

SERVICES INFORMATION SYSTEM (SIS) USERS MANUAL - UPDATE

CHANGE NO. 04-14

DATE: August 25, 2014

TO: Income Maintenance Staff, Supervisors and Program Managers
County Fiscal Officers

EFFECTIVE: August 1, 2014, Upon Receipt

Background:

In July 2014, the Division of Social Services received confirmation from the Centers for Medicare & Medicaid Services (CMS) that staff time spent conducting administrative activities related to eligibility determination and redetermination for Medicaid would be eligible for 75% Federal Financial Participation (FFP), including time workers spend processing applications & cases in the Eligibility Information System (EIS).

75% FFP for Medicaid eligibility-related actions performed in NC FAST was implemented in March 2014 (see DCDL [PM-REM-02-2014.](#))

No new or additional application codes will be required in the County Administration Reimbursement System (CARS), however instructions regarding these changes will be issued from the DHHS Controller's Office to clarify how to request reimbursement at the 75% FFP rate on the DSS-1571. County Fiscal Officers are reminded that edits will need to be made to the "Codes and Mappings" in the Maximus TEC application per these instructions.

Except for the changes covered in this Change Notice, no other changes to Service Code / Program Code usage on the DSS-4263 will be required. Workers processing Applications or Redeterminations, or conducting case management activities related to eligibility for Medicaid (and State/County Special Assistance) for cases in EIS should continue to use the appropriate Service Codes listed under "**VII. INCOME MAINTENANCE ACTIVITIES**" in Appendix B of the SIS User's manual. Workers processing Applications or Redeterminations, or conducting case management activities related to eligibility for Medicaid (and State/County Special Assistance) for cases in NC FAST should continue to use the appropriate Service Codes listed under "**VIII. NORTH CAROLINA FAMILIES ACCESSING SERVICES THROUGH TECHNOLOGY (NC FAST) ACTIVITIES**" in Appendix B of the SIS User's manual.

Not all activities conducted on behalf of clients or the agency under the Medicaid program are eligible for the enhanced 75% FFP. Specifically, any activity not directly related to intake, eligibility determination and redetermination, or case management activities not related to eligibility are not eligible for 75% FFP and will continue to be reimbursed at 50%. To that end, a new Service Code is being established for workers to use to record time spent in these non-eligibility-related activities. This new Service Code

should be used by workers to record such time, regardless of whether an application or case is in EIS or NC FAST. More information is provided below.

The Services Information System User's Manual has been revised to incorporate the following changes.

A new Service Code, 872 – Non-Eligibility Administrative Activities has been established. Workers should use this Service Code to record time spent conducting administrative activities for Medicaid programs that are **not** related to intake, eligibility determination or redetermination and issuance of notices & benefits, or case maintenance **not** related to eligibility redetermination. Such activities include: outreach, marketing, policy development & research, staff development & training, community-based application assistance, Program Integrity, appeals, general case management such as plan choice and enrollment counseling or customer service activities **not** related to eligibility determination or redetermination.

872 – Non-Eligibility Administrative Activities

Use on DSS-4263 (no Client ID required) and the DSS-1571 Part II (no Client ID required).

Service Code 872 is valid with Program Code MA - Medicaid Administration and Program Code SA - State/County Special Assistance

Program Code RM - Refugee Medicaid Administration is being added to Service Code 878 - Eligibility - Refugee Medical Assistance (MA) effective August 1, 2014, and the Service Code title is being changed to “Eligibility - Refugee Medical Assistance (RM)”.

Program Code MA - Medicaid Administration will no longer be valid with Service Code 878 - Eligibility - Refugee Medical Assistance (RM) effective September 1, 2014.

Other Changes

Service Codes 870 - Eligibility - Family & Children's Medicaid / Health Choice, 875 - Eligibility - Medicaid / Medical Assistance Admin (MA) and 876 - Eligibility - Special Assistance (SAA) are being made valid for the DSS-1571 Part II.

The definition for Service Code 875 - Eligibility - Medicaid / Medical Assistance Administration (MA) has been edited to clarify that it includes only activities related to intake, eligibility determination or redetermination, issuance of notices & benefits or case maintenance related to eligibility redetermination.

The definition for Service Code 876 - Eligibility - Special Assistance (SAA) has been edited to clarify that it includes only activities related to intake, eligibility determination or redetermination, issuance of notices & benefits or case maintenance related to eligibility redetermination for the State/County Special Assistance program, including the Special Assistance – In-Home program.

The SIS User's Manual has been updated with these changes and is available in PDF format (see below). This version is the same as the on-line version, which is the official version of the SIS User's Manual.

If you do not have access to the on-line manuals, you may obtain the PDF file on disk or via e-mail, or a hard copy (limit one per county) of the SIS User's Manual by contacting Performance Management/Reporting and Evaluation Management Section at 919-733-4530.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL
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1. Go to the DSS On-Line Manuals website at <http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/index.htm>

2. Click on Change No. **04-14**

To maintain a "soft copy" of the SIS User's Manual:

3. Click on the "SIS Manual" link at the bottom of the page to download the revised manual and save it to disk, and
4. Click on the "DSS-5027" and "DSS-4263" links to download the replicas of the forms and save to disk.

To maintain your current hard copy of the SIS User's Manual:

5. Click on the "CN – 04-14" and "CN – 04-14 ATTACHMENTS" links at the bottom of the page to download the Change Notice and the attachment documents, and
6. Open the downloaded files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Or, if you do not currently have a hard copy:

7. Click on the "SIS Manual" link at the bottom of the page to download the revised manual, and
8. Click on the "DSS-5027" and "DSS-4263" links to download replicas of the forms.
9. Open the downloaded files using Adobe Acrobat Reader. Print the form and the entire manual.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hardcopy of the manual:

REMOVE

Appendix B

page B-9, dated 06-01-2014
pages B-57 – B-58 dated 07-01-2014

INSERT

Appendix B

page B-9, dated 08-01-2014
pages B-57 – B-58 dated 08-01-2014



Hank Bowers, Chief
Performance Management/Reporting and
Evaluation Management Section

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