

**DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES 24-2020**  
**EFS\_FNS\_AL-24-2020**  
**EFS\_WF\_AL-14-2020**

**Food and Nutrition Services (FNS) and Work First (WF) Claims Suspension Waiver**

**TO:** County Directors of Social Services

**ATTENTION:** Food and Nutrition Services and Work First Family Assistance, Managers and Supervisors

**DATE:** July 17, 2020

**SUBJECT:** Administrative Disqualification Hearing (ADH) Timeliness, Suspension of Claim Collections and Food and Nutrition Services (FNS) State Fair Hearings Timeliness

**EFFECTIVE:** Upon Receipt

**PRIORITY:** For Information

**I. GENERAL INFORMATION**

Based on the state's continued economic status due to COVID-19 North Carolina Department of Health and Human Services (DHHS) requested waivers and was approved to extend the suspension of claims collections, the administrative disqualification hearing timeframes, and fair hearing timeframes. These waivers were approved through August 31, 2020.

**II. POLICY PROCEDURES**

There are no policy procedure changes for the waivers addressed in this letter. All terms and conditions outlined within the previously approved adjustment(s) apply.

**III. IMPLEMENTATION INSTRUCTIONS**

The following Administrative Letters provide implementation instructions:

[\*\*EFS FNS AL-9-2020 Suspension of Claim Collections\*\*](#)

[\*\*EFS-WF-AL-13-2020 Suspension of Claims Collections\*\*](#)

The approved waiver for Suspension of Claims Collections suspends the collection of all current FNS, and WF overpayments and delays collection of newly established FNS, and WF, overpayments. Submit any questions regarding this information to the Operational Support Team (OST) at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

[\*\*EFS FNS AL-6-2020 Administrative Disqualification Hearing \(ADH\) by Telephone\*\*](#)

This administrative letter outlined alternative procedures for conducting Administrative Disqualification Hearings (ADH) by telephone and referred to this as a waiver of regular

scheduling procedures. USDA clarified a waiver was not required to make this change as it is considered an option available to the state. This option has been accepted as a permanent alternate procedure for conducting an ADH. The option of conducting an ADH by telephone will not expire and is available to the local agencies ongoing.

USDA did provide a blanket waiver for Administrative Disqualification Hearing timeframes. This waiver allows States to extend the timeframe for the full ADH process to a maximum of 180 days from the time of the hearing notification, and the potential postponement period up to 60 days. This waiver was extended through August 31, 2020.

Submit any questions regarding this information to the Operational Support Team (OST) at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

**[EFS FNS AL-10-2020 FNS State Fair Hearings Conducted by Telephone \(State Fair Hearing Timeliness\)](#)**

The approved waiver for FNS State Fair Hearings Timeframes suspends fair hearing timeframes. The fair hearings process may be extended up to 120 days from receipt of the request for fair hearings that were already in process or for which requests are received from March 1, 2020 through August 31, 2020.

Conducting fair hearings by telephone is also a state option that NC has elected to continue ongoing. The option for state fair hearing by telephone will not expire.

Submit any questions regarding this information to the Hearings & Appeals Section at [Medicaid.DSS.State.Appeals@dhhs.nc.gov](mailto:Medicaid.DSS.State.Appeals@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink, appearing to read "David Locklear".

David Locklear, Deputy Director  
Economic and Family Services

DL/vd