

# NC FAST

North Carolina Families Accessing  
Services through Technology

## Health Benefits Exchange & Insurance Oversight Workgroup Meeting

August 22, 2011



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



### NC FAST

North Carolina Families Accessing  
Services through Technology

*NC FAST.....Keeping Families First*



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)



- 1. Global Case Management and Food and Nutrition Services**
- 2. P2&6 Eligibility Information System (EIS)**
  - **Part 1: Screening and Intake for Work First (TANF), Medicaid, Special Assistance, and Refugee Assistance**
  - **Part 2: Eligibility for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance**
- 3. Low Income Energy Assistance Program (LIEAP), Child Care, and Crisis Intervention Program (CIP)**
- 4. Child Services**
- 5. Aging and Adult Services**



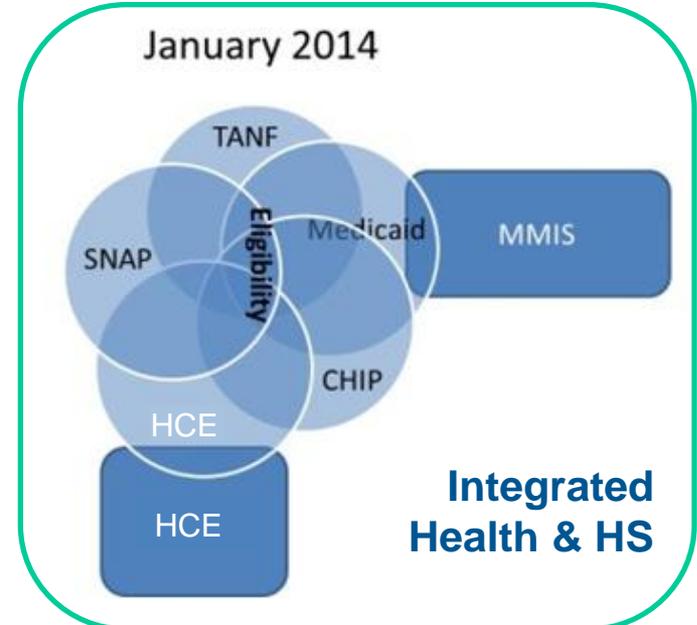
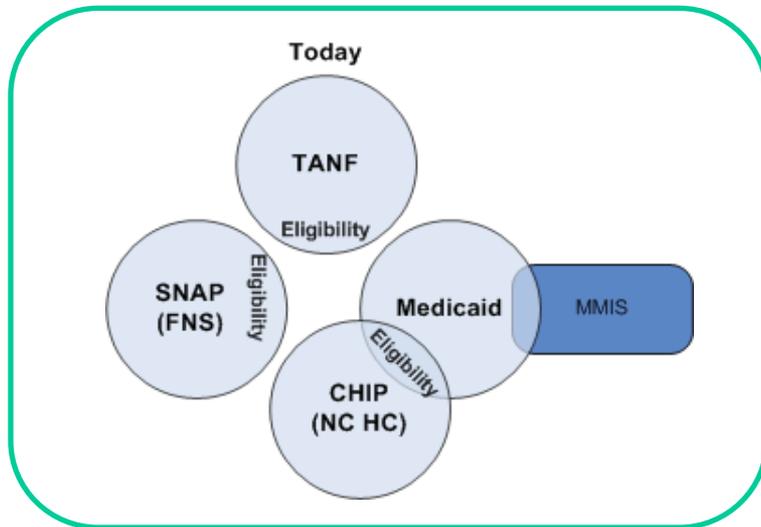
## DHHS Streamlining Effort to Align Eligibility Criteria across Multiple Programs

### 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



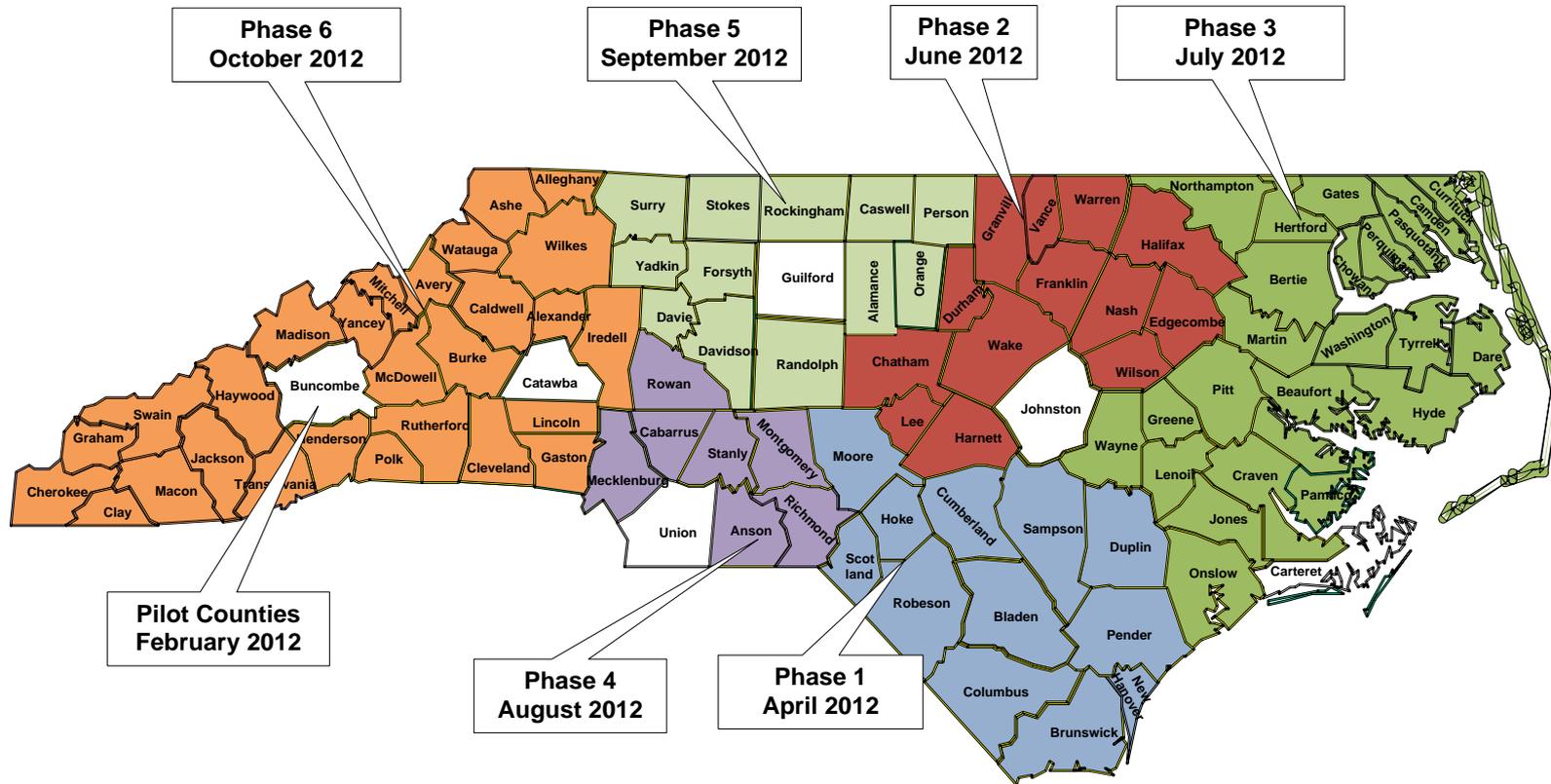


# Program Status Update - Schedule

Year	2010				2011												2012												2013												2014								
Month	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January								
Month #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41								
<b>Project 1</b>																																																	
Planning	█	█																																															
Design		█	█	█	█	█	█	█	█																																								
Build							█	█	█	█	█	█	█																																				
Test							█	█	█	█	█	█	█	█	█	█	█																																
Train Pilot																	█																																
Deploy Pilot																		█	█																														
Train Statewide																			█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█			
Deploy Statewide																				█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█				
<b>Project 2 &amp; 6</b>																																																	
Planning				█	█																																												
Design						█	█	█	█	█	█	█	█	█																																			
Build																	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	
Test																																																	
Train Pilot																																																	
Deploy Pilot																																																	
Train Statewide																																																	
Deploy Statewide																																																	
<b>Operations &amp; Maintenance</b>																																																	
Project 1																																																	
O&M - Rollout																																																	
O&M - Post Rollout																																																	
Project 2 & 6																																																	
O&M - Rollout																																																	
O&M - Post Rollout																																																	



# Program Status Update – County Readiness



\* We are working with a new version of the base software and we are going to take a major checkpoint in September at which point the schedule will be refined as needed.



## Electronic Pre-Assessment Screening Service

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



- 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.
- Not intended to duplicate functions of the Benefit Bank tool.
- Provides list of required documents to bring to agency.



- Implemented in 3 phases:
  - ✓ Phase 1 implemented on July 1, 2010: enables high-level self-screening for Food and Nutrition Services (FNS) Program, Simplified Nutritional Assistance Program (SNAP), Emergency Assistance, Work First Cash Assistance, and Crisis Intervention Program (CIP), with other programs added ongoing.
  - ✓ Phase 2 FNS implemented on Nov. 22, 2010: enables individuals to answer FNS interview questions, print the application and then mail, fax, or bring it to the agency.
  - ✓ Phase 2 Medicaid: will enable individuals to answer Medicaid interview questions, print the application and then mail, fax, or bring it to the agency.
  - ✓ Phase 3: will integrate ePASS with the NC FAST Case Management application, 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.



# Program Status Update - Health Benefit Exchange

