



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Managed Care**

1985 Umstead Drive • 2501 Mail Service Center • Raleigh, N.C. 27699-2501  
(919) 647-8170

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

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

**TO:** DSS Directors  
DSS Program Managers and Supervisors

**FROM:** Jeffrey Simms, Assistant Director for Managed Care and  
Deputy Director - Office of Rural Health and Community Care

**DATE:** December 18, 2007

**SUBJECT:** Carolina ACCESS Enrollment and Education Training for Income Maintenance Caseworkers

It has been several years since we met with county caseworkers to talk about Community Care of North Carolina/Carolina ACCESS (CCNC/CA). There have been many advances in the way in which services are provided to members. In September 2007, CCNC was awarded the prestigious Annie E. Casey award and won the Harvard University's Innovations in American Government Award. Community Care offers a higher level of benefits to Medicaid recipients enrolled than to those who are not enrolled.

In order to assist caseworkers in their role as educators, the Division plans to provide trainings in all 100 Departments of Social Services beginning the first of the year 2008. The CCNC Managed Care Consultants, Medicaid Program Representatives (MPRs) and current Managed Care Representatives (MCRs) were involved in preparing these trainings. The purpose of the workshops is two fold:

1. These workshops will provide information and tools for caseworkers to use in educating and enrolling recipients into Carolina ACCESS.
2. We want to recognize the important role caseworkers have in helping their clients understand how to get the health care as a recipient of Medicaid and a member of Carolina ACCESS.

Staff from the Division will facilitate the workshops along with staff of the CCNC network in your county. The trainings have been developed to last two hours. The DMA managed care consultant for your county will be contacting the managed care representative or dedicated Carolina ACCESS Representative in your agency to schedule the workshops. It is very important that you approve for all of your caseworkers to participate. We think it would be advantageous for other staff in your agency who have direct contact with Medicaid recipients to attend also. Knowledge is power and all DSS staff can empower clients to get necessary and appropriate health care.

We appreciate the contributions your caseworkers make in the lives of their clients in spite of carrying exceptionally heavy caseloads. Thank you for working with us to bring these added benefits to Medicaid citizens of North Carolina.