

DHB ADMINISTRATIVE LETTER NO: 06-19, EMERGENCY MEDICAID PROCEDURES FOR HURRICANE DORIAN

DATE: September 5, 2019

SUBJECT: Medicaid/NCHC Procedures Due to Hurricane Dorian

DISTRIBUTION: County Directors of Social Services
Medicaid Supervisors
Medicaid Eligibility Staff

I. BACKGROUND

Governor Roy Cooper has declared a state of emergency for all 100 counties as a result of the potential impact of Hurricane Dorian.

This letter contains guidance on processes for all Medicaid/North Carolina Health Choice for Children (NCHC) programs to address potential issues caused by Hurricane Dorian. As other situations are identified, further guidance will be provided.

II. SPECIAL POLICY PROCEDURES

A. Self-Attestation for Eligibility Criteria

Allow self-attestation for all eligibility criteria, except citizenship and immigration status, when documentation and/or electronic sources are not available.

1. Document state residency in NC FAST by entering Client Statement and Written Declaration from Third Party evidence, if other documentation is unavailable. Document in the evidence and in the case record, self-attestation was accepted with; "Hurricane Dorian, see Administrative Letter 06-19".
2. This does not apply to citizenship/immigration status, as verification is required in federal regulations. However, you must apply reasonable opportunity to provide these verifications as stated in policy, if applicable.
3. Document the reason self-attestation was accepted as "Hurricane Dorian."

B. State Residence – Temporary Absence

Individuals who are temporarily absent from North Carolina continue to meet state residency requirements, unless another state has determined the individual is a resident of their state. Follow the temporary absence rules in Medicaid policy. Consider applicants/beneficiaries who are evacuated from the state as temporarily absent when evaluating state residency.

C. Extended Certification Period

Refer to [Administrative Letter 03-19, Hawkins v. Cohen Procedure.](#)

Federal regulations prohibit ending Medicaid coverage for a Medicaid beneficiary, unless determined ineligible under all categories or benefits are reduced to a lesser program and timely notice requirements are met.

All Medicaid cases must be extended one month at a time when the recertification process cannot be completed, and appropriate notice sent by the end of the certification period. Cases where the recertification is not completed prior to the last workday of the month will result in an automatic extension for the following month.

NC FAST will continue to automatically extend all active beneficiaries for the following month in the appropriate category if the county is unable to complete the recertification timely.

D. 60/90-day Hearing Timeframe

Individuals have 60 days from the date of notice to request a hearing for changes in eligibility and may be extended to 90 days for good cause. Hurricane Dorian will be considered a good cause reason for allowing 90 days to request a hearing until further notice.

E. Enrollment Fee/Premiums

Individuals who are required to pay an enrollment fee for NC Health Choice or an enrollment fee and/or premium for Health Care for Workers with Disabilities (HCWD) will be exempt from this requirement until further notification. Document in NC FAST the reason as "Hurricane Dorian, see Administrative Letter 06-19." Until further notice, do not request payment for enrollment fees and/or premiums.

F. NEMT (Non-Emergency Medical Transportation)

1. As a result of Hurricane Dorian, the county may have to make alternate arrangements to provide transportation to Medicaid covered services. In some instances, transportation may be required to a provider at a significantly greater distance or the use of a vendor or provider who is not under contract with the local department of social services.
2. Policy requires documentation on the DMA-5048 from a provider when transportation at a significantly greater distance is necessary for medical reasons, limited access or continuity of care. Due to the impact of Hurricane Dorian, the DMA-5048 will not be required until further notice. Document the transportation log/record noting Hurricane Dorian as the reason.
3. If a transportation vendor who is not under contract is used to provide the required transportation during this time, document the transportation log/record. Further instructions will be provided for coding to request reimbursement. This reimbursement request will be submitted to NC Medicaid.

III. IMPLEMENTATION

These policies and procedures are effective immediately for applications and recertifications effective September 4, 2019. This also includes applications or recertifications currently in process as of September 4, 2019. Counties will be notified of any changes or revisions to these instructions including the end date of these actions.

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



Dave Richard

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cc: Susan Osborne