Fast Track process

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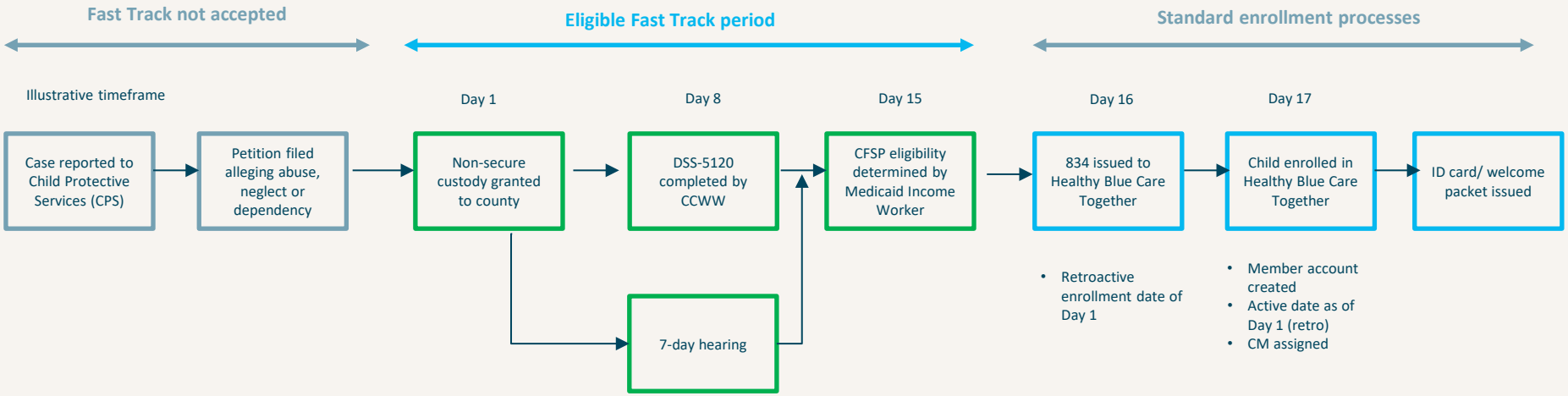
Fast Track process

The **Fast Track process** is how we will work with County Child Welfare Workers (CCWWs) and providers to provide early care coordination for children taken into DSS custody while their eligibility/enrollment is being processed.



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What Fast Track is not

Fast Track should be reserved for situations where immediate services are needed.

- **Fast Track is not expedited enrollment,** as eligibility and enrollment can only be determined by the County DSS Medicaid worker.
- **Fast Track care coordination is not an authorization of services or an obligation of payment** by Healthy Blue Care Together for services for which the child may or may not be eligible.
- **Counties will not request Fast Track services for children and youth who are undocumented, as they are generally not eligible for Medicaid.**

Providers will need to follow existing Medicaid processes when filing claims for services provided.

- For example, if the child is found not eligible for the CFSP, the provider would file the claim for services provided with whatever entity is shown to cover that member in NC Tracks or seek payment directly from the County.

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Fast Track and provider payments

Prior to DSS-5120 completion				Post DSS-5120 completion	
Population in DSS custody	**Fast Track utilized**	**County**	**Healthy Blue Care Together**	**Determined Medicaid eligible**	**Payments to providers**
Undocumented	No	Coordinate placement and care coordination	No involvement	No	County responsible
All others	Yes	Coordinate placement and care coordination	Support county with placement and care coordination	Yes	Healthy Blue Care Together responsible
				No	County responsible

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Fast Track process

- Healthy Blue Care Together will allow **30 days** from the receipt of the Fast Track form to receive active eligibility from the state.
  - **If not received, the member's participation in Fast Track will be terminated on day 30.**
- If Healthy Blue Care Together has not received an 834 enrollment two weeks after the initial Fast Track request:
  - Care management will contact DSS.
  - If expedited care coordination services are still needed, Healthy Blue Care Together will need DSS to resolve the Medicaid eligibility issue. DSS may need to refer to their operational support team point of contact.
- If enrollment is not received after three weeks, care management will work with DSS to determine if the member is on another health plan and support a warm handoff (if needed).
- Changes to a Fast Track request should be shared with the care manager as soon as possible.

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Thank you!

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