



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

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Dave Richard  
Deputy Secretary for Medical Assistance

July 6, 2015

Dear County Department of Social Services Director:

Over the past months, social services departments across the state have made significant progress in stabilizing the workload in the Medicaid program. We commend the staff of the seventy-one (71) counties who met the June 30<sup>th</sup> timeline for recertifications for their hard work and commitment to conducting recertification reviews, clearing the back.log of recertifications, and eliminating the need for continued automated extensions of recertifications on a month-by-month basis by the N.C. Department of Health and Human Services (DHHS).

While seventy-one (71) counties were successful in meeting the June 30<sup>th</sup> timeline for recertifications, another twelve (12) counties are expected to become current in the coming weeks. DHHS has extended recertifications through the automated process for these counties through July 31, 2015. After July 31<sup>st</sup>, the seventeen (17) counties that did not meet the established timeline must manually extend all cases if the recertification review has not been completed. As required by federal regulation, 42 CFR 435.930, the agency must furnish Medicaid promptly to beneficiaries without any delay caused by the agency's administrative procedures, and continue to furnish Medicaid regularly to all eligible individuals until they are found to be ineligible. In addition, the Division of Medical Assistance (DMA) Family and Children Medicaid Policy Section 3420 allows counties to extend service provision for up to two months until eligibility is determined.

Counties that were unable to meet the June 30<sup>th</sup> timeline, may submit a request for consideration by DHHS to continue to automatically extend recertifications for a limited period of time beyond July 31, 2015. The request must be submitted in writing to Sheila Platts at DMA **no later than July 14, 2015** and include the following:

1. The number of Family and Children's Medicaid recertifications that you expect will need an extension at the end of July.
2. The date you anticipate the backlog of recertifications will be current. The date shall not exceed 60 days. Counties must plan and prepare for Open Enrollment for the Health Insurance Marketplace, which is scheduled to begin November 1, 2015 and end on January 31, 2016.

3. The reason your county will require extension of recertifications beyond July 31<sup>st</sup> and the reason for requesting DHHS to consider to continue automated extension of recertifications for a limited period of time. You must reference your previously submitted Sustainability Plan and include documentation to support the reason your county was not successful with execution of the plan.
4. The request must be accompanied by a detailed list of specific actions previously taken and planned by your county within the next 60 days to reduce the backlog of recertifications. The request must be signed by your County Department of Social Services Director and your governing leadership (DSS Board Chair, County Manager).

If you have questions, you may contact Wayne Black (DSS) at (919) 527-6336 or Sheila Platts (DMA) at (919) 855-4023. Thank you for your continued commitment to the provision of timely and efficient services to the people of North Carolina.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Richard", written over a faint rectangular stamp.

Dave Richard