

# CHANGE NOTICE FOR MANUAL NO. 12-23, AUTOMATED INQUIRY AND MATCH PROCEDURES

**DATE: October 12, 2023**

**Manual:** Family & Children's Medicaid  
**Change No:** 12-23  
**To:** County Directors of Social Services  
Medicaid Supervisors and Caseworkers

## I. BACKGROUND AND CONTENT OF CHANGE

The Division of Health Benefits (DHB) has revised and updated the Medicaid policy section, MA-3515, Automated Inquiry and Match Procedures. This change notice updates policy and procedures for the automated verification of information received from the Federally Facilitated Marketplace (FFM).

## II. POLICY UPDATES

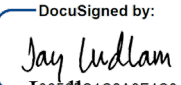
A new section has been inserted as MA-3515, III. Verification Received from Federally Facilitated Marketplace (FFM). This new section provides policy and procedures for caseworker responsibility when information has been verified from the FFM.

- A. Local Agency Responsibilities
- B. Conflicting Verification Received from FFM

## III. EFFECTIVE DATE AND IMPLEMENTATION

This change is effective October 16, 2023.

If you have questions regarding this policy, please contact your [Medicaid Operational Support Team Representative](#).

DocuSigned by:  
  
Jay Ludlam  
Deputy Secretary, NC Medicaid