



Social Services

Social Services Board

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Maggie Clapp

DSS Director

To: Maggie Clapp, Director

From: Cynthia M. Cason, Assistant Director

Date: August 18, 2026

RE: Medicaid DSS Board Report

Medicaid Division Report for July 2026

Highlights:

1. On July 8th, leadership participated in the H.R.1 Qualified Alien Policy training conducted by the State. The training provided guidance on reassessing non-citizen Medicaid recipients to determine whether they will continue to meet Non-Citizen Eligibility Requirements effective October 1, 2026.
2. On July 30th, leadership held its quarterly meeting with Duke to provide updates on the Medicaid program and address questions. These ongoing discussions further reinforce the partnership between the entities.
3. On August 10th, the Board of County Commissioners approved nine full-time positions to support the implementation of the federally mandated Medicaid changes resulting from H.R.1.
4. In the month of July 2026, the On-site Support (OSS) Team handled 222 Helpdesk tickets. Of these, 196 were resolved internally, nine were escalated to the State, and 17 remained pending.

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5. 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:

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

Vacancies:

The Medicaid Division currently has nine vacancies, including two that are pending Human Resources approval.

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