



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

January 22, 2015

Dear County Directors of Social Services

ATTENTION: County Directors of Social Services

SUBJECT: Social Security Number Change Restrictions

Dear County Directors:

Effective January 26, 2015 County Departments of Social Services staff will no longer have the ability to make changes to, or zero out social security numbers (SSNs) for any client, when a social security number (SSN) already exists in North Carolina Families Accessing Services through Technology (NC FAST). Currently allowing county staff the ability to change or zero out valid SSNs has caused a negative impact in CNDS, EPICS, and other systems that use CNDS.

When a staff person enters zeroes for a SSN that is within NC FAST, it is subsequently changed in CNDS as well. CNDS now has thousands of customers with zero SSNs that were previously valid. Duplicate individual identification numbers (ids) and benefits have become a major problem due to zero SSNs.

Zero value SSNs within CNDS negatively affect other systems that rely on it for ongoing business operations. The ability to successfully execute recoupments in EPICS has been adversely affected. Creating EPICS referrals and establishing claims has also been impacted.

Security roles for DMA and DSS State staff have been updated to allow them the capability of changing/zeroing out SSNs in NC FAST. An edit has been created that will prevent any other person from updating an existing SSN currently in NC FAST with zeroes. The error message "You do not have the appropriate privileges to perform this action" is displayed in NC FAST if an unauthorized person attempts to perform such an action.

Performance Management/Reporting & Evaluation Management Section
www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6260 • Fax 919-334-1052

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Mailing Address: 2415 Mail Service Center • Raleigh, NC 27699-2415
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If you are required to modify an existing SSN for an individual in NC FAST, please contact DMA for Medicaid individuals at 919-855-4000. To request a change for Work First, FNS and all other individuals, contact the Information Support Unit at 919-527-6270.

If you have questions, please contact DMA at 919-855-4000 or Information Support staff at 919-527-6270.

Sincerely,



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



Betty Dumas-Beasley, Chief
Medicaid Eligibility Unit
Division of Medical Assistance

HB/BDB/th

DCDL PM-REM 02-2015

cc: Wayne Black
Robin Register
Tracy Hicks