



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child Development and Early
Education

JOSH STEIN • Governor
DEV DUTTA SANGVAI • Secretary
CANDACE WITHERSPOON • Director

March 24, 2025

Dear County Director of Social Services and Local Purchasing Agencies

Letter Number: SCCA DCDL 2025 - #04

Attention: Directors of County Departments of Social Services
Directors of Other Local Purchasing Agencies
Child Care Coordinators
Other DSS Personnel who work with the Subsidized Child Care Assistance Program (SCCA)

Subject: Electronic Matches - The Work Number (TWN)

The purpose of this Dear County Director Letter is to inform the Department of Social Services (DSS)/Local Partner Agencies (LPA) that the Division of Health Benefits (DHB) is advising local agencies to use the electronic matches that are automatically run in NC FAST on Medicaid cases. Electronic matches refer to the automated process of verifying applicant information by cross-referencing data with other state and federal databases. Examples of electronic matches include The Work Number (TWN), Employment Security Commission (ESC), Social Security Administration (SSA), or Department of Social Services Databases (DSS).

These electronic matches, including The Work Number (TWN), are automatically generated on Medicaid cases. However, some local agencies have been rerunning these electronic matches unnecessarily.

It is imperative that local agencies rely on the electronic matches that are automatically processed in NC FAST. Agencies should first check other agency records to determine whether electronic matches have recently been completed on another case before initiating a new request. For example, if a family applies for Medicaid, FNS, and SCCA on the same day, TWN does not need to be run for all three programs. The worker should check existing cases to verify if TWN has been run recently before proceeding. Electronic matches should only be rerun if there is a discrepancy in NC FAST, if a change has been reported after the initial match was processed or if another program has run The Work Number prior to the SCCA base period, it is acceptable to run The Work Number.

Thank you for your attention to this matter and for your continued commitment to accurate and efficient case processing.

If you have any questions, please reach out to your Subsidy Technical Assistance Consultant.

Sincerely,

Candace Witherspoon

CW/DL

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