JOINT LEGISLATIVE OVERSIGHT COMMITTEE

NC FAST Update

September 9, 2014

Joe Cooper, Chief Information Officer
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In-Scope Programs

Economic Benefits

- Food and Nutrition Services
- Medicaid / SCHIP
  - Family and Children's Medicaid / ACA MAGI
  - Adult Medicaid
- Work First

- Special Assistance
  - Crisis Intervention Program (CIP)
- Refugee Assistance
- Child Care
- Energy Assistance
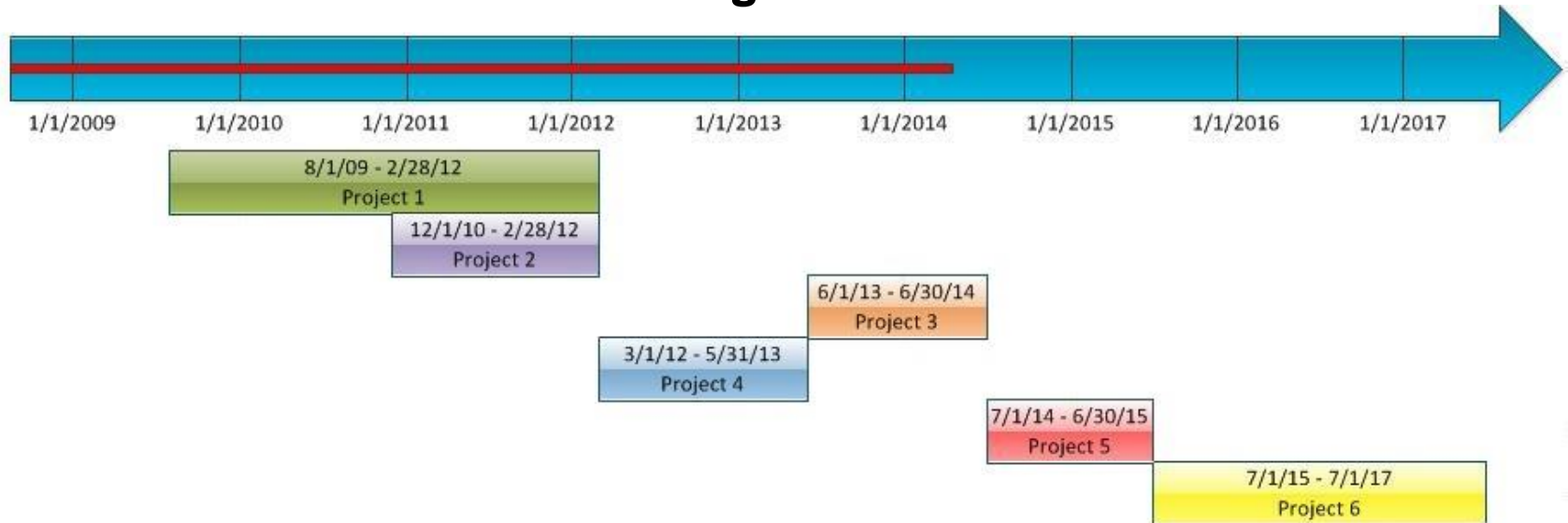 - Low Income Energy Assistance Program (LIEAP)

Services

- Adult and Family Services
- Child Welfare

3

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
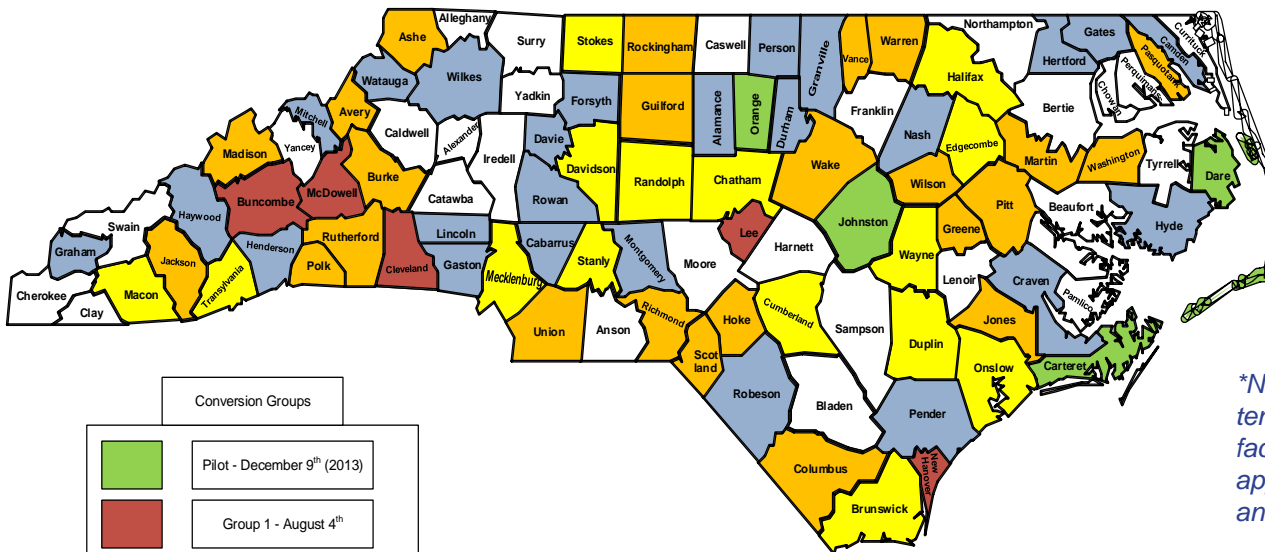
ACA Impact on NC FAST Timeline
Revised NC FAST Timeline
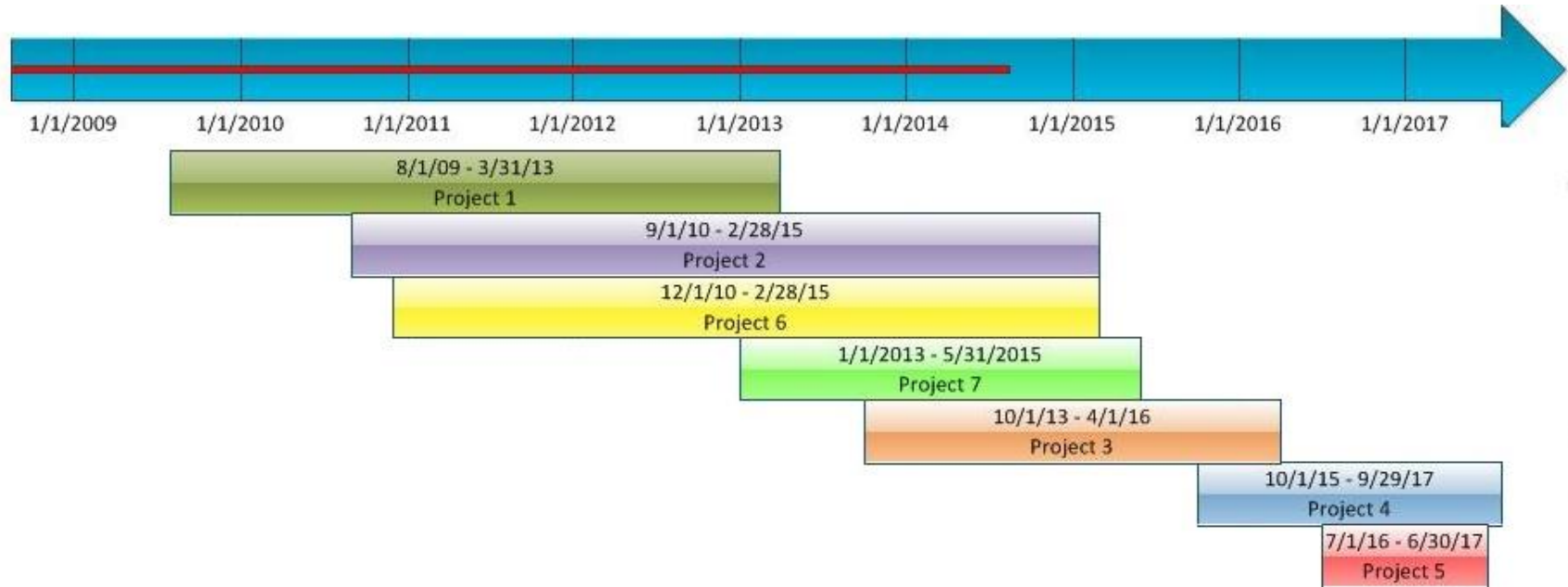
- Due to the Affordable Care Act (ACA), Project 6 was moved up in the overall timeline and combined with Project 2 to implement the Medicaid piece.

- Project 7 was also added in response to Federal changes associated with ACA.

Traditional Medicaid (Project 2&6) Implementation

Group	Counties
Pilot	4
Group 1	5
Group 2	27
Group 3	25
Group 4	15
Group 5	24
Total	100

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.

Conversion Groups

🟩	Pilot - December 9th (2013)
🟥	Group 1 - August 4th
⬜	Group 2 - September 8th
🟦	Group 3 - October 6th
🟨	Group 4 - October 20th
🟧	Group 5- November 3rd

- **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)

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.

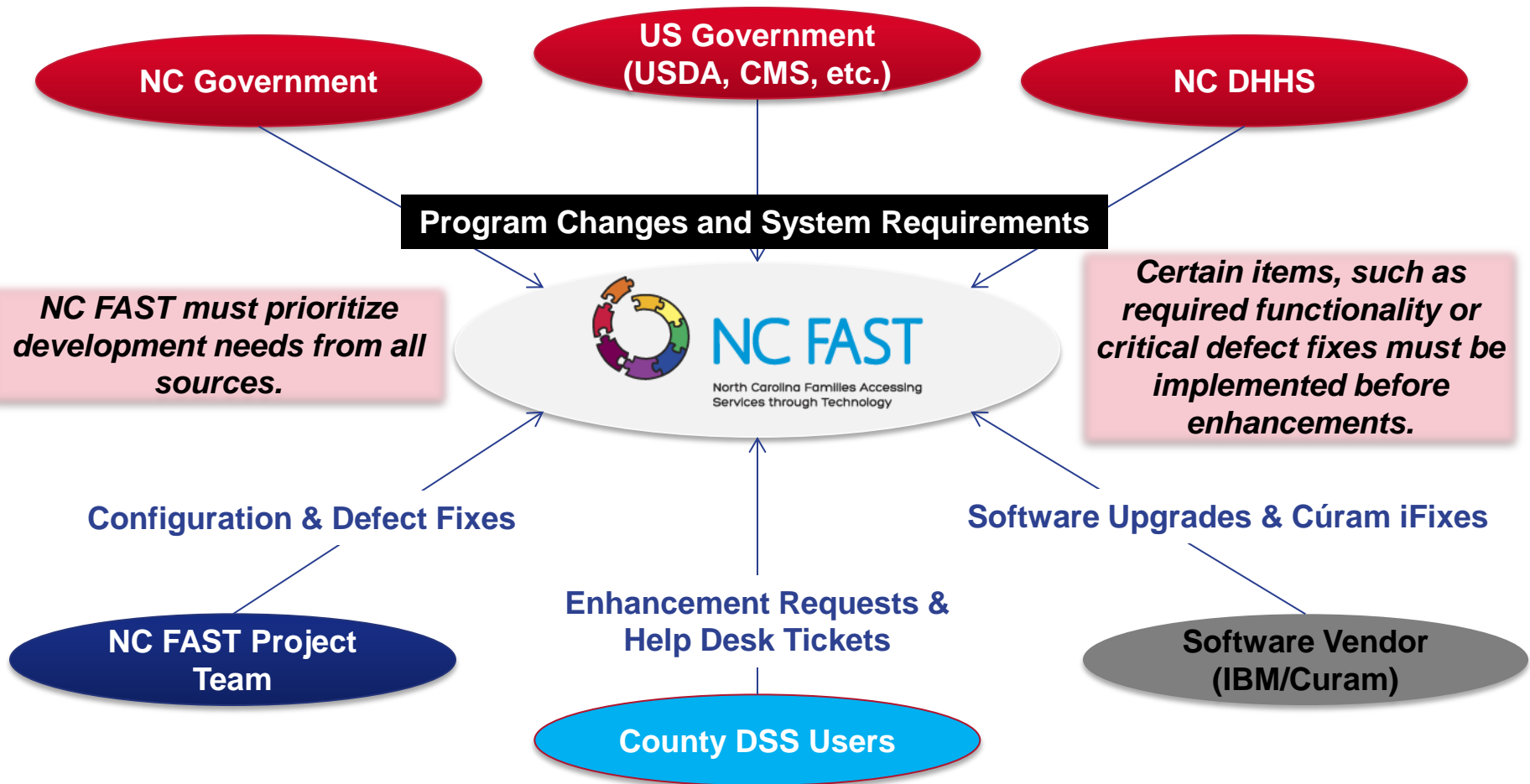| NC FAST Challenges	Solutions
Implementing new solutions earlier than planned due to ACA (FNS screen changes) and changing CMS requirements	Enhance working relationship with County DSS and Directors to plan for impacts of ACA open enrollment and changes
	Continuous collaboration with CMS to address new and changing ACA requirements
Changing State and Federal Requirements (MAGI, Medicaid and FNS COLA's)	Work closely with DHHS divisions, County DSS and federal partners to continuously address change
Communications	Streamline communications and implement new tools for improved communications (survey) and a new pilot user group for prioritization of NC FAST work
Training	Adjust training methods, as needed
	Additional On-Site Support (OSS), trainers and other staff to assist counties during Hard Launch
Help Desk	Redesign of NC FAST Help Desk
Staffing Turnover	Continue to work with DHHS HR and OSHR for recruitment and retention options
Performance Testing	Continue to work with NC FAST vendors and ITS to improve and strengthen Performance Testing of the NC FAST system

N.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Challenges Counties Face	Solutions
Increased Caseloads*	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."
Backlog of Medicaid cases in both NC FAST and EIS due to ACA	State provided additional reporting to assist with caseload tracking
New Customer Access Channels	Accelerated Medicaid Processing Plan (AMPP) submitted by all counties, evaluating current staffing capacity and determining needs going forward
Healthcare.gov Applications (Open enrollment begins again November 15, 2014)	
New Federal Requirements (FNS COLA, Medicaid COLA, MAGI)	Enhance working relationship with County DSS and Directors
Users' Transition to NC FAST	Form an Operational Support Team (OST)

*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 Government

US Government
(USDA, CMS, etc.)

NC DHHS

Program Changes and System Requirements

NC FAST must prioritize development needs from all sources.

NC FAST

North Carolina Families Accessing
Services through Technology

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

Configuration & Defect Fixes

Software Upgrades & Cúram iFixes

Enhancement Requests & Help Desk Tickets

NC FAST Project Team

County DSS Users

Software Vendor (IBM/Curam)

Help Desk Ticket Trends

Data as of Sept. 3

- 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.
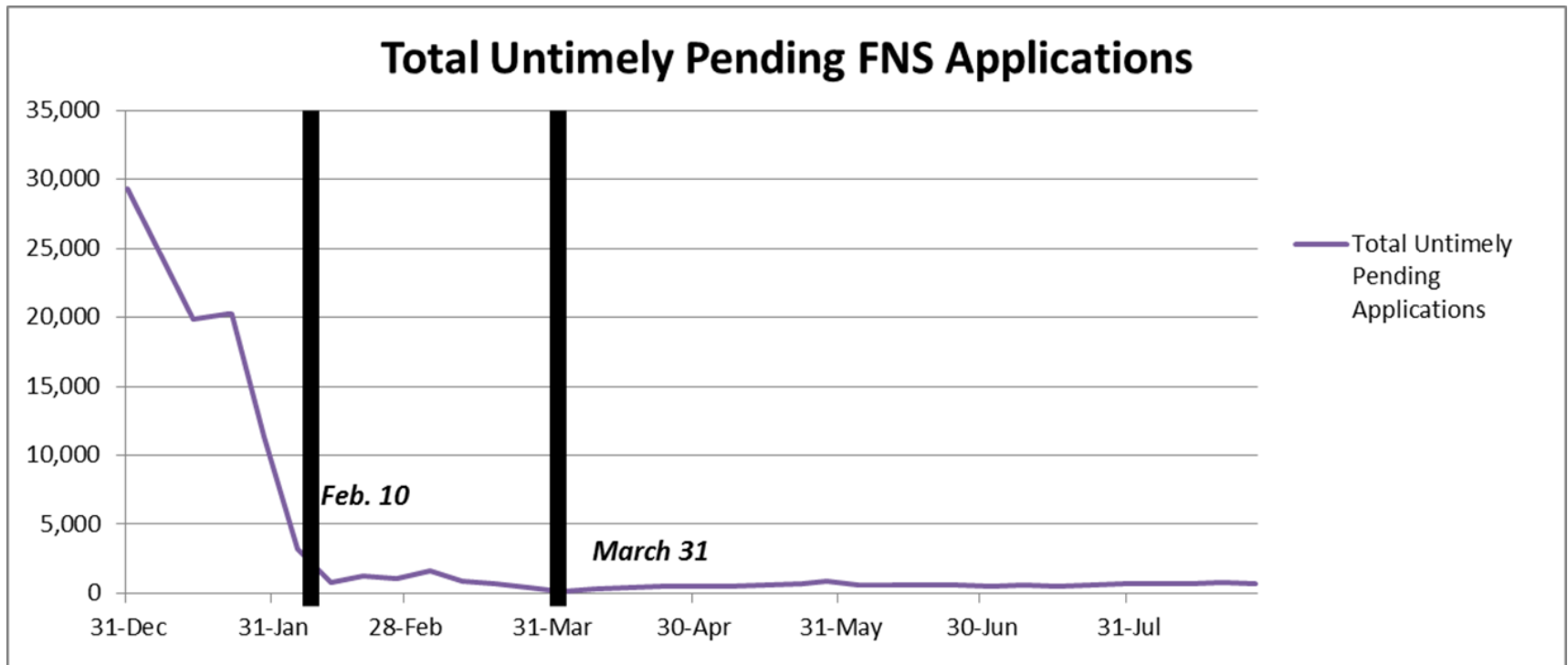
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FNS Update

September 9, 2014

FNS Applications Processing Status

- Counties successfully met the Feb. 10 and March 31 USDA FNS processing deadlines.
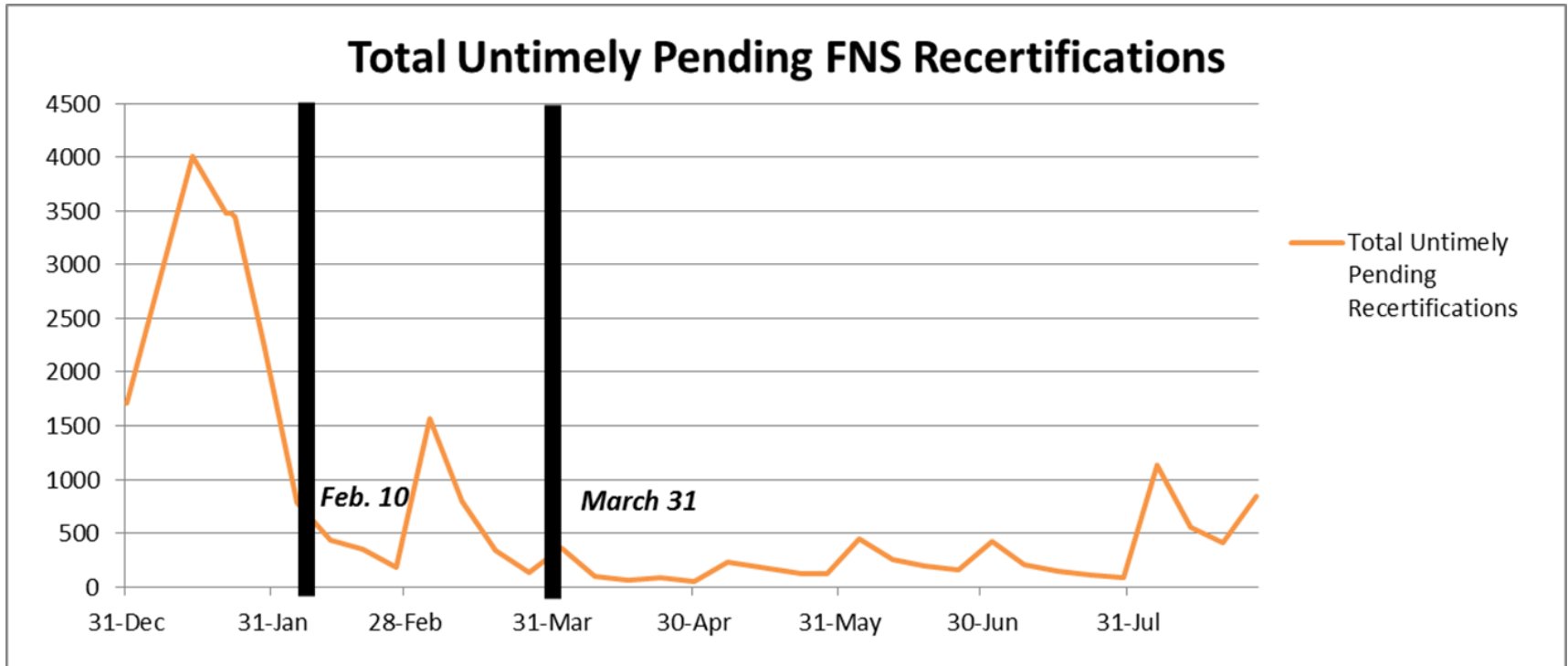

Total Untimely Pending FNS Applications

- There will always be some applications that remain pending with good cause. As of Aug. 26, 741 untimely pending applications remained.

FNS Recertifications Processing Status

- Counties successfully met Feb. 10 and March 31 USDA FNS processing deadlines.

Total Untimely Pending FNS Recertifications

- 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.*

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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.

HealthCare.gov

ACA Applications through HealthCare.gov (Oct. 1 – Aug. 28)	99,512

Status of applications received by NC FAST	Total
Total Applications received by NC FAST (from HealthCare.gov)*	89,985
Total Applications Fully Processed	81,288
Applications Approved for Medicaid ("woodwork effect")	7,451
Applications denied/withdrawn/transferred	73,837
Out of state applications	130

9%

Applications submitted through HealthCare.gov have been approved as of the end of August.
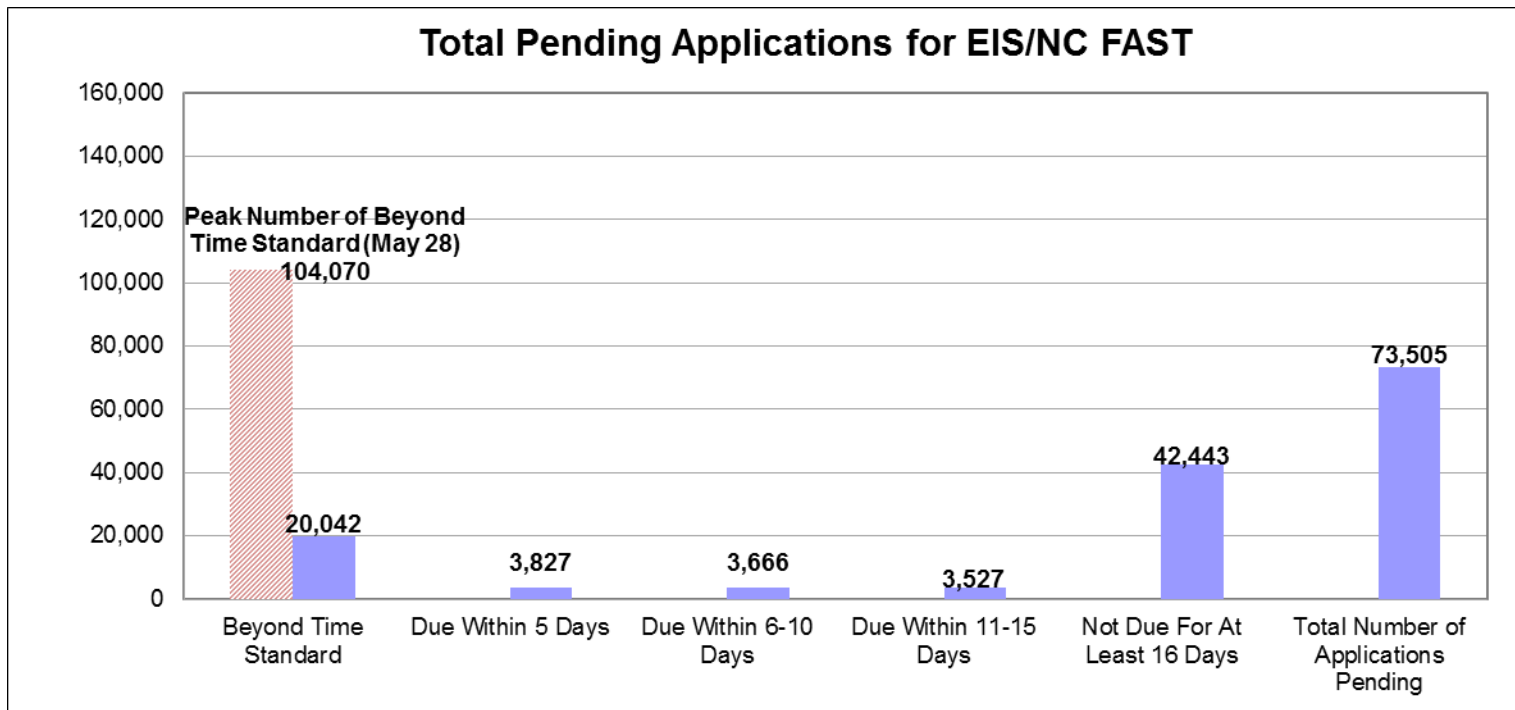
- Since the peak of untimely pending applications at the beginning of June, counties have been successful in lowering the overall backlog by 81% which includes a reduction of approximately 84,000 untimely pending applications.

- A significant portion (58%) of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.
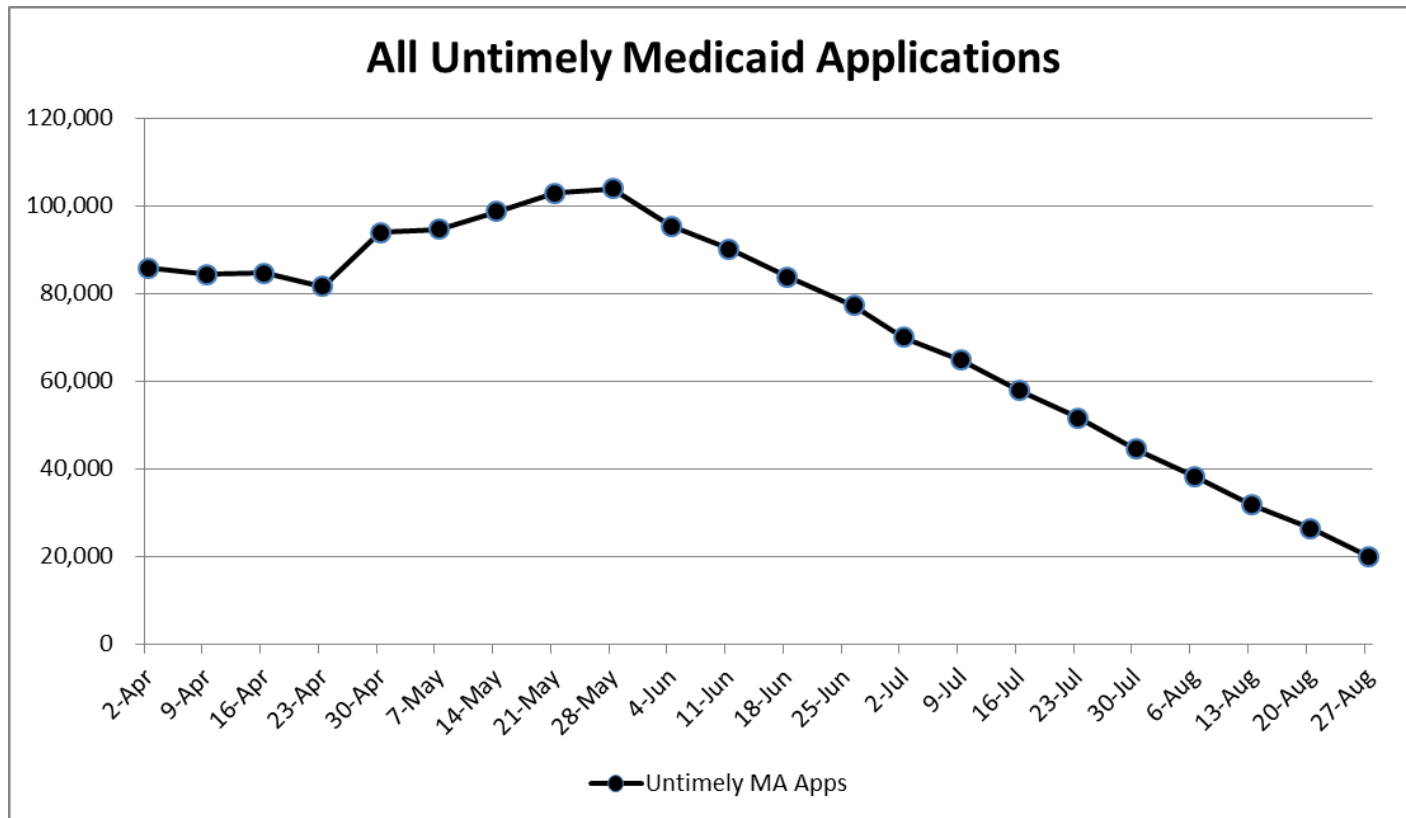
All Untimely Medicaid Applications

- **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)**

Total Pending Applications for EIS/NC FAST

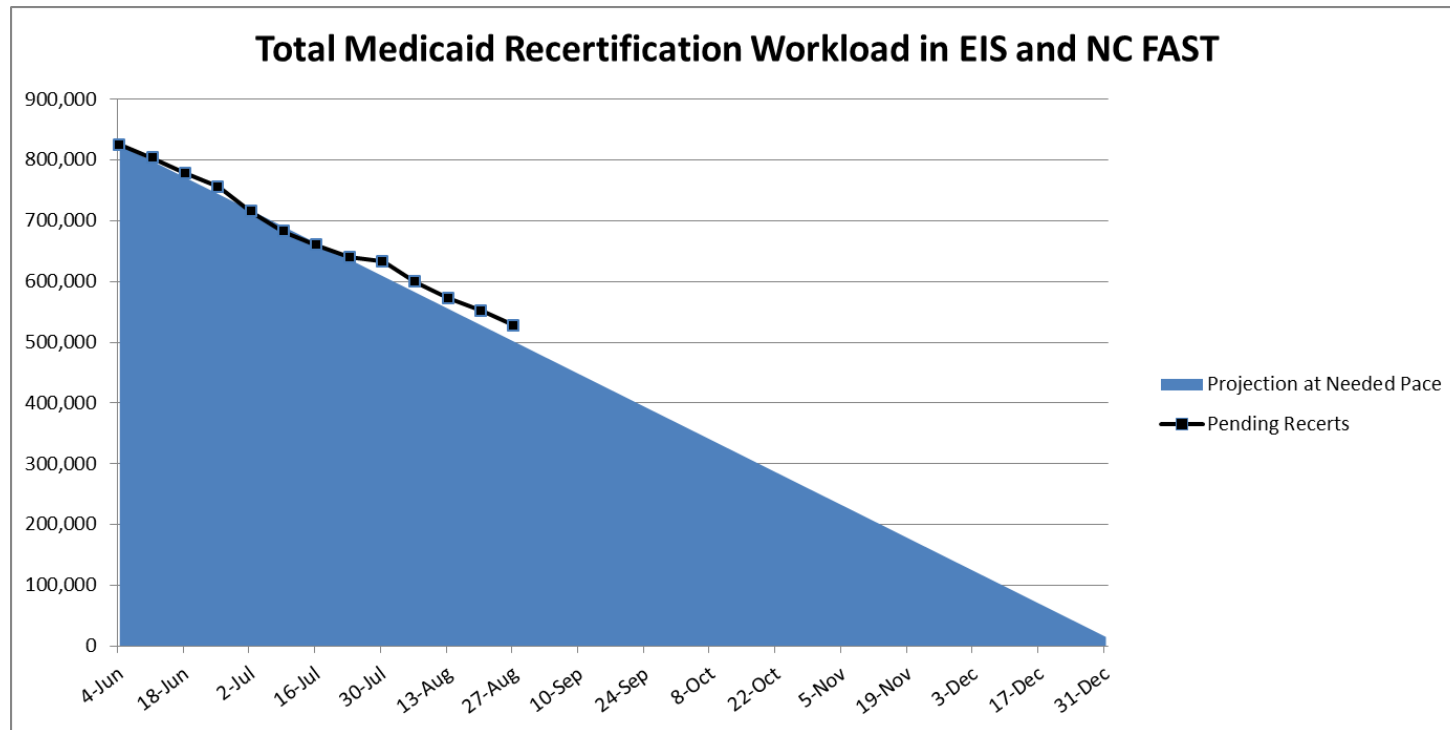|	Beyond Time Standard	Due Within 5 Days	Due Within 6-10 Days	Due Within 11-15 Days	Not Due For At Least 16 Days	Total Number of Applications Pending
Peak Number of Beyond Time Standard (May 28)	104,070					
	20,042	3,827	3,666	3,527	42,443	73,505

*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.

Total Medicaid Recertification Workload in EIS and NC FAST

Data as of August 27th