

# CHANGE NOTICE FOR MANUAL NO. 04-24, MA-2420, NOTICE AND HEARINGS PROCESS

**DATE: January 31, 2024**

**Manual:** Aged, Blind, and Disabled Medicaid  
**Change No:** 04-24  
**To:** County Directors of Social Services

## I. BACKGROUND AND CONTENT OF CHANGE

The Division of Health Benefits (DHB) has added guidance regarding appeals requested after an eligibility determination from the Federally Facilitated Marketplace (FFM) to the Aged, Blind, and Disabled (ABD) Medicaid policy section [MA-2420, Notice and Hearings Process](#).

## II. POLICY UPDATE

Subsection D. Federally Facilitated Marketplace (FFM) Determinations – Appeals, has been added to [MA-2420](#) section V. Hearing Process.

Subsection D. provides local agencies with policy and procedures for hearings requested by a beneficiary who was determined eligible for NC Medicaid by FFM.

## III. EFFECTIVE DATE AND IMPLEMENTATION

Changes noted in this change notice are effective February 1, 2024.

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

DocuSigned by:

*Melanie Bush*  
*Jay Ludlam*

Deputy Secretary, NC Medicaid