



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

September 1, 2020

**Dear County Directors of Social Services**

**Attention:** Program Integrity Supervisors and Administrators

**Subject:** Food and Nutrition Services Program Integrity Treasury Offset Program (TOP) Address Request Exception Report

**Priority:** **For Information and Action Needed**

NC FAST has identified debtors that have a different SSN or name than what TOP has in their records. These debtors are being sent to TOP in the TOP Address Request file to obtain an address in order to send out the TOP 60 Day Notice. TOP has advised that if a record from the Address Request file is rejected for having a name mismatch, SSN mismatch, or their records are showing this debtor is deceased, NC FAST cannot continue to send this record to TOP. TOP will not provide the name nor SSN they have in their records. Listserv Message #2020-23, titled Treasury Offset Program (TOP) SSN or Name Mismatch was sent to counties that provided guidance regarding updating debtors' SSN or name in NC FAST. Listserv Message is attached.

Effective October 1, 2020, these rejected records will be displayed on a spreadsheet titled TOP Address Exception Report and posted to FAST Help that shows the name and SSN that was sent to TOP and the reason for the discrepancy. Counties will need to take action to try to resolve the discrepancies in a timely manner. This TOP Address Exception report will be posted the first business day of each month in FAST HELP.

Counties will need to pull the report and do the following no later than the 15<sup>th</sup> of each month:

**Name or SSN Mismatch:**

- Check NC FAST in all programs for any changes in name or SSN.
- Contact the debtor and request their new current name or SSN.
- Enter any changed information into the Person Page for that person in NC FAST.
- Document under Contact>Notes tab any changes and/or contact or attempt of contact with the debtor in the Product Liability Case (PLC). If case audited, notes will show the attempt to contact the debtor to try to resolve this.

**Deceased Record:**

Attempt to verify the debtor is deceased and take appropriate action according to policy.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420  
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

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Document under Contact>Notes tab any changes and/or contact or attempt of contact in the Product Liability Case (PLC).

If you have any questions, please contact [dss.pi.questions@dhhs.nc.gov](mailto:dss.pi.questions@dhhs.nc.gov) for assistance.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director

DL/rg

**EFS-FNSEP-22-2020**

**Attachments (1)**

Listserv Message #2020-23 Treasury Offset Program (TOP) SSN or Name Mismatch