

DMA ADMINISTRATIVE LETTER NO: 02-19, THE WORK NUMBER PROCEDURES

DATE: March 6, 2019

SUBJECT: The Work Number Procedures

DISTRIBUTION: County Departments of Social Services
Medicaid Supervisors
Medicaid Eligibility Staff

I. BACKGROUND

The purpose of this letter is to provide updates and guidance in the use of The Work Number for Medicaid eligibility. The Work Number is an electronic data source; however, it is not available through the Online Verification System (OVS).

II. CONTENT OF CHANGE

A. The local agency must use The Work Number as one of the electronic data sources to determine eligibility during application, recertification and a change in situation.

B. The representative income from The Work Number should be used during the appropriate base period. The following policies provides the base period rules:

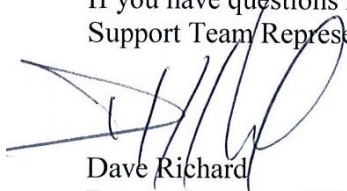
1. MA-2250, Income
2. MA-3300, Non-MAGI Income
3. MA-3306, MAGI

C. The Work Number database has been enhanced to allow the staff to complete the following actions:

1. Select which employment records to order by selecting from a “pay date range”. View date range options are:
 - 3 previous months,
 - 6 previous months,
 - 1 previous year,
 - 3 previous years, and
 - All available records
2. Order only the records that are required to determine a household’s income according to the eligibility rules for a given program.

Click on "[The Work Number](#)" to review the tutorial that provides the updated screen. This update will not impact end-user credentials or how the service is currently accessed.

If you have questions regarding information in this letter, please contact your Medicaid Operational Support Team Representative.

A handwritten signature in black ink, appearing to read 'DR', is written over a faint, illegible printed name.

Dave Richard
Deputy Secretary, NC Medicaid