CHANGE NOTICE FOR MANUAL

DATE: **08-30-2002**

MANUAL: **EIS**

CHANGE NO.: **02-03**

TO: **COUNTY DIRECTORS OF SOCIAL SERVICES**

This change notice transmits revisions to the EIS Manual. Revisions are effective October 1, 2002, unless otherwise noted.

I. THE EXIT PLAN

A. Background

On February 5, 2002, Judge Graham C. Mullen, Chief Judge, U.S. District Court for the Western District of North Carolina, dismissed the Alexander Consent Order. The February 1992 version of the Consent Order required payment of penalties or remedial fines if the counties did not process applications according to federal regulations and State rules.

Judge Mullen approved a "Plan to Assure Timely and Quality Services to Applicants for Medicaid", otherwise known as the Exit Plan. The Centers for Medicare and Medicaid Services and Legal Services had approved this Exit Plan. The State had worked with a group of county representatives in developing this plan.

The persons from the following counties who worked on this plan were:

- Brenda Davis of Catawba County
- Millie Brown and Elva Quinn of Duplin County
- Dave Bradshaw and Dale Moorefield of Forsyth County
- Betty Barnes of Johnston County
- Jean Biggs and Vicki Lewis of Martin County
- Sarah Bradshaw and Alvinia Parker of Sampson County

While this Exit Plan does not change all that the counties might have wanted, it did result in the dismissal of the Consent Order. The Exit Plan reflects the commitment of both the State and the counties to continue to provide accurate benefits to our citizens in a timely manner. Each county in the State deserves recognition for its efforts. It is critical that counties continue to provide accurate benefits in a timely manner.

While Work First (WF) applications are not under the Exit Plan, a Work First application is considered an application for Medicaid. If a person comes to the agency to ask for financial assistance, he must be given the opportunity to apply for Medicaid that same day. This applies even if the county requires the person to go to the Employment Security Commission or to the Child Support Enforcement office before taking a WF application.

Due to changes needed in the Eligibility Information System, all aspects of the Exit Plan could not be implemented until EIS was ready. In DMA Administrative Letter No. 19-02, some policy changes were made without EIS support. They were:

1. The requirement to pend applications for three months ended.

2. Penalty checks are no longer issued.

3. DDS is no longer required to pend applications.

4. The requirement to complete an interview unless the client arrives at the agency within 30 minutes of closing changed to 60 minutes.

5. The requirement to send out two requests for information 10 calendar days apart changed to sending out two requests for information 12 calendar days apart. (The 10-10 rule became the 12-12 rule.)

As a result of enhancements to EIS, all of the aspects of the Exit Plan can now be implemented.

B. Changes Due To The Exit Plan

1. Applications taken on or after October 1, 2002, are no longer governed by the Alexander Consent Order. However, they are governed by the Exit Plan and federal and State regulations. Information must still be collected to calculate the compliance thresholds.

2. There will now be two Report Cards. The Report Cards are called the Actual Time Report Card and the Adjusted Application Report Card. To pass the report cards, Level I counties must have a 45/90 day average processing time (APT) and an 85 percent processed timely (PPT). Level II and III counties must have a 45/90 day APT and a 90 PPT.

3. There are only two (2) categories on the Report Cards.

   a. MAD

   b. Other Medicaid (MAA, MAB, MAF, MIC, MPW, MQB, MQB-QI1, and WORK FIRST)

   The MAD60 category has been eliminated for all applications with a date of application on or after October 1, 2002. All MAD applications are considered 90-day applications.

The AAF aid program/category is now included in the “Other Medicaid” category.

MQB-E cases are now included in the report cards.

4. When the 45th, 60th, or 90th, due date falls on a weekend or State/County holiday, the due date is automatically adjusted to the next workday on the Adjusted Application Management Report.

   NOTE: SA APPLICATONS ARE THE ONLY APPLICATIONS WITH A 60 DAY DUE DATE.

5. There are five (5) allowable reasons to exclude processing time.

   a. Deductibles

      NOTE: THIS IS THE ONLY ALLOWABLE REASON FOR EXCLUDING TIME IN APPLICATIONS DATED PRIOR TO OCTOBER 1, 2002.

   b. Receipt of a Disability Determination Decision

   c. Requested Medical Records for Emergency Dates for Non-Qualified Aliens

   d. Receipt of an FL2 or MR2

   e. Receipt of a CAP Plan of Care

6. Information entered on the revised EIS 8124 Date Screen and the adjustment of the 45th and 90th due date is used to calculate compliance thresholds for the Report Card calculations.

C. Screen Changes

Several screens have been revised to capture new information necessary to determine compliance and also to delete unnecessary information. The following screen changes will be effective in EIS on Monday, October 7, 2002.

1. Revised Screens

a. EIS-8124 Application Screen

   (1) The MAD/90 field is renamed “DIS/DET” (Disability Determination).

   (2) The Retro and Ongoing fields must be updated with “Y” if a Disability Determination is needed for an MAD application or with “N” if a Disability Determination is NOT needed.

(3) For applications with dates of application prior to October 1, 2002, but not registered until October 7, 2002, or after, EIS will internally change the “N” or “Y” to “6” or “9” for processing and report purposes. Processing times for MAD applications, with a date of application prior to October 1, 2002, will continue to be 60 or 90 days as appropriate.

b. EIS 8124 Date Screen

(1) Is reformatted to group “EXCLUSIONS” and “REOPENS”.

(2) “DISABILITY DETERMINATION REQUIRED” is renamed “DDS REQUIRED”.

(3) New Reason Codes for excluding processing time are listed.

(4) If a Reason Code is entered, a Begin Date must be entered.

(5) If a Reason Code and Begin Date are entered, an End Date must be entered before the application can be processed.

(6) Seldom-used fields have been deleted.

c. EIS DDS Inquiry/Update Screen

(1) Exclusion Begin Date and End Date fields are added. These are only used for the DDS (Disability Determination Section) Report Card. They do not affect the county processing time.

(2) Seldom-used fields have been deleted.

2. Deleted Screens

The following screens have been deleted from EIS. We no longer have daily penalties or remedial fines.

a. PD – EIS Penalty Data

b. PH – EIS Penalty History

c. AI – EIS Penalty Database Included Applications

d. AE – EIS Penalty Database Excluded Applications

D. Reports

New reports have been created to accommodate changes for the Exit Plan.

Some existing reports will be produced after implementation but will end as noted.

1. New Reports

All new reports will be posted in XPTR. No paper copies will be produced for the counties.

a. The Adjusted Application Management Report and Summary Application Management Report display the adjusted due date as well as the new information entered on the Date Screen. These reports will run for the first time the night of October 7th and will include all applications with a date of application on or after October 1, 2002.

b. Actual Time Report Card and Adjusted Application Report Card for Medicaid and NC Health Choice are produced the 5th work-night of the month. These will run for the first time in November 2002.

c. A summary report of cases reopened due to discouragement, appeals, incorrect denials, or improper denials/withdrawals is produced the 5th work-night of the month. This report will run for the first time in November 2002.

d. A summary report of the total number of applications disposed each calendar month is produced the last worknight of the month. This report will run for the first time the last worknight of October 2002.

e. A complete list of the new reports by the English name and the XPTR name, with a description of each report, is located in EIS 2400, VII.

2. Existing Reports

a. The Application Management Report and Qualifying Individual Application Management Report will continue to run daily until all pending applications on the reports are disposed.

b. The three existing Report Cards (Alexander, QI, and NC Health Choice) will run for the last time on October 7, 2002.

E. Notices

1. Effective the night of October 7, 2002, withdrawal notices (DSS-8109), unless overridden, are automated for all aid program/categories.

2. Effective October 7, 2002, the following new denial codes are available in EIS.

a. M3 – “YOU DID NOT ASSIST IN DETERMINING YOUR DISABILITY”. (Applicable for MAD applications only.)

b. K9 – “YOU DID NOT KEEP YOUR APPOINTMENTS FOR YOUR INTERVIEW”. (Applicable for all aid programs.)

F. Implementation

Policy for the Exit Plan is effective October 1, 2002. However, EIS cannot implement system changes until the night of October 4, 2002. The following will happen with the implementation/conversion.

1. The new Adjusted Application Management Report will be produced the night of Monday, October 7, 2002. Therefore, the adjusted due dates for applications taken from October 1st thru October 4th will not display until Tuesday, October 8th when the new report is posted in XPTR.

2. The new report cards will run for the first time in November 2002.

3. Applications with dates of application prior to October 1, 2002, with a disposition date on or after October 1, 2002, will not display on any Report Card. These applications will be processed using old rules so therefore are not appropriate to count on the new Report Cards.

4. Applications with dates of application prior to October 1, 2002, are only allowed to exclude processing time on the Date Screen for the reason “DED” (deductible).

5. The new Date Screen will be available in EIS on October 7, 2002. EIS will convert any pending Date Screen keyed on or prior to October 4, 2002, to the new Date Screen format.

II. MANUAL SECTION CHANGES

A. Volume I

1. EIS 1050 – EIS INQUIRY - The EIS Menu Screen is updated to remove the penalty functions.

2. EIS 1062 – TRANSITIONAL BENEFITS REPORTS TRACKING INQUIRY - Revised to correct the Family and Children’s Manual Section reference to MA-3405.

B. Volume II

1. EIS 2011 – MEDICAID AGED, BLIND, AND DISABLED APPLICATIONS - Revised to change the name of the MAD-90 field on the DSS-8124 to DIS/DET and to indicate the new “Y” and “N” codes to update the field.

2. EIS 2013 - MEDICAID FOSTER CARE APPLICATIONS – Revised to update instructions for entering address information and to change the name of the MAD-90 field on the DSS-8124.

3. EIS 2015 - SPECIAL ASSISTANCE APPLICATIONS - Revised to update instructions for entering address information and to change the name of the MAD-90 field on the DSS-8124. Updated instructions for entering individual data on the DSS-8124.

4. EIS 2051 – MEDICAID APPLICATIONS - Remove a reference to Alexander V Britt.

5. EIS 2200 – WITHDRAWING AN APPLICATION - DSS-8109 automated withdrawal notice is now applicable to all aid program/categories.

6. EIS 2267 – DMA-5022 INSTRUCTIONS FOR REQUESTING ALEXANDER VS. FLAHERTY PENALTY PAYMENTS – Section Deleted – We no longer have Penalty Payments.

7. EIS 2400 – APPLICATION PROCESSING - This is a new section to instruct in Application Processing. The section is divided into the different functions of the process as follows.

   a. DSS-8124 Application Screen

   b. Application Errors

   c. EIS 8124 Date Screen

   d. Disability Determination (DDS) Screen

   e. Benefit Issuance for Reopened Applications

   f. Disposition Date

   g. Reports

C. Volume III

1. EIS 3101 – CHANGES TO MEDICAID CASES -Corrected information to reflect that the name of the facility goes on Address Line 1 for a long-term care case. Corrected the example to show that the facility name goes on Address Line 1 for a long-term care case.

2. EIS 3102 – CHANGES TO A-AF, R-RF, AND SA CASES - Added links through out the section for the online manual. Changed reference from AFDC to AAF.

   Corrected information to reflect that the name of the facility goes on Address Line 1 for a SA case. Corrected the example to show that the facility code goes in the last three spaces of Address Line 2 for a SA case.

   Change of Payee and Name Change – Combined these subsections and named the new subsection: “Payee Name Changes and Changes of Payee”. Updated information to refer to the NAME CHANGE FUNCTION for updating a name. Included specific instructions for different change of payee situations. Updated the list of fields you do not enter when keying the DSS-8125 for a change of payee.

   Deletion of an Individual – Deleted references to administrative reopens and AFDC suspensions. Updated the list of fields you do not enter when keying the DSS-8125 for the deletion of an individual. Added a reference to EIS-4900, Data Entry Appendix E. Changed the reference from RMDS to XPTR.

Grant Recoupment – Deleted good cause from the list of fields you do not enter when keying the DSS-8125 for a grant recoupment. Changed the reference from RMDS to XPTR.

Continuation Cases – Changed information about termination of continuation cases to transfers to MAF-C.

Terminated AAF Cases Administratively Reopened – Deleted because no longer done.

Changes to a Terminated Case - Updated this subsection to specify the changes that are made using the NAME CHANGE FUNCTION and the ones made by keying a DSS-8125.

Suspension of AFDC Benefits and Reestablishing Eligibility After AFDC Suspension – Deleted because no longer done.

Other Changed Data – Changed reference for Casehead/Payee to new subsection name. Updated payment types. Changed Prior Month Payments 1 and 2 to Retro Pay 1 and 2 and specified when these are used. Stated that for AAF case, Grant Recoupment Amount is brought forward from the Automated Budget. Updated information regarding SSI. Updated this subsection to specify the changes that are made using the NAME CHANGE FUNCTION. Updated this subsection to specify what fields are brought forward to the DSS-8125 and that are changed by using the NAME CHANGE FUNCTION. Deleted references to pay type “S”.

3. EIS 3152 – REQUESTING REPLACEMENT CHECKS – Corrected the address for sending the DSS-8126, “Request For Replacement Check”.

4. EIS 3250 – PROCESSING CASH OVERPAYMENT COLLECTIONS - Corrected the address for sending the DSS-1656 “Refund Receipt”.

5. EIS 3400-ERROR REPORTING – Removed reference to EIS 3401.

6. EIS 3401 – ON-LINE ERROR MESSAGES – Section Deleted.

7. EIS 3403 – ON-LINE ERROR MESSAGES FOR THE DMA-2041 – Section Deleted.

8. EIS 3404 – ON-LINE ERROR MESSAGES FOR DB/PML TRANSACTIONS – Section Deleted.

9. EIS 3453 – DMA-5022 INSTRUCTIONS FOR AID/PROGRAM CATEGORY TRANSFERS – Section Deleted.

D. Volume IV

1. EIS 4000 - CODES APPENDIX – Add Special Review codes “K” and “Q”. Obsolete the Alexander V Hill Penalty codes.

2. EIS 4000 APPENDIX A – WORK FIRST CODES - This section is deleted except for a reference and link to the Work First Manual for Work First Codes. The following codes have been made available but are listed in the Work First Manual only.

Adequate case termination code:

“6J” – “THIS CHILD(REN) HAS BEEN PLACED IN FOSTER CARE AND IS NO LONGER ELIGIBLE FOR WORK FIRST.”

Adequate individual deletion code:

“5U” – “THIS CHILD(REN) HAS BEEN PLACED IN FOSTER CARE AND IS NO LONGER ELIGIBLE FOR WORK FIRST.”

3. EIS 4000 APPENDIX B – MEDICAID CODES – Updated text, manual section references and added the following new codes.

   Denial codes:

   “M3” - “YOU DID NOT ASSIST IN DETERMINING YOUR DISABILITY.” (For MAD only.)

   “M8” – “YOU MUST HAVE AN ELIGIBLE CHILD TO GET MEDICAID AS A CARETAKER. THERE ARE NO ELIGIBLE CHILDREN LIVING WITH YOU.” (For MAF only.)

   “K9” – “YOU DID NOT KEEP YOUR APPOINTMENTS FOR YOUR INTERVIEW.” (For all aid programs.)

4. EIS 4000 APPENDIX E – TRANSITIONAL CODES – Added new timely and adequate transfer codes:

   “1Q” – “7T” - “YOUR MEDICAID CONTINUES.”

   “1S” – “7S” – “YOUR INCOME IS MORE THAN THE LIMIT. YOU NOW HAVE A DEDUCTIBLE.”

5. EIS 4100 – ALEXANDER V FLAHERTY CONSENT ORDER - This section is deleted. We are no longer under Alexander V Flaherty.

6. EIS 4200 PART TWO – SSI MEDICAID (EXCEPTION PROCESSING) – This section is updated to indicate resolving EIS/SDX exceptions only updates EIS demographic data if a change in SSI Medicaid eligibility processes.

7. EIS 4200 PART SEVEN – SSI MEDICAID (APPLICATIONS) –This section is updated to include changes to the date screen.

8. EIS 4300 – PART FIVE – Corrected F&C Manual Section from MA-3225 to MA-3255.

9. EIS 4300 – PART FIVE ATTACHMENT – Correction on how to make a change to a case when a child not authorized for NC Health Choice or Medicaid enters a NC Health Choice household.

10. EIS 4900 APPENDIX B - DATA ENTRY (DSS-8124) –This section is updated to include changes to the DSS-8124.

11. EIS 4900 APPENDIX D - DATA ENTRY (DATE SCREEN) –This section is updated to include changes to the Date Screen.

12. EIS 4900 APPENDIX G – DATA ENTRY (DMA-5022) –This section is updated to delete references to requesting Penalty Payments.

EIS MANUAL INSTRUCTIONS

SECTION	REMOVE PAGES	INSERT PAGES	ONLINE CHANGE
Volume I			
Table of Contents	3-7	3-7	
1050	3-4	3-4	II.C. - EIS Menu Screen Change
1061	15-22	15-22	New Reports Added
1062	1-2	1-2	I.D. F&C Manual Section
Volume II			
Table of Contents	3-7	3-7	
2011	3-4	3-4	II.A.17
2013	1-2	1-2	I., II.A.7 & 15
2015	1-6	1-4	I., II.A.8, 10, 13-16
2051	1-2	1-2	III.H. - Alexander Note Removed
2200	3-4	3-4	IV. & VIII.A., B.
2267	1-3	Nothing to Insert	Alexander Penalty Payments Section Removed
2400toc 2400i 2400ii 2400iii 2400iv 2400v 2400vi 2400vii	Nothing to Remove	Table of Contents I-1 thru VII-22	New "Application Processing" Section
Volume III			
Table of Contents	3-7	3-7	
3100	Table of Contents	Table of Contents	
3101	1-2	1-2	I.A.9. Corrected which address line the facility name goes on.
3102	1-2, 4-22, 42-43, 50-78	1-2, 4-22, 42-43, 50-62	I.A.9. Corrected which address line the facility name and code go on. Deleted functions that are no longer done. Updated section to reference NAME CHANGE screen. Updated with new fields on DSS-8125. Added links for online manual.
3152	1-2	1-2	III. Updated Instructions V. Corrected Mailing Address
3250	1-2	1-2	II.B. – Address Corrected
3400	1-2	1-2	I. & IV.
3401	1-18	Nothing To Insert	Removed Online Error Messages For DSS-8124,

			8124I, 8125, and 8126

SECTION	REMOVE PAGES	INSERT PAGES	ONLINE CHANGE
3403	1-3	Nothing To Insert	Removed Online Error Messages For DMA-2041
3404	1-2	Nothing To Insert	Removed Online Error Messages For DB/PML Transaction
3453	1-3	Nothing To Insert	Removed DMA-5022 Instructions For Aid Program/Category Transfers To Medicaid Programs
Volume IV			
Table of Contents	3-7	3-7	
4000 Codes Appendix	11-14, 17	11-14, 17	Added Special Review Codes "K" and "Q" Obsolete Alex Penalty
4000 Appendix A	Table of Contents 1-25	1	Link to Work First Online Manual "Section A04" for Codes.
4000 Appendix B	14-17, 19-26, 29-30, 33-34, 39-40	14-17, 19-26, 29-30, 33-34, 39-40	Updated text, manual section references and added new codes.
4000 Appendix E	7-10	7-10	Added new transfer codes and text.
4100	Table of Contents I-1 thru XI-4 A-1 thru B-11	Nothing to Insert	4100 Has Been Replaced By 2400.
4200 Part Two	1-2, 7-14	1-2, 7-14	I.c., III.B., III.D.1.,III.E.1.c., III.E.2.c.
4200 Part Seven	1-9	1-9	I.A.4-5, I.B.1,3-6, III.B.1.
4300 Part Five	1-9	1-9	II., III., VI.B., VII.A., VIII.J., Attachment-non-authorized child enters NCHC household
4900 Appendix B	1-7	1-7	III.A., III.A.4., III.B., III.D.2.b., III.E.1.a., V.C.5., VI.C.2.
4900 Appendix D	1-4	1-4	I.E.1-8, I.F.2., II.A.2., II.B., V.
4900 Appendix G	1-4	1-4	Info deleted in I., III.B., IV.

Please contact your Medicaid Program Representative or Adult Program Representative if you have any questions.

Sincerely,

Nina M. Yeager, Director
Division of Medical Assistance

(This material was researched and prepared by Debbie Daniels, Candes Smith, and Mary Spivey, EIS Program Consultants and Kathie Barnett, EIS Project Coordinator.)