



# **DURHAM COUNTY DEPARTMENT OF SOCIAL SERVICES**

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## **Medicaid Compliance Issues**





## ***Medicaid Eligibility Determination Timeliness Session Law 2017-57, Section 11H.21.***

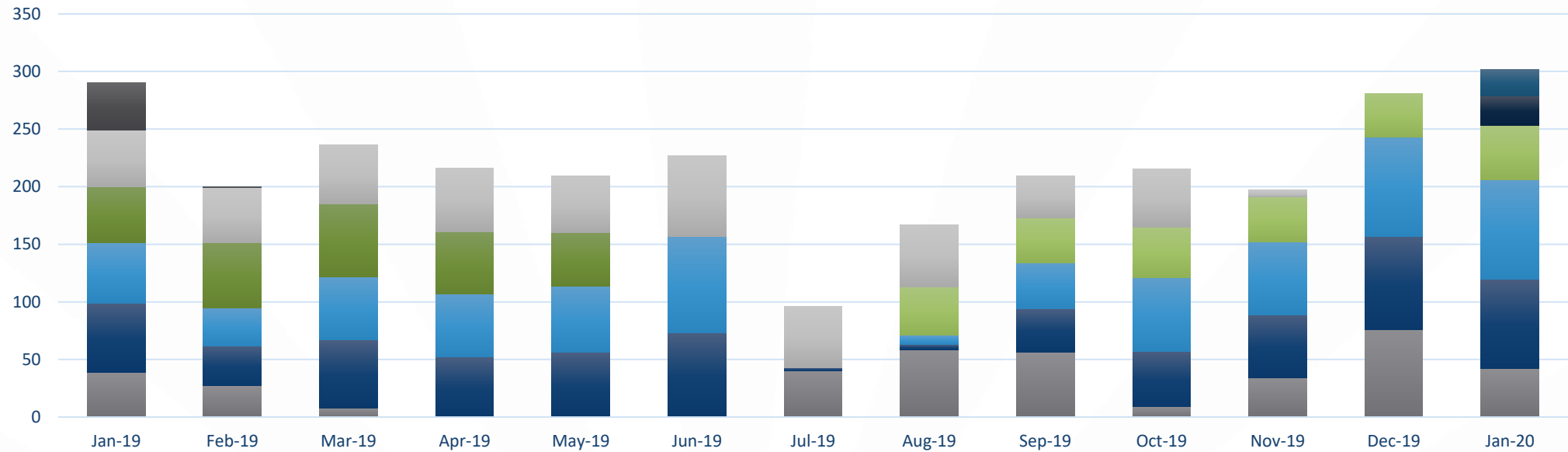
***NOVEMBER 1, 2017***

- [https://files.nc.gov/ncdma/documents/Reports/Legislative\\_Reports/SL2017-57sec-11H-21\\_2017-11.pdf](https://files.nc.gov/ncdma/documents/Reports/Legislative_Reports/SL2017-57sec-11H-21_2017-11.pdf)
- DHHS is now using the report cards to monitor county compliance each month and determine those counties that need a corrective action plan or other assistance and support. Corrective action plans will be required for any county that fails to meet standards for three consecutive months or for any five months out of a period of twelve consecutive months starting July 2017.
- § 108A-70.41. Corrective action. (a) If for any three consecutive months or for any five months out of a period of 12 consecutive months a county department of social services fails to meet either the average processing time standard or the percentage processed timely standard or both standards, the Department and the county department of social services shall enter into a joint corrective action plan to improve the timely processing of applications.

# MEDICAID REPORT CARD - JANUARY 2020

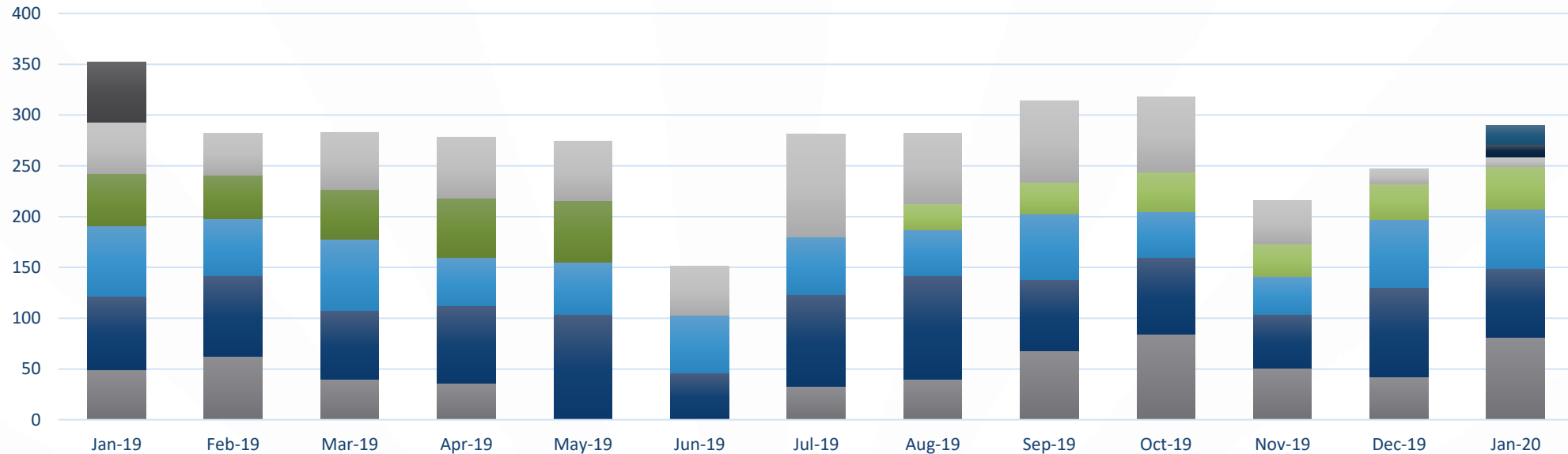
MONTH	YEAR	MAD APT	MAD PPT	PASSED MAD	OTHERS APT	OTHERS PPT	PASSED OTHERS
JANUARY	2020	Y	Y	PASS	Y	Y	PASS
DECEMBER	2019	Y	N	Fail	Y	Y	Pass
NOVEMBER	2019	Y	N	Fail	Y	Y	Pass
OCTOBER	2019	Y	N	Fail	Y	Y	Pass
SEPTEMBER	2019	Y	Y	Pass	Y	Y	Pass
AUGUST	2019	Y	N	Fail	Y	Y	Pass
JULY	2019	Y	N	Fail	Y	Y	Pass
JUNE	2019	Y	Y	Pass	Y	Y	Pass
MAY	2019	Y	Y	Pass	Y	Y	Pass
APRIL	2019	Y	N	Fail	Y	Y	Pass
MARCH	2019	Y	Y	Pass	Y	Y	Pass
FEBRUARY	2019	Y	Y	Pass	Y	Y	Pass
JANUARY	2019	Y	Y	Pass	Y	Y	Pass

# 2019 AND 2020 ADULT MEDICAID APPLICATIONS RECEIVED



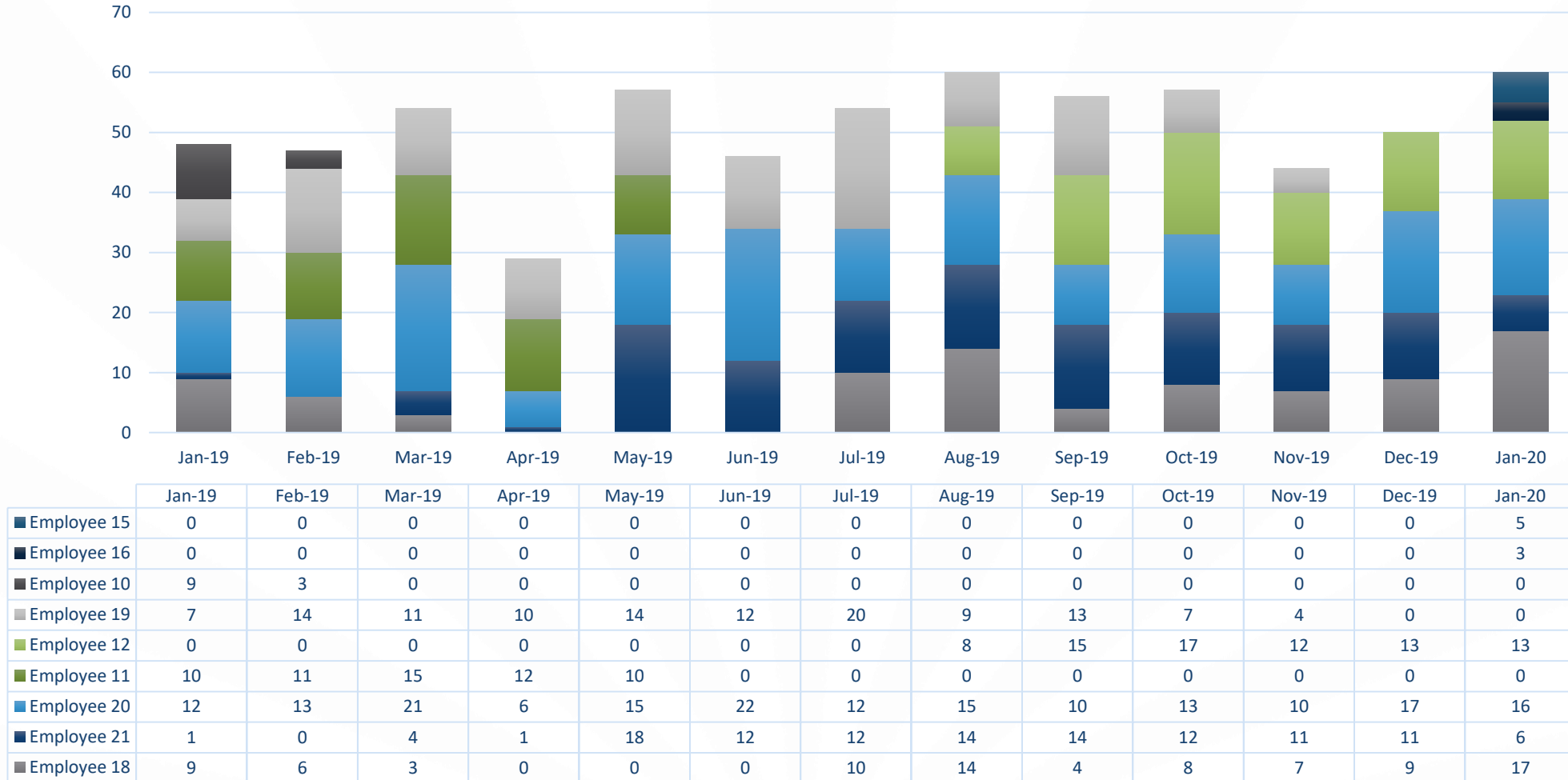
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
Employee 16	0	0	0	0	0	0	0	0	0	0	0	0	23
Employee 15	0	0	0	0	0	0	0	0	0	0	0	0	26
Employee 10	41	1	0	0	0	0	0	0	0	0	0	0	0
Employee 19	49	48	51	55	49	70	53	54	36	50	6	0	0
Employee 12	0	0	0	0	0	0	0	42	39	44	39	38	47
Employee 11	49	56	63	54	46	0	0	0	0	0	0	0	0
Employee 20	52	33	55	55	58	84	0	8	40	64	63	86	86
Employee 21	60	35	59	52	56	73	3	5	38	48	55	81	78
Employee 18	39	27	8	0	0	0	40	58	56	9	34	76	42

# 2019 AND 2020 APPLICATIONS PROCESSED BY THE ADULT MEDICAID UNIT



	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
Employee 16	0	0	0	0	0	0	0	0	0	0	0	0	19
Employee 15	0	0	0	0	0	0	0	0	0	0	0	0	12
Employee 10	59	0	0	0	0	0	0	0	0	0	0	0	0
Employee 19	51	41	56	60	58	48	101	69	80	74	43	15	10
Employee 12	0	0	0	0	0	0	0	26	31	39	32	35	42
Employee 11	51	43	49	58	61	0	0	0	0	0	0	0	0
Employee 20	69	56	70	48	51	57	57	45	65	45	37	67	58
Employee 21	73	80	68	76	104	46	90	102	70	76	53	88	68
Employee 18	49	62	40	36	0	0	33	40	68	84	51	42	81

# 2019 AND 2020 ADULT MEDICAID APPLICATIONS SEE WORKER



**Note:** See workers are situations in which the client comes into the office to see the worker to ask a question about their case, provide information or have a general question for the worker. These visits are not part of the normal application visit.



# ***DURHAM'S GOAL***

- To meet and maintain 90% AND ABOVE on the Medicaid state report card for 6 consecutive months and continue passing thereafter.
- Process 95% of Medicaid recertifications timely.



# ***MEDICAID STATE MEETING***

- State meeting held in Durham on February 6, 2020.
- Five county goals for improvement identified.
- County can be in corrective action for up to 18 months
  - County must pass in all Medicaid categories for 3 consecutive months while being monitored and pass an additional 3 more consecutive months to be removed from corrective action
- While in Corrective Action the months Durham does not pass the report card will not count against our timeliness.
- Medicaid Site Visit by the State Representative to Durham is scheduled for 3/11/2020.





## ***TENTATIVE FIVE STATE GOALS IDENTIFIED FOR COUNTY***

- **GOAL 1:** Review on day 15-20 the first 5097 and at day 33 the 2<sup>nd</sup> 5097 on the daily report to staff. County is to do a random check.
- **GOAL 2:** Submit DMA 5167 and DMA 5169 reports to state OST Rep by 10<sup>th</sup> of month with specific detail of the reason for overdue
- **GOAL 3:** Required to complete pro-forma notices and upload all manual notices generated outside of the NC FAST system. Ensure information is appropriate on those notices. All actions taken on applications must documented in NC FAST.



## ***TENTATIVE FIVE STATE GOALS IDENTIFIED FOR COUNTY***

- **GOAL 4:** Create and implement a contingency plan for training and all trainings available in Learning Gateway need to be completed.
- **GOAL 5:** Provide Division Health Benefits (DHB) accountability plan for Durham to include line workers, supervisors and Program Managers



# ***STAFFING NEEDS for ACHIEVING AND SUSTAINING THE WORKLOAD***

- Requesting 15 new Income Maintenance Caseworker III (IMC III) positions to serve as Lead Workers for each of the FEI Income Maintenance Units. Nine (9) of the new Lead Worker positions will be assigned to FEI Medicaid Units.
- Requesting 7 new Income Maintenance Caseworker III positions to focus on taking and processing Adult Medicaid applications.
- Requesting to reclassify 8 existing positions in Adult Medicaid from Income Maintenance Caseworker II to Income Maintenance Caseworker III positions.
- Requesting 30 Income Maintenance Caseworker II positions to create an intake team to take applications for Family and Children Medicaid and Food and Nutrition Services Applications.
- Requesting 5 new Income Maintenance Supervisor positions to supervisor the new IMC III positions.

# PROJECTED STAFFING COST

Position (Proposed positions)	FTE Count	Cost/FTE	Marginal	Annualized (\$13,555.00)	Revenue %	County Share	Revenue
Income Maintenance Caseworker II	30.00	49,552.50	1,486,575.00	1,893,225.00	62%	719,425.50	1,173,799.50
Income Maintenance Caseworker III (Lead)	15.00	56,732.50	850,987.50	1,054,312.50	50%	527,156.25	527,156.25
Income Maintenance Caseworker III	7.00	56,732.50	397,127.50	492,012.50	75%	123,003.13	369,009.38
Income Maintenance Supervisor	5.00	64,953.00	324,765.00	392,540.00	50%	196,270.00	196,270.00
<b>Subtotals</b>	<b>57.00</b>		<b>3,059,455.00</b>	<b>3,832,090.00</b>		<b>1,565,854.88</b>	<b>2,266,235.13</b>

# PROJECTED STAFFING EQUIPMENT COST

Non-Capital equipment	Quantity	Amount	Full Cost	County Share 50%
Laptop	57.00	1,400.00	79,800.00	39,900.00
Docking Station	57.00	175.00	9,975.00	4,987.50
Monitors(2)	57.00	185.00	10,545.00	5,272.50
Monitor Arms (Dual)	57.00	599.00	34,143.00	17,071.50
Keyboard	57.00	20.00	1,140.00	570.00
Laptop bag	57.00	30.00	1,710.00	855.00
Mouse	57.00	10.00	570.00	285.00
Software Licensing (Office 365 and Adobe)	57.00	825.00	47,025.00	23,512.50
Telephone - Desk Phone	57.00	368.00	20,976.00	10,488.00
Cell Phone	57.00	790.00	45,030.00	22,515.00
Scanner	57.00	898.00	51,186.00	25,593.00
<b>Subtotal</b>	<b>57.00</b>	<b>5,300.00</b>	<b>302,100.00</b>	<b>151,050.00</b>

# SFY 2021 COUNTY MEDICAID ESTIMATES

COUNTY	COUNTY PERCENTAGE OF TOTAL SFY 2019 CLAIMS EXPENDITURES	COUNTY PROJECTED EXPENDITURES ON MEDICAID'S WSI SFY 2021 PROJECTED BUDGET	FEDERAL SHARE	STATE SHARE	COUNTY SHARE
11. Buncombe	2.36%	\$ 312,147,927	\$ 205,136,658	\$ 107,011,269	\$ -
26. Cumberland	3.99%	\$ 526,658,234	\$ 346,108,049	\$ 180,550,185	\$ -
32. Durham	2.73%	\$ 360,856,819	\$ 237,147,056	\$ 123,709,763	\$ -
34. Forsyth	3.66%	\$ 483,494,081	\$ 317,741,530	\$ 165,752,551	\$ -
36. Gaston	2.58%	\$ 341,481,685	\$ 224,414,150	\$ 117,067,535	\$ -
41. Guilford	4.93%	\$ 652,150,430	\$ 428,578,723	\$ 223,571,707	\$ -
60. Mecklenburg	8.37%	\$ 1,106,273,883	\$ 727,018,531	\$ 379,255,352	\$ -
78. Robeson	2.44%	\$ 323,043,339	\$ 212,296,880	\$ 110,746,459	\$ -
92. Wake	5.80%	\$ 766,356,402	\$ 503,632,341	\$ 262,724,061	\$ -
Medicaid WSI Projected Budget		\$ 13,215,856,001	\$ 8,685,165,912	\$ 4,530,690,089	\$ -

Percentages by county calculated by DHB Budget from info received from DHB Business Information & Analytics Office (BIAO) on SFY2019 claim dollars.



## ***MEDICAID PROGRAM EXPENDITURES FOR JANUARY 2020***

<b>PROGRAM</b>	<b>TOTAL SERVICES AND PREMIUMS</b>
<b>AGED</b>	<b>\$28,230,791.40</b>
<b>BLIND</b>	<b>\$383,346.33</b>
<b>DISABLED</b>	<b>\$103,978,973.53</b>



# QUESTIONS?