



**Joint Legislative Oversight Committee
on Health and Human Services
September 27, 2016**

**Department of Health and Human Services
NC FAST**



Did you know?

- North Carolina is the only state in the US to successfully implement a modern, integrated eligibility and case management system for Food and Nutrition Services, Medicaid, Temporary Assistance for Needy Families (TANF), Special Assistance and Refugee Assistance programs AND meet the Federal ACA deadlines for changing Medicaid rules and integrating with Healthcare.gov.
- North Carolina is one of only eight states in the US that delivers these major human services programs in a state-run, county-administered model.



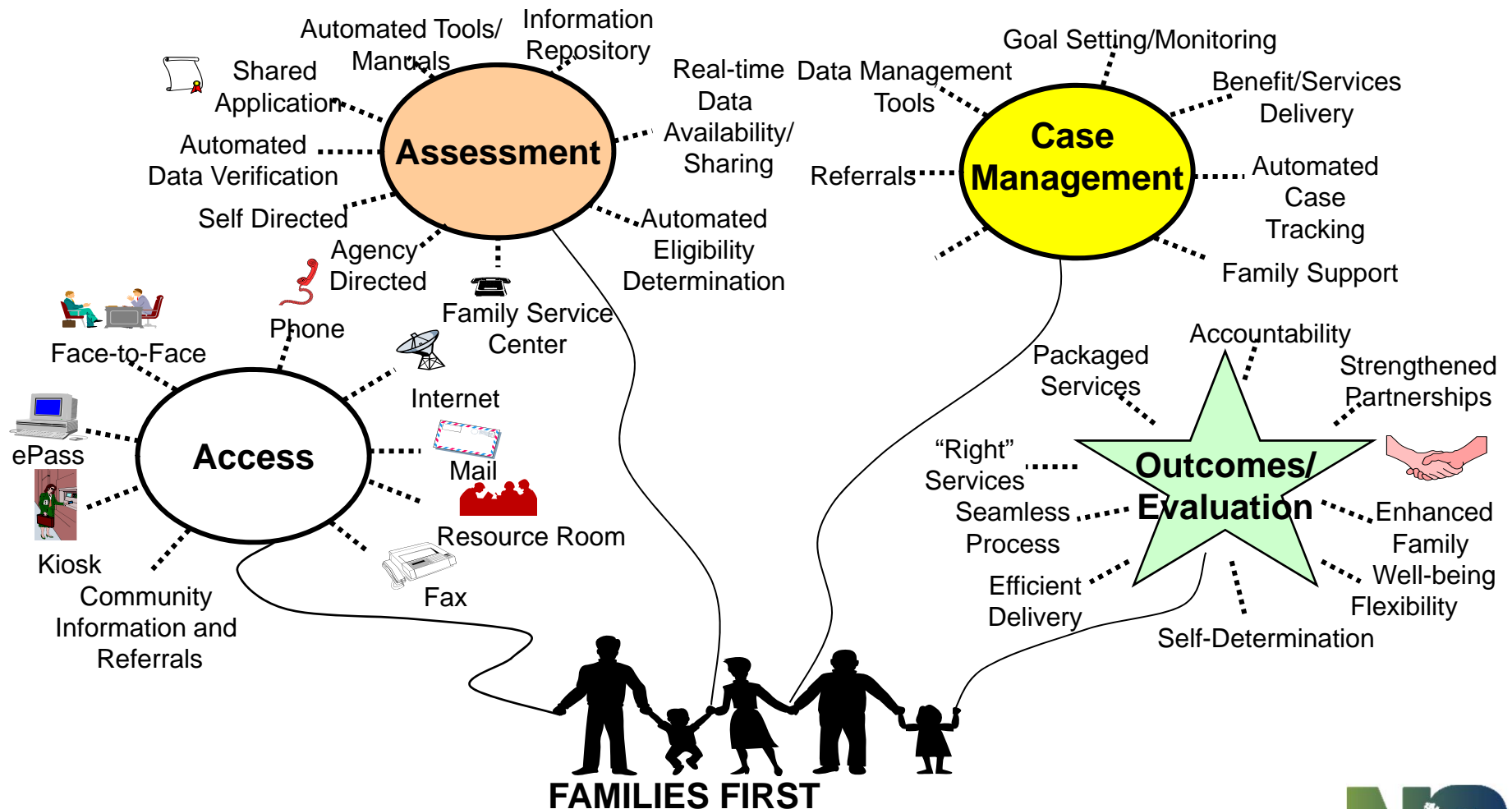
What is NC FAST?

North Carolina Families Accessing Services through Technology

- Software solution that delivers state benefits and services at the county level for all 100 NC social services agencies
- Determines eligibility for economic benefits
- Introduces modern technology and new business practices
- Receives applications in new and different ways
- Reduces time spent doing paperwork
- Replaces 20 legacy systems
- Shares client data across all benefitting programs
- Applies federal rules, built into the system
- 90% business process change management, 10% technology



Streamlining Access and Strengthening Families



"Provide family centered services by means of an efficient, seamless service delivery process that provides flexibility for the counties and accountability throughout the system"



NC FAST Collaboration and Sharing

- NC FAST continues to share information and code with other states, This sharing is in line with the Medicaid Information Technology Architecture (MITA) requirement.
- NC FAST also shares information on the CMS CALT site and new joint federal site zONE which allows for additional collaboration with other states including:
 - Arizona
 - Arkansas
 - Illinois
 - Kansas
 - Louisiana
 - Minnesota
 - Missouri
 - Nebraska
 - New York
 - Ohio
 - South Carolina
 - Utah
 - Virginia
 - Washington, DC
 - Virgin Islands
 - Center for Digital Governance
 - Clemson
 - Manatt, Phelps and Phillips Law Firm
 - Open Health Services, MITRE Organization
 - The Stephen Group



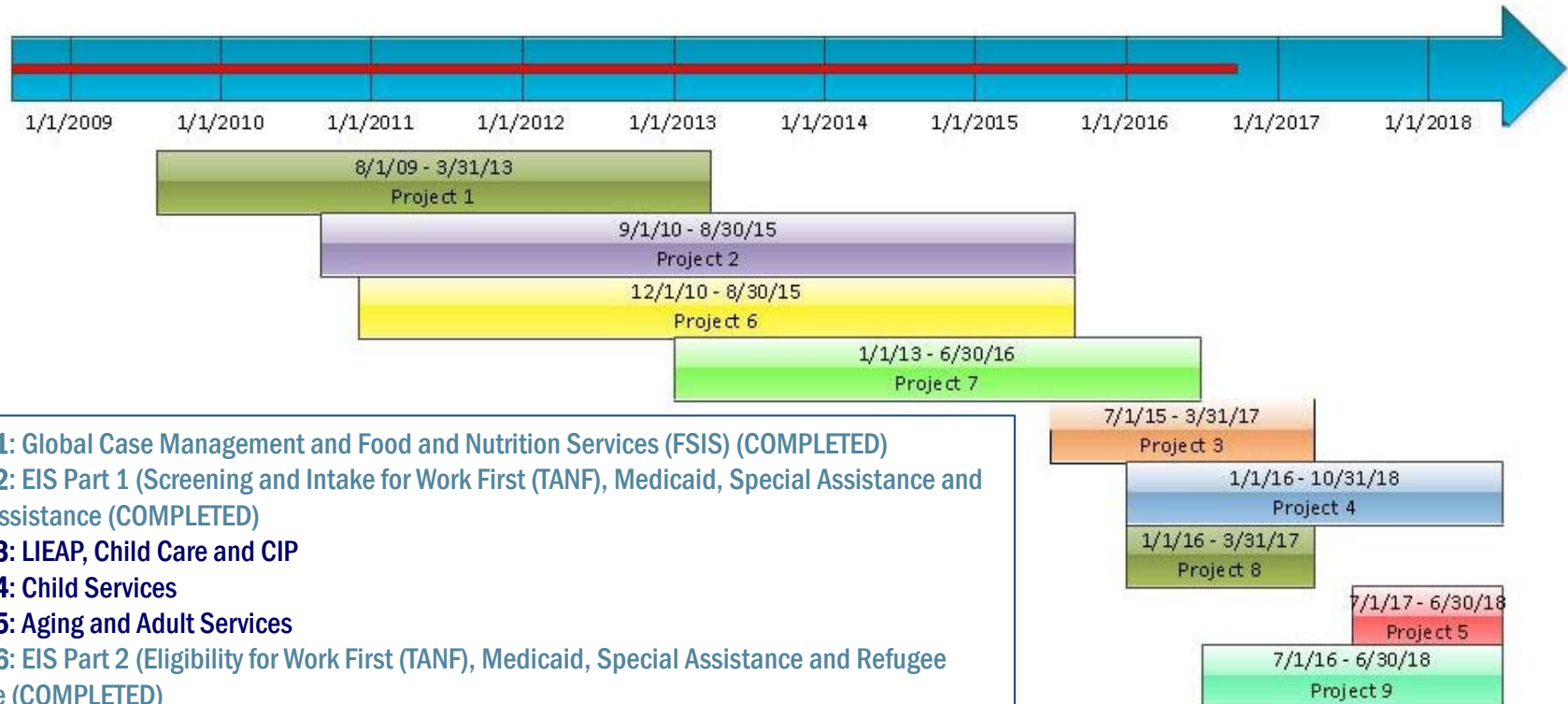
NC FAST Collaboration and Sharing

- NC FAST participates and provides information at various conferences and meetings including:
 - MITRE Webinar for Tri-Agency Working Group of ACF/CMS/USDA
 - ASPE (Assistant Secretary for Planning and Evaluation), ACF
 - North Carolina Association of County Departments of Social Services SSI (Social Services Institute) Conference
 - American Public Human Services Association ISM (IT Solutions Management) Conference
 - Regional County Directors' Meetings
 - Monthly 'State Sharing' Conference Call including eight states as well as federal partners



NC FAST timeline

Revised NC FAST timeline (due to the required implementation of the ACA)



- **Project 1:** Global Case Management and Food and Nutrition Services (FSIS) (COMPLETED)
- **Project 2:** EIS Part 1 (Screening and Intake for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance (COMPLETED)
- **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 (COMPLETED)
- **Project 7:** Federally-Facilitated Marketplace Interoperability (COMPLETED)
- **Project 8:** Eastern Band of Cherokee Indians (EBCI) Integration
- **Project 9:** Medicaid Self-Service and Enterprise Program Integrity

- Due to the Affordable Care Act (ACA), Project 6 was moved up in the overall timeline and combined with Project 2 to implement Medicaid, Work First (TANF), Special Assistance and Refugee Assistance.
- Project 7 was added in response to Federal changes associated with ACA.
- Project 8 was added as a NC legislative requirement.
- Project 9 was added to address additional Federal requirements for Medicaid.



NC FAST Integration Projects

In-scope programs

Economic Benefits

- Food and Nutrition Services
 - Medicaid / SCHIP
 - Family and Children's Medicaid / ACA MAGI
 - Adult Medicaid
 - Work First
 - Special Assistance
 - Refugee Assistance
- Child Care (*Planned rollout- Oct. 2016*)
 - Energy Assistance (*Planned rollout- Mar. 2017*)
 - Low Income Energy Assistance Program (LIEAP)
 - Crisis Intervention Program (CIP)

Services

- Adult and Family Services
(*Planned kickoff- Mid 2017*)
- Child Welfare (*Planned pilot - Late 2017*)

———— = Completed Projects



Serving North Carolinians

- Currently, 2.5M North Carolinians across all 100 counties receive benefits through NC FAST.

Actively Delivering Economic Benefits

Project 1: Global Case Management and Food and Nutrition Services

- Began in May 2012 and completed in March 2013.
- Currently, there is a total of **1.7M** participants on **786K** FNS/SNAP cases.
- Project delivered on time and within budget



Serving North Carolinians

Actively Delivering Economic Benefits

Project 2 & 6: Traditional Medicaid, Special Assistance, Refugee Assistance, & Work First

- **Due to the Affordable Care Act, Medicaid Project 6 was expedited.**
 - **October 1, 2013: Implementation began**
 - **November 2014: Implementation completed**
- **Currently, there are a total of:**
 - **1.375M participants on 1.279M Traditional Medicaid cases.**
 - **35.6K participants on 18.6K Work First cases.**
 - **15.2K participants on 15.3K Special Assistance cases.**
 - **381 participants on 330 Refugee Assistance cases.**
- **Project delivered on time and within budget**



Serving North Carolinians

Actively Delivering Economic Benefits

Project 7: ACA Modified Adjusted Gross Income Medicaid

- **Family and Children's Medicaid and NC Health Choice: Implementation completed October 2013**
 - Additional CMS ACA requirements continue to be received
- **Currently, there are 547K participants on 345K MAGI Medicaid cases.**
 - Annual enrollment causes an increased workload for counties each year that doesn't always result in a Medicaid enrollment
 - Not originally planned/budgeted for NC FAST, but delivered early to meet federal ACA deadlines



Serving North Carolinians

Economic Benefit Project

Project 3 Low Income Energy Assistance Program (LIEAP), Child Care, and Crisis Intervention Program (CIP)

- Implementation began the summer of 2015 with a 18-month implementation schedule
- July 2016: Providers started entering information into the Provider Portal.
 - Currently, there are over 4,500 providers with access to the system and over 2,000 have already reenrolled via the Provider Portal.
- Next phase scheduled for October. County case workers will begin entering case information.



Serving North Carolinians

Economic Benefit Project

Project 8 Eastern Band of Cherokee Indians

Expands the state level functionality for FNS and Medicaid to the Eastern Band of Cherokee Indians.

- Scope includes:
 - Food and Nutrition Services
 - Medicaid
 - North Carolina Health Choice



Additional NC FAST Projects

Economic Benefit Project

Project 9: Medicaid Self-Service and Enterprise Program Integrity

- Implements Enterprise Program Integrity functionality, as well as additional Medicaid requirements.
- Replaces Enterprise Program Integrity Control System (EPICS) legacy system.
- Project implementation began July 2016.

Welcome to North Carolina ePASS

ePASS is a quick and easy way for individuals and families to learn about and apply for available benefits and services. Online applications are available for Food and Nutrition Services (Formerly Food Stamp), as well as Medical Assistance/Medicaid and NC Health Choice or CHIP. You can learn if you are potentially eligible for Medical Assistance by completing an electronic pre-assessment screening.

ePASS
Public Portal of
NC FAST

Standard View | High Contrast View

→ Apply for Medical Benefits
→ Apply for Food and Nutrition Services

I Want To...

- View/print a PDF version of the North Carolina Medical Assistance Application.
- View/print a PDF version of the North Carolina Food and Nutrition Services Application.
- Learn more about Medical Assistance.
- Learn more about Food and Nutrition Services.
- Watch a video about applying online with ePASS.
- Register to vote in North Carolina.
- Contact my local County Department of Social Services.
- Learn about applying on behalf of someone else.
- Visit HealthCare.gov

Apply in a Different Language

- Aplicaciones en español
- التطبيقات بالعربية
- Anwendungen in Deutsch
- Applications en français
- Tiếng Việt (Việt Nam)
- Những ứng dụng bằng tiếng Việt

Log into your Account

Username
Password
Log On

Forgot your password?
Create an Account
Forgot your User ID?

MedicaidNC Health Choice (CHIP) Pre Application Screening

How many people are in the Household?

What is your Annual Household Income?

Does anyone in the household have current medical expenses or medical expenses from the previous 3 months? ☐

Is anyone in the household disabled, in need of assistance with daily living or over age 65? ☐

Get Screening Results

North Carolina Department of Health and Human Services
User Agreement & Disclaimer
For Agency Use Only: Verification and Emergency Screening



ePASS

Electronic Pre-Assessment Screening Service

- Secure, web-based, self-service tool that enables NC residents to screen for potential eligibility for benefits and services programs.
- Individuals can use ePASS to screen for potential eligibility and begin the application process for Medicaid and Food and Nutrition Services
- Improves the efficiency, flexibility and effectiveness for caseworkers and simplifies the intake process.

NC DHHS - ePASS

Welcome to North Carolina ePASS

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Log into your Account

Username
Password
Log On
Forgot your password?
Create an Account
Forgot your User ID?

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Additional NC FAST projects

Services Project

Project 4: Child Welfare Services

- Includes screening, intake, licensure, assessments, service planning and provisioning for Child Protection, Foster Care, and Adoption Services.
- Project implementation began February 2016 with first go-live for five pilot counties in fall of 2017.
- Mobile application will allow caseworker to access case information while in the field.
- Replaces seven legacy systems.



Additional NC FAST projects

Services Project

Project 5: Adult and Family Services

- Scope includes screening, intake, licensure, assessments, service planning and provisioning for Adult Protective Services, Resident Assessments, Guardianship Services, Adult Placement Services for Residential Care and Adult Care Home Case Management.
- Approximately 40% of the functionality for Child Services will be leveraged for Adult and Family Services.
- Replaces six legacy systems.



NC FAST Recognition

Sherry Bradsher Awarded Jerry W. Friedman Individual Excellence in Leadership Award, ISM APHSA Awards, 2016

Recognizes an individual who has demonstrated a clear understanding of the fundamental role that information technology can play in efficient and effective operations in the field of Human Services. Deputy Secretary Sherry Bradsher was selected among candidates from both the private and public sector.

NC FAST, Finalist for Business Value Award, NC Tech Awards, 2015

NC FAST awarded National Information Exchange Model Award Winner, 2014

NC FAST Training Solution Wins Quality Award, 2012

NC FAST, Finalist for Best Internal Implementation of Technology Award, NC Tech Awards, 2012



Questions



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**Department of Health and Human Services
NCTracks**



NCTracks milestones

- April 2004 Contract Awarded to ACS
- July 2006 Cancellation of ACS Contract
- December 2008 Contract Awarded to CSC
- January 2009 Kickoff of Design Development & Installation (DDI)
- July 2013 Operational Start (Go-Live)
- April 2015 Certification by CMS –
Enhanced funding to July 1, 2013
- October 2015 ICD-10 Implementation



Recipient and provider impact

July 1, 2013 – June 30, 2016

- **99.9% system and uptime availability**
- **646 million claims processed**
- **\$32.9B paid to providers**
- **85,476 healthcare providers currently enrolled**
- **1.8 million North Carolina citizens served**



Impact to State

July 1, 2013 – June 30, 2016

- Consolidated from seven (7) systems/contracts into one (1) – 85% reduction
- \$3M monthly system run rate reduction – 45%
- In first three (3) years Fiscal Agent has hit 92% of contractual service level agreements – 8% missed resulted in \$3.8M forfeiture to State



Impact to State

\$111.8M hard dollar reduction

NCTracks system compared to Legacy system

July 1, 2013 – June 30, 2016



ICD-10 implementation

- Federally mandated change implemented on October 1, 2015
- 68,000 Codes in ICD-10 compared to 12,000 in ICD-9
- Regular updates have occurred since implementation
- Smooth implementation
 - Less than 25 total defects attributed to ICD-10 enhancement
 - Call center staffing returned to normal levels after only 6 weeks
- Next major update occurs on October 1, 2016
 - Testing has gone well
 - No significant issues expected



Latest ICD-10 procedure code

V97.33XD:

**Sucked into jet engine,
subsequent encounter**



Questions





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**Department of Health and Human Services
Health Analytics Pilot**



Health Analytics Pilot (HAP) Update

- **October 31, 2016**
 - Confirm functional requirements/design
 - Confirm and validate source data
 - Finalize implementation schedule
- **Key stakeholders**
 - DHHS
 - Medicaid Program and Finance team
 - DHHS Information Technology Division (ITD)
 - Government Data Analytics Center (GDAC)
- **Target Business Deliverables**
 - Utilization dashboards
 - In-patient, long term care, pharmacy, etc.
- **Overall HAP project on schedule**



Questions