

# DSS ADMINISTRATIVE LETTER NO. 1-2004

## (EPICS)

**TO:** County Directors of Social Services

**ATTENTION:** Food Stamp Supervisors/Caseworkers  
Medicaid Supervisors/Caseworkers  
Work First Supervisors/Caseworkers  
Program Integrity Supervisors/Investigators

**DATE:** January 16, 2004

**RE:** NC Debt Setoff (DOR) Selection and Duplicate Social Security Numbers/Multiple Individual ID Numbers

**EFFECTIVE DATE:** January 26, 2004

### I. GENERAL

Debtors are not currently being selected by the NC Debt Setoff (DOR) process if there are duplicate social security numbers (SSN) present in the Common Name Data Base (CNDS) even if all other DOR criteria is met for that debtor. Beginning with the DOR selection process the night of January 23, 2004, debtors with one individual ID number in EPICS, even if duplicate SSN's are present in CNDS, will be included in the DOR selection process if all other DOR criteria is met. Those debtors that have more than one individual ID number with the same SSN continues to be excluded from the DOR process.

### II. NC DEBT SETOFF DUPLICATE SSN/INDIVIDUAL ID NUMBER REPORT

A report entitled 'NC DEBT SETOFF DUPLICATE SSN/INDIVIDUAL ID NUMBER' has been created to identify those debtors present in EPICS that contain duplicate SSN's/multiple individual ID numbers. The report is found in NCXPTR under the name of 'DHRFRD FRD214 DOR DUPLICATE SSN'. To view the report, you must add it to your profile in NCXPTR. This report is created weekly and identifies those debtors with duplicate SSN's/multiple individual ID numbers. It also displays if the debtor was sent to DOR, if the debtor has affected claims in multiple counties, the dollar amount of possible interception if the debtor could have been sent to DOR, or if the status is Closed (CL).

**Note: All EPICS claims, regardless of status, are displayed that are related to the duplicate**

**social security number eligible to be submitted for NC Debt Setoff. This allows the worker to be aware of all claims in EPICS that are associated with the duplicate SSN.**

## A. Report Data Elements

1. County Name
2. Investigator ID
3. Client Name - The client could be listed more than once if multiple individual ID numbers are present.
4. SSN
5. Individual ID
6. Referral ID
7. Program
8. Multi County - A 'Y' is displayed if the debtor has affected claims in multiple counties. Complete a search in EPICS to determine the counties in which the affected claims reside.
9. Claim Type - This includes all claim types for the debtor identified.
10. Referral Status - Includes any status.
11. Claim Balance - This is the claim balance for the claim not submitted to DOR. This includes those claims with a status of CL.
12. Sent To DOR? - A 'Y' is displayed when there is only one individual ID number in EPICS with duplicate SSN's and the debtor was submitted to DOR. A 'space' is displayed if there is more than one individual ID number with the same SSN in EPICS or the status is CL.
13. County Total Page - This page is a total for the county by program of the possible interception amount if the debtor could have been sent to DOR or the status is CL.
14. State Roll Up Page - This page is a total of all counties by program of the possible interception amount if the debtor could have been selected and sent to DOR or the status is CL. This page is not displayed for the county.

This report is a county specific report. Each county will only have access to their county data. The report is sorted by investigator ID and in alphabetical order by client last name. No hardcopy of the report will be generated.

## B. Correction/Removal of SSN/Individual ID Number

Before a correction/removal of SSN/Individual ID number is made, coordination should be made with the EIS and/or FSIS worker.

### 1. Correction of Duplicate SSN's

The worker must complete a Name Change Function either in the Eligibility Information System (EIS) or the Food Stamp Information System (FSIS) to correct or remove an SSN

from an individual ID number. Once the Name Change Function is completed, CNDS is updated immediately.

**Note: The DOR selection process requires a social security number to be present in EPICS.**

## 2. Multiple Individual ID Numbers

a. If multiple individual ID numbers are present in EPICS for the same individual, and these numbers are present in EIS, contact the EIS worker to determine if a DSS-8128 can be completed to combine the individual ID numbers. If the DSS-8128 is completed and processes, EPICS would be updated in the nightly process with the individual ID number retained by EIS.

b. If the 8128 process **cannot** be completed, contact the DSS Automation Section. The example below is a situation in which the 8128 process cannot be completed.

For example: One individual ID number is in EIS. A different individual ID number is in FSIS. EPICS contains the individual ID number that is in FSIS. The FS worker should change the individual ID number to be the same as in EIS. The EPICS worker should use the individual ID number in EIS.

If you have any questions, please contact DSS Automation at (919) 733-8938.

Sincerely,

Hank Bowers, Chief

Performance Reporting/Automation

HB/BA