

LISTSERV MESSAGE

Please send message via Listserv on February 12, 2020

DO NOT REPLY TO THIS LISTSERV MESSAGE

TO: County Directors of Social Services
Program Integrity Supervisors and Administrators

FROM: David Locklear, Deputy Director
Economic and Family Services

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

NC FAST provided a red communication on February 11, 2020 titled TOP (Treasury Offset Program) SSN or Name Mismatch. The communication provided guidance regarding updating debtors' SSN or name in NC FAST. The debtors last names or SSN are not matching in the TOP system. When working the report, contact the client using a DSS-8231, Request for Information to verify information. Do not use agency records alone as a source of verification. The debtor should provide written verification of this information not verbal. Once the debtors last name or SSN has been updated in NC FAST, enter notes on the Product Liability Case (PLC) indicating how the information was verified. Complete updates on or before March 4, 2020.

If you have any questions please contact dss.pi.questions@dhhs.nc.gov.

DL/dp