



High-Level Overview

Medicaid Health Reform Workgroup
October 19, 2010



North Carolina
Department of
Health & Human Services



9 NC DHHS Program Areas impacted by NC FAST

Economic Benefits

- Child Care
- Food and Nutrition Services
- Medicaid
- Work First
- Energy Assistance
 - Low Income Energy Assistance Program (LIEAP)
 - Crisis Intervention Program (CIP)
- Special Assistance
- Refugee Assistance

Services

- Child Welfare
- Adult and Family Services

NC FAST Team Stakeholders



Sponsor:
NC DHHS Assistant Secretary for
Finance and Business Operations

DIRM

Attorney
General

State CIO

Legislature

Enterprise Project
Management Office

Executive
Advisory
Committee

Federal
Partners

DAAS

DCD

DMA

DSS

County DSS
(100)



- The NC FAST Program is designed to improve the way NC DHHS and the 100 county departments of social services provide benefits and services to the people of North Carolina.
- NC FAST introduces new technological tools and business processes that will enable staff to reduce time spent on repetitive and cumbersome paperwork, and allow state and county staff to better focus their efforts on the complex issues presented by North Carolina families in need.



- In an effort to expedite interim functionality to North Carolina's 100 county departments of social services staff and to ensure program success by staged implementation of functional modules, the NC FAST Program identified four main components:
 - Online Verification (OLV), in production
 - Service Delivery Interface (SDI), in production
 - Case Management, in process
 - Electronic Pre-Assessment Screening Service (ePASS), in process



- **Online Verification (OLV)**

- OLV, which is now used by all 100 counties, was placed in production in October 2004, and automates verification of new applicant information and any required re-verification of client information retrieved from several federal and state benefit and reporting systems, including:
 - NC Division of Motor Vehicles
 - U.S. Social Security Administration
 - NC Department of Correction
 - Employment Security Commission
- Introducing this single interface for verification has significantly reduced the time that state and county staff spend:
 - Entering and re-entering data
 - Filing forms
 - Creating reports



- **Service Delivery Interface (SDI)**
 - SDI provides a single interface between a county-developed and county-maintained case management system and a legacy benefit delivery system maintained by NC DHHS.
 - The SDI interface has been available since August 2006.
 - SDI implementation is optional, and contingent on a county expressing interest in implementing SDI.
 - When the NC FAST Case Management system is deployed, SDI will be incorporated in the Case Management Integration and Synchronization (CMIS) tool.



- **Case Management Integration and Synchronization (CMIS)**
 - CMIS is a data interchange tool that will connect the NC FAST Case Management system to various existing state and federal systems as well as to county-specific case management systems.
 - CMIS will be designed and integrated into the NC FAST Case Management system during the first integration project and enhanced as the remaining projects complete their life cycles.



- **Case Management**

- NC DHHS supervises the North Carolina human service programs administered by the 100 county departments of social services.
- The divisions, sections and offices of NC DHHS reflect state and federally initiated program areas.
- In the early 1980s, North Carolina implemented mainframe systems. Functionality was added to accommodate related programs and program rule changes.
- 19 legacy systems have been identified that are within scope of NC FAST, and which collect, maintain and process information about applicants and recipients.
- These legacy systems are disparate and not well suited to support the growing demands of economic benefits, child welfare, adult care and aging services, health insurance reform, and related changes in accountability to share and integrate information.



- **Case Management (continued)**
 - Redundant entry, which includes entering the same client data in multiple systems, is currently necessary because these systems do not adequately share data, resulting in duplicated work, increased risk of errors and increased time for gathering and entering information.
 - NC DHHS requires a highly integrated case management system across all services and benefits programs to pull together today's islands of information into a single-solution system and provide functionality that does not exist today.
 - The NC FAST Case Management solution represents the steps toward achieving the objectives that will result in improved operations for NC DHHS social services.



6 Case Management Integration Projects

1. **Global Case Management and Food and Nutrition Services (FNS) Project**

Program Areas:

Food and Nutrition Services (FNS), Work First, Medicaid, Refugee Assistance, Special Assistance, Child Services, Aging and Adult Services, Low Income Energy Assistance Program, Child Care, and Crisis Intervention Program

Functionality:

Global Reception – logging of clients and workflow routing for interview.
Screening, intake and assessment for FNS.
Eligibility determination and benefit delivery for FNS.

Legacy Systems Targeted for Retirement:

Food Stamp Information System (FSIS)



6 Case Management Integration Projects

2. **Screening and Intake for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance Project — Eligibility Information System (EIS) Part 1**

Program Areas:

Work First, Medicaid, Refugee Assistance, and Special Assistance

Functionality:

Screening, intake and assessment for Work First, Medicaid, Refugee Assistance, and Special Assistance.

Basic calculations for Work First, Medicaid, Refugee Assistance, and Special Assistance.

Legacy Systems Targeted for Retirement:

Replacement of user interfaces within EIS for the Application for Work First Family Assistance, Medical Assistance, Refugee Assistance, and Special Assistance, and the Eligibility Data Entry Screen



6 Case Management Integration Projects

3. Child Services Project

Program Areas:

Child Welfare Services, Child Protective Services, Adoption Services, Child Placement Services for Children and Foster Care Services

Functionality:

Intake and screening for Child Protective Services, intake for general services.

Facilities and service providers' licensure support.

Child Protective Services assessment (investigative and family).

Structured Decision Making Tools.

Service planning and provision of services to families and individuals in-home.

Child and Family Team documentation.

Court activities.

Service planning and provision of services to families and individuals out of home.

Placement and payment for residential care (including out of state placements and receiving requests).

Adoption filing and finalization

Legacy Systems Targeted for Retirement:

Child Placement and Payment System, Central Registry, Central Registry Fatalities, Multiple Response System, Adoption Index Management System, Foster Care Facility Licensing System, and Interstate Compact for the Placement of Children.



6 Case Management Integration Projects

4. **Low Income Energy Assistance Program, Child Care, and Crisis Intervention Program Project**

Program Areas:

Low Income Energy Assistance Program (LIEAP), Crisis Intervention Program (CIP), and Child Care

Functionality:

Screening, intake and assessment for LIEAP, CIP, and Child Care.
Eligibility determination and benefit delivery for LIEAP, CIP, and Child Care.

Legacy Systems Targeted for Retirement:

Subsidized Child Care Reimbursement System, LIEAP, and CIP.



6 Case Management Integration Projects

5. Aging and Adult Services Project

Program Areas:

Adult Protective Services (APS), Adult Care Home Case Management, Foster Care Services, Guardianship Services, State-County Special Assistance for Adults, State-County Special Assistance (SA) for Adult In-Home Program

Functionality:

Screening, intake and assessment for APS and general services.

Facilities and service providers' licensure support.

Service planning and provision of services.

Resident Assessment Instrument and general assessments.

Guardianship services.

Placement and payment for residential care.

Adult care home case management.

Court activities.

Legacy Systems Targeted for Retirement:

APS, Services Information System, Day-sheets, Disinterested Public Agent Guardians, SA In-Home



6 Case Management Integration Projects

6. **Work First (TANF), Medicaid, Special Assistance and Refugee Assistance Eligibility Project — Eligibility Information System (EIS) Part 2**

Program Areas:

Work First (TANF), Medicaid, Refugee Assistance, and Special Assistance

Functionality:

Eligibility determination and benefit delivery for Work First, Medicaid, Refugee Assistance, and Special Assistance.

Supplemental Security Income Medicaid processing, including State Data Exchange exception processing.

Quarterly reporting for Work First and Transitional Medicaid.

Legacy Systems Targeted for Retirement:

Employment Program Information System, EIS, and Temporary Assistance for Needy Families-Data Collection System.

Electronic Pre-Assessment Screening Service (ePASS)

Current Release does: Secure, web-based, self-service tool that enables NC residents to screen for potential eligibility for a range of NC benefits and services programs.

Future Releases will: Apply on-line for benefits and services, check on the status of an application, schedule a meeting with a caseworker, provide information on change of circumstance.

- Shows residents the range of programs to which they may be entitled, and provides information to make an informed decision about pursuing program assistance.
- Uses a simple, guided process to encourage participation.
- Improves the efficiency, flexibility and effectiveness for agencies and caseworkers by reducing staff workload and simplifying the intake process.
- Available over the Internet at any time; an anonymous process that does not request or record personal resident information.

- Provides list of required documents to bring to agency.
- Implemented in 3 phases:
 - ✓ Phase 1 was completed and ePASS went live July 1, 2010; enables high-level screening and provides potential eligibility and estimated benefit amount for the Food and Nutrition Services (FNS) Program, with other programs added ongoing.
 - ✓ Phase 2 will add the capability to fill out the paper FNS application online, which can be printed.
 - ✓ Phase 3 will integrate ePASS with the NC FAST Case Management system, and be completed at the same time as the first NC FAST Integration Project. Additionally, Phase 3 will add the capability to apply online, check application status, and schedule appointments with a caseworker. Estimated completion date is by first release of the NC FAST Case Management system.
- Future releases will provide additional features, such as online information in multiple languages.



Requirements for Health Benefits Exchange (HBE)

- Certify qualified health plans, as defined by rules established by the Secretary.
- Operate toll-free hotline, rate qualified health plans, present plan options in standard format, provide electronic calculator, grant certifications of exemptions from personal responsibility requirements.
- Enroll co-op and multi-state plans into HBE.
- Report information to the Secretary on people eligible for the premium credits.
- Credit the amount of a free choice voucher paid on behalf of a qualified employee to the employee's premiums in a qualified health plan.
- Determine eligibility for exchange participation, premium tax credits and reduced cost sharing, and individual responsibility exemptions.
- Consider information from employers who are contesting the imposition of a penalty.
- Determine eligibility for advanced payments of premium tax credits and cost sharing reductions.



DHHS Streamlining Effort

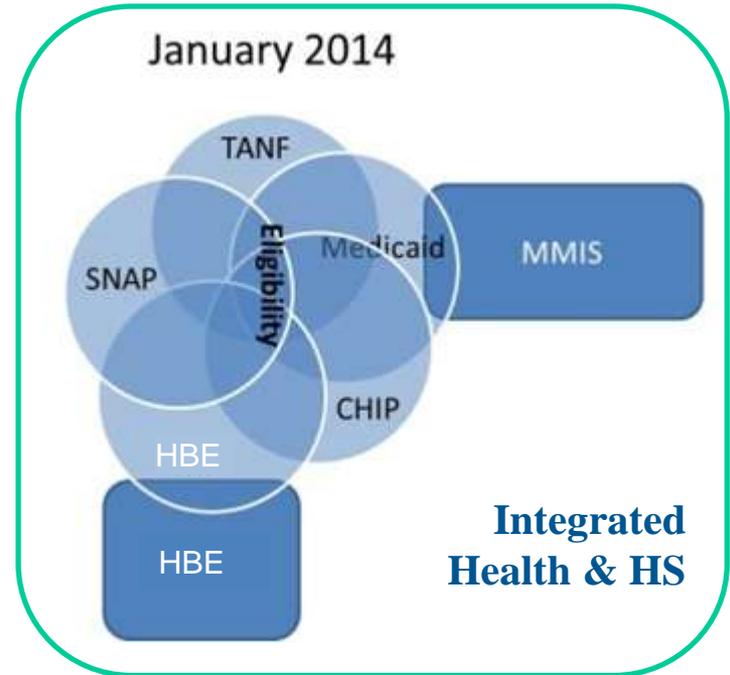
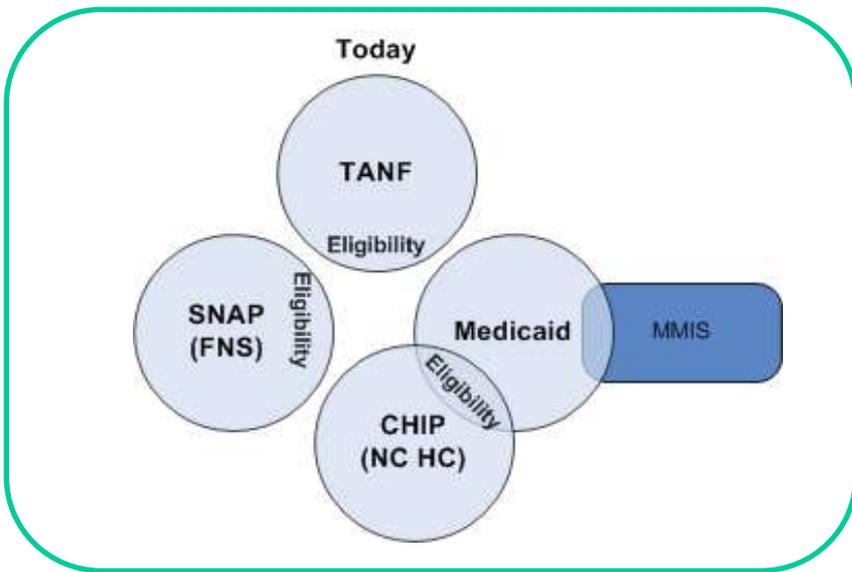
DHHS Streamlining Effort to Align Eligibility Criteria across Multiple Programs

PROGRAMS

- SNAP/FNS
- Medicaid
- Child Care
- Work First
- Energy Assistance
- Special Assistance
- Refugee Assistance

REQUIREMENT AREAS

- Income and Asset Requirements
- Required Verification Documents
- Countable/Non-countable Income
- Countable/Non-countable Resources
- Reporting and Recertification
- Methodology and Base Periods for Calculating Income





NC FAST is well positioned to accommodate the HBE given our current Architecture and Enterprise Service Bus (ESB) under design. There are 3 options to interact with the HBE:

A. Interface

- NC FAST has the capability to accept files in any format.

B. Interoperate (This is the direction selected by DHHS)

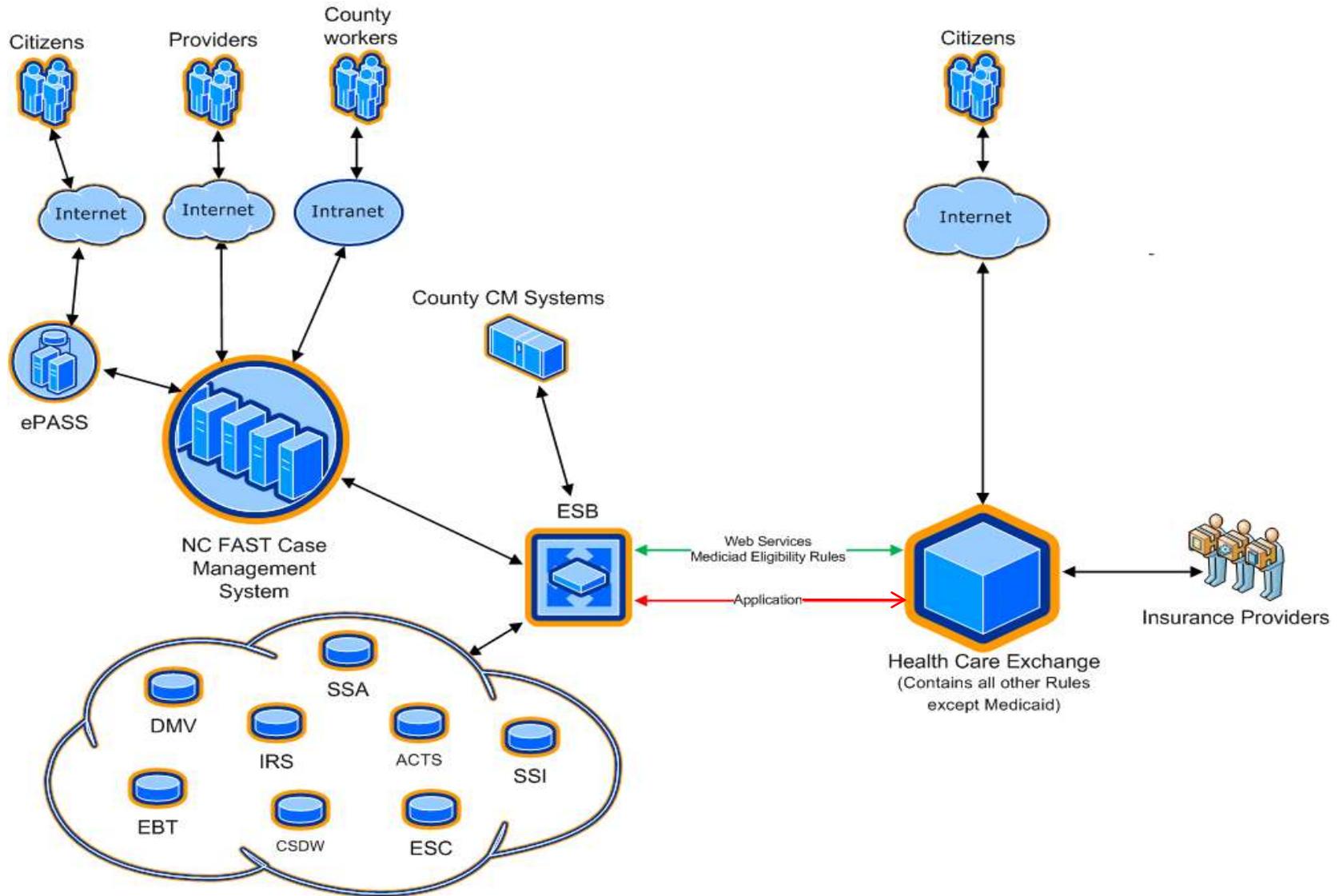
- NC FAST can expose all the Medicaid eligibility rules for use by the HBE through Web Services within our security model.
- NC FAST can accept an application from the HBE after eligibility determination.
- NC FAST can send a client back or receive a client from the HBE after change in circumstance.

C. Integrate

- DHHS can build upon ePASS and add the HBE module from Cúram, which will integrate HBE into NC FAST and provide the functionality not part of DHHS.
- DHHS can add the eligibility rules for the subsidized health insurance.



Option B – Interoperate





Questions / Answers