



North Carolina Department of Health and Human Services
Division of Medical Assistance

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craigian L. Gray, MD, MBA, JD, Director

July 7, 2009

Re: Division of Vocational Rehabilitation
Use of Common Name Data Service
(CNDS) ID Numbers

Dear County Director of Social Services,

The North Carolina Division of Vocational Rehabilitation Services (NCDVRS) through its local unit offices will use the Common Name Data Service (CNDS) as the source to verify benefits for presumptive eligibility and determination of financial need for programs administered by NCDVRS. NCDVRS utilizes an electronic case management system called CATS. The CATS system has recently been modified to interface with CNDS and use CNDS to verify client identity.

During the initial application process, NCDVRS staff will access CNDS to determine if the client already has a CNDS ID number. If so, they will utilize that number in the Vocational Rehabilitation file. If not, then a CNDS number will be assigned through normal CNDS protocol. If there is a close match on the demographic information keyed by the NCDVRS staff to the demographic data in the CNDS, the NCDVRS may need to coordinate with the county department of social services agency to determine whether to utilize that ID number in CNDS or assign a new ID number.

The purpose of this letter is to inform the county departments of social services that NCDVRS staff may be contacting Social Services staff to assist them in making the determination regarding the ID number. There may also be instances where data may have been keyed incorrectly in the EIS or FSIS system that needs to be corrected. For example, the gender may have been keyed as "female" when the recipient is actually a "male". As NCDVRS discovers this type of data problem, they will need to contact Social Services staff to request the correction. Social Service staff can assist with the question of the ID and can correct data as they determine should be corrected. There is no reason to share information regarding what benefit the individual is receiving. That information has no relevance in determining whether the NCDVRS should utilize the existing ID number.

The State is requesting that each county department of social services designate specific staff to handle these requests and that you make your reception staff aware of this.

The State has requested that NCDVRS staff calling for this purpose identify the purpose by stating they need assistance with "A CNDS ID ISSUE".

We appreciate the effort of you and your staff to make this a smooth transition for the NCDVRS. We want to encourage the use of an existing ID and must prevent duplicate ID numbers from being assigned at all costs.



If you have any questions related to this, please contact your Medicaid Program Representative, Work First Representative, or Food and Nutrition Services and Energy Programs Representative.

Sincerely,

Craig L. Gray, MD, MBA, JD, Director
Division of Medical Assistance

Sherry S. Bradsher, Director
Division of Social Services

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