

CHANGE NOTICE FOR MANUAL NO. 15-02. New Family and Children's Medicaid Manual

DATE: FEBRUARY 22, 2002

Manual: Family and Children's Medicaid
Change No: 15-02
To: County Directors of Social Services
Effective: March 1, 2002

I. BACKGROUND

A major effort of the NC FAST (Families Accessing Services through Technology) project is closely examining the policy manuals to see how they can be streamlined and reorganized to make easier to use. The first policy manual addressed was Family and Children's Medicaid. For two separate two-week periods in September and October 2001, a team comprised of state and county staff reviewed the Family and Children's Medicaid Manual, section by section, to identify methods of simplifying the eligibility policy for Family and Children's Medicaid.

County members of the team were Donna Grady from Lenoir, Jim Holland from Buncombe, Sandra Shearin from Franklin, Cindy Snipes from Chatham, and Sandy Williams from Mecklenburg. The Division thanks them and their agencies for the commitment of time and effort to make this project successful.

The goal was to make the Manual easier to use and understand, particularly for the new worker. This process focused on four areas.

A. Organizing the Policy in a Logical Order

1. The sections are re-ordered and renumbered to place them in the Manual in an order in which they would apply to a case.

The automated notices generated March 1 and after will reflect the new section numbers.

2. Each section is organized to put the information in the order that a worker would need it. Where possible, to make the format consistent, each section follows a structure of:
 - a. Background
 - b. Rules/Requirements
 - c. Exceptions
 - d. Procedures

B. Putting all Information About a Topic in the Same Place

This effort reduces the number of different places in the Manual that the worker has to look to find all he or she needs to know about a particular policy requirement. This sometimes resulted in two or more sections being combined into one section. For example the following "old" sections were combined with MA-3200, Eligibility Regulations for Individuals Under 21, to form a new section MA-3230, Eligibility of Individuals Under 21.

MA-3430, Children in Adoption Agencies/Child Caring Facilities/Group Homes
MA-3440, County Placement Responsibility/Custody
MA-3450, Newborn Coverage
MA-3453, Title IV-E Foster Children and Children in Adoptive Homes
MA-3454, Adoptive Children with Special Needs

C. Eliminating redundancy

To the extent possible, a policy or procedure is stated once.

D. Identifying and Answering Policy Questions

The group identified policy questions that were referred to Medicaid policy staff. Answers were incorporated into policy.

All revised sections were reviewed by the Medicaid Eligibility Unit to be sure that policy was not inadvertently dropped or changed.

To learn more about the NC FAST project, visit the web site at:
<http://www.dhhs.state.nc.us/ncfast/>.

II. CONTENT OF CHANGE

A. General

Attached to this change notice is a new Family and Children's Medicaid Manual. Virtually all sections have been changed to some degree, following the principles stated in I., above. Some sections were changed more than others. Also, some sections were not revised because significant changes are anticipated for those sections in the near future. Those include the Application Processing, and the Recipient Fraud and Abuse sections.

The Change in Situation Section (formerly MA-3315) was completely deleted, as the policy in it was obsolete or found in other sections.

Except for the Medicare Buy-In section (See II.B.), the changes are organizational in nature and do not represent substantive changes in policy. However, this manual does contain policy changes that have been implemented since the team did its work in the fall. In making these policy changes, the Division tried to use the principles outlined above.

B. Medicare Buy-In (New Section No. MA-3525)

Changes were made to the Medicare Buy-In Section to consolidate procedures that were in other sections and to incorporate references to SOLQ.

1. Procedures for verifying age were changed to refer to existing age verification policy. As a result figures 5, 6 were deleted.
2. Figure 7 is a screen print of a TPQY response. This information is found in the EIS Manual. It was deleted.
3. Figure 8 was renumbered to figure 5.
4. Changed references to TPQY to SOLQ/TPQY.

III. EFFECTIVE DATE: March 1, 2002

This revised Family and Children's Manual is issued effective March 1, 2002.

IV. MANUAL SECTION "CROSSWALK"

Attached to this change notice is a ["crosswalk"](#) that provides the old section numbers for the new section numbers.

V. MAINTENANCE OF MANUAL

Dispose your current Family and Children's Manual. Retain the attached Family and Children's Manual.

If you have any questions, please contact your Medicaid Program Representative.

Nina Yeager
Director

(This policy was prepared by the NC FAST Family & Children's Medicaid Policy Simplification Team: Donna Grady, Lenoir DSS, Jim Holland, Buncombe DSS, Sandra Shearin, Franklin DSS, Cindy Snipes, Chatham DSS, Sandy Williams, Mecklenburg DSS; Jane Smith and Kavin Lewis, NC Div. of Social Services, and Ann Whitley and Andy Wilson, NC Division of Medical Assistance. Administrative support was provided by staff from Price, Waterhouse, Coopers. Final review was performed by Renee Boston, Jackie Franklin, Denise Rogers, and Mary Spivey, Medicaid Eligibility Policy Consultants, DMA.)