Social Services

Social Services Board
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Maggie Clapp
DSS Director

To: Maggie Clapp, Director

From: Cynthia M. Cason, Assistant Director

Date: October 9, 2026

RE: Medicaid DSS Board Report

Medicaid Division Report for September 2026

Highlights:

1. On September 2nd, Medicaid leadership attended the Statewide 100 County Director's Call Meeting.
2. On September 8th, a meeting was held with Medicaid Done Right to share Medicaid updates. The staff provided lunch for the Long-Term Care team as a thank you for their hard work and continued partnership.
3. On September 9th, I attended the monthly Statewide Economic Programs Services Committee meeting. The State provided information regarding the Medicaid changes.
4. On September 10th, Medicaid leadership attended the Partnership Access to Care Committee and presented on the H.R.1 Medicaid Changes.
5. On September 15th, the administrators of the Program of All-Inclusive Care for the Elderly (PACE) provided an appreciation luncheon for the Long-Term Care team as a thank you for their continued hard work and collaboration.

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6. On September 24th, Medicaid attended a Meet 'n Greet with the Duke Home Care & Hospice Agency. During the meeting, staff presented an overview of the Long-Term Care program and its processes. The staff were very appreciative of the information shared and had the opportunity to ask questions.
7. On September 29th, Maria Espinzo was recognized as Employee of the Year. Maria is an Income Maintenance Caseworker III in the On-site Support Unit and has been with the agency since 2023.
8. In the month of September 2026, the On-Site Support (OSS) Team handled 209 Helpdesk tickets. Of these, 195 were resolved internally, six were sent to the State, and eight remained pending.
9. 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 September 2026 Report Card for Medicaid for the Disabled (MAD) with a timeliness rate of 97%, 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 September 2026 was 100%, and the state's goal is 85%.
- Special Assistance for the Disabled (SAD) timeliness rate for September 2026 was 96%, and the state's goal is 85%.

Vacancies:

- The Medicaid Division currently has a total of 22 vacancies, including the nine newly approved positions. Two of these vacancies are pending approval from Human Resources.

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