



**North Carolina Department of Health and Human Services**

2001 Mail Service Center • Raleigh, North Carolina 27699-2001

Tel 919-733-4534 • Fax 919-715-4645 • Courier 56-20-00

Michael F. Easley, Governor

Carmen Hooker Odom, Secretary



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February 2, 2004

Re: Systematic Alienage Verification  
for Entitlements (SAVE) Changes

Dear County Director of Social Services:

The Systematic Alienage Verification for Entitlements (SAVE) telephone verification system will be replaced by a web-based system effective March 1, 2004. The Division of Medical Assistance, the Division of Social Services, and the Division of Aging are coordinating this effort with the Department of Homeland Security and we anticipate a smooth transition to the new web-based system.

The web-based system will be the verification tool for both primary SAVE verification and secondary SAVE verification. Secondary SAVE verification will be referred to as additional verification. In order to access the web-based system, users must have an Internet connection and either Internet Explorer 5.5 or newer, or Netscape 4.79 or newer. No other software is required.

The initial system access referenced in the January 7, 2004 Terminal Message entitled SAVE Alien Telephone Verification System is in progress. The Department of Homeland Security will issue passwords to County Security Officers within the next couple of weeks. This will allow County Security Officers to establish user access for county staff. County Security Officers, County Directors, and Program Managers should coordinate this effort so appropriate staff are identified and set up as users. There is no limit to the number of users per county. User access instructions will be provided as soon as possible.



The Department of Homeland Security requires an email address for each user. The purpose of the email address is to receive information from the SAVE Help Desk such as problem resolutions, instructions, and service notices. Emails may also be sent to relay general information from the SAVE Program. SAVE verification information will never be emailed due to the sensitive nature of the data. Homeland Security will allow multiple users to share an email address but individual email addresses are preferred. Your county may want to consider allowing employees with Internet access to create free email accounts through YAHOO, HOTMAIL, etc.

The Division of Medical Assistance and the Division of Social Services will continue to maintain the SAVE contract; therefore, counties will not be responsible for any costs associated with conversion to the web-based system.

If you have any questions regarding this information, please contact Joe King, DSS Automation at 919-733-8938 or Ken Maddox, IEVS Coordinator at 919-857-4019.

Sincerely,

Pheon Beal, Director  
Division of Social Services

Gary Fuquay, Director  
Division of Medical Assistance

Karen Gottovi, Director  
Division of Aging

**FAEP-01-2004**  
**FSCWS-04-04**  
**Division of Aging-04-2**