



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

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

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

December 29, 2009

Dear County Director of Social Services:

Due to the increase in the number of applications for Food and Nutrition Services and Medicaid, County Departments of Social Services have requested the Food Stamp Information System (FSIS) and the Eligibility Information System (EIS) be available for extended weekend hours on each Saturday and Sunday.

The IMS region for EIS, the SCC1CICS region for FSIS, the SCC4CICS region (including EPICS), NCDOT, and Online Verification (OLV) will be available on Saturdays from 7:00am until 7:30pm and on Sundays from 12 noon until 7:30pm. Please do not key outside of the hours indicated.

In the event that Saturdays and/or Sundays are needed to complete system changes or scheduled maintenance, counties will be notified via a listserv message that the systems are not available for keying. Please note the EIS system will be down on Saturday 1/09/2010 and Saturday 1/16/2010 for EIS testing as we will be implementing changes regarding Citizenship documentation and Low Income Subsidy applications. Please do not plan on EIS being available on those days; however, if testing concludes early, we will bring the system up. If you find it is available, you may key transactions as well as inquire.

If you have questions concerning the information in this letter, contact the Division of Medical Assistance, Eligibility Information System Unit at (919) 855-4000 or Division of Social Services, Information Support Unit at (919) 733-8938.

Sincerely,

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

Sherry S. Bradsher, Director  
Division of Social Services

Dennis W. Streets, Director  
Division of Aging and Adult Services

