



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
DAVE RICHARD • Deputy Secretary, NC Medicaid

October 21, 2019

Re: Work Number Usage

Dear County Director of Social Services:

On March 6, 2019, DMA Administrative Letter No: 02-19, The Work Number Procedures provided updates and guidance related to usage of The Work Number for NC Medicaid Programs. The purpose of this letter is to provide information related to increased costs and to restate the Division of Health Benefits/ NC Medicaid guidance for accessing The Work Number.

Due to an enhancement to The Work Number, the number of transactions, also known as hits, increased. A hit is considered as any employer data retrieved during the specific timeframe requested by the worker. The transaction request options available to staff through The Work Number are:

- 3 previous months,
- 6 previous months,
- 1 previous year,
- 3 previous years, and
- view all available records.

Overage fees are charged when North Carolina exceeds the limits of the contract. This cost is passed down to the individual counties.

The attached report provides The Work Number usage, by county, for the period of January to May 2019 and shows that counties are requesting information for more than 90 days. For the time period of January to May 2019, 57% of the request for wages from The Work Number exceeded the three-month history selection. Of that percentage, 61% of The Work Number hits were for Medicaid purposes.

NC Medicaid program rules require staff to request wages at every application, recertification, and change in circumstance from all electronic sources including The Work Number. Individuals age 14 and up, have the potential for earned income. Therefore, The Work Number must be called for all applicant/beneficiaries, aged 14 and over, with the potential to have earned income that may be countable for MAGI.

The base period for most applications and recertifications is the month prior to the month eligibility is determined. For the retroactive period, the caseworker must look at earned income three (3) months prior to the month of application.

NC MEDICAID
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS

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In most cases, information older than three (3) months is not required to determine a household's eligibility according to rules for a given program. However, there are exceptions. Medicaid policy provides specific parameters when dealing with situations requiring Work Number information beyond 90 days. An example of such requests would be for appeal reversals, incorrect denials, program integrity investigations, and transitional programs.

The practice of requesting excessive information has resulted in North Carolina exceeding the current contract limit and jeopardizing the continuation of the contract. Your assistance is requested in ensuring staff are requesting the information needed to determine eligibility based on program rules.

If there are any questions regarding this information, please contact your [Medicaid Operational Support Team Representative](#).

Sincerely,

DocuSigned by:

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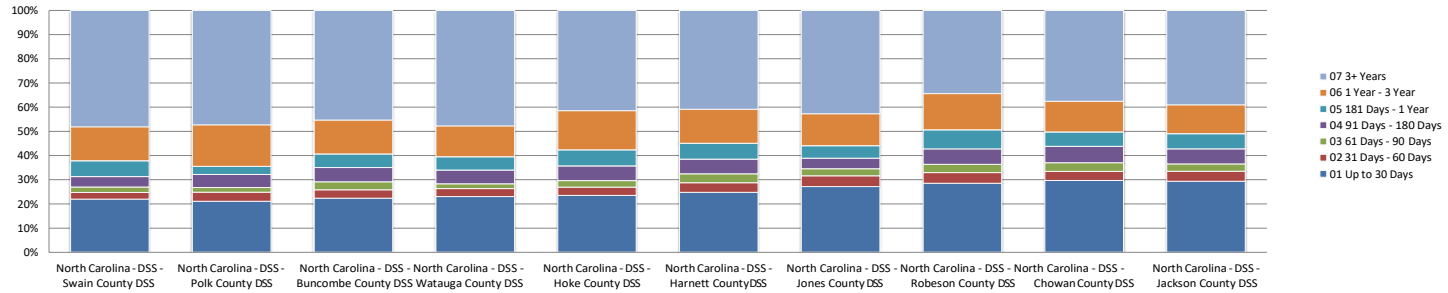
Dave Richard

Deputy Secretary, NC Medicaid

Attachment:

NC County Level Record Age Distribution

Top 10 Counties- Record Age Distribution Chart
Jan -May 2019



Row Labels	01 Up to 30 Days	02 31 Days - 60 Days	03 61 Days - 90 Days	04 91 Days - 180 Days	05 181 Days - 1 Year	06 1 Year - 3 Year	07 3+ Years	n/a	Grand Total	Percentage of usage >3mths
North Carolina - DSS - Swain County DSS	158	20	16	31	47	101	346		719	75%
North Carolina - DSS - Polk County DSS	145	26	13	37	23	118	325	2	687	75%
North Carolina - DSS - Buncombe County DSS	7159	1114	1038	1895	1793	4480	14485	2	31964	74%
North Carolina - DSS - Watauga County DSS	248	36	21	61	59	138	514	2	1077	74%
North Carolina - DSS - Hoke County DSS	1390	197	162	357	389	958	2442	1	5895	73%
North Carolina - DSS - Harnett County DSS	3662	591	551	898	962	2085	6041	2	14790	71%
North Carolina - DSS - Jones County DSS	317	52	34	51	60	154	498		1166	68%
North Carolina - DSS - Robeson County DSS	4110	633	487	918	1129	2158	4947	1	14382	67%
North Carolina - DSS - Chowan County DSS	489	61	59	112	97	210	617		1645	67%
North Carolina - DSS - Jackson County DSS	589	82	61	125	125	240	782		2004	67%
North Carolina - DSS - Mecklenburg County DSS	42637	6414	5926	11514	12389	23272	43477	33	145629	66%
North Carolina - DSS - Onslow County DSS	3932	495	398	890	895	1717	4699		13026	66%
North Carolina - DSS - Duplin County DSS	771	146	106	226	267	401	756		2673	66%
North Carolina - DSS - Davie County DSS	861	119	68	141	196	380	1088		2853	66%
North Carolina - DSS - Johnston County DSS	4128	622	513	992	950	2114	4438	1	13757	65%
North Carolina - DSS - Wake County Human Services	20836	2924	2582	5005	4750	9844	22544	19	68485	65%
North Carolina - DSS - Granville County DSS	1968	310	269	635	570	892	1920		6564	65%
North Carolina - DSS - Henderson County DSS	2376	306	292	486	412	972	2833		7677	65%
North Carolina - DSS - Durham County DSS	8352	1514	1300	2429	2103	3930	8061	1	27689	64%
North Carolina - DSS - Franklin County DSS	1397	217	174	319	342	614	1402		4465	64%
North Carolina - DSS - Columbus County DSS	1058	145	133	219	238	484	1049		3326	64%
North Carolina - DSS - Forsyth County DSS	12316	2044	1747	3561	3186	5428	11235	2	39517	64%
North Carolina - DSS - Moore County DSS	1473	200	184	358	335	633	1385		4568	63%
North Carolina - DSS - Rowan County DSS	4228	698	460	946	933	2176	3978		13419	63%
North Carolina - DSS - Guilford County DSS	22298	3642	3056	5979	5981	9802	19225	1	69983	63%
North Carolina - DSS - Halifax County DSS	2616	341	281	581	613	934	2554		7920	63%
North Carolina - DSS - Orange County DSS	2265	340	268	494	386	872	2324		6949	63%
North Carolina - DSS - Haywood County DSS	1142	142	130	299	278	516	904		3411	62%
North Carolina - DSS - Union County DSS	3618	447	396	794	787	1176	3182		10400	61%
North Carolina - DSS - Cleveland County DSS	5016	780	740	1253	1047	2256	3675		14767	61%
North Carolina - DSS - Wayne County DSS	4451	645	538	1001	816	1476	3855		12782	60%
North Carolina - DSS - Hyde County DSS	14		1	2	3	3	12		35	60%
North Carolina - DSS - Cabarrus County DSS	6867	1070	1017	1843	1799	2481	4322	2	19399	59%
North Carolina - DSS - Wilson County DSS	3621	511	484	940	907	1298	2331		10092	59%
North Carolina - DSS - Gaston County DSS	7945	1361	1051	1825	1693	2950	5654	3	22479	59%
North Carolina - DSS - NC Div of Social Services	120	17	13	35	31	38	74		328	58%
North Carolina - DSS - Person County DSS	800	182	148	191	170	227	630		2348	58%
North Carolina - DSS - Chatham County DSS	1251	154	127	238	314	370	888		3342	58%
North Carolina - DSS - Caldwell County DSS	2418	382	347	768	393	739	1539		6586	57%
North Carolina - DSS - Caswell County DSS	505	96	62	113	105	164	366		1411	57%
North Carolina - DSS - Pitt County DSS	7175	1028	883	1519	1345	2295	4995	1	19240	57%
North Carolina - DSS - Lenoir County DSS	2044	347	273	512	446	657	1307	1	5586	57%
North Carolina - DSS - Burke County DSS	2418	367	269	540	412	760	1738		6504	57%
North Carolina - DSS - Dare County DSS	447	56	51	80	87	119	329		1169	57%
North Carolina - DSS - Rockingham County DSS	1765	274	206	382	414	651	1016		4708	57%
North Carolina - DSS - Cumberland County DSS	11444	1767	1351	2538	2007	3846	7208	3	30161	56%

