



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

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

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

December 12, 2011

Dear County Director of Social Services:

Attention: Medicaid, Special Assistance, Child Welfare, Work First and Food and Nutrition Services & Energy Supervisors

Subject: Verification of Wells Fargo Accounts for Public Assistance Recipients

This letter is to clarify Wells Fargo's procedures regarding verification of bank balances for checking and savings accounts and CDs for medical or public assistance agencies. The corporate office in San Francisco, California provided the following information to assist counties in obtaining verifications. Counties should follow the information on the Wells Fargo website, https://www.wellsfargo.com/biz/verification_deposit/medpub_assistance regarding bank verification for medical or public assistance agencies.

A procedure is incorporated specifically for medical or public assistance agencies to assist those agencies and their customers. Wells Fargo is requesting counties to use their form which can be downloaded. Once received, the form is designed for their system to provide a turnaround within 5 days.

Download and **fax** the verification form along with the customer/client signed and dated portion of the DSS-3431 to the Balance Confirmation Support Services at **1-336-796-8722**. The information faxes directly to the Wells Fargo Balance Confirmation Support Services in Roanoke, Virginia. They will complete all information that you request and fax it back to you. **Do not send your request to the local Wells Fargo Banks in the counties.** If you have problems or questions about your request you may call the Wells Fargo Balance Confirmation Support Services in Roanoke, Virginia. Call 1-540-563-7323, you must press Option 7, once the menu starts then, press Option 0 to speak with a representative in the Balance Confirmation Support Services Section.

Sincerely,

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

Dennis Streets,
Director, Division of Aging and Adult Services

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Dear County Director Letter
RE: Wells Fargo bank verification procedure
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Sherry S. Bradsher,
Director, Division of Social Services

AFS-11-20

