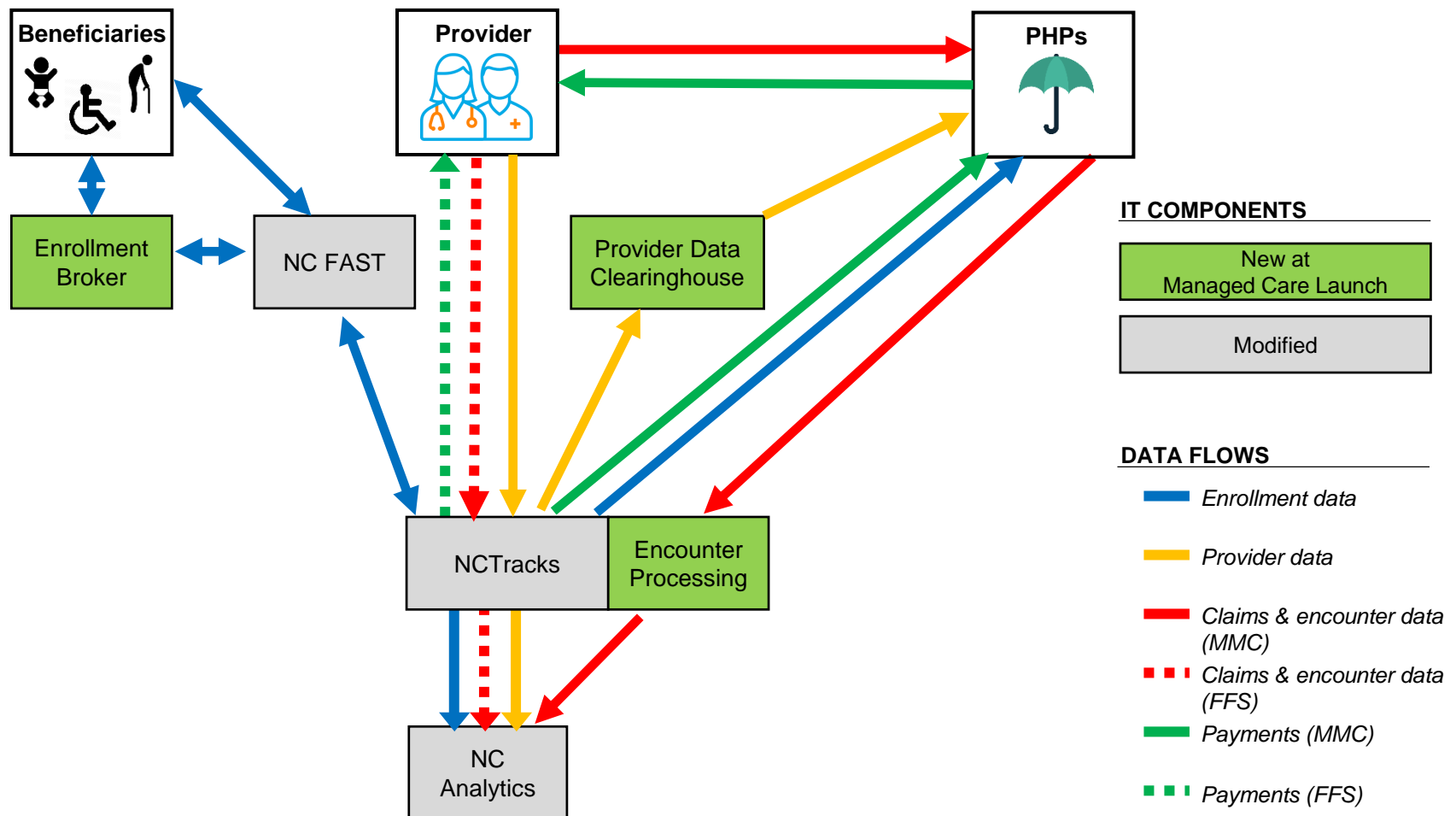
Dates represent full implementation to all 100 counties.

In-Process Projects

- Child Welfare Services
- Eastern Band of Cherokee Indians
 - Development complete; go-live date TBD
- Medicaid Self Service and Reporting Redesign
- Document Management System Enhancement
- Medicaid Transformation Managed Care Changes
- Medicaid Transformation Improved Beneficiary Experience
- Architecture & Infrastructure (A&I) Migration to Cloud

Note: Adult Services has not been initiated at this time

Medicaid Transformation Technology



Medicaid Transformation

Approach

- Leverage existing production systems
- Implement new capabilities using commercially, configurable solutions
- Prioritize and stage technology deployments
- Ensure systems are adequately tested prior to launch

NCTracks modifications

- Working on system enhancements required to support managed care
- Modifications are being implemented to meet the aggressive delivery milestones

NCAnalytics (Data Warehouse)

- Modifications are being implemented to accommodate the move from a dedicated Fee-For-Service model to a Managed Care model
- Implementing processes to store and analyze new sources of data from Prepaid Health Plans (PHPs) and new business partners to support Healthy Opportunities
- Developing enhanced data analysis and reporting capabilities

Medicaid Eligibility (NC FAST)

- Determines eligibility for a variety of economic benefits and Medicaid
- Integrate with Managed Care Enrollment Broker

Controlled Substances Reporting System (CSRS)

CSRS tracks dispensed controlled substances and enables a comprehensive patient history information to be available to healthcare professionals.

- **System Implementation & Usage**
 - June 2017: CSRS development began
 - May 2018: Request for Quote awarded to Appriss Health System
 - September 2018:
 - CSRS Go-Live
 - Migrated 40,000 users to CSRS
 - February 2019: Registered 5,000 additional users
- **Interstate Data Sharing Status**
 - 25 participating states (includes all surrounding states), the Military Health System, Washington DC, and Puerto Rico
- **Major Pharmacy Integrations**
 - CVS, Walmart, Kroger, Walgreens
- **Major Prescriber Electronic Health Record Integrations**
 - UNC Health System, New Hanover Regional Medical Center, Mission Health System, Inc., WakeMed