

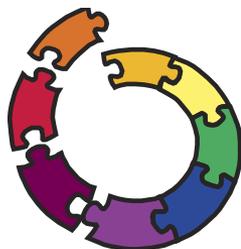


North Carolina
Department of
Health & Human
Services



NC FAST

North Carolina Families Accessing
Services through Technology



NC FAST

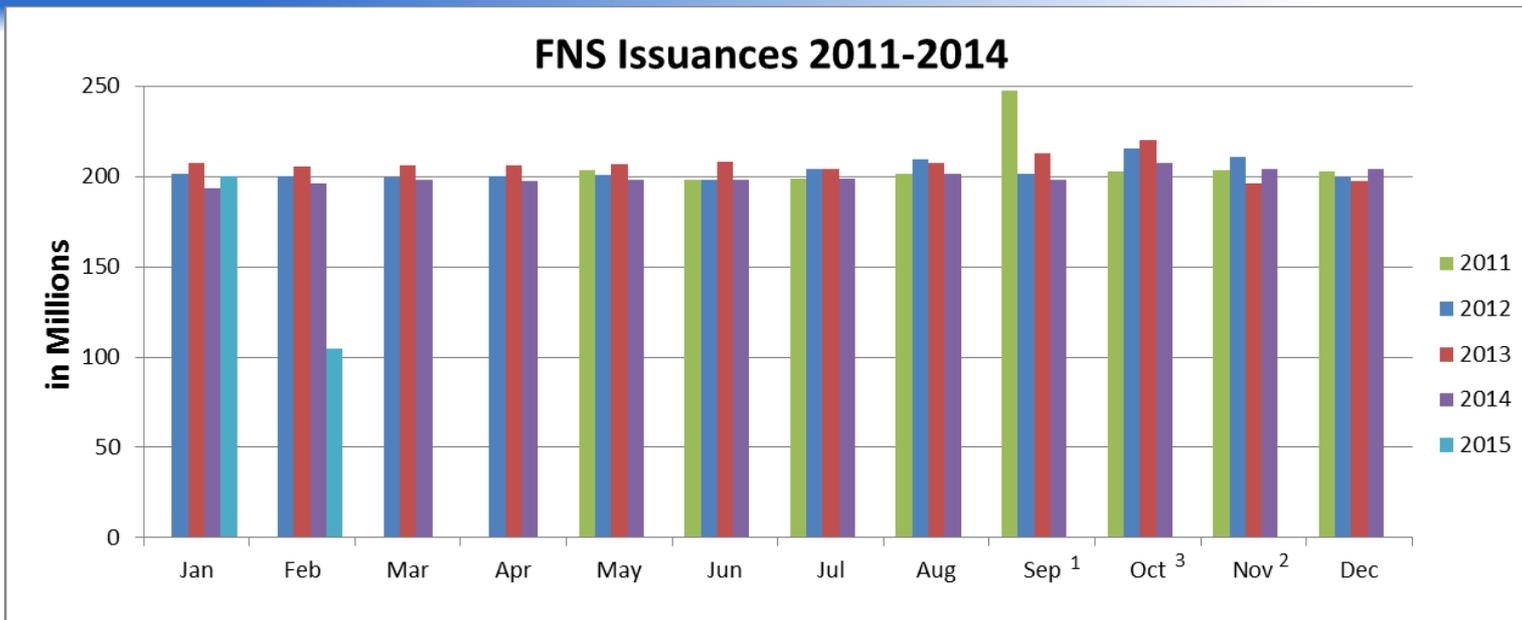
North Carolina Families Accessing
Services through Technology

NCACC County Manager Conference

February 13, 2015

FNS Processing

FNS Issuances Over Time



¹ Sept 2011 Issuances include Disaster FNS program for Hurricane Irene.

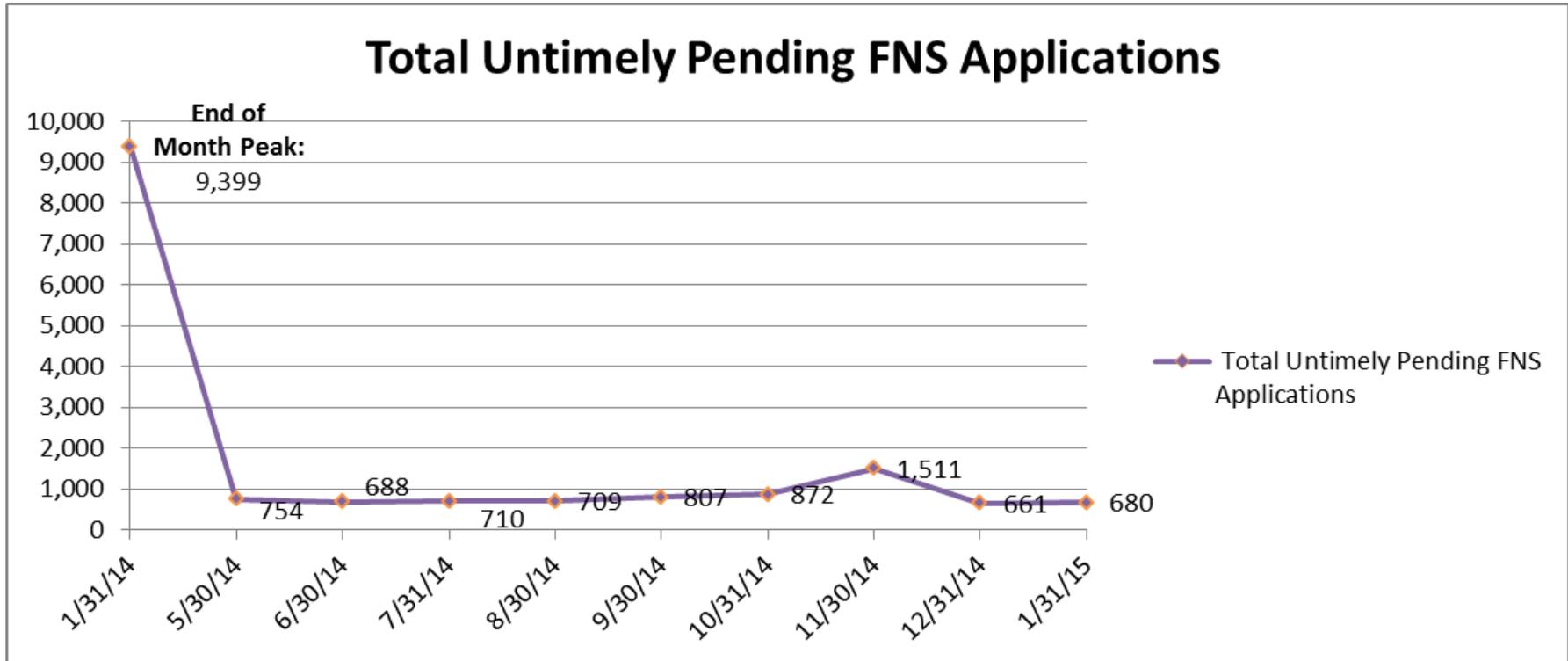
² Nov 2013 ARRA funding was removed by policy.

³ Oct 2014 Benefits increased based on Federal COLA adjustments.

| | Previous Months | | | | | | | | | | | | Current Month |
|--|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------------|
| | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb 2015 (as of 2/11) |
| # of Payments Issued | 807,197 | 819,001 | 818,041 | 819,106 | 812,840 | 823,224 | 838,938 | 822,209 | 836,768 | 818,561 | 820,150 | 816,383 | 417,417 |
| Amount of Payments Issued (\$M) | \$193.5 | \$196.4 | \$197.2 | \$198.0 | \$197.5 | \$198.9 | \$201.4 | \$198.1 | \$207.3 | \$204.4 | \$204.1 | \$200.4 | \$104.8M |

FNS Applications Processing Status

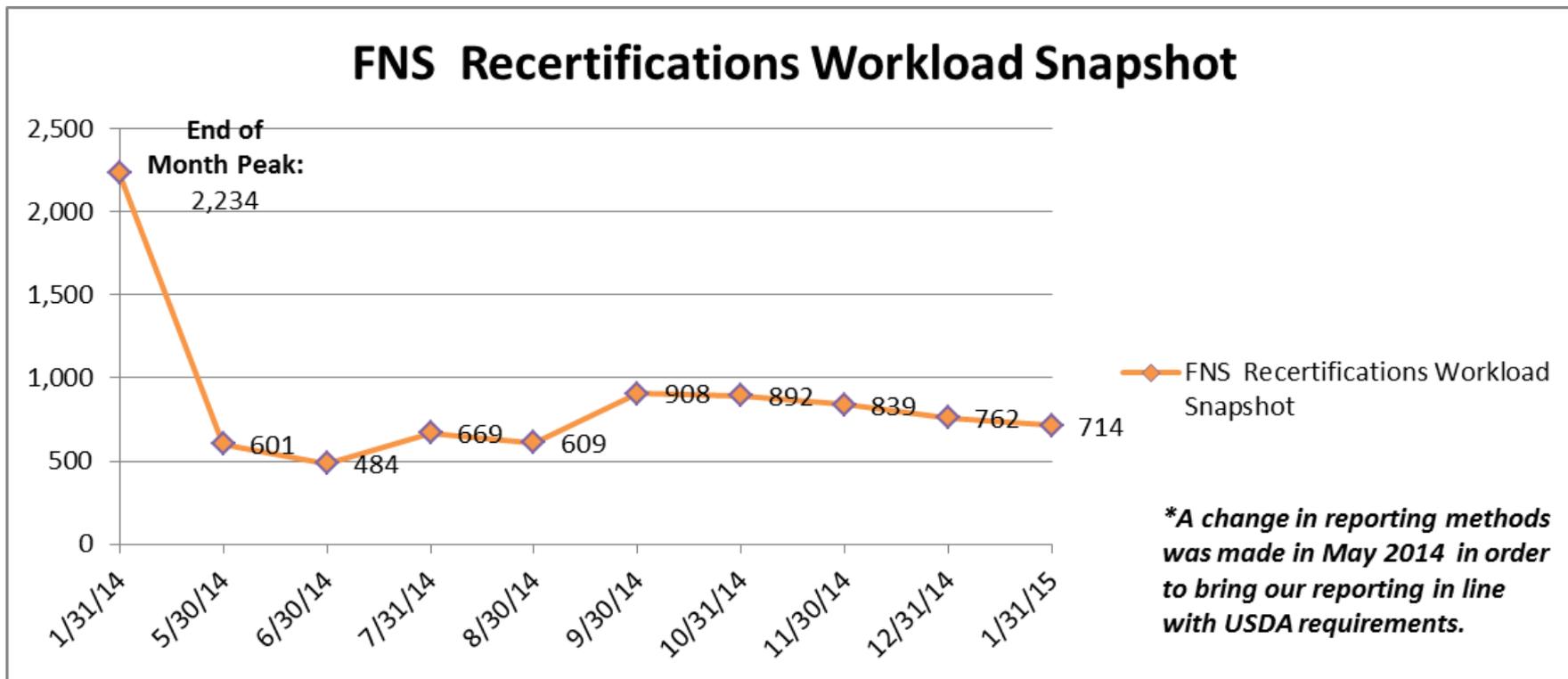
- Counties successfully met Feb. 10, 2014 and March 31, 2014 USDA FNS processing deadlines.



*There will always be some applications that remain pending with good cause. As of January 31st, 680 untimely pending applications remained.

FNS Recertifications Workload Snapshot

- Counties successfully met Feb. 10, 2014 and March 31, 2014 USDA FNS processing deadlines.

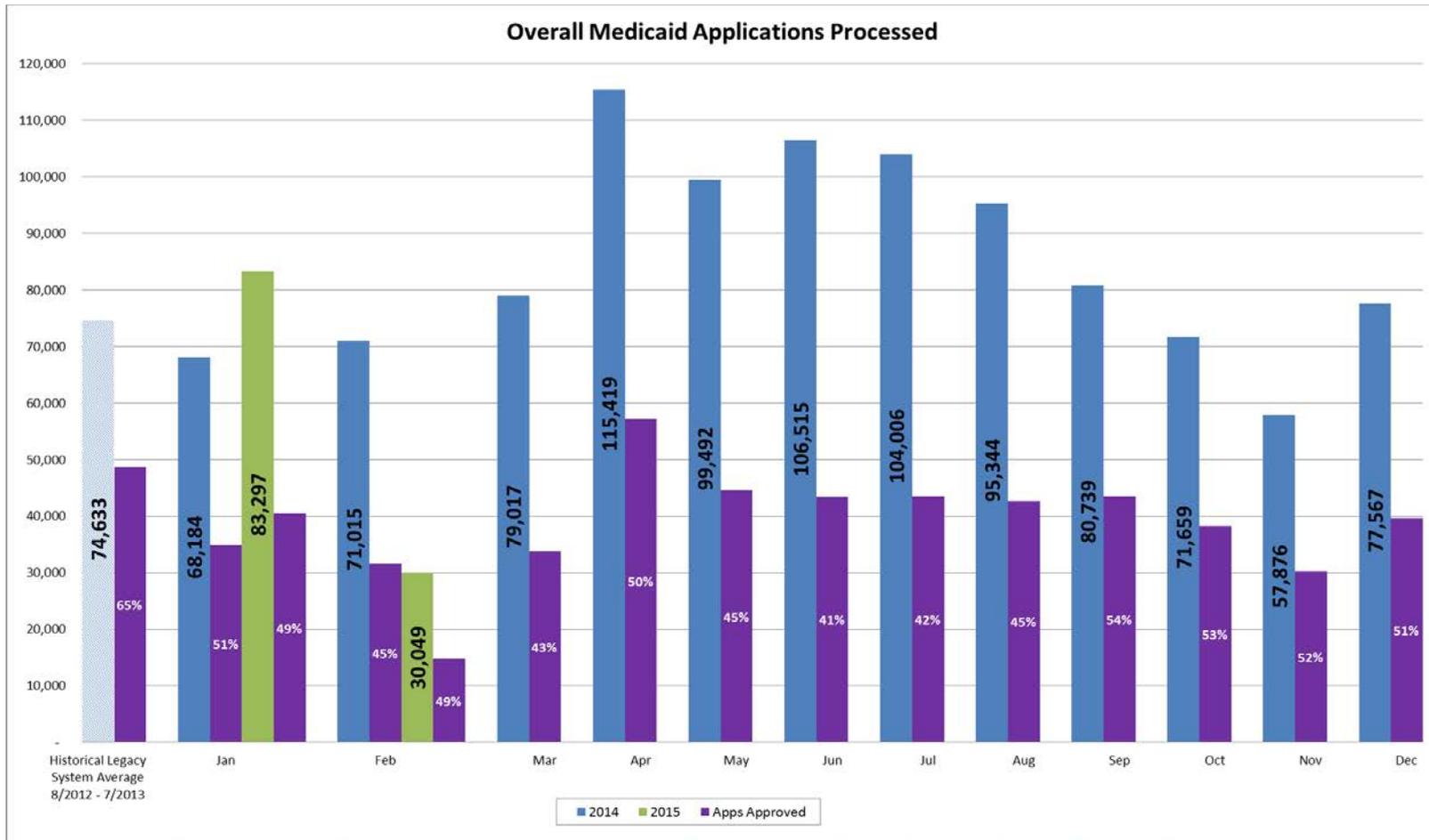


***There will always be some recertifications that remain pending with good cause. As of January 31st, 714 untimely pending recertifications remained.**

Medicaid Processing

Overall Medicaid Applications Processed

- Overall Medicaid Apps includes Adult Medicaid (includes SDX, Special Assistance and Refugee Assistance), Traditional Family and Children's Medicaid, and MAGI Family and Children's Medicaid (including those from HealthCare.gov).



*Data as of February 11th

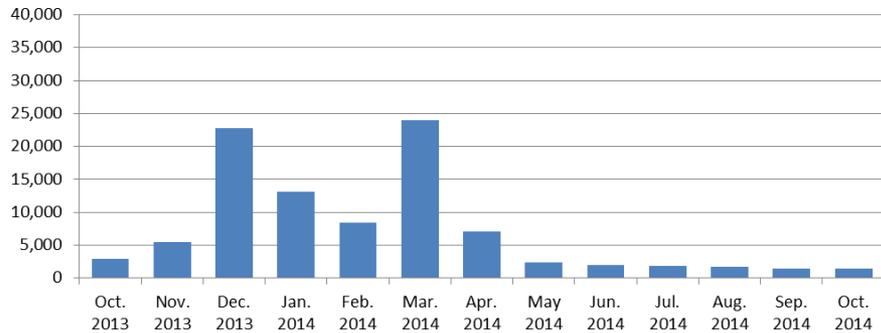
HealthCare Reform Applications Summary

| Platform | HealthCare Reform Applications through July 30 th | HealthCare Reform Applications through Aug 27 th | HealthCare Reform Applications through Sep 30 th | HealthCare Reform Applications through Oct 31 st | HealthCare Reform Applications through Nov 30 th | HealthCare Reform Applications through Dec 31 st | HealthCare Reform Applications through Jan 31 st | HealthCare Reform Applications through Feb 11 th |
|--|--|---|---|---|---|---|---|---|
|  Note: Applications received through internet portal. | 40,697 | 44,243 | 48,337 | 51,922 | 55,060 | 58,540 | 63,091 | 64,987 |
|  Note: Applications received at a county DSS agency. | 179,503 | 203,505 | 233,796 | 270,296 | 314,775 | 365,713 | 431,081 | 459,993 |
| Total: | 220,200 | 247,748 | 282,133 | 322,218 | 369,835 | 424,253 | 494,172 | 524,980 |

HealthCare.gov Open Enrollment Comparison

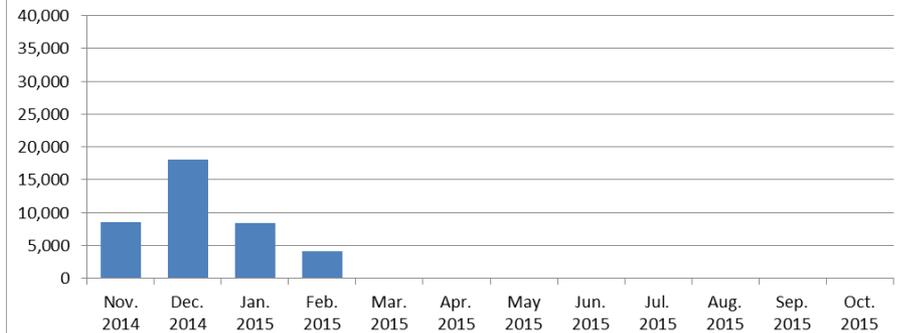
ACA Year 1 Open Enrollment

**HealthCare.Gov Applications by Month Submitted
Open Enrollment (2013-2014)**

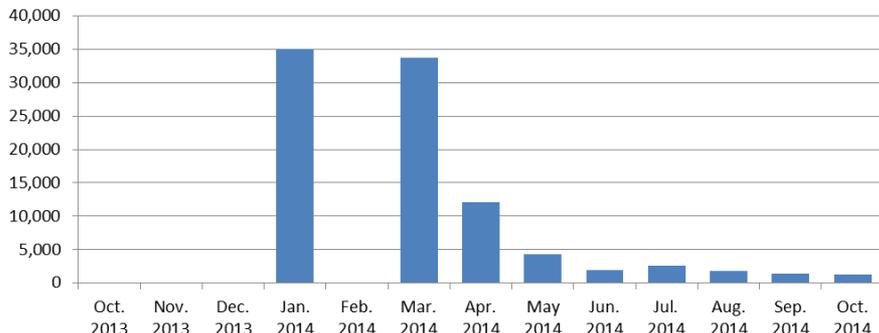


ACA Year 2 Open Enrollment

**HealthCare.Gov Applications by Month
Open Enrollment (2014-2015)**



**HealthCare.Gov Applications by Month Received in NC
Open Enrollment (2013-2014)**



- During Year 1 Open Enrollment (2013-2014), NC did not begin receiving applications from HealthCare.gov until January. This caused applications from Oct.-Dec. 2014 to accumulate, creating a burden for our counties.
- For Year 2 Open Enrollment (2014-2015), NC will receive applications from HealthCare.gov as they are submitted, which will help create a more steady workload of HealthCare.gov applications.

**Data as of February 12th*



HealthCare.gov Applications by Status

- 39,144 applications from 2014-2015 Open Enrollment submitted at healthcare.gov (FFM) have been transferred to NC FAST.
- 65% of those applications have been fully processed by the state.
- 10% of the fully processed applications were approved for Medicaid; the remainder were denied or withdrawn.

| Status of Healthcare.gov/FFM Applications | 2013-2014 Open Enrollment | | 2014-2015 Open Enrollment | |
|---|---------------------------|---------------|---------------------------|---------------|
| | Application Count | Application % | Application Count | Application % |
| FFM applications received by NC FAST | 86,932 | 100% | 39,144 | |
| Total FFM applications being processed | 215 | .2% | 13,513 | 35% |
| Total FFM applications fully processed | 86,717 | 99.8% | 25,631 | 65% |
| Applications approved for Medicaid ("woodwork effect") | 8,987 | 10% | 2,659 | 10% |
| Applications denied for Medicaid | 77,730 | 90% | 22,972 | 90% |
| Duplicate Application | 7,023 | 9% | 4,453 | 19% |
| Already on Medicaid | 12,387 | 16% | 5,809 | 25% |
| Withdrawn/ Found Ineligible | 58,320 | 75% | 12,710 | 56% |

Data as of February 12th

- *The 2013-2014 counts were adjusted to report "Already on Medicaid" as its own category, rather than a subset, to provide a better comparison between 2013-2014 Open Enrollment and 2014-2015 Open Enrollment.*
- *2014-2015 Open Enrollment Dates: November 15th - February 15th*
- *Approved: Applications approved for MAGI-based programs from the FFM*
- *Denied: Applications denied for MAGI-based programs from the FFM (this includes duplicate applications, applicants already receiving Medicaid, applicants found ineligible, and out of state applications.)*
- *Withdrawn: Applicant requested to withdraw the application*

Medicaid Enrollment- February 2015

| Category | Enrollment |
|--|-------------------|
| AGED | 119,535 |
| BLIND | 1,822 |
| DISABLED | 278,019 |
| Medicaid Qualified Medicare Beneficiary (MQB-Q) | 6,792 |
| Medicaid Specified Low Income Medicare Beneficiary (MQB-B) | 41,070 |
| Medicaid Qualifying Individuals 1(QI1) (MQB-E) | 17,428 |
| Adult Medicaid Subtotal | 464,666 |
| Aid to Families with Dependent Children (AFDC) UNDER 21 | 238,955 |
| AFDC OVER 21 | 198,038 |
| OTHER CHILD | 4,731 |
| PREGNANT WOMEN | 17,341 |
| FAMILY PLANNING WAIVER | 65,929 |
| INFANTS AND CHILDREN | 714,780 |
| Breast and Cervical Cancer Medicaid (BCC) | 344 |
| REFUGEES | 541 |
| Family and Children's Medicaid Subtotal | 1,240,659 |
| Medicaid Child Health Insurance Program (MCHIP) | 120,913 |
| Child Health Insurance Program (CHIP) | 79,150 |
| North Carolina Health Choice (NCHC) Subtotal | 200,063 |
| ALIENS-LEGAL | 10,846 |
| ALIENS-ILLEGAL | 15 |
| Other Subtotal | 10,861 |
| TOTAL | 1,916,249* |

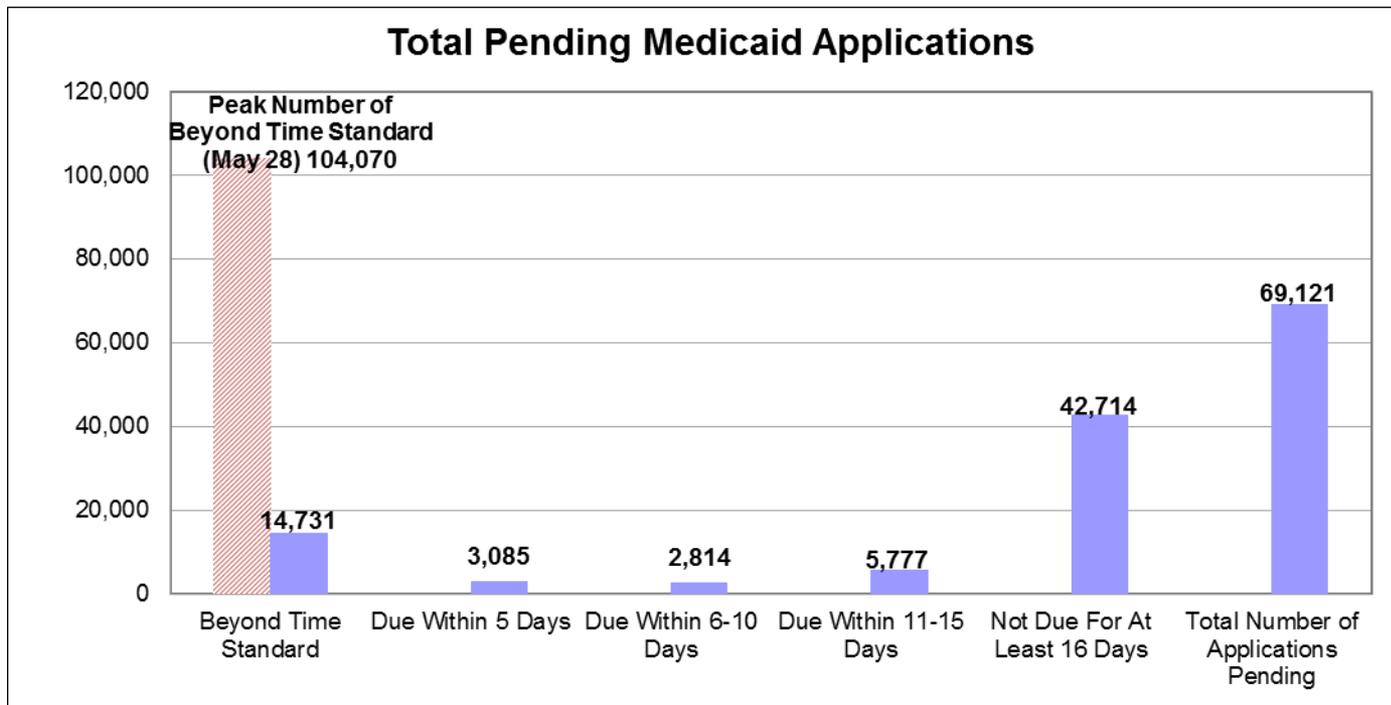
Notes:

1. NC FAST converted EIS single digit medclass code as a single digit medclass code. Once this case is touched by county worker, then NC FAST rules will rerun and yield a 2 digit medclass code.
2. Due to Affordable Care Act (ACA) changes, effective Jan 1, the following income is not counted - Child support, VA, Worker's Comp. This affects Medical Assistance to Families with Dependent Children (MAF) / Medicaid for Infants and Children (MIC) / NCHC / State Foster Home Fund (HSF) / MFC (Foster Care).
3. Family Planning Waiver (MAF-D) will continue to grow during open enrollment because NC is not an expansion state and child less adults fall in this category.
4. NC FAST design does not allow county worker to choose a program (e.g., MIC). Rules within program logic decide the program.
 - Unknown Category records occur when the rules choose a program not represented on the MA Enrollment Spreadsheet. These Unknown Category records are reviewed and investigated to help realign NC FAST assigned medclass codes to the traditional MA Enrollment Spreadsheet.

*Numbers are tentative as minor variations are possible due to the retroactive change period.

Pending Medicaid Applications

- There are currently 14,731 pending Medicaid applications that are beyond standard processing time (Compared to 2014 peak of 104,070):
 - HealthCare.Gov Applications: 4,958 (Compared to 2014 peak of 45,058)
 - NC-Based MAGI Applications: 3,228 (Compared to 2014 peak of 31,890)
 - Traditional Applications: 6,545 (Compared to 2014 peak of 20,938)



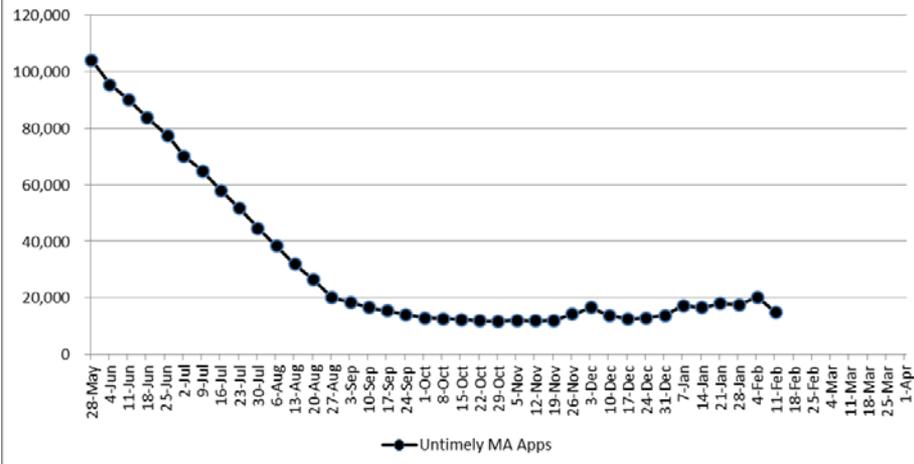
*Data as of February 11th

Note- As of Feb. 6, due dates for Traditional applications were recalculated to be determined using Submitted Date as opposed to the Program Request Date

Total Untimely Pending Medicaid Applications

- We continue to monitor statewide and individual county progress in working through untimely pending Medicaid applications.
- Since the peak of untimely pending applications at the beginning of June, counties have been successful in lowering the overall backlog by 86% which includes a reduction of approximately 89,000 untimely pending applications.

All Untimely Medicaid Applications

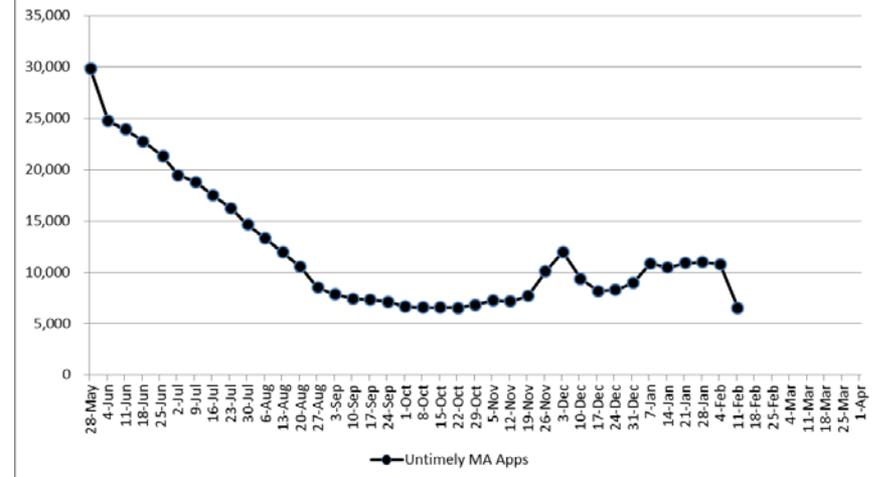


*There will always be some applications that remain pending with good cause.

Note- As of Feb. 6, due dates for Traditional applications were recalculated to be determined using Submitted Date as opposed to the Program Request Date

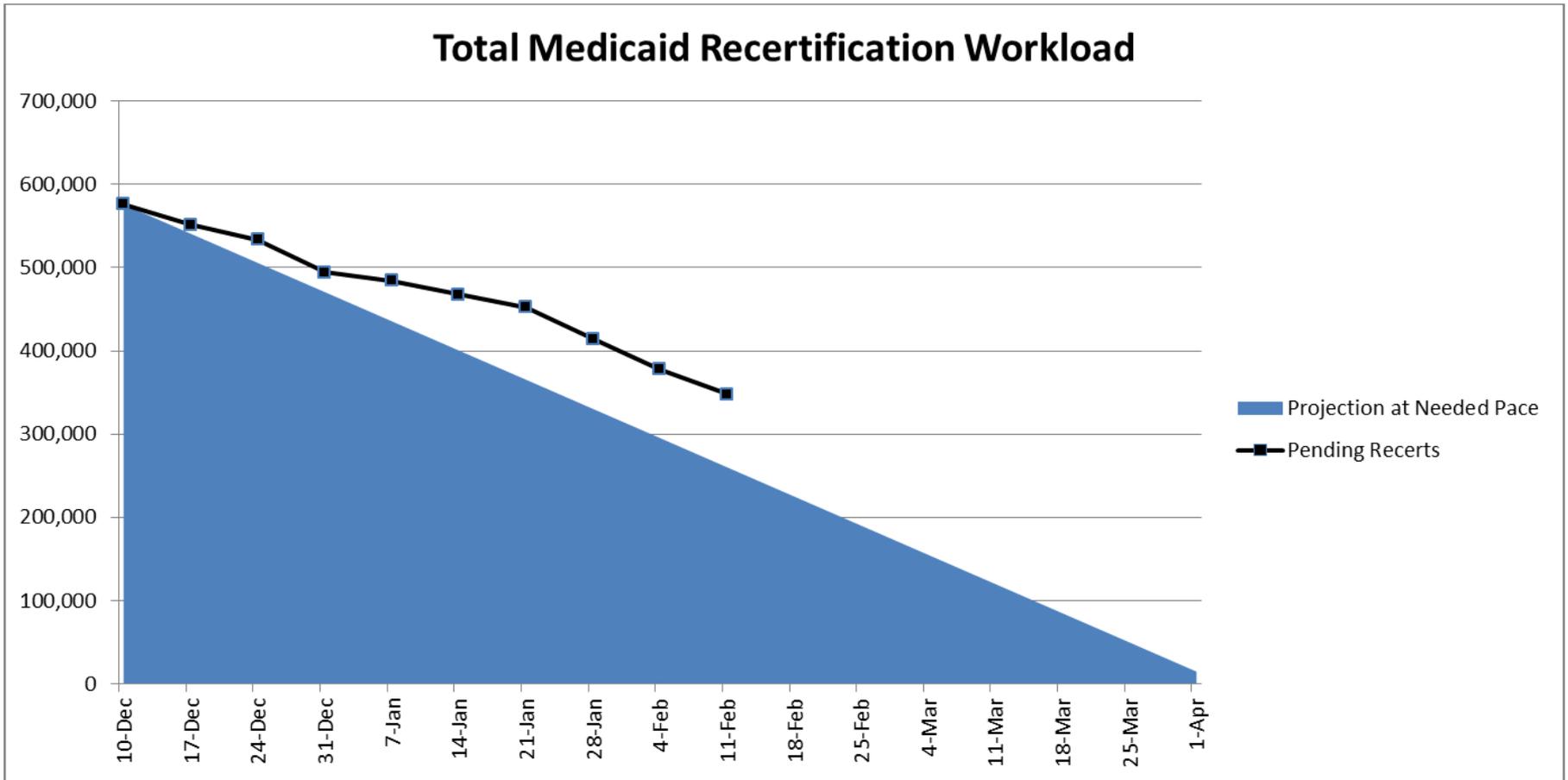
- 56% of the untimely pending Medicaid applications are directly related to Affordable Care Act changes.

Untimely Medicaid Applications (Excluding ACA Impact)



Medicaid Recertification Workload

- DHHS continues to work with counties to focus on working the outstanding Medicaid recertifications.



**Data as of February 11th*

General NC FAST Metrics

Key System Metrics

- NC FAST monitors key system metrics monthly, including:

| Metric | Description | July | Aug | Sept | Oct | Nov | Dec | Jan |
|---------------------------|--|------|------|---------|---------|----------|------|-----------|
| System Availability | Target is 99% or better system availability during scheduled uptime | 100% | 100% | 99.75%* | 99.6%** | 99.6%*** | 100% | 99.6%**** |
| No. of Critical Incidents | An outage that results in the entire NC FAST application not being available. Can also be a period of time during which system performance is degraded to the point normal business functions cannot be completed even though the system is available. | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| No. of Major Incidents | An outage in which the NC FAST application is available, but one or more of the core functions provided by the application is not operable. | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

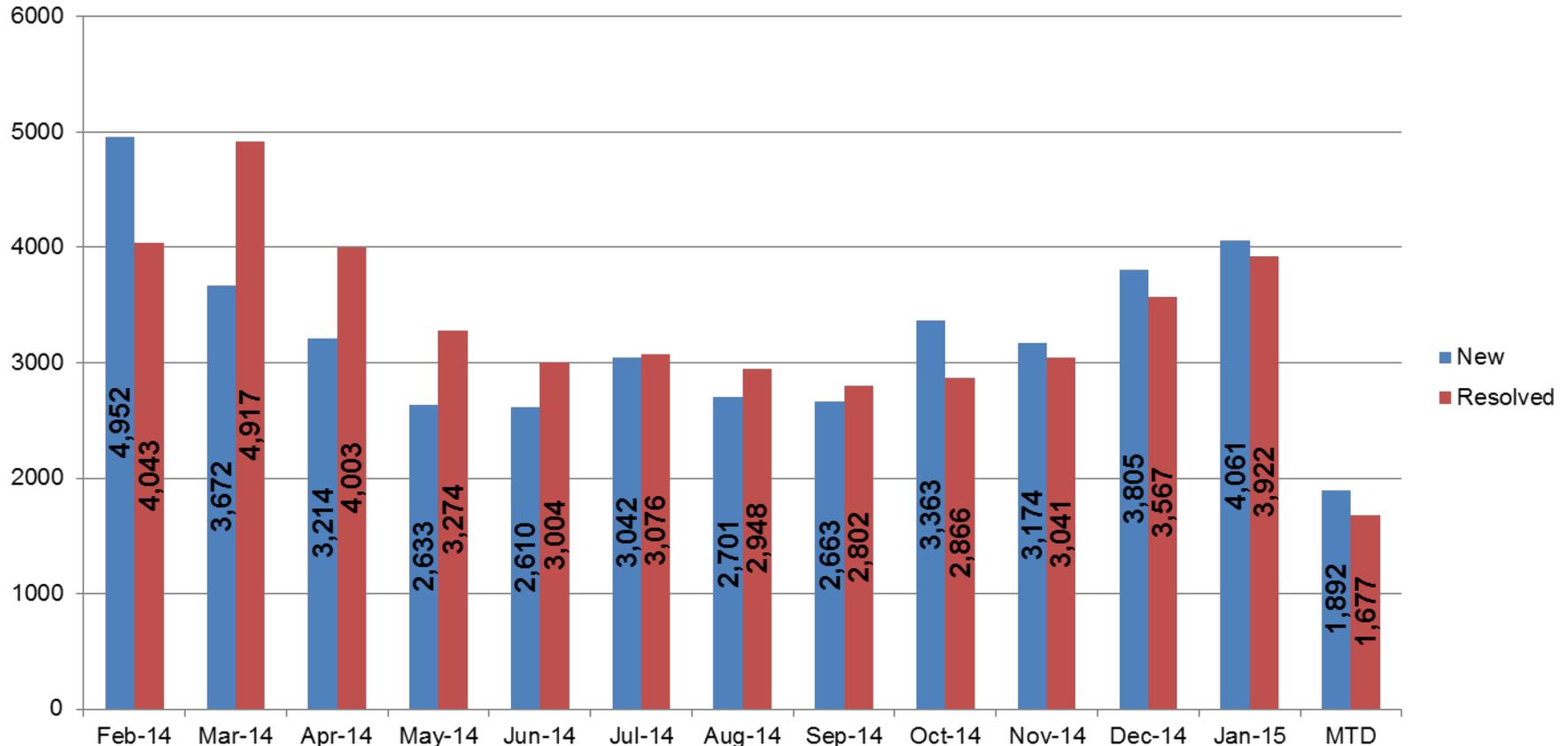
*60 min delay in uptime on Sunday, Sept 28.

**90 min downtime on Monday, Oct 6.

***Two outages due to a State-level patch from a vendor impacted NC FAST, on Monday, Nov 17 and Wednesday, Nov 19. The patch was implemented based on vendor assurance to the State that the patch would not impact system availability. These are reflected as critical and major incidents.

****101 min delay in uptime on Thursday, Jan 29.

Rate of Help Desk Tickets



- *Opened Last Week (02/03– 02/09): 1,128*
- *Closed Last Week (02/03– 02/09): 1,005*

Note- Last group of counties completed the transition to NC FAST on Nov. 3.

***Data as of February 11th**

****Note- The December numbers have been corrected to include the last 3 days of the month.**

Defect and CR Trend – Overall

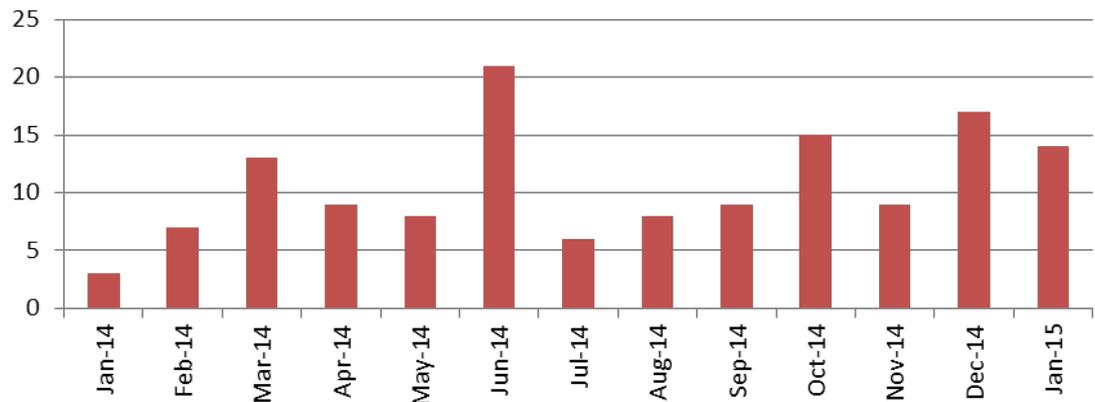
- There are currently 439 open High Defects in NC FAST. There are no open Critical or Major defects.

Defect Trend - Opened and Closed by Month (Critical, Major, High)



- Currently there are 77 high severity defects in testing for the next release, scheduled 2/21-2/22.

Change Requests Implemented per Month



- Change requests are worked by the application team in accordance with business priority.

*Data as of February 11th



Updated Minimum System Requirements and Bandwidth

NC FAST distributed the following updated Minimum PC Requirements (the following items identify the minimum conditions for a PC under which the NC FAST Case Management System is expected to run):

| | |
|--|--|
| Firewall Ports | NC FAST operates on HTTPS (port 443) only . |
| Internet Explorer Add-Ons and/or Plug-Ins | FAST Help Viewer: Adobe AIR 3.1 or Higher |
| Operating System | Windows 7 or higher |
| Internet Access | An established internet connection |
| Internet Browser | Internet Explorer 9 & Google Chrome |
| PDF Document Viewer | Adobe Acrobat Reader 11.0.09 or higher This software may be downloaded at no expense to the county from the Adobe website. For a free download go to http://www.adobe.com . |
| Screen Resolution | 1024 x 768 |
| Security | A North Carolina Identity Management (NCID) system account is required. For county staff, the County Readiness Team will work with counties to address specific security matters, and to ensure that each county user has an NCID in a timely manner. |
| Video Card | 128MB RAM or greater |
| RAM | 6GB minimum; 8GB suggested |
| Hard Disk: | 160GB or greater |
| Altova Authentic Plugin | 2013 (rev 15.0.0.0) |

ITS State bulk purchase recommended systems for January 22, 2015:

| Mid-Range Desktop | Basic Laptop |
|--|--|
| <ul style="list-style-type: none"> • Windows 7 Pro 64bit • Intel i5-4570 or AMD FX-8120 processor • 8GB RAM • 500GB Hard Drive | <ul style="list-style-type: none"> • Windows 7 Pro 64bit • Intel Core i5-4330M • 8GB RAM (\$34.00 upgrade from pg5) • 320GB Hard Drive |

The State Bulk purchase information can be viewed for the items below at <https://www.scio.nc.gov>:

- [Standard Configuration for Desktop, Laptop, and Tablet Computers](#)
- [2015 Bulk Purchasing Schedule](#)
- [Procedures for Bulk Purchases](#)

Updated Minimum System Requirements and Bandwidth

Total Bandwidth

Note: The NC FAST bandwidth calculations provide bandwidth estimates for using **only** the NC FAST System. Counties must account for all other bandwidth requirements **separately and in addition** to these estimates. The following is the bandwidth calculation approach for both the NC FAST System and the Document Management functionality within the NC FAST System.

The Bandwidth Calculator has 2 components:

1. Vendor-provided bandwidth calculator for the NC FAST System:

$((\# \text{ of peak concurrent users} / 45 \times 18 = \text{KB per second per user})) \times (\text{peak concurrent users} \times 0.75) / 1024 = \text{Total MB}$

2. NC FAST estimating model for Document Management functionality:

$(\# \text{ cases per day} \times 4 \text{ MB} / 28800) = \text{Total MB}$

These 2 values are added together to provide the total amount of bandwidth throughput required for the NC FAST System and Document Management functionality within the NC FAST System.

Example and Template: The following is an example of the calculations. The example and their formulas are included in the Excel Bandwidth Calculator Template attachment to this document, for counties to provide their specific values and have the bandwidth automatically calculated.

| Bandwidth Calculator | |
|---|-----------------------------------|
| Factors | |
| Concurrency (%) | <input type="text" value="75"/> |
| Documents per case | <input type="text" value="20"/> |
| Document Size (MB) | <input type="text" value="0.2"/> |
| NC FAST | |
| Number of Users (all programs) | <input type="text" value="100"/> |
| Bandwidth Required | 3.00 MB |
| Document Management | |
| Number of Cases Daily | <input type="text" value="1000"/> |
| Bandwidth Required | 2.000 MB |
| Total Bandwidth Required | <input type="text" value="5"/> MB |
| <small>NOTE: This is just what NC FAST requires (i.e., if users need access to other systems their bandwidth is not included within this formula).</small> | |

Notes:

- Counties should keep in mind these numbers are estimates and should err on the **high side** when procuring bandwidth.
- These models provide an estimate in **MB**. Counties should work with their telecomm providers to be sure the throughput required will be met by the capacity they are purchasing.