

***Social Services Board***

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***Maggie Clapp***

*DSS Director*

To: Maggie Clapp, Director

From: Cynthia M. Cason, Assistant Director

Date: January 15, 2025

RE: Medicaid DSS Board Report

**Medicaid Division Report for December 2024**

***Highlights:***

1. On December 4th, attended the 100 County Director’s Call.
2. On December 4th, Medicaid leadership met with Special Assistance (SA) State representative for monitoring exit conference. The purpose of the meeting was to review monitoring results with the county.
3. On December 12th, attended the DCO Honors Event. Medicaid had staff who was recognized for their years of service.
4. On December 19th, staff was recognized and thanked for their hard work and dedication, while also celebrating the first anniversary of the Medicaid Expansion Program. To date, 15,996 individuals have medical coverage through this program.
5. In the month of December, the On-site Support (OSS) Team handled 216 helpdesk tickets. Of these, 195 were resolved internally, 12 were escalated to the State, and 19 remained pending.
6. The Medicaid Division continues to hold weekly meetings to discuss strategies and ensure timely processing of applications and recertifications. Medicaid Supervisors, Program Managers, and the Interim Assistant Director attend these meetings.

***Program Outcomes:***

* The agency passed December 2024 Medicaid Report Card with a timeliness rate of 98%. The goal was 90%.
* Special Assistance for the Aged (SAA) timeliness rate for December 2024 was 89% and the goal was 85%.
* Special Assistance for the Disabled (SAD) timeliness rate for December 2024 was 93% and the goal was 85%.

***Vacancies:***

As of January 12, 2025, the Medicaid Division has a total of 15 vacancies. Two of the 15 are with Human Resource awaiting approval.