



North Carolina Department of Health and Human Services  
Division of Social Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS  
  
Wayne E. Black  
Division Director

August 29, 2014

**Dear County Director of Social Services:**

**RE: Process to submit policy questions for Medicaid and Work First to the Operational Support Team**

Over the past few months the DHHS Operational Support Team (OST) has been developed by integrating several program representatives into one team. With the implementation of the OST, new processes and procedures are being developed to assist counties as the state moves forward with policy integration and NC FAST implementation.

In an effort to provide policy consultation and manage the volume of Medicaid and Work First policy questions, an e-mail account has been established and will be managed by the OST staff. DSS staff should immediately begin submitting all **Medicaid** and **Work First** policy questions to the e-mail address based on the procedures listed below. If follow-up information is needed, the OST staff member will contact the county by phone and help triage the situation. Using the e-mail account will help to assure that questions will be handled in a timely manner and all responses will be in writing and shared with other OST staff.

**At this time, all policy questions related to Food and Nutrition Services, Energy Programs, Refugee Programs, Subsidized Child Care and Special Assistance will continue to be submitted to those program areas directly under existing guidelines. We plan to transition the additional program areas to the new OST e-mail account by early 2015.**

Before a policy question is submitted to the OST group, counties should use their internal resources. County staff should first consult the policy manual and discuss the situation with their lead worker and/or their supervisor. If questions still remain, a **supervisor or designee** must submit the question to [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov). All e-mails should:

- Protect client confidentiality. EIS or NC FAST case IDs should be provided, if available. **No Medicaid IDs, Social Security Numbers or client names should be included in the e-mail or subject line.**
- Include the program name in the subject line of the email.
- Provide detailed information on the situation. Please provide adequate information for staff to respond. Incomplete information will require additional correspondence and will delay the final response.
- Provide results of the county's research. Inform the OST of the county's policy research and any additional research on the case situation.
- State whether the case is an application, change, or redetermination and give the processing deadline.
- Provide contact information, including the phone number of the supervisor or county contact person should additional information be needed.

[www.ncdhhs.gov](http://www.ncdhhs.gov) • [www.ncdhhs.gov/dss](http://www.ncdhhs.gov/dss)

Tel 919-527-6335 • Fax 919-334-1018

Location: McBryde Bldg. • 820 S. Boylan Avenue • Raleigh, NC 27603

Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401

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The email account will be monitored by OST staff during regular business hours. Counties can expect to have a response within 24 hours to 48 hours answering the question, asking for additional information or informing the county that additional research is needed. If OST staff needs to do additional research, an indication of when an answer will be provided will be included in the e-mail response.

The OST team is looking forward to working with counties to provide on-site consultation, review business processes, conduct training and help counties transition to a new way of doing business.

If you have questions or need assistance from your OST representatives, please contact Dean Simpson, [dean.simpson@dhhs.nc.gov](mailto:dean.simpson@dhhs.nc.gov) or 919-527-6330 or Ron Byrd, [ron.byrd@dhhs.nc.gov](mailto:ron.byrd@dhhs.nc.gov) or 919-527-6319.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson  
OST Operational Manager

DS:lw

cc: Policy Governance Board

**EFS-WF-15-2014**