



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

November 1, 2017

SENT VIA ELECTRONIC MAIL

The Honorable Nelson Dollar, Chair
Joint Legislative Oversight Committee on
Medicaid and NC Health Choice
North Carolina General Assembly
Room 307B, Legislative Office Building
Raleigh, NC 27603

The Honorable Ralph Hise, Chair
Joint Legislative Oversight Committee on
Medicaid and NC Health Choice
North Carolina General Assembly
Room 312, Legislative Office Building
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair
Joint Legislative Oversight Committee on
Medicaid and NC Health Choice
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603

Dear Chairmen:

Session Law 2017-57, Section 11H.21 amends NC General Statute §108A-70.43 by adding a requirement that the Department of Health and Human Services, Division of Medical Assistance, submits to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division, an annual report for the prior fiscal year containing the following information: the annual statewide percentage of Medicaid applications processed in a timely manner; the statewide average number of days to process Medicaid applications for each month; the annual percentage of Medicaid applications processed in a timely manner by each county department of social services; the average number of days to process Medicaid applications for each month for each county department of social services; the number of months during the fiscal year that each county department of social services met the timely processing standards in Part 10 of Article 2 of Chapter 108A of the General Statutes; a description of all corrective action activities conducted by DHHS and county departments of social services in accordance with NCGS 108A-70.36; and a description of how DHHS plans to assist county departments of social services in meeting timely processing standards for Medicaid applications, for every county in which the performance metrics for processing Medicaid applications in a timely manner do not show significant improvement compared to the previous fiscal year. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

Should you have any questions regarding this report, please contact Dave Richard, Deputy Secretary for Medical Assistance, at Dave.Richard@dhhs.nc.gov or 919-855-4100.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mandy Cohen" with a stylized flourish at the end.

Mandy Cohen, MD, MPH
Secretary

cc: Dave Richard Denise Thomas Marjorie Donaldson Kolt Ulm Theresa Matula
 Rod Davis Joyce Jones Susan Perry-Manning Susan Jacobs Leah Burns
 Ben Popkin Mark Benton LT McCrimmon Lisa Wilks Pam Kilpatrick
 Christen Linke Young reports@ncleg.net



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

November 1, 2017

SENT VIA ELECTRONIC MAIL

The Honorable Louis Pate, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 311, Legislative Office Building
Raleigh, NC 27603

The Honorable Josh Dobson, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 301N, Legislative Office Building
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603

Dear Chairmen:

Session Law 2017-57, Section 11H.21 amends NC General Statute §108A-70.43 by adding a requirement that the Department of Health and Human Services, Division of Medical Assistance, submits to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division, an annual report for the prior fiscal year containing the following information: the annual statewide percentage of Medicaid applications processed in a timely manner; the statewide average number of days to process Medicaid applications for each month; the annual percentage of Medicaid applications processed in a timely manner by each county department of social services; the average number of days to process Medicaid applications for each month for each county department of social services; the number of months during the fiscal year that each county department of social services met the timely processing standards in Part 10 of Article 2 of Chapter 108A of the General Statutes; a description of all corrective action activities conducted by DHHS and county departments of social services in accordance with NCGS 108A-70.36; and a description of how DHHS plans to assist county departments of social services in meeting timely processing standards for Medicaid applications, for every county in which the performance metrics for processing Medicaid applications in a timely manner do not show significant improvement compared to the previous fiscal year. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

WWW.NCDHHS.GOV

TEL 919-855-4800 • FAX 919-715-4645

LOCATION: 101 BLAIR DRIVE • ADAMS BUILDING • RALEIGH, NC 27603

MAILING ADDRESS: 2001 MAIL SERVICE CENTER • RALEIGH, NC 27699-2001

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Should you have any questions regarding this report, please contact Dave Richard, Deputy Secretary for Medical Assistance, at Dave.Richard@dhhs.nc.gov or 919-855-4100.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Mandy Cohen'.

Mandy Cohen, MD, MPH
Secretary

cc: Dave Richard Denise Thomas Marjorie Donaldson Kolt Ulm Theresa Matula
 Rod Davis Joyce Jones Susan Perry-Manning Susan Jacobs Leah Burns
 Ben Popkin Mark Benton LT McCrimmon Lisa Wilks Pam Kilpatrick
 Christen Linke Young reports@ncleg.net



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

November 1, 2017

SENT VIA ELECTRONIC MAIL

Mr. Mark Trogdon, Director
Fiscal Research Division
Suite 619, Legislative Office Building
Raleigh, NC 27603-5925

Dear Director Trogdon:

Session Law 2017-57, Section 11H.21 amends NC General Statute §108A-70.43 by adding a requirement that the Department of Health and Human Services, Division of Medical Assistance, submits to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division, an annual report for the prior fiscal year containing the following information: the annual statewide percentage of Medicaid applications processed in a timely manner; the statewide average number of days to process Medicaid applications for each month; the annual percentage of Medicaid applications processed in a timely manner by each county department of social services; the average number of days to process Medicaid applications for each month for each county department of social services; the number of months during the fiscal year that each county department of social services met the timely processing standards in Part 10 of Article 2 of Chapter 108A of the General Statutes; a description of all corrective action activities conducted by DHHS and county departments of social services in accordance with NCGS 108A-70.36; and a description of how DHHS plans to assist county departments of social services in meeting timely processing standards for Medicaid applications, for every county in which the performance metrics for processing Medicaid applications in a timely manner do not show significant improvement compared to the previous fiscal year. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

Should you have any questions regarding this report, please contact Dave Richard, Deputy Secretary for Medical Assistance, at Dave.Richard@dhhs.nc.gov or 919-855-4100.

Sincerely,

Mandy Cohen, MD, MPH
Secretary

cc: Dave Richard Denise Thomas Marjorie Donaldson Kolt Ulm Theresa Matula
Rod Davis Joyce Jones Susan Perry-Manning Susan Jacobs Leah Burns
Ben Popkin Mark Benton LT McCrimmon Lisa Wilks Pam Kilpatrick
Christen Linke Young reports@ncleg.net

WWW.NCDHHS.GOV

TEL 919-855-4800 • FAX 919-715-4645

LOCATION: 101 BLAIR DRIVE • ADAMS BUILDING • RALEIGH, NC 27603

MAILING ADDRESS: 2001 MAIL SERVICE CENTER • RALEIGH, NC 27699-2001

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER