



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  
(919) 855-4000

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

L. Allen Dobson, Jr., M.D., Assistant Secretary  
for Health Policy and Medical Assistance

April 2, 2007

Re: Identity Theft Protection Act

Dear County Director of Social Services:

The North Carolina Identity Theft Protection Act mandates that Social Security Numbers (SSNs) cannot be imbedded in any kind of number issued for recipients to receive benefits. The Eligibility Information System (EIS) has over 500,000 SSN based ID's that must be reassigned by July 1, 2007, to be in compliance with this mandate. These include ID's for active, terminated, and deceased individuals.

Beginning in March 2007, the State Office began the process to combine and cross reference the affected ID's to a new assigned number. Our goal is to process these new ID's at scheduled times over a 3 month period. We do not have a way of determining when ID's in your specific county will be changed. You do not need to do anything except be aware that a client's ID may change. Therefore, it will be critical to complete a Name Search on applicants/recipients to ensure you use the correct ID in EIS.

Counties with their own computer system will want to ensure that their ITS Administrator is aware of this change. To assist these counties with updating their computer systems, a file containing the old and new ID number can be created and provided to the counties by request after the entire ID change process is completed. To request these files, the county must contact Sharon McDougal at (919) 855-4000, or send an email to Sharon.McDougal@ncmail.net no later than June 30, 2007.

Providers will be notified that a recipient may present a Medicaid ID card that may not match the ID number the provider has in their records. This will not affect claims processing.

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If you have any questions, please contact your Medicaid/Work First Program Representative, the Eligibility Information System Unit at 919-855-4000, or DSS Information Systems Support at 919-733-8938.

Sincerely,

L. Allen Dobson, Jr., M.D.,  
Assistant Secretary for Health  
Policy and Medical Assistance

Sherry S. Bradsher, Director  
Division of Social Services