DHB ADMINISTRATIVE LETTER NO: 10-25, UPDATED GUIDANCE FOR THE DSS-8110 DESK REFERENCE TOOL

DATE: September 26, 2025

SUBJECT: Updated Guidance for the DSS-8110 Desk Reference Tool

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

I. BACKGROUND

The Division of Health Benefits (DHB) is providing the following guidance concerning the DSS-8110 notice requirements for Medicaid. Current guidance from the DHB Family and Children's Medicaid and Adult Medicaid manuals advise caseworkers to use the DSS-8110 Desk Reference Tool when the correct reason and outcome is not available in NC FAST and a manual DSS-8110 must be generated outside of NC FAST. This guidance will continue, and the Desk Reference Tool will be updated periodically.

II. POLICY AND PROCEDURES

When a DSS-8110 is required, and the appropriate reason and outcome are available, caseworkers must generate the DSS-8110 in NC FAST. If the correct reason and/or outcome is not available in NC FAST, refer to the following list and follow the guidance provided in the DSS-8110 Desk Reference Tool to generate DSS-8110 notices outside of NC FAST.

The DSS-8110 Desk Reference Tool has been updated and reflects current reasons/outcomes for using manual notices.

If the caseworker is unable to generate the correct reason and outcome on a case, an NCFAST Helpdesk ticket **MUST** be submitted, and **no action taken** on the case until NCF/DHB issues guidance to the county via the NC FAST Helpdesk ticket.

All notices generated outside of NC FAST must be uploaded to NC FAST the <u>same day</u> that the form is generated and mailed. Failure to upload the DSS-8110 will result in an audit finding for the local agency.

A. Approved Reasons for Manual DSS-8110 Outside of NC FAST

The approved reasons for a manual DSS-8110 outside of NC FAST are listed on the DSS-8110 Desk Reference Tool and are updated periodically as they change.

B. DSS-8110 at Program Changes

1. When a beneficiary is changing programs/categories, and the change results in an equal or greater benefit, **one** Adequate DSS-8110 notification should be sent.

2. Caseworkers must **not** generate and send multiple DSS-8110s regarding the same change in circumstance.

   a. Only **one** Timely DSS-8110 should be generated and mailed advising the beneficiary that their income has increased and they are now eligible for FPP to continue.

   b. The caseworker should **not** send an approval notice for the newly eligible program but should send the DSS-8110 explaining the reason the beneficiary is changing from one program to another.

3. If the beneficiary is changing between MAGI and non-MAGI Medicaid programs, the caseworker must send **one** DSS-8110 to notify the beneficiary.

   a. When moving between MAGI and Non-MAGI programs, caseworkers should ensure that the appropriate DSS-8110 is sent to the beneficiary to notify them of the change.

   b. **Caseworkers should not send a DHB-5002/DHB-5003** for this type of change.

Example: An individual is moving from MXP to MAD. Send an adequate DSS-8110 that states full Medicaid continues. **Do not** generate and mail the DHB-5002 notification letter.

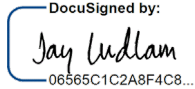**C. Beneficiary Deceased – DSS 8110 Process**

When it is reported or discovered that the beneficiary is deceased the caseworker should take the following steps:

1. If the worker accepts the changed decision the same day they enter the date of death, they are able to generate the DSS-8110 on the case with the reason and outcome below and the beneficiary will be on the notice.

2. If the worker waits until the month after they have accepted the changed decision to generate the DSS-8110, the individual will not show on the DSS-8110 and the worker will need to generate the DSS-8110 from the Medicaid online forms library, with the appropriate reason listed in the DSS-8110 Desk Reference Tool.

III.   EFFECTIVE DATE OF CHANGE AND IMPLEMENTATION

Guidance and policy provided in DHB Administrative Letter is effective upon receipt.

If you have any questions regarding this information, please contact your Medicaid Operational Support Team representative.

DocuSigned by:

Jay Ludlam

06565C1C2A8F4C8...

Jay Ludlam
Deputy Secretary, NC Medicaid