
OUTSTATIONS

REVISED 12/17/18 – CHANGE NO. 11-18

Current Change Notice: 11-18

- The Outstations policy has been revised in the online Family and Children's Medicaid Manual section MA-3207, Outstation.
- Section 15025, Outstations has been removed from the IEM.

I. INTRODUCTIONS

The local agency must staff certain locations and may elect to staff other locations for the purpose of taking applications.

II. MANDATORY OUTSTATION

Staff must be available at Disproportionate Share Hospitals (DSH) and Federally Qualified Health Centers (FQHC) located in the county to take Medicaid applications for pregnant women and children under age 19. The county and outstation may agree that applications will be taken for other Medicaid programs.

The local agency must have a signed agreement with each DSH and FQHC on how to staff each outstation facility in the county. The agreement must be written and signed by the director of each involved agency and updated yearly.

The list of Disproportionate Share Hospitals (DSH) and Federally Qualified Health Centers (FQHC) are updated and placed on the DHB website at: <https://dma.ncdhhs.gov/mandatory-outstation-locations-dshfqhc>. The DHB website will be updated with additions and deletions of facilities. Review the list periodically and make any necessary adjustments regarding staffing at outstation locations in your county.

If the facility director claims that the facility is eligible as a DSH/FQHC and you do not see the facility listed as such on the website, request a copy of the eligibility letter from the facility chief financial officer. Honor the facility's letter of DSH/FQHC eligibility from DHB. The facility may be DSH/FQHC eligible and not yet added to the website list.

A. Individuals may apply at the mandatory outstation regardless of their county of residence.

1. Hours of operation at the mandatory outstations must be the same as the local

agency unless the site is used infrequently. Infrequently is defined as serving less than 30 individuals not covered by Medicaid in a week.

2. If the caseworker takes a Medicaid application for applicants of other counties, follow procedures for courtesy applications.

B. If an individual decides to make an application, document that the application was taken at an outstation location. Certain procedures must be followed at these outstation locations:

1. A [DMA-5093](#), Daily Reception Log for Medical and Financial Assistance, must be kept at the outstation location, however, this is not used for monitoring purposes.
2. The [NCFAST 20009](#), North Carolina Rights and Responsibilities for Public Assistance, must be given when an individual applies for Medicaid.
3. The [DSS-8227/DSS-8227S](#), Important Information You Need to Know, must be given to the individual applying for Medicaid. Document on the DMA-5094, Notice of Your Right to Apply for Benefits, that it was given.
4. The [DMA-5001/DMA-5001S](#), Notice on the Use of Social Security Numbers, must be given to applicants.

III. VOLUNTARY OUTSTATIONS

A. The local agency can negotiate with any agency not deemed to be a mandatory site for the purpose of taking Medicaid applications. If the local agency decides to locate a caseworker at a voluntary outstation:

1. The local agency must determine the schedule for the outstation, and
2. Follow procedures for residents in other counties who appear at the voluntary outstation. These are courtesy applications.

B. Application date is the date the application is taken in-person.