DHB-DSS 8110 DESK REFERENCE TOOL

It is mandatory that all DSS-8110 Notice of Modification, Termination, or Continuation of Public Assistance are generated in NC FAST. All internal county copies of the DSS-8110 must be discarded and removed from your internal document management system.

If the caseworker is unable to generate the correct reason and outcome on a case, an NC FAST 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. NCF/DHB needs to review the case to determine if there is a system issue that is preventing the correct reason and outcome from being generated.

The guidance in this desk reference tool for the specific scenario below <u>ONLY</u> a HD ticket is <u>NOT REQUIRED.</u> This process should be followed until NC FAST is updated in the January 2024 NC Release, and the proper reason and outcomes are updated in NC FAST.

THE CASEWORKER MUST UPLOAD A COPY OF THE MANUALLY GENERATED DSS-8110 TO THE PDC the <u>SAME DAY</u> the notice is generated (no exception).

This desk reference tool will be updated, and counties notified when this process is no longer applicable. We do have a NC FAST Change Request (CR) submitted and is currently being developed.

The DSS-8110 (Medicaid) Notice is posted in the [Medicaid online forms library](#).

<u>SCENARIO-NO VALID CITIZENSHIP/IMMIGRATION STATUS</u>

The individual no longer has a valid citizenship/immigration status and the caseworker needs to terminate the case TIMELY. Use the DSS-8110 TIMELY template with the Title "Termination". The reason should be entered as:

<u>REASON:</u>

English:

You no longer meet citizenship/immigration requirements. State rules supporting this action are found in Sections 2504, 2505, and 2506 of the Aged, Blind, Disabled Medicaid Manual or Sections 3330, 3331, and 3332 of the Family and Children's Medicaid Manual.

Spanish:

Ya no cumple los requisitos de ciudadanía/inmigración. Las normas estatales que respaldan esta acción se encuentran en las secciones 2504, 2505 y 2506 del Manual de Medicaid para los adultos mayores, ciegos y discapacitados o en las secciones 3330, 3331 y 3332 del Manual de Medicaid para familias y niños.

<u>OUTCOME IS TERMINATION:</u>

English:

Effective <effective date> All Medicaid benefits will stop for the following individual(s)

(participant name)

Spanish:

A partir de <effective date>, todos los beneficios de Medicaid van a ser terminados para:
<participant1>
<participant2>

90-DAY REOPEN ADEQUATE DSS-8110 PROCESS

Scenario: The recertification was closed for "failure to provide necessary" information (**TIMELY** notice was provided). During the 90-day reopen period, **all** information needed was provided and the caseworker reopens the case to evaluate the ongoing eligibility. The information provided results in one of the following.

The individual(s) are eligible/ineligible for:

      1. the **same** benefit**,**

      2. a **greater** benefit,

      3. a **reduced** benefit or

      4. **termination**.

The new DSS-8110 is <u>always</u> an **ADEQUATE** notice (individual(s) already received a timely notice for failure to provide).

PROCEDURE TO GENERATE THE ADEQUATE DSS-8110 TO REOPEN THE CASE.

1. The "Failure to Provide Product Exclusion" evidence must be deleted. The original eligibility determination record will maintain the original termination reason of not eligible for "Failure to provide" information.
2. The caseworker must update the relevant evidence,
3. Apply changes,
4. Accept the changed decision showing the individual(s) are eligible for the same coverage, greater coverage or ineligible,
5. Accept with ADEQUATE notice to generate the adequate DSS-8110.