



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

ANGELA TAYLOR • Director, Office of NC FAST

September 4, 2019

Dear County Champions and Directors,

The intent of this letter is to provide you with an update on the status and progress of NC FAST Project 12: Document Management Enhancement. As you may be aware, the current version of the state biennium budget does not include additional dollars for NC FAST Project 12 until July of 2020. As such, a number of decisions have been reached in regard to the project and the document management functionality associated with NC FAST.

After careful analysis, a decision has been made to discontinue the use of the Datacap scanning tool as it was not evident that the use of the tool was consistent in saving time. We would like to thank the Alexander, Caldwell, Hyde, Polk, Richmond and Rockingham Counties for using Datacap and providing feedback on how it may be improved as well as Buncombe, Davidson and Guilford Counties for their additional feedback on the solution. We will continue to explore and consider other options and resources that might add efficiencies to the scanning process.

This decision to discontinue the use of Datacap will not impact the ability to attach documents in NC FAST or the new All Documents tab functionality that was added to NC FAST as part of P12. Attaching documents is required for the support of various quality control audits and reviews (e.g., CMS Proposed Policy 6068 - Program Error Rate Measurement (PERM) Audit) and for storing documents using document management best practices. All counties will continue to be able to attach documents directly into NC FAST using the refined taxonomy that was deployed earlier this year. Our goal is to identify ways to improve efficiency, and as such, we will continue to investigate other possible ways to gain efficiencies via the scanning and routing of documents. In addition, NC FAST will focus on improving the overall performance of the solution.

NC FAST will continue to work with Richmond and Durham Counties on the conversion and federation models. However, given the lack of funding per the biennium budget, the support for additional counties to proceed through the conversion and federation process is limited and will be considered based on available resources. We understand some counties have invested time and money into preparing to convert or federate documents and we will do our best to support counties as the budget and available resources allow. Additional information regarding a more formal restart will be made available after the budget is finalized.

As always, we appreciate all that you do for our North Carolina residents.

Sincerely,

Susan G. Osborne  
Assistant Secretary for County Operations  
NC Department of Health and Human Services

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NC FAST Doc ID: 19-0211

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