



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

August 29, 2025

Re: Updating/Deleting Incorrect Social Security Numbers

Dear County Director of Social Services:

Social Security number corrections have been a role/function of the local Departments of Social Services (DSS) since April 17th, 2017. This process allows for quick and adequate corrections to expedite the application and redetermination process. Access is given to up to four supervisors per county.

Supervisors must ensure that staff are fully trained in the process of CNDS person registration. Errors in the CNDS person registration process have caused duplicate CNDS numbers to be assigned to individuals. This can affect benefits and accuracy of eligibility determination. The appropriate Job Aids can be found in NCFast Help.

- **Searching for Persons** can be found by clicking on hyperlink **Subsidized Child Care Assistance** and selecting the folder for **Case Management**. From there, you will click on the folder titled **Searching for Persons**.
- Registering Persons can be found by clicking on the hyperlink **Economic Services: Job Aids A to Z** and selecting the folder for **Application and Processing**. From there, you will click on **Registering and Matching Persons** and select the Job Aid titled **Registering Persons**. Under Registering and Matching Persons, you will also find the Job Aid for **Completing a Person Merge**.

Staff are required to view these Job Aids to understand the merge process once an incorrect social security number has been deleted. Understanding the merging process is critical. Local agencies must ensure that these Job Aids are being followed by all agency staff responsible for registering and merging persons in NC FAST.

If a social security number correction is made, duplicate person records **MUST** be merged to reduce the number of duplicates generated in NC FAST.

Each local agency is advised to keep a record tracking the names and date of each staff member that completed the training. The Point of Contact (POC) should sign off on all completed training. This information should be housed in one area in the event the information is requested from the NC Medicaid. Each local agency must appoint a supervisor as the POC.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • XXXX OFFICE OR DIVISION IF NEEDED XXXXX

LOCATION: 65 Moore Drive Durham, NC 27709

MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501

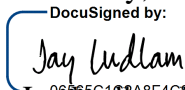
www.ncdhhs.gov • TEL: 919-813-5340 • FAX: 919-882-8934

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Any updates to the current list must be sent to DHB contact, Melissa Artis. The County Director or POC shall send an email to DHB contact, Melissa Artis, Melissa.Artis@dhhs.nc.gov which includes the attached "Acknowledgement of Completed Training and Designation of Point of Contact". If you have any questions, please contact Melissa Artis, Melissa.Artis@dhhs.nc.gov.

Sincerely,

DocuSigned by:

A blue ink handwritten signature of Jay Ludlam, enclosed in a blue DocuSign signature box.

Jay Ludlam Deputy Secretary, NC Medicaid

**ACKNOWLEDGEMENT OF COMPLETED TRAINING
AND DESIGNATION OF POINT OF CONTACT**

I _____ Director of _____ County hereby state that the following supervisors have completed the **Searching for Persons** and **Registering Persons** Job Aid review along with the review of **Completing a Person Merge** job aid. I have designated these supervisors (up to 4) to delete social security numbers to prevent duplicate CNDS IDs in NCFAST, when applicable. I have also designated a POC in the county to monitor these activities to determine if additional training is needed based on trends identified.

Individual's Name/Email Address	Contact Phone Number	NCID
POC:		

SIGNATURE:

DATE: