



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

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Memorandum

Date: July 15, 2013

To: PACE Organizations  
CAP/DA Lead Agencies  
CAP/C Case Management Agencies  
Local Counties Department of Social Services

From: Home and Community Care Section  
Division of Medical Assistance

Subject: Level of Care Notification

Computer Science Corporation (CSC) became the Department of Health and Human Services fiscal contractor effective July 1, 2013. CSC is now responsible for processing level of care requests made for nursing facilities and home and community-based programs (CAP/DA, CAP/C and PACE). CSC is working to resolve two concerns related to electronic notification of providers and the local Department of Social Services (DSS) when a level of care decision is reached. This concern impacts home and community-based programs (CAP/DA, CAP/C and PACE).

While NCTracks has the capacity to process LOC requests electronically, by U.S. Mail, facsimile and by telephone, when a LOC is requested and adjudicated a concern arises when the LOC approval or denial information is keyed into the NCTracks system. NCTracks currently does not have a drop-down option in their system to reflect a LOC adjudication decision for home and community-based services. NCTracks is working expeditiously to resolve this issue.

Interim Solution:

During this time, CAP/DA, CAP/C and PACE providers should:

1. Continue to make LOC requests through NCTracks.
2. Keep a journal of LOC requests made through NCTracks to include the date of the request, confirmation numbers or any other identifying number assignment produced from the LOC request.
3. Forward to your assigned DMA consultant, by facsimile or through secure electronic mail, the journal of LOC requests (as described above in # 2) of all beneficiaries with a program participation date starting on June 17, 2013 through August 31, 2013. Your assigned consultant will need this journal no later than Thursday, July 25, 2013 and August 22, 2013 to assure program participation in each prospective month.

A second concern affecting nursing facility and home and community-based programs is also being addressed.

In a previous memorandum dated June 21, 2013, the instruction identified that each county Department of Social Services would be given access to client services data warehouse (CSDW) used by the Division of Aging and Adults Services to

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Tel 919-855-4100 • Fax 919-733-6608

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verify and validate the LOC for CAP/DA, CAP/C, PACE or nursing facility. It is reported to DMA that the local DSS has been delayed. This delay is necessary to allow CSC to build additional supporting technology for a seamless interface between NCTracks and CSDW.

**Interim Solution:**

1. Each county DSS will receive a packet of FL-2s specific to their county in a securely sealed envelope. Each packet will be forwarded by registered mail and will require a signature upon delivery. Sending the packets by registered mail, will allow the packet to be tracked while in transit. If a packet is lost in transit, CSC should be able to identify which specific documents were lost.
2. The external envelope will be addressed to the Department of Social Services at each county. Inside of the external envelope an internal envelope will have the following notations: "Medicaid LTC/FL-2 Reports" and "For LTC/FL-2 Supervisor/Clerk Only"
3. Each county DSS will process the FL-2 LOC request as approved or denied by NCTracks and as per clinical coverage policy of each designated program.