



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Third Party Recovery

2508 Mail Service Center – Raleigh, N.C. 27699-2508 - Courier Number 56-20-06
Telephone 919-733-6294 • Facsimile 919-715-4725

James B. Hunt, Jr., Governor
H. David Bruton, M.D., Secretary

Paul R. Perruzzi, Director
Geoff Elting, Chief

Dear County Director:

It has come to our attention that Medicaid recipients have been contacting the local Department of Social Services concerning letters received asking about a client's health insurance.

The purpose of this letter is to furnish some background information about the Division's efforts to identify recipients who appear to have health insurance coverage in addition to Medicaid.

The Department of Health and Human Services (DHHS) has contracted with Public Consulting Group, Inc. (PCG) to conduct data matches and recovery efforts on behalf of the State of North Carolina. PCG currently conducts data matches with 100+ commercial insurance carriers across the nation and the Medicaid eligibility file. As a result, they identify Medicaid recipients that are both exact matches (exact match between the Medicaid eligibility file and the private insurance eligibility file for social security numbers, full names and date of birth) and near matches (exact match between the Medicaid eligibility file and the private insurance eligibility file for full name and date of birth only).

Where appropriate, policy information for exact matches are loaded into the EIS/MMIS allowing the State to cost avoid claims for those recipients. As a quality control step before loading the near match information, PCG developed a survey process that allows the recipient to confirm the insurance information identified during the data match. As noted in the letter, the recipient is asked to verify the information and correct any inaccurate data. As these responses are received, the EIS/MMIS is updated accordingly. PCG has used these same letters in several states and have yielded excellent results.

In North Carolina, we have identified 17,000 recipients with near match results. Typically, letters are mailed in batches of 5,000 to monitor feedback before sending additional letters.

In late March, the first batch of letters were sent out. If a client contacts you regarding this letter, refer the recipient to Jennifer Malchek at 1-800-221-6218.

The county is not required to assist the client in filling out the form or in the verification of the insurance information. There should be no TPL information on the TPR Data Base for the county worker to update on this client. PCG will not be sending out follow up letters to those clients who fail to respond to this mailout.

To eliminate any undue burden on your staff, we are requesting that you refer the recipient to the 1-800-221-6218 number shown on the letter. The voice mail system is very simple to use. If the recipient is uncomfortable with using this reply system, he can stay on the line and speak with a customer service representative.

Please feel free to contact Derrick Stevenson, DMA/TPR, (919/733-6294) if you have any questions or comments.

Paul R. Perruzzi
Director