

**CHANGE IS COMING TO THE FORSYTH COUNTY
DEPARTMENT OF SOCIAL SERVICES
July 1, 2013**

North Carolina is implementing a “no wrong door” and one stop Medicaid and Food and Nutrition Services application process. Customers will be able to apply for most “income support” programs (Food and Nutrition Services, Medicaid, and Work First) through a “1 stop” process at DSS or via electronic submission of their application. All 100 local NC Departments of Social Services are implementing like changes as a result of NCFAST (new information technology systems) and The Affordable Health Care Act.

Already

Anyone can apply for Food and Nutrition Services (formerly known as Food Stamps) and Medicaid online through ePASS. This online application allows an applicant to create a user name and password to complete and submit an application. In the future this online feature will allow customers to make changes to their case, check on the status of their case and communicate with caseworkers. The URL for ePASS is: <https://epass.nc.gov/>

In July, August and September 2013

Forsyth DSS will pilot a new “integrated intake” process at our building. Some customers will apply simultaneously for Food and Nutrition Services and most Medicaid Programs (not Long Term Care and Special Assistance) via electronic stations supported by DSS staff.

Over the Summer and by October 1, 2013:

- New applicants will be served in a new integrated intake room on the first floor
- Current customers will be seen at a new Customer Care Center on the first floor to handle case changes, information drop off and to answer case questions
- Our Call Center will be expanded to answer all questions and handle case changes
- The first floor lobby will have DSS “navigators” to immediately assist customers
- Customers will be able to submit new applications electronically at hospitals, at health care provider offices, at community organizations and from their homes

Important Fact: North Carolina Did Not Expand Medicaid!!!

North Carolina chose to not expand Medicaid under The Affordable Health Care Act. The rules that affect Adult Medicaid did not change. This means any adult between the ages of 18 and 64 who is applying as an individual still **must meet a disability definition** to be eligible.

We Appreciate Your Patience and Understanding

These changes are intended to allow customers to apply through one process, to lower the need to come to DSS and only provide detailed information one time. The overall process will be simplified for both customers and DSS staff. However these are major changes to how DSS does business and everyone’s patience is appreciated as new computer systems are learned and new processes are implemented. We will make every effort to fix problems when identified.

We look forward to continuing to serve Forsyth County families.