



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
SUSAN OSBORNE • Assistant Secretary for County Operations for Human Services

January 10, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: Online Verification (OLV)

REQUIRED ACTION: [] Information Only [] Action Needed
[X] Time Sensitive Action Needed [] Immediate Action Needed

Effective January 21, 2020, the Online Verification (OLV) System will move to a new web address/link. Workers who currently have access to OLV will be required to logon using their North Carolina Identify Management Service (NCID) and password.

In the future, when the security officer selects OLV on e-IRAAF, the user's NCID will be required. If the security officer does not enter an NCID on e-IRAAF, an error message is received.

The URL for the new platform will be https://olvprod.dhhs.state.nc.us/

OLV primary functions will remain the same:

- Create an OLV case or cases (to view data retrieved from NC DHHS program systems)
• Search and select client/applicant information
• Retrieve summarized case information
• Retrieve detailed client/applicant program information
• Manage and store multiple cases up to one (1) business day
• Print retrieved client/applicant summarized and/or detailed information

Should you have questions or need additional information, please contact the ACTS Help Desk at (800) 405-9053, or your Regional Program Representative.

Sincerely,

Carla L. West

Carla L. West, Section Chief

cc: IV-D Regional Program Representatives
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