

WF200 - COMMON NAME DATA SERVICE
Change #1-2012
June 1, 2012

WF200.01 NAME/SSN SEARCH/ID ASSIGNMENT

This function is used to search the Common Name Data Service (CNDS) for existing Individual IDs and Individual ID assignment.

A. Access Procedure

From any screen in EIS that has the SELECTION field, enter 'NS'. Press **ENTER**. EIS displays the following screen:

EJA910	COMMON NAME DATE ENTRY						DATE: 10/18/06				
	NAME/SSN SEARCH						TIME: 04:16:23				
CASE ID:											
F	SSN	FIRST	M	LAST	SUF	DOB	S	PAY	CO	INDIVIDUAL	SSI
F - (S)EARCH	(A)SSIGN	(D)ELETE	(E)RASE	PF2-INQUIRY MENU		PF5-REFRESH					
SELECTION:	KEY:			PF7-BACKWARD		PF8-FORWARD					
ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH											

B. Screen Description

1. F-Function - Key one of the following:
 - S-Search - Key S to complete a name/Social Security Number (SSN) search.
 - A-Assign - Key A to assign an Individual ID to an individual after a name search is completed.
 - E-Erase - Key E to erase someone from the screen before you have pressed PF1 to update a group.
 - D-Delete - Key D to delete someone who is incorrectly included in a group. This does not delete the ID from the Common Name Data Service, only from the group.
2. SSN-Social Security Number
3. FIRST M LAST-Name fields

4. DOB-Date of birth
5. S-Sex
6. PAY-Payee indicator

P-This person is the casehead/payee.
Blank-This person is not the casehead/payee.
7. CO-County number
8. INDIVIDUAL-Individual ID-(Do not key in this field). The Individual ID displays when an individual is selected as a match from the list of potential matches or Individual ID assignment is performed.
9. SSI-SSI indicator-(Do not key in this field). The SSI Indicator displays when an individual is selected as a match from the list of potential matches.

Y-This person receives SSI.
N-This person does not receive SSI.
 - Press PF2 to return to the EIS Inquiry Menu.
 - Press PF5 to refresh (clear) the Name Search screen.
 - Press PF7 to page backward from a list of potential match IDs.
 - Press PF8 to page forward from a list of potential match IDs.

C. Name Search Only

This function is used to identify an existing Individual ID. It is useful when you need information on a client for mail routing within the agency, identification of the client's worker from the EIS case, etc.

1. Enter S in the F (Function) column.
2. Enter a minimum of first name, last name, and sex code. Enter date of birth, and SSN to narrow the search.
3. Enter county number to search IDs in a specific county.
4. Press ENTER.
5. EIS displays a list of potential match IDs.

D. Social Security Number (SSN) Search

This function is used to identify individuals with the same SSN and potential matches when the last 4 digits of the SSN are used. This is also a good way to locate an Individual ID assigned in a maiden name, other married name, or nickname.

1. SSN Search Using Entire SSN
 - a. Enter S in the F (Function) column.
 - b. Enter the SSN in the SSN column.
 - c. Press ENTER.
 - d. EIS displays a list of potential match IDs.
2. SSN Search Using Last 4 Digits of SSN
 - a. Enter zeroes for the first 5 digits of the SSN followed by the last 4 digits of the SSN.
 - b. Enter the Individual's First Name and Last Name.
 - c. Enter if available Date of Birth, Middle Initial, and County Number to narrow the search of potential matches.
 - d. Press **Enter**. EIS displays a list of potentials match IDs.

E. Name/SSN Search/Individual ID Assignment

Use this function to do a complete Name Search. You may identify an existing Individual ID or assign a new ID.

1. Enter S in the F (Function) column.
2. Enter, at a minimum, first name, last name, date of birth, and sex code. Enter the SSN if available. If an individual has had multiple names, complete a name search using each name. Bob Smith may be listed as Robert Smith. Mary Jones may be listed in her maiden name as Mary Smith.

NOTE: The name entered through the Individual ID assignment process must match Social Security Records. Use the name on the SDX, BENDEX, SOLQ, TPQ, Social Security Card, or Medicare Card. If a discrepancy exists, use the name from the online verification. However, with Hispanic names, when none of the above is available, Hispanic names should be entered in EIS as recipient's first name, middle initial, and as much of both last names possible.

Ex: Recipient's name is Jose R Gonzales Bonilla. Jose is the recipient's first name, R is the middle initial, last name Gonzales is the father's last name and Bonilla is the mother's maiden name. Enter it into EIS as Jose R GonzalesBon.

3. Enter P under the PAY column if this is the casehead/payee.
4. DO NOT ENTER A COUNTY NUMBER. If you are performing Name Search for an application, a statewide search is required, even if there may be an existing Individual ID. You cannot assign an Individual ID if you enter a county number.

NOTE: IT IS IMPERATIVE THAT THE SEX CODE AND FIRST LETTER OF THE LAST NAME ARE KEYED CORRECTLY TO ENSURE A PROPER NAME SEARCH.

5. When completing Name Search for an application, you may search all individuals from one name search screen. Enter all individuals on the Name Search screen. Enter S in the F (Function) column for all individuals. Follow instructions below for each individual.

EJA910		COMMON NAME DATA ENTRY					DATE: 10/18/06				
		NAME/SSN SEARCH					TIME: 14:58:40				
CASE ID											
F	SSN	FIRST	M	LAST	SUF	DOB	S	PAY	CO	INDIVIDUAL	SSI
s	999999999	ONION		SOUP		03151945	F	P			
s		PEA		SOUP		07261986	F				
F - (S)EARCH		(A)SSIGN		(D)ELETE		(E)RASE		PF2-INQUIRY MENU		PF5-REFRESH	
SELECTION:		KEY:						PF7-BACKWARD		PF8-FORWARD	
ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH											

Enter the necessary information following instructions listed above. Press **ENTER**. EIS searches one individual at a time, beginning with the individual on the first line. EIS uses the data entered to screen each applicant against all individuals in the Common Name Data Service. The individual may have EIS history, FSIS history or both. Only EIS case and application history displays in Name Search. You must inquire in FSIS to view FSIS activity.

You may use any Individual ID assigned to an individual. If an individual has more than one ID, see Multiple Individual ID Resolution below to determine which ID should be used.

EIS displays the following screen. When the Social Security Number is entered as part of the search criteria, EIS completes name and SSN search at the same time. Individuals who match on SSN display first, then individuals who match on name and date of birth within 5 years. Only the first 120 potential matches display, 11 per screen. When there are more than 11 matches, press PF8 to page forward one screen. Press PF7 to page backward to a previous screen.

```

EJA032          ***** EIS NAME/SSN SEARCH *****

FIRST-NAME MI LAST-NAME  SUF BIRTHDATE  SSN          SEX CO NO
ONION          SOUP          03151945  999999999    F

*****02 M A T C H E S ***** 10/19/06 *****
S FIRST-NAME MI LAST-NAME  SUF  DOB      IND-ID      S ES FS  SSN      SSI
                CO CO
ONION          SOUP          03151945  901213642N  F 78      999999999  N
JANE          M  SOUP          10191953  948269918L  F          100100100  N

SEL: S -MORE INFO X -MATCHED INDIV R -INDIV R/E/L THEN PRESS ENTER
PF2-INQ PF3-PREV SCRN PF4-AP INQ PF7-BACKWARD PF8-FORWARD PF9-ALL R/E/L

```

6. From this screen there are three possibilities.
 - a. You may already know from this screen that you have a matched individual. Go to 7. below.
 - b. You may need to do further research. Go to 8. below.
 - c. You may need to assign a new Individual ID. Press PF3 to return to the first name search screen. Enter A to the left of the individual for which you wish to assign a new ID. Press **ENTER**. Go to 9. below.

7. Matched individual
 - a. Enter X in the S (Select) column beside the match individual. Press PF3 back to the initial Name Search screen.
 - b. EIS automatically enters the selected ID along with the demographic data from the Common Name Data Service on the first name search screen. Go to 9. below.

8. Further research is needed

There are 2 possibilities for further research.

 - a. View R/E/L Data
 - (1) Press PF9 and the following screen displays the first 6 of the 12 individuals from the NS screen display.
 - (a) Press PF8 to view the next 6.
 - (b) Press PF3 to return to the NS Screen.

```

EJA032          ***** COMMON NAME DATA ENTRY ***** DATE: 10/19/06
                  SSN/NAME SEARCH                               TIME: 15:25:15

                ES FS
                S P CO CO INDIVIDUAL SSI
-----
999999999 LEANNA M SOUP      10131994 F 9 78    901213642N N
  RACE: I          ETHNICITY:          LANG: EN
999999999 AVERY  N SOUP      11181994 M 9 42    901230012Q N
  RACE: B          ETHNICITY: N        LANG: EN
100100100 JANE   M SOUP      10191953 F          948269918L N
  RACE: B          ETHNICITY:          LANG: EN
000000000 ONION  SOUP      10131945 F          945454545L N
  RACE: W          ETHNICITY:          LANG: EN
000000000 PEA    SOUP      09211957 26      999456555N N
  RACE: I          ETHNICITY:          LANG: EN
000000000 POTATO SOUP      09211957 26      946567222Q N
  RACE: B          ETHNICITY:          LANG: EN

PF3-CANCL PF7-BCKWD PF8-FORWD <RACE-A,B,I,P,W,U> <ETHN-C,H,M,N,P,U>
    
```

(2) Key 'R' in the S (Select) column beside one individual on the NS screen.

```

EJA032          ***** EIS NAME/SSN SEARCH *****

FIRST-NAME MI LAST-NAME  SUF BIRTHDATE  SSN      SEX CO NO
LEANNA      SOUP          10131994  999999999  F

***** 01 M A T C H E S ***** 10/20/06 *****
S FIRST-NAME MI LAST-NAME  SUF DOB      IND-ID    S ES FS  SSN      SSI
              CO CO
r LEANNA      M SOUP          10131994  901213642N F          999999999  N

SEL: S - MORE INFO X - MATCHED INDIV R - INDIV R/E/L THEN PRESS ENTER
PF2 - INQ PF3- PREV SCR N PF4-AP INQ PF7-BACKWARD PF8 - FORWARD PF9-ALL R/E/L
    
```

The following screen displays.

```

EJA032          ***** COMMON NAME DATA ENTRY ***** DATE: 10/19/06
                  SSN/NAME SEARCH                               TIME: 15:30:00

CASE ID: 36271225

                ES FS
                S P CO CO INDIVIDUAL SSI
-----
999999999 LEANNA M SOUP      10131994 F 9 78    901213642N N
  RACE: I          ETHNICITY:          LANG: EN

PF3-RETURN <RACE-A,B,I,P,W,U> <ETHN-C,H,M,N,P,U>
    
```

- b. View previous Case and Application Data
- (1) Enter S in the S (Select) column to view a list of applications for a specific individual. Press **ENTER**.

```

EJA032                ***** EIS NAME/SSN SEARCH *****
FIRST-NAME MI LAST-NAME  SUF BIRTHDATE  SSN      SEX CO NO
LEANNA          SOUP      10131994   999999999  F

***** 01 M A T C H E S ***** 10/20/06 *****
S FIRST-NAME MI LAST-NAME  SUF  DOB      IND-ID      S  ES FS   SSN      SSI
                CO CO
s LEANNA      M  SOUP          10131994 901213642N  F          999999999  N

SEL: S - MORE INFO  X - MATCHED INDIV  R - INDIV R/E/L THEN PRESS ENTER
PF2 - INQ  PF3- PREV SCRIN PF4-AP INQ  PF7-BACKWARD PF8 - FORWARD PF9-ALL R/E/L

```

EIS displays the following screen.

```

***** EIS INDIVIDUAL APPLICATIONS *****
EJA032
FIRST-NAME MI LAST-NAME  SUF BIRTHDATE  SSN      SEX IND-ID
LEANNA          SOUP      10131994   999999999  F 901213642N
SEL ***** 000 APPLICATIONS ***** 10/20/06 *****
CASE ID 33333333
FIRST-NAME MI LAST-NAME  SUF AID APP-DTE  DIS-DTE  TP RE  SSN  FORM
LEANNA      M  SOUP          AAF 07012006  07152006  A  A1   C333333g

USE (S) FOR MORE INFORMATION - PRESS ENTER      PF3-PREV SCREEN  PF2-INQUIRY
PF7-BACKWARD  PF8-FORWARD

```

- (a) Enter S beside a line of application data to view specific application data (Application Inquiry). Press **ENTER**.

From Application Inquiry press PF3 to return to the list of applications. Press PF3 again to return to the list of potential match IDs. Press PF3 again to return to the NAME SEARCH screen.

- (b) Enter S beside Case ID to view Current Case Data. Press **ENTER**.

From Current Case Data, you may enter CI to scroll through the recipients on the case, through ID and IE. Press PF3 to return to the list of potential match ids.

- (2) When you return to the list of potential match ids, there are two possibilities, you may have a matched individual (See 7. above) or you may need to assign a new ID.

To assign a new ID, press PF3 to return to the first Name Search screen. Enter A (Assign) in the F (Function) column. Press **ENTER**. Go to 9. below.

9. Continue this process until you have researched each individual entered on the first Name Search screen. Press ENTER.
 - a. EIS displays a message ENTER ADDITIONAL INFORMATION OR PF1 TO CREATE/UPDATE GROUP. Press PF1 to complete the Name Search/ID Assignment process.
 - (1) If you entered A to assign an ID, EIS assigns an ID and displays it on the screen.
 - (2) If you had a matched individual, EIS updates with the match ID.
 - b. EIS displays the message UPDATE COMPLETE-CONTINUE.
 - c. EIS retains the name, date of birth, sex code, and SSN already associated with that individual in the Common Name Data Service. If any of this data needs to be changed, use the Name Change function after completing the Name Search/ID assignment process for the group. See IV. below.

NOTE: Press PF2 before pressing PF1 to exit Name Search without updating the group. EIS displays the Inquiry Menu.

Press PF5 before pressing PF1, to refresh the Name Search screen without updating the group.

10. EIS assigns all individuals on the screen to a group. A group is all individuals on a pending application or case, including casehead/payees only. An individual can be in more than one group.

When you delete an individual at application approval or later delete one or more individuals from the active case, EIS updates the group automatically and deletes the person(s).

When you add an individual to an existing case, EIS updates the group automatically to include the new person(s).

When Name Search/ID Assignment is complete, the screen may look like this:

EJA910	COMMON NAME DATA ENTRY						DATE: 10/20/06	
	NAME/SSN SEARCH						TIME: 08:27:55	
CASE ID:								
F	SSN	FIRST	M	LAST	SUF	DOB	S	PAY CO INDIVIDUAL SSI
I	999999999	POTATO		SOUP		09211957	F	123456789T
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE			PF2-INQUIRY MENU			PF5-REFRESH		
SELECTION: KEY:			PF7-BACKWARD			PF8-FORWARD		
UPDATE COMPLETE - CONTINUE								

Screen print or write the Individual IDs for the group. You will need to enter these ID numbers on the DSS-8124.

WF200.02 ABSENT PARENT DATABASE

The Absent Parent Database includes individuals who are referred to Child Support (IVD) as absent parents, but whose entire name, race, sex and/or date of birth are not known at the time the referral is completed. You must identify or assign an individual ID to each absent parent before beginning the referral to IVD in EIS. You may enter absent parent data when completing name search/ID assignment for the entire family group or complete a separate search. Make every attempt to identify an existing individual ID, just as you would for an applicant for benefits. Duplicate individual IDs for absent parents create duplicate cases in ACTS and may delay action on the child support case.

If you identify multiple potential matches, it may be helpful to perform inquiry into ACTS for additional information. If you identify an individual in ACTS who appears to be a potential match, you may be able to determine if this is the same person based on the children or client in the ACTS case.

A. Access Procedure

On the first screen in EIS NAME/SSN SEARCH, enter known AP data. Press **ENTER**.

```

EJA910                COMMON NAME DATA ENTRY        DATE: 10/20/06
                        NAME/SSN SEARCH              TIME: 08:33:06
CASE ID:

F  SSN  FIRST  M LAST  SUF  DOB  S  PAY CO INDIVIDUAL SSI
S                JOHN    WILLIAMS                M

F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE  PF2-INQUIRY MENU  PF5-REFRESH
SELECTION:  KEY:                PF7-BACKWARD  PF8-FORWARD

ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH
    
```

EIS displays a list of potential matches from the Common Name Data Service.

```

EJA032  ***** EIS NAME/SSN SEARCH *****
FIRST-NAME MI LAST-NAME  SUF BIRTHDATE  SSN        SEX CO NO
      JOHN    WILLIAMS                M

***** 120 M A T C H E S ***** 10/11/06 *****
S FIRST-NAME MI LAST-NAME  SUF  DOB      IND-ID      S  ES FS  SSN        SSI
                        CO CO
S  JOHN      P WILLIAMS      12171893 123456789N M  41
   JOHN      WILLIAMS      01011900 944907390M M  70  000000000 N

SEL: S -MORE INFO X -MATCHED INDIV R -INDIV R/E/L THEN PRESS ENTER
PF2-INQ PF3-PREV SCRN PF4-AP INQ PF7-BACKWARD PF8-FORWARD PF9-ALL R/E/L
PRESS PF4 AGAIN TO CONTINUE TO ABSENT PARENT INQUIRY
    
```

You may select any individual for further research. If none of these are the right person, press PF4 from this screen to go to the AP Database.

```

***** ABSENT PARENT NAME/SSN SEARCH *****
EJA053
ASSIGN FIRST-NAME MI LAST-NAME  SUF BIRTHDATE  SSN        SEX CO NO
      JOHN    WILLIAMS                M

***** 120 M A T C H E S ***** 10/11/06 *****
S FIRST-NAME MI LAST-NAME  DOB      IND-ID      R S  SSN        CO MPI NUM
                        NO
S  JOHN      R  WILLIAMS      00000000 K948394791 U M 000000000
   JOHN      WILLIAMS      00000000 L946853411 U M 000000000 1
   JOHN      WILLIAMS      00000000 L947034988 B M 000000000
   JOHN      WILLIAMS      00000000 L947562992 B M 000000000

USE (A) TO ASSIGN ID - PRESS ENTER          PF2-INQUIRY  PF3-NAME SEARCH
USE (X) FOR MATCHED INDIVIDUAL - PRESS ENTER PF7-BACKWARD PF8-FORWARD
    
```

A message displays, PRESS PF4 AGAIN TO CONTINUE TO ABSENT PARENT INQUIRY. Press PF4 again.

EIS displays potential matches from the absent parent database. All potential name matches display, without regard for the date of birth, if entered. If there are more than 11 matches, press PF8 to continue to the next screen. Press PF7 to move backward through the list of potential matches.

B. Screen Description

The following data displays:

1. FIRST NAME, MI, LAST NAME-First name, middle initial and last name.
2. DOB-Date of birth
3. IND-ID - The individual ID on the absent parent database. The alpha character displays at the front of the ID, usually. IDs assigned prior to 04-01-97 display the alpha character at the end of the ID.
4. R-Race
5. S-Sex
6. SSN-Social Security number
7. CO NUM - The county number of the county who originally assigned the individual ID.
8. MPI NUM-The absent parent's MPI number in ACTS. The MPI number displays when ACTS sends EIS the absent parent's MPI number. All absent parents do not have an MPI number as the EIS Individual ID may have been assigned and the referral was not sent as the application was denied.

C. Matching Individual/Assigning ID

1. If a matching individual is found, enter X to the left of the name of the matching individual. Press **ENTER**. EIS updates date of birth, and/or SSN to match data the worker entered.

If the individual's complete name, sex, race, and date of birth are present, the ID moves automatically to the Common Name Data Service. The ID displays the alpha character at the end of the ID.

2. If a matching individual is not found, enter A under ASSIGN. Press **ENTER**.
3. The first NAME/SSN SEARCH screen displays with the matching or newly assigned ID.

EJA910	COMMON NAME DATA ENTRY NAME/SSN SEARCH	DATE: 10/20/06 TIME: 08:40:23
CASE ID:		
F SSN	FIRST M LAST	SUF DOB S PAY CO INDIVIDUAL SSI
000000000	JOHN R WILLIAMS	M K948394791
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE PF2-INQUIRY MENU PF5-REFRESH SELECTION: KEY: PF7-BACKWARD PF8-FORWARD		
ENTER CHANGES OR SELECT FUNCTION, THEN PRESS ENTER		

D. Updating Individual Data

Individuals on the absent parent database do not have complete data necessary to reside on the Common Name Data Service. EIS updates IDs in the Absent Parent Database two ways:

- ACTS may send additional data for a specific absent parent
- The EIS worker may change or add data.

You may update race, sex, date of birth and/or SSN for an individual on the Absent Parent Database. If you receive additional name information for an absent parent, send a NOTEPAD to the IVD agent via the IVD Menu in EIS.

To update individual data for an absent parent, enter known data on the first EIS NAME/SSN SEARCH screen. Press **ENTER**. Verify the absent parent is not displayed on the list of potential matches from the Common Name Data Service. (If the absent parent is displayed on the Common Name Data Service, perform Name Change to update/change individual data.) Press PF4 twice to continue to the absent parent database. EIS displays the list of potential name matches. Enter X to the left of the matching ID. EIS displays updated individual data on the first EIS NAME/SSN SEARCH screen.

If the individual's complete name, sex, race, and date of birth are present, the ID moves automatically to the Common Name Data Service. The ID displays the alpha character at the end of the ID.

WF200.03 MULTIPLE INDIVIDUAL ID RESOLUTION

When multiple Individual IDs are identified either for the same individual or different individuals whose Individual IDs have the same SSN, use the following instructions to determine which ID to use and how to correct/change data on the other ID(s)

WARNING: Changing data on an Individual ID changes all active/inactive cases for that individual in EIS and FSIS, as well as pending forms in EIS. Do not change data on an Individual ID without coordinating with any other workers involved. This applies to data changed through the Name Change function as well as the SDX/EIS exception process.

A. Multiple Individual IDs for Same Individual

When an individual has eligibility history in EIS associated with an Individual ID, always use that ID. Using another ID causes problems with Medicaid claims and does not facilitate a complete record of eligibility history.

Due to the conversion to the CNDS and inadequate Name Searches, an individual may have multiple Individual IDs. Use the following instructions to determine which Individual ID to use, and when to combine IDs if appropriate.

MULTIPLE INDIVIDUAL IDS FOR SAME INDIVIDUAL

SAME INDIVIDUAL	ID #1	ID #2	ACTION
YES	DENIED/WITHDRAWN APPS IN EIS	DENIED/WITHDRAWN APPS IN EIS	USE ID UPDATED MOST RECENTLY
YES	DENIED/WITHDRAWN APPS IN EIS	ELIGIBILITY IN EIS	USE ID#2
YES	ELIGIBILITY IN EIS	ELIGIBILITY IN EIS	USE ID UPDATED MOST RECENTLY, COMBINE IDS USING 8128 PROCESS
YES	DENIED/WITHDRAWN APPS IN EIS	FOOD STAMPS ACTIVE	USE ID#2
YES	DENIED/WITHDRAWN APPS IN EIS	FOOD STAMPS CLOSED	USE ID#1
YES	ELIGIBILITY IN EIS	FOOD STAMPS ACTIVE	CHANGE ID ON FS CASE TO SAME AS EIS, ZERO SSN IN FORMER FS ID
YES	ELIGIBILITY IN EIS	FOOD STAMPS CLOSED	USE ID#1
YES	FOOD STAMPS ACTIVE	FOOD STAMPS CLOSED	USE #1
YES	FOOD STAMPS CLOSED	FOOD STAMPS CLOSED	USE THE ID UPDATED MOST RECENTLY

B. Resolving Duplicate IDs

Instructions for completing the Duplicate ID Resolution – Form 8128 to combine duplicate Individual IDs are found at:

http://info.dhhs.state.nc.us/olm/manuals/dma/eis/man/Eis3300.htm#P11_351

C. Multiple IDs with same SSN

Use SSN search to identify all Individual IDs with the same SSN.

1. Same Individual has multiple IDs with same SSN:

Use instructions above to determine which Individual ID to use. Use the Name Change function to zero out the SSN in the unused Individual IDs.

2. Different Individuals have same SSN associated with their IDs:

Identify the correct SSN for each individual. Use the case record, MCI, Food Stamp record, etc. Use the Name Change function to correct the SSN or enter zeroes for SSN if the correct SSN cannot be identified. If the individual is an active recipient, initiate procedures to obtain a valid SSN.

If the individual with the incorrect SSN is an SSI recipient, call EIS/DMA staff.

WF200.04 CASE ID SEARCH**A. General Information**

This function is used to identify all individuals associated with the same as ID in an existing case.

EIS assigns all individuals to a group. A group is all individuals on a case, including casehead/payees only. An individual can be in more than one group.

When you delete an individual at application approval or later delete one or more individuals from the active case, EIS updates the group automatically and deletes the person(s).

When you add an individual to an existing case, EIS updates the group automatically to include the new person(s).

B. Access Procedures

From the Name/SSN Search screen, enter the EIS Case ID in the CASE ID field or enter the Individual ID for an individual on a pending application that has never been included in a case. Press ENTER. All individuals in the group display, including the casehead/payee only, if any. This screen is for display only. You may not select an individual for further searches.

EIS displays a COMMON NAME DATA ENTRY screen.

EJA910	COMMON NAME DATA ENTRY NAME/SSN SEARCH	DATE: 10/20/06 TIME: 08:42:39
CASE ID: 12345678		
F SSN FIRST M LAST SUF DOB S PAY CO INDIVIDUAL SSI		
I 999999999 POTATO SOUP 01011950 F P 26 123456789T N		
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE PF2-INQUIRY MENU PF5-REFRESH SELECTION: KEY: PF7-BACKWARD PF8-FORWARD		
ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH		

WF200.05 CHANGES TO DATA IN THE CNDS**A. General Information**

1. Changes to an individual's name, race, sex, date of birth, ethnicity, language preference, and SSN are made in the Common Name Data Service using the Name Change function.
2. The CURRENT field, SSI indicator, EIS County, and FIS County are DISPLAY ONLY fields. You cannot change them on this screen.
3. You may change the race, ethnicity, and language preference for an individual whose SSI indicator is Y. If you attempt to change any other data for an SSI recipient, EIS displays an error message: 'INDIVIDUAL CANNOT BE UPDATED DUE TO SSI'. If data is incorrect, consult the appropriate policy manual for instructions.
4. You may key multiple changes for an individual on the same day, however, you may enter only one change at a time.

B. Access Procedures

From any screen in EIS with a SELECTION field, enter 'NC'. Press ENTER.
EIS displays the following screen:

EJA051	COMMON NAME DATA ENTRY	DATE: 10/20/06
	NAME CHANGE	TIME: 08:45:33
INDIVIDUAL ID:		
WORKER NUMBER:	CURRENT	CHANGE
SSN:		
FIRST NAME:		
MIDDLE:		
LAST:		
SUFFIX:		
DOB:		
SEX:		
RACE:		
ETHNICITY:		
LANGUAGE:		
SSI:		
EIS COUNTY:		
FIS COUNTY:		
	PF2-INQUIRY	
SELECTION KEY		PF5-REFRESH
003: ENTER INDIVIDUAL ID TO BE UPDATED		

C. Change Instructions

1. Enter the Individual ID of the person whose data you wish to change in the INDIVIDUAL ID field. Enter your WORKER NUMBER. Press **ENTER**. EIS displays the individual's current data from the Common Name Database.

EJA051	COMMON NAME DATA ENTRY	DATE: 10/20/06
	NAME CHANGE	TIME: 08:45:33
INDIVIDUAL ID: 123456789T		
WORKER NUMBER: 123	CURRENT	CHANGE
	999999999	
SSN:	POTATO	
FIRST NAME:		
MIDDLE:		
LAST:	SOUP	
SUFFIX:		
DOB:	01011957	
SEX:	F	
RACE:	W	
ETHNICITY:	N	
LANGUAGE:	EN	
SSI:	N	
EIS COUNTY:	26	
FIS COUNTY:		
	PF2-INQUIRY	
SELECTION KEY		PF5-REFRESH
003: ENTER INDIVIDUAL ID TO BE UPDATED		

2. Under the CHANGE column, enter the new data.
- a. NAME CHANGE - This function is used to change individual demographic data in the Common Name Data Service.

WARNING: Changing data on an Individual ID changes the same data on all active cases for that individual in EIS and FSIS, as well as closed cases and pending forms in EIS. Do not change demographic data without coordinating with any other workers involved. This applies to data changed through the Name Change function as well as the SDX/EIS exception process.

- (1) Enter letters only in the spaces provided.
- (2) Do not space between letters in a name.
- (3) Do not abbreviate.
- (4) Do not punctuate.
- (5) To delete the middle initial or suffix, enter * in the field.
- (6) If the length of the name exceeds the space available for first or last name, drop the ending letters.

Examples:

INCORRECT	CORRECT
Rip Van Winkle	Rip VanWinkle
Sarah B. Jones	Sarah B Jones
John Al-Amin	John AlAmin
B. Smith Jr.	B Smith Jr
Maria Rivero Gonzales	Maria RiveroGonzales

NOTE: The name entered through Name Change (NC) screen must match Social Security Records. Use the name on the SDX, BENDEX, SOLQ, TPQ, Social Security Card, or Medicare Card. If a discrepancy exists, use the name from the online verification.

- b. Date of Birth - Enter a two-digit month, two-digit day, and four-digit year.

NOTE: Date of Birth can no longer be changed the same day that a DSS-8125 is keyed to approve (including open/shut), update, or change a case. This rule is not applicable to terminated cases or cases in which a DSS-8125 has not been keyed.

- c. Sex - Enter F for Female or M for Male
- d. Race - Choose from the following codes:

CODE	VALUE
A	Asian
B	Black
I	American Indian
P	Native Hawaiian or Pacific Islander
W	White
U	Unreported

- e. Ethnicity – Choose from the following codes:

CODE	VALUE
N	Not Hispanic/Latino
U	Unreported
C	Hispanic Cuban
H	Hispanic Other
M	Hispanic Mexican American
P	Hispanic Puerto Rican

- f. Language Preference

See section WF700 – DSS-8124, DSS-8125, and Check History Codes.

3. Once the changed data is keyed, press PF1.
4. Error messages
- a. SSN ALREADY ON FILE

The SSN you entered is already in the Common Name Data Service in another ID. Check to ensure the correct number is entered. Refer to III. above to resolve multiple IDs with the same SSN.

b. INDIVIDUAL DID NOT COMPLETE NAME CLEARANCE

Ensure the ID number is entered correctly. If so, change only one item at a time, like first name, date of birth, etc. If too much data changes, Name Search does not recognize the individual as the same.

c. 031 TO MAKE CHANGE ON DOB, YOU MUST DELETE 8125 FORM – B9999999

The DSS-8125 must be deleted before DOB can be changed. (Not applicable to terminated cases).

5. When an 8125 has been keyed to approve (including open/shut), update, or change a case, the DOB cannot be changed on the same day. EIS displays the message: 031 TO MAKE CHANGE ON DOB, YOU MUST DELETE 8125 FORM – B9999999.

EJA051	COMMON NAME DATA ENTRY	DATE: 10/20/06
	NAME CHANGE	TIME: 08:45:33
INDIVIDUAL ID: 123456789T		
WORKER NUMBER: 123		
	CURRENT	CHANGE
SSN:	999999999	
FIRST NAME:	POTATO	
MIDDLE:		
LAST:	SOUP	
SUFFIX:		
DOB:	01011957	
SEX:	F	
RACE:	W	
ETHNICITY:	N	
LANGUAGE:	EN	
SSI:	N	
EIS COUNTY:	26	
FIS COUNTY:		
	PF2-INQUIRY	
SELECTION	KEY	PF5-REFRESH
031: TO MAKE CHANGE ON DOB, YOU MUST DELETE 8125 FORM – B9999999		

6. When the change processes, EIS displays the message: UPDATE COMPLETE.
7. EIS updates the individual data on:
- the CNDS,
 - any pending forms DSS-8124 and/or DSS-8125,
 - the Individual Data segment (ID),

- d. the casehead/payee name on all cases for which this person has been designated as casehead/payee in Name Search and
- e. the active Food Stamp case. The Food Stamp case updates during the second nightly cycle after the Name Change processes.

Example: Name Change screen completed August 20. Change is passed to FSIS August 20 and processes in FSIS the night of August 21. On August 22, the FSIS case displays the new data.

- 8. An application turnaround (DSS-8124) and/or an EIS case profile is produced that night (same day Name Change screen processed) and mailed to the county the next workday.

NOTE: Changes to Race, Ethnicity, and Language do not generate an application turnaround.

- 9. FSIS Changes

When an individual is active with the same Individual ID in EIS and in FSIS, changing an individual's name, sex, date of birth or SSN in one system automatically changes it in the other.

Changes in either system update the CNDSON-line immediately. The change is passed to the other system during the nightly batch update.

EIS worker makes the change:		
EIS	CNDS	FSIS
Monday-EIS worker changes client name.	Monday-CNDS updates immediately.	
	Monday night-change is passed to FSIS	
		Tuesday night-FSIS processes the change
		Wednesday-FSIS displays the change made in EIS on Monday.
FSIS worker makes the change		
FSIS	CNDS	EIS
Monday-FSIS worker changes client name.	Monday-CNDS updates immediately.	Monday night-EIS processes the change.
		Tuesday-EIS displays the change made in FSIS on Monday.

D. ALERTS-CRITICAL CHANGE REPORTS

FSIS workers may change name, date of birth, race, sex, and Social Security Number through the FSIS Name Search function for any individual. When individual data changes in FSIS, the change updates the Common Name Data Service, also. When individual data changes in the CNDS for an EIS individual, EIS updates the changed information that night. EIS updates the case database (CD), individual database (ID), any pending forms DSS-8124 and DSS-8125 and the casehead/payee name, if appropriate, with the new information. EIS generates a DSS-8124I (Application Turnaround) and/or Case Profile, as appropriate, which is mailed to the county dss the next workday.

If the individual in FSIS is active or pending in EIS, EIS generates an ALERT to the EIS worker to notify them of the change whenever the individual's last name or date of birth changes due to a change made in FSIS. The ALERT is printed on 8 1/2 by 11 paper the night the change processes in EIS and mailed from Raleigh the next workday.

NOTE: Changes to Race, Ethnicity, and Language do not generate an ALERT.

The ALERT contains the following information:

- EIS Individual ID Number
- EIS County Number
- EIS Case ID
- EIS County Case Number
- EIS District Number
- EIS Worker Number
- Aid Program/Category
- FSIS County Number
- Worker Number and RACF ID (FSIS worker that made the change)
- BEFORE INFORMATION (the name, date of birth, sex, and SSN as displayed in EIS before any change by the FSIS worker)
- CHANGED INFORMATION (the information that was changed by the FSIS worker)

EIS sorts the ALERT sheets by EIS county number, district number, and alphabetically by the last name on the before record.

ALERTS

Sample ALERT:

EJA 589 NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES

ELIGIBILITY INFORMATION SYSTEM

ALERT

INDIVIDUAL ID:	11111111R	DATE CHANGED:	07/01/04
EIS CASE ID:	23232323	FSIS WORKER NBR:	001
EIS COUNTY NO:	01	FSIS USER ID:	TS36P81
EIS DISTRICT:	ABC	FSIS COUNTY NO:	01
EIS WORKER:	LBW		
EIS COUNTY CASE NO:	222333		
AID PROGRAM CATEGORY:	AAF		
CHANGES			
SSN:	444332222		
FIRST NAME:	JOHN		
MIDDLE INIT:	M		
LAST NAME:	SMITH	**JACKSON	
SUFFIX:	JR		
DOB:	01/01/1950		
SEX:	M		

E. SDX Updates

1. Regular SDX Updates

When the SDX updates the name, sex, or SSN for an individual in EIS, the Common Name Data Service is also updated.

2. SDX/EIS Exception Process

When SDX/EIS exceptions process, any changes to individual data update the Common Name Data Service also.

EJA989	NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES		DATE: 10/20/06
	ELIGIBILITY INFORMATION SYSTEM		TIME: 08:53:42
	SDX EXCEPTION PROCESSING		
-----SDX DATA-----			
SSN	NAME	OTHER NAME	DOB S CO POSTDT ORIG
999999999	POTATO M SOUP		01011957 F 60 10162006 ID
-----EIS DATA-----			
SEL	SSN	NAME	INDIVIDUAL DOB S CO CASE/APPAPC COCSE
S	999999999	ASSIGN NEW ID	
	999999999	PEA M SOUP	123456789K 01011957 F 60 45682623AAFC19729
001 ENTER AN "S" NEXT TO THE MATCHING SSN			
SELECTION KEY		PF3-EXIT	

In this example, when the worker selects Pea Soup as a match ID, the Common Name Data Service updates with the new SDX name, Potato. The Medicaid and Food Stamp cases, if any, also update with the new name.

When the worker changes or zeroes out the SSN for Michael Jones to resolve the exception, the Common Name Data Service updates, and his Medicaid and Food Stamp cases, if any, update with the change.

WF200.06 PAYEE SEARCH

A. GENERAL INFORMATION

This function searches caseheads for established cases only (active or terminated). All caseheads are included in the search, whether they are recipients in the case or not. Applicants are not included. (Use Name Search to inquire on a pending application.) PAYEE SEARCH is a good way to locate clients when all that is known is the name and you know that they are active in a specified county. The name must exactly match the way it is spelled in EIS. There is no SOUNDEX in Payee Search.

B. ACCESS PROCEDURES

1. From the INQUIRY MENU, select PS (PAYEE SEARCH). EIS displays the following screen:

EIS NAME INQUIRY MENU					
CASEHEAD SELECTIONS	LAST NAME	SUF	FIRST NAME	MI	CO
10	XXXXXXXXXXXXXXXXXX	XXX	XXXXXXXXXXXX	X	XX
11	XXXXXXXXXXXXXXXXXX	XXX	X		XX
12	XXXXXXXXXXXXXXXXXX	XXX			XX
13	XXXXXXXXXXXXXXXXXX	XXX	XXXXXXXXXXXX		X
14	XXXXXXXXXXXXXXXXXX	XXX	X		
15	XXXXXXXXXXXXXXXXXX	XXX			
	INDIVIDUAL ID				
20	XXXXXXXXXX				
SELECTION	LAST NAME/INDIV ID KEY	SUF	FIRST NAME	MI	CO

2. Enter the appropriate SELECTION number based on the available information. Enter appropriate data in the KEY fields. To search all cases for which this person is payee in the specified county, include county number in your search criteria. To search all cases for which this person is payee statewide, do not include county number in your search criteria. Press **ENTER**.

If there is a match, EIS displays the following screen:

EIS CASE HEAD INQUIRY						
CO NO	CASEHEAD NAME	WORKER	AID P/C	CASE-ID	ACTIVE /TERM	EPICS CLM
26	POTATO M SOUP	413	AAF	XXXX-XXXX	T	N
26	PEA M SOUP	529	MIC	XXXX-XXXX	A	N
SELECTION: KEY:						
607-PRESS PA1 KEY FOR NEXT SCREEN						

If more matches are found than can be displayed on one screen, press PA1 for the next page. You may not page back.

NOTE: EIS displays the most current EPICS claim Indicator in the EPICS CLM field for each individual. **THE CLAIM INDICATOR MAY CHANGE EACH TIME AN INQUIRY IS PERFORMED.**

NOTE: There is no option to SELECT an individual from the listing. However, you may key any valid SELECTION at the bottom of the screen, including PS to return to Payee Search.

C. ERROR MESSAGES

1. "Individual not on file in format entered". Displays when there is no exact match, including differences in spelling.
2. "602-INVALID KEY FOR SPECIFIED SELECTION". Displays when the data entered in KEY fields does not match the required format. For instance, the selection requires full first name and only the first initial was entered.