

DHB ADMINISTRATIVE LETTER NO: 02-21, NC HEALTH CHOICE (NCHC) BENEFICIARY AT THE AGE OF 19 PROCEDURES AND REPORTS

DATE: March 19, 2021

SUBJECT: NC Health Choice (NCHC) Beneficiary at the Age of 19
Procedures and Reports

DISTRIBUTION: County Directors of Social Services
Medicaid Supervisors
Medicaid Eligibility Staff

I. BACKGROUND

The purpose of this letter is to provide updated instructions on completing NCHC evaluations for beneficiaries who have turned age 19 or older, or who will turn age 19. These cases should be prioritized because coverage for these beneficiaries is not extended by federal authorities during the Public Health Emergency (PHE).

This letter also provides guidance for working a new report titled “NCHC Age 19 Report”. The report includes individuals who are age 19 or older or will be turning 19 during the current certification period. See section II. for instructions.

This letter revises NCHC recertification instructions that were previously issued in DHB Administrative Letter 09-20, and reflects clarifications and guidance from the Centers for Medicare and Medicaid Services (CMS). Counties should continue to follow guidance in DHB Administrative 09-20, for all other Medicaid recertifications.

II. NCHC AGE 19 REPORT/CRITICAL AGE REPORT

A. NCHC AGE 19 REPORT

1. Tab 1-Summary
2. Tab 2-Closed NCHC PDC
3. Tab 3-Active NCHC Age 19 And Above
4. Tab 4- Active NCHC Age 18 in March, Turning 19 in the Cert Period

NOTE: Summary Tab includes counts by county for all tabs.

This report is found in NC FASTHelp>Covid-19>Reports>Medicaid>NCHC Age 19 Report. The report is accessible using the standard NC FAST reports password. Upon completion of this report, the county should inform their Medicaid OST. These individuals appear on the Critical Age report. The NCHC Age 19 report is not interactive, therefore, the critical age report must be marked complete.

B. CRITICAL AGE REPORT

Counties should continue to work the Critical Age Report in NC FAST and mark the report complete so the individual falls off the critical age report.

III. EX-PARTE PROCEDURES

As a reminder:

- Recertification – eligibility determination completed at the end of certification period requires NCF-20020 if continuing eligibility cannot be established with electronic matches or information in other cases.
- Redetermination – eligibility determination completed during the current certification period when there is a change in circumstance, the DHB-5097 is used to request any needed information. The NCF-20020 is not sent.

A. Tab 2 Closed NCHC PDC

This tab includes beneficiaries whose NCHC cases were closed but are being extended on benefit history due to Covid-19.

1. On the Integrated case, the caseworker should remove the end date to any evidence that the end date was added as part of NCHC PDC closure. The certification period will require adjustment by NC FAST, see B.2 below for instructions.

See exceptions in C. below.
2. Reactivate the closed NCHC PDC.
3. Complete the redetermination of eligibility.
4. Follow steps in IV. A. below if the individual is eligible for a lesser or greater benefit.

B. Tab 3 Active NCHC Age 19 And Above

This tab includes beneficiaries whose NCHC case is still active and has been extended due to Covid-19.

1. Review the case to determine if the beneficiary's eligibility extends beyond the current month you are working the redetermination, edit the medical continued evidence.

NOTE: Caseworker is completing the redetermination in the month of April 2021, if medical continued evidence extends beyond the current month, shorten the end date of medical continued evidence to April 30, **2021**.

- When the caseworker shortens the medical continued evidence, and the certification period is not aligned, the caseworker should complete the **“Modify Beneficiary Cert End Date”** column on the NCHC Age 19 report. The caseworker will not be able to modify the certification end date and will require a data fix by NC FAST.

See exceptions in C. below.

- If the start date of the medical continued evidence has a date beyond the current month the redetermination is being completed, the caseworker will complete the **“Delete Medical Continued Evidence”** column on the NCHC Age 19 report. The caseworker will not be able to delete the medical continue evidence and will require a data fix by NC FAST.

See exceptions in C. below

NOTE: The end date of the medical continued evidence should not be before the start date. Refer to the screenshot below.

- The report of data fixes required should be forwarded daily via email by 4:00 pm to OST in order for a data fix to be completed on the case. In the email subject line include: NCHC AGE 19 Report. NC FAST will have 2 business days to complete the data fix. Caseworkers will be able to complete the ex parte the following day.

Type	Participant	Description	Period	Updates	Latest Activity
Medical Continued Eligibility	[Redacted]	Covid-19 Extension	6/1/2021 - 11/30/2021	1	[Redacted] 3/9/2021 10:54
Medical Continued Eligibility	[Redacted]	Covid-19 Extension	4/1/2021 - 5/31/2021	1	[Redacted] 3/9/2021 10:53

- Complete the redetermination of eligibility.
- Follow steps in IV, below if the individual is eligible for a greater, lesser, or termination of benefits.

C. Exceptions to submitting a data fix:

A data fix is not required if the NCHC certification period and the medical continued evidence has an end date of 3/31/2021 or 4/30/2021. For an example: caseworker is completing the ex parte in March 2021 and certification period and medical continued evidence also ends in the month of March 2021.

IV. CRITICAL AGE EX PARTE REVIEW

Tab 4-Active NCHC Age 18 in March, Turning 19 in the Cert Period (Critical Age Report)

This tab includes beneficiaries who are age 18 currently and will be turning 19 in the certification period.

The caseworker should complete the critical age review by conducting the ex parte review to redetermine ongoing eligibility.

- A. If determined eligible, authorize in the appropriate program with a new certification period.**
- B. If ineligible in all other coverage groups, terminate the NCHC and send a timely DSS 8110 notice, by selecting the reason as “age” and the “outcome” as “termination” in the 8110 Wizard. Refer to MA-3430, Notice and Hearings Process policy. NC FAST will not allow the termination or reduction in benefits if the reason is not “age” and continue to extend the benefits.**

NOTE: These individuals appear on the critical age report, the caseworker must mark them complete, so they will fall off the report. The report is located at: NC FAST> Reports>Xptr Verification Reporting>(enter report month, county)>critical age detail report.

V. PROCEDURES

The following applies when the caseworker completes the ex-parte and the beneficiary is:

- A. Eligible for a greater benefit, authorize in the appropriate Medicaid program** Send a adequate DSS-8110 notice. Refer to MA-3430, Notice and Hearings Process policy.
 - **Reduction: to Family Planning, send a timely DSS 8110 notice, by selecting the “reason” as “age” and the “outcome” as “family planning” in the 8110 Wizard.**
- B. Ineligible for all Medicaid programs. Terminate the NCHC and send a timely DSS 8110 notice, by selecting the “reason” as “age” and the “outcome” as “termination” in the 8110 Wizard.**

Refer to MA-3430, Notice and Hearings Process policy. NC FAST will not allow the termination or reduction in benefits if the reason is not “age” and continue to extend the benefits.

VI. HAWKINS V. COHEN

A. Pending Mad Application

Before taking any action to terminate or reduce benefits for these NCHC beneficiaries, the caseworker must follow procedures in [DMA Administration Letter 03-19, Hawkins v. Cohen Procedures](#) to determine if the beneficiary submitted a MAD application or requested an application to be mailed in a timely manner. This will determine whether the

beneficiary's benefits are protected.

B. Extension

When the caseworker does not complete the recertification on time or by expiration of appropriate notice, NC FAST will extend NCHC eligibility as "Hawkins Extension" for another month and thereafter until recertification is completed.

These cases will be on the "Hawkins Extension Report".

VII. IMPLEMENTATION

This letter is effective upon receipt.

The "NCHC Age 19 Report" is available March 22, 2021 for local agencies to begin reviewing cases and taking appropriate action.

If you have any questions regarding the guidance in this letter, please contact your [Medicaid Operational Support Team Representative](#).

DocuSigned by:

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Dave Richard
Deputy Secretary, NC Medicaid