

DMA ADMINISTRATIVE LETTER NO: 06-18, EMERGENCY MEDICAID PROCEDURES FOR HURRICANE FLORENCE VICTIMS

DATE: September 13, 2018

SUBJECT: Medicaid/NCHC Procedures Due to Hurricane Florence

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

I. BACKGROUND

This letter contains guidance on processes for Medicaid/North Carolina Health Choice for Children (NCHC) programs to address potential issues caused by Hurricane Florence. As other situations are identified, we will provide further guidance.

II. SPECIAL POLICY PROCEDURES

A. Self-Attestation for Eligibility Criteria

Allow Self-attestation for all eligibility criteria, except citizenship and immigration status, when documentation and/or electronic sources are not available.

1. Document state residency in NC FAST by entering Client Statement and Written Declaration from Third Party evidence, if other documentation is unavailable. Document in the evidence and in the case self-attestation was accepted as; "Hurricane Florence, see Administrative Letter 06-18".
2. This does not apply to citizenship/immigration status, as verification is required in federal regulations. However, you must apply reasonable opportunity to provide these verifications as stated in policy, if applicable.
3. Document the reason self-attestation was accepted as "Hurricane Florence."

B. State Residence – Temporary Absence

Individuals who are temporarily absent from North Carolina continue to meet state residence requirements, unless another state has determined the individual is a resident of that state. Follow the temporary absence rules in Medicaid policy. Consider applicants/beneficiaries who are evacuated from the state as temporarily absent when evaluating state residency.

C. Extended Certification Period

This is a reminder that Medicaid/NCHC cases must be extended a month at a time when the recertification process cannot be completed, and notice sent, by the end of the certification period. Follow NC FAST Job Aid procedures for “Continue Eligibility for Medical Assistance”. Further guidance or clarification will be issued on whether this remains a manual process during this time.

D. 60/90-day Hearing Timeframe

Individuals have 60 days from the date of notice to request a hearing for changes in eligibility. That period is extended to 90 days for good cause. Hurricane Florence will be considered a good cause reason for allowing 90 days to request a hearing until further notice.

E. Premiums

Individuals who are required to pay an enrollment fee for NC Health Choice or an enrollment fee and/or premium for Health Care for Workers with Disabilities (HCWD) will be exempt until further notification. Document in NCFast the reason as “Hurricane Florence, see Administrative Letter 06-18.” HCWD premiums are handled at NC Medicaid. Until further notice, do not request payment for enrollment fees.

F. NEMT (Non-Emergency Medical Transportation)

1. As a result of Hurricane Florence, the county may have to make alternate arrangements to provide transportation to Medicaid covered services. In some instances, that will mean that transportation may be required to a provider at a significantly greater distance or using a vendor or provider who is not under contract.
2. Policy requires documentation on a DMA-5048 from a provider that the transportation at a significantly greater distance is necessary for medical reasons, limited access or continuity of care. Due to impact of Hurricane Florence, the DMA-5048 is not required in these situations until further notice. Document the log/record noting Hurricane Florence as the reason.
3. If you must use a transportation vendor who is not under contract in order to provide the required transportation during this time, document the log/record. Further instructions will be provided for coding to request reimbursement. This reimbursement request will be submitted to NC Medicaid.

III. IMPLEMENTATION

These policies and procedures are effective immediately for applications and recertifications beginning on or after this date or already in process. You will be notified of any changes or revisions to these instructions.

If you have any questions regarding information in this letter, please contact a Operational Support Team member.

Dave Richard

Dave Richard

Deputy Secretary, NC Medicaid