



Social Services

Social Services Board

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Maggie Clapp

DSS Director

To: Maggie Clapp, Director
From: Cynthia M. Cason, Assistant Director
Date: April 13, 2026
RE: Medicaid DSS Board Report

Medicaid Division Report for March 2026

Highlights:

1. On March 11th, I attended the monthly Statewide Economic Programs Services Committee meeting, where the State provided updates on several programs.
2. On March 25th, the Medicaid staff participated in the State's Refugee Training. The consultant shared program updates and offered reminders to staff.
3. On March 30th, I attended DSS' first Leadership Academy Graduation, where two Medicaid staff graduated from the academy.
4. Medicaid is currently in its ninth review month of the Recipient Eligibility Determination Audit (REDA).
5. In the month of March 2026, the On-site Support (OSS) Team received 221 tickets and resolved 203. Thirteen tickets were forwarded to the State help desk for a resolution, and five remained open at the end of the month.
6. The Medicaid Division continues to hold bi-weekly meetings to discuss strategies and ensure timely processing of cases. Medicaid Supervisors, Program Managers, and the Assistant Director attend these meetings.

Program Highlights:

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- ❖ The agency passed March 2026 Medicaid Report Card for Medicaid for the Disabled (MAD) with a timeliness rate of 100%, and Other (45-day processing) with a timeliness rate of 97%. The state's goal is 90%.
- ❖ Special Assistance for the Aged (SAA) timeliness rate for March 2026 was 100% and the state's goal is 85%.
- ❖ Special Assistance for the Disabled (SAD) timeliness rate for March 2026 was 100% and the state's goal is 85%.

Vacancies:

The Medicaid Division currently has eight vacancies, two of which are awaiting Human Resources approval. Ten new hires are scheduled to begin employment this month.

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