



North Carolina Department of Health and Human Services  
Division of Social Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS  
  
Wayne E. Black  
Division Director

January 22, 2015

Dear County Directors of Social Services

ATTENTION: County Directors of Social Services

SUBJECT: Social Security Number Change Restrictions

Dear County Directors:

Effective January 26, 2015 County Departments of Social Services staff will no longer have the ability to make changes to, or zero out social security numbers (SSNs) for any client, when a social security number (SSN) already exists in North Carolina Families Accessing Services through Technology (NC FAST). Currently allowing county staff the ability to change or zero out valid SSNs has caused a negative impact in CNDS, EPICS, and other systems that use CNDS.

When a staff person enters zeroes for a SSN that is within NC FAST, it is subsequently changed in CNDS as well. CNDS now has thousands of customers with zero SSNs that were previously valid. Duplicate individual identification numbers (ids) and benefits have become a major problem due to zero SSNs.

Zero value SSNs within CNDS negatively affect other systems that rely on it for ongoing business operations. The ability to successfully execute recoupments in EPICS has been adversely affected. Creating EPICS referrals and establishing claims has also been impacted.

Security roles for DMA and DSS State staff have been updated to allow them the capability of changing/zeroing out SSNs in NC FAST. An edit has been created that will prevent any other person from updating an existing SSN currently in NC FAST with zeroes. The error message "You do not have the appropriate privileges to perform this action" is displayed in NC FAST if an unauthorized person attempts to perform such an action.

Performance Management/Reporting & Evaluation Management Section  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • [www.ncdhhs.gov/dss](http://www.ncdhhs.gov/dss)  
Tel 919-527-6260 • Fax 919-334-1052

Location: Hargrove Building, Dix Campus • 820 S. Boylan Avenue. • Raleigh, NC 27603  
Mailing Address: 2415 Mail Service Center • Raleigh, NC 27699-2415  
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If you are required to modify an existing SSN for an individual in NC FAST, please contact DMA for Medicaid individuals at 919-855-4000. To request a change for Work First, FNS and all other individuals, contact the Information Support Unit at 919-527-6270.

If you have questions, please contact DMA at 919-855-4000 or Information Support staff at 919-527-6270.

Sincerely,

A handwritten signature in black ink that reads "Hank Bowers". The signature is fluid and cursive.

Hank Bowers, Chief  
Performance Management/Reporting and  
Evaluation Management Section

A handwritten signature in black ink that reads "Betty J. Dumas-Beasley". The signature is in a cursive style.

Betty Dumas-Beasley, Chief  
Medicaid Eligibility Unit  
Division of Medical Assistance

HB/BDB/th

**DCDL PM-REM 02-2015**

cc: Wayne Black  
Robin Register  
Tracy Hicks