

CHANGE NOTICE FOR MANUAL

Date: September 1, 2016

MANUAL: Enterprise Program Integrity Control System (EPICS)

CHANGE NO.: 1-2016

TO: County Directors of Social Services

EFFECTIVE: September 1, 2016, make the following changes to the EPICS User's Manual.

I. **BACKGROUND**

The purpose of this change notice is to provide clarification, revisions and inclusion of a new Appendix section as outlined below.

II. **ALL SECTIONS LISTED BELOW HAVE BEEN CHANGED TO DISPLAY CHANGE #1-2016 WITH EFFECTIVE DATE OF SEPTEMBER 1, 2016. (This was made to implement the correct ongoing format).**

THE SPECIFIC CHANGES IN EACH SECTION LISTED BELOW ARE IN BOLD

A. Section 101 - Getting Started

This Section is revised to: correct the bill code to be **FRD-DHR**.

B. Section 102, Referrals, V.F.5.

This Section is revised as follows:

- Section III.E.3. to add a new referral code "T" and value "Trafficking" in the **REFERRAL TYPE** field.
- Section V.F.5 to correct the grammar from 'the' to 'that'.

C. Section 103, Claims II.

This Section is revised as follows:

- To update the **name and description of the Repayment Approach Referral ID in the CLAIMS MENU option.**
- Roman numeral III.B.1.d. is revised to change the grammar from 'had' to 'that' and add the word 'has' in the 3rd and 4th sentence to read as the amount of the first full month's benefit **that** the Food and Nutrition Services Unit **has** been approved.
- Roman numeral III.B.1.k and o are updated to **correct the State contact telephone numbers and fax number for Economic and Family Services (AFDC/Work First and for Division of Medical Assistance (DMA) in o.(1);**
- Also, B. (2) (a) is updated to **switch the AFDC/Work First address line 1 and line 2** to the correct U.S. postal mailing order from 2420 Mail Service Center 820 S. Boylan

Ave. to **820 S. Boylan Ave. 2420 Mail Service Center**. This update is needed for requests to be sent to the state DSS Economic and Family Services section;

- Also B.(3) (b), is updated to **correct fax number** for requests sent to the state DMA Program Integrity staff to close a claim.
- Roman numeral IV.B. Debtor Detail: to **change the Debtor Detail description of Function Key F5 to display the Repayment Approach History FNS screen**.
- Roman numeral VI.A. 1-3: Top Process (Food and Nutrition Services Only): to update the screen name to **Repayment Approach FNS screen and the Repayment Approach History FNS screen**.
- VI.E. Eligibility Requirements: to change the word from 'cannot' to 'can' in the last sentence in the box to display as Claim **can** be greater.
- VIII. Maintain Client: 2nd paragraph to change the wording from **legacy system to CNDS**.
- IX. Repayment Approach: to update the name to **Repayment Approach Referral ID screen**.
- IX.A.Repayment Approach Field Descriptions: to **remove field/name/descriptions for Debtor Name; IND ID; SSN; DOB; Sex; and County; change field name from Number of Payments to # of Payments; change field name from 1st Payment Due Date to Due Date; added new tax intercept field name/description as FED TAX INT IND and NC TAX INT IND; added new field/description as New Agreement BAL and Voided Date**.
- IX.B. Repayment Approach Function Keys: to **remove function key/description of F1; added additional description for function key F2; added function keys/descriptions for F5, F10 and F11**.

D. Section 104, Collections

- Section III.F.: to update the **fax number for AFDC and Work First Claim and Medicaid Claims to request State Office to increase the current balance**.
- Section VII. NC DEBT SETOFF Pending INTERCEPTS: to **add a mailing address and list of information to be included on the request to DMA or DSS when requesting updates for DOR and TOP**.
- Section XI. AFDC/TANF RECOUPMENT PROCESS: to **delete K. as there is no longer an EIS recoupment posting date**.

E. Section 105, Disqualifications

- Section II.C: to update **the change from Disqualification Inquiry Function Keys to Disqualification Detail Function Keys**.
- Added section II.D: to **give instructions on how to access, create and display the Disqualification Menu screen**.

- Section II.F: to **display Inquiry function by Name and a display of the EDRS Query By Name screen.**
- Section II.G: **is added to indicate if updates are needed on inadvertently closed IPV claims in error; the request must be sent to State DSS using fax number and listing of information needed for the request.**

F. Section 106, Case Maintenance, VI.B.

This section is revised to indicate **demographic data must be changed/updated in NC FAST thru the Evidence screens. The legacy systems EIS and FSIS are no longer valid.**

G. Section 1900-Glossary

This section is revised to:

- **Change the date format to be Y2K compliant from MM/DD/YYYY to MM/DD/CCYY.**
- **Changed acronym from FS to FNS or from EIS/FSIS to NC FAST.**

H. Section 2000- Appendix A-Referral Codes

This section is revised as follows:

- **Table A: to include a new referral code “T” and value “Trafficking” in the referral type field.**
- **Table B., Referral Status: to include new Status code “TR” with description “Transfer”.**
- **Table D: ,to add a new source code “41” with description “Charge Letter from USDA”.**
- **Change acronym from FS to FNS or from EIS/FSIS to NC FAST.**

I. Section 2300 Appendix D-Disqualification Codes

This section is revised to: **Change the acronym from WF and FS to TANF and FNS.**

J. Section 2500, Appendix F-Reports

Section H. AFDC/TANF Reports, 1. Under Action Required is revised to remove the last sentence which reads, and the recoupment information should be removed from the EIS 8125 form. The legacy system EIS is no longer valid.

K. Section 2600, Appendix G, FAQ's

This is a new section added to include the answers to the most frequently asked EPICS questions.

IMPLEMENTATION INSTRUCTIONS

These changes are effective upon receipt for each update or change in situation processed on or after September 1, 2016.

Instructions for Maintenance of the EPICS User's Manual

<u>REMOVE</u>		<u>INSERT</u>	
<u>SECTION</u>	<u>PAGES</u>	<u>SECTION</u>	<u>PAGES</u>
101	1-2	101	1-2
102	4,5,6,8,9,14 and 28	102	4,5,6,8,9,14 and 28
103	ALL	103	ALL
104	ALL	104	ALL
105	ALL	105	ALL
106	12,16	106	12,16
1900 - Glossary	ALL	1900 - Glossary	ALL
2000 – Appendix A	1,2,5,6	2000 – Appendix A	1,2,5,6
2300 – Appendix D	All	All	All
2600 – Appendix G	Nothing	2600 – Appendix G	ALL

If you have any questions, please contact DSS Information Support at (919) 527-6270.

Sincerely,



Hank Bowers, Chief
Performance Management/Reporting & Evaluation
Management Section

HB/lb

Attachments

[EPICSc 101](#)

[EPICSc 102](#)

[EPICSc 103](#)

[EPICSc 104](#)

[EPICSc 105](#)

[EPICSc 106](#)

[EPICSc 1900 – Glossary](#)

[EPICSc 2000 – Appendix A](#)

[EPICSc 2300 – Appendix D](#)

[EPICSc 2500 – Appendix F](#)

[EPICSc 2600 – Appendix G](#)