

**DMA ADMINISTRATIVE LETTER NO: 08-08
DSS ADMINISTRATIVE LETTER
PERFORMANCE MANAGEMENT/REPORTING
AND EVALUATION MANAGEMENT
PM-REM-AL-0208**

**NEW EIS 8128 INDIVIDUAL ID COMBINE
PROCESS**

DATE: June 25, 2008

DISTRIBUTION: County Directors of Social Services
Medicaid/Work First Supervisors/Staff

I. BACKGROUND

A priority objective of the Eligibility Information System (EIS) is to uniquely identify each individual in the system. This is necessary for proper tracking and monitoring for possible fraud and duplicate benefits (an individual active in more than one case).

Completing a Social Security Number Search and Name Search on each applicant helps to ensure that a previously assigned Individual ID number is reused at reapplication. If the Social Security Number Search and the Name Search are not performed correctly, duplicate Individual ID numbers may be assigned to the same individual.

Duplicate Individual ID numbers may be detected by the worker or by the EIS. State generated DSS-8128s and county initiated DSS-8128s have allowed the worker to combine duplicate IDs if it is determined that the individuals are the same. A drawback to the current combine process is that both Individual IDs must have eligibility history in EIS to be combined. If one or more of the IDs had only been used on a denied application in EIS or in another system, such as FSIS, the IDs could not be combined. The new 8128 ID combine process will now allow these IDs to be combined.

The purpose of this letter is to provide an example of the new 8128 screen and instructions for using the new 8128 Individual ID combine process. The changes indicated in this letter are effective June 30, 2008.

II. NEW 8128 INDIVIDUAL ID COMBINE PROCESS

The new 8128 combine process performs the same functionality as the old 8128 process. Plus it now allows Individual ID numbers to be combined when eligibility does not exist for one or both ID numbers.

In addition, the 8128 screen was modified to display the name, social security number, date of birth, and sex for each individual entered or each individual associated with the control number entered. Displaying the demographic data for each individual should help prevent ID numbers from being combined in error.

III. ACCESSING THE 8128 SCREEN

Procedures for accessing the EIS 8128 function have not changed.

- A. To access the DSS-8128 function, you must access the Data Entry Menu.
- B. From the EIS LOGON PROCEDURE screen, or the EIS INQUIRY MENU, or any other EIS screen where the SELECTION field is displayed, key 'D'.
- C. Press ENTER. EIS displays the DATA ENTRY MENU.

```

                * * E I S * *
                D A T A   E N T R Y   M E N U
                FORM TYPE
5022 PROCESS.....5022      APPLICATION ENTRY..... 7
8128 PROCESS..... 8128      8125 PROCESS ..... 8
                               WORKER/SUPERVISOR UPDATE... W
                               INQUIRY MENU..... I
                               2ND MONTHLY REPORTING..... M
                               DB/PML ENTRY.....P
                               TPR DATA ENTRY.....T
                               EMERGENCY ASSISTANCE:
                               ADD/UPDATE..... A
                               INQUIRY..... E
FORM TYPE:   FUNCTION:
```

- D. Enter "8128" for FORM TYPE. Press ENTER. EIS displays the 8128 screen.

IV. ONLINE 8128 INITIAL SCREEN

```
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES      FORMID: 9999999 X
ELIGIBILITY INFORMATION SYSTEM                   DATE: 99/99/9999
DUPLICATE ID RESOLUTION - FORM 8128             TIME: 99:99:99

COUNTY NO: 99
WORKER NO: XXX

CONTROL NO: 999999999999999

M  IND ID  INDIVIDUAL NAME      SUF  SSN      DOB  S  RACE  E  LA
X 9999999999X XXXXXX      X XXXXXXXXXXXXXXXXXXXX  XXX 9999999999 999999999 X XXXXX X XX
X 9999999999X XXXXXX      X XXXXXXXXXXXXXXXXXXXX  XXX 9999999999 999999999 X XXXXX X XX

PF2-MAIN MENU  PF5-DATA ENTRY MENU  PF9-REFRESH
```

V. DATA ENTRY

- A. Enter County Number.
- B. Enter Worker Number.
- C. Enter only one of the following:
 - 1. Control Number (From EIS generated DSS-8128 Form).

OR

 - 2. Two Individual ID numbers (2 numbers MUST be entered).

- D. Press Enter.

After pressing enter, the 8128 screen displays with client demographic information for each Individual ID number.

NOTE: The maximum number of Individual IDs to be entered is two (2).

VI. 8128 SCREEN DISPLAYS CLIENT DEMOGRAPHIC INFORMATION

Check the demographic data to ensure the ID numbers being combined are really the same person. After the demographic data has been checked, the ID numbers can be selected for matching.

A. Control Number is entered on the initial screen

EIS displays the Individual ID, First Name, Middle Initial, Last Name, Suffix, SSN, DOB, and Sex for each Individual ID associated with the control number (Race, Ethnicity, and Language are not displayed when using the control number). The demographic information displayed is as it appears on the system generated 8128. The maximum number of Individual IDs displayed is five (5).

B. Two Individual ID Numbers are entered on the initial screen

EIS displays the First Name, Middle Initial, Last Name, Suffix, SSN, DOB, Sex, Race, Ethnicity, and Language for each Individual ID number entered.

1. Individual ID on the Individual Database

If the Individual ID number entered is on the individual database, the client demographic information displayed is from the EIS Individual Database.

2. Individual ID not on the Individual Database

If the Individual ID number entered is not on the Individual Database, the client demographic information displayed is from CNDS (if the Individual ID number is a valid CNDS Person ID number).

VII. SELECTED FOR MATCHING

Individuals are selected for matching by entering a “Y” in the Match (M) column. The only valid values for this field are space and Y.

Y – Individuals are the same and should be combined.

Space – Individuals are not the same and should not be combined.

A. Control Number Entered

If a control number is entered, no further editing is done, other than to make sure at least 2 Individual IDs have a “Y” in the M column. If more than two Individual ID numbers are displayed, leaving the M column a space prevents this ID number from being combined with the other IDs.

B. Two Individual ID Numbers Entered

If two Individual ID numbers are entered, a "Y" must be entered in the M column for both IDs after the demographic data displays. If determined the two ID numbers entered are for different individuals, press F9 to clear the screen.

1. If both Individual ID numbers are on the EIS Individual Database:
 - a. At least one of the Individual ID numbers must be terminated.
 - b. Client demographic data does not have to match, except for the sex code.
 - c. EIS determines which Individual ID and demographic data to keep based on the ID screen Create Date (no change from current processing).

2. If one or both Individual ID numbers are not on the EIS Individual Database:

All demographic information for both Individual ID numbers must match in CNDS unless one of the individuals is active on the EIS Individual Database. If one Individual ID is active on the Individual Database, this ID number and demographic data is retained as the Target ID.

NOTE: An individual is not on the EIS Individual Database when they are a payee only or have applied for benefits and never been approved (denied/withdrawn application only).

3. SSN does not have to match if one is zero.
4. At least one Individual ID number must be associated with an EIS case by one of the following:
 - a. Payee only.
 - b. Application only (never approved for benefits – denied/withdrawn application).
 - c. Eligibility exists in EIS.

When the demographic data does not match, use the Name Change screen to make changes and then return to the 8128 screen to combine the ID numbers.

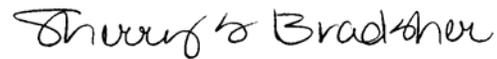
VIII. REPORTING

The NCXPTR report "DHREJA ERRORS & UPDATES FM 8128" is produced out of the nightly process. The report displays a confirmation message for successful combines and an error message for unsuccessful combines.

If you have any questions, please contact your Medicaid/Work First Program Representative.

Sincerely,

William W. Lawrence, Jr., M. D.
Acting Director
Division of Medical Assistance



Sherry S. Bradsher, Director
Division of Social Services