



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Recipient Services EIS**

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501  
Courier Number 56-20-06

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Mark Benton, Interim Director  
919-855-4000

February 18, 2005

**RE: Master Client Index (MCI) Match/Unmatch Process**

Dear County Director of Social Services:

The Master Client Index (MCI) was developed, prior to having a Common Name Data Service (CNDS), as a means of storing basic information about individuals who have applied for or received benefits or services in two automated systems: EIS and FSIS. One of the functions of the MCI is a client matching/unmatching function. This function is used to assign the same match number to two or more records which were not automatically matched when the records were added to the MCI.

Due to the CNDS, the client matching/unmatching function should be considered a last resort. The more appropriate action would be to change the differing data through the Name Change (NC/SLNC) function in EIS or FSIS and let the changes flow to the MCI where an automatic match will occur.

Since changes to the SSN, name, DOB, and sex should be made through the Name Change screen, we would like to disable the client matching/unmatching function in the MCI. In addition, the Master Client Index-Match Report that is printed and mailed to the counties will be disabled.

Please check with your Medicaid, Work First, Special Assistance, and Food Stamp staff and respond to Ken Maddox no later than Friday, March 15, 2005 with any comments or concerns your staff may have regarding the above proposal.

If you have any questions, please contact Cindy Wilson at (919) 855-4000 or email at [Cindy.Wilson@ncmail.net](mailto:Cindy.Wilson@ncmail.net).

Sincerely,

Mark Benton, Interim Director  
Division of Medical Assistance

Pheon E. Beal, Director  
Division of Social Services

Karen Gottovi, Director  
Division of Aging and Adult Services