



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Quality Assurance - 18

1985 Umstead Drive - 2501 Mail Service Center - Raleigh, N.C. 27699-2501

Michael F. Easley, Governor
Dempsey Benton, Secretary

William W. Lawrence, Jr., M.D., Acting Director

August 7, 2008

**Re: 2008 Special Corrective Action
Record Review (CARR) Project**

Dear County Director of Social Services:

The purpose of this letter is to notify counties about the upcoming 2008 Special Negative Corrective Action Record Review (CARR) Project that will be conducted during September and October, 2008. CARR reviews are designed to identify best practices and identify and correct problems. The Medicaid Eligibility Quality Control case reviews ensure that the needs of the client are being met and that Medicaid dollars are being spent correctly.

Approximately 15 cases will be reviewed for each county. In some instances, smaller counties may have less than 15 cases reviewed. Cases being reviewed will include terminated and denied non-SSI Medicaid and NC Health Choice cases, including AAF, SAA and SAD cash assistance cases, except for cases with program codes of IAS, MIC-L, MSB, RRF, MRF and SCD. Cases where the recipient transfers from one program to another with no break in Medicaid coverage will also be included.

The MQC Analysts (QCA) will contact the Medicaid Eligibility Supervisors to schedule the CARR review visits. We anticipate the visit lasting no longer than two days. The QCA will conduct an onsite case record review to determine whether the agency followed the requirements stated in policy regarding denials and terminations. At the end of the review, the QCA will conduct an informal exit conference to discuss the CARR findings with the county staff. Additionally, corrective action activities to help prevent future possible errors will be discussed.

A Summary of Case Reviews Report, along with copies of the CARR review sheets for the reviewed cases, will be mailed to counties approximately six weeks after the date of the QCA onsite visit. A copy of the Summary of Case Reviews Report will also be sent to the appropriate Medicaid Program Representative (MPR). The MPR will follow up on corrective action with the county when the CARR process identifies potential problems in the areas reviewed.

We look forward to working with you during the 2008 Special Negative CARR Project. The goal of the Quality Assurance Section continues to be to provide the counties and the Medicaid Eligibility Section a means of corrective action by identifying best practices as well as providing feedback on ways to prevent these problems from recurring in the future. The MEQC Analyst in your area will be contacting you in the near future to schedule the CARR visits.

Should you have any questions concerning the 2008 CARR project, please contact Jeryl Z. Anderson, Quality Assurance Program Administrator, at 919-647-8140.

Sincerely,

William W. Lawrence, Jr. M.D.

cc: Jeryl Z. Anderson, Program Administrator, Quality Assurance
Clarence Ervin, Assistant Director, Program Integrity
Jon York, Medicaid Program Representative Supervisor
Carolyn McClanahan, Chief, Medicaid Eligibility Unit