Social Services

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*Maggie Clapp*
*DSS Director*

To: Maggie Clapp, Director

From: Cynthia M. Cason, Assistant Director

Date: November 14, 2026

RE: Medicaid DSS Board Report

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**Medicaid Division Report for October 2026**

***Highlights:***

1. On October 7th, I attended the monthly Statewide Economic Programs Services Committee meeting, where the State provided program updates.
2. On October 8th, Medicaid presented an overview of the new Medicaid policy changes at the Partnership Access to Care meeting.
3. On October 15th, Medicaid leadership participated in the bi-monthly Special Assistance (SA) consultation meeting with our State Representative, Wendy Booth. The State provided program updates, and the county had the opportunity to ask questions regarding program and policy changes.
4. On October 21st through October 23rd, I attended the NCACDSS Western Regional Meeting in Asheville, NC. The State provided updates on the upcoming Medicaid changes.
5. In the month of October 2026, the On-Site Support (OSS) Team handled 206 Helpdesk tickets. Of these, 192 were resolved internally, six were escalated to the State, and eight remain pending.



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6. *Congratulations* to the Medicaid staff for successfully passing the Recipient Eligibility Determination Audit (REDA). The audit, which covered the period from August 2025 through May 2026, evaluated the accuracy of eligibility determinations for both active and negative cases. The State's performance benchmark was 96.8% for each category. Durham County exceeded this standard, achieving an accuracy rate of 98% for active cases and 99% for negative cases.
7. Open Enrollment began on November 1, 2026, and ends on January 15, 2027.
8. The Medicaid Division continues to hold bi-weekly meetings to discuss strategies and ensure timely processing of cases. The Medicaid Supervisors, Program Managers, and the Assistant Director attend these meetings.

## ***Program Highlights:***

- The agency passed the October 2026 Report Card for Medicaid for the Disabled (MAD) with a timeliness rate of 98%, and Other (45-day processing) with a timeliness rate of 98%. The state's goal is 90%.
- Special Assistance for the Aged (SAA) timeliness rate for October 2026 was 100%, and the state's goal is 85%.
- Special Assistance for the Disabled (SAD) timeliness rate for October 2026 was 100%, and the state's goal is 85%.

## ***Vacancies:***

- The Medicaid Division currently has 20 vacancies, including the nine new positions. Of those 20 vacancies, six are awaiting Human Resources approval.



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