



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

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
JAY LUDLAM • Deputy Secretary, NC Medicaid

November 5, 2024

Re: The Work Number (TWN) Age Clarification

Dear County Director of Social Services:

On October 21, 2019, The Division of Health Benefits (DHB) issued a Dear County Director letter that provided guidance related to the usage of The Work Number (TWN) for NC Medicaid Programs. Included in the guidance were instructions to use TWN for individuals aged 14 or older.

Due to federal regulations, DHB is now issuing the following revised guidance for TWN usage. Please note that only the age requirements are being revised. The remainder of the information found in the October 21, 2019, Dear County Director letter is still relevant.

Effective immediately, local agencies may only request TWN for applicants/beneficiaries who are aged **18 and over**. When an individual under the age of 18 has reported earned income that must be verified, refer to [MA-3306](#), Modified Adjusted Gross Income (MAGI), and MA-[2250/3300](#), Income for other acceptable verification methods.

Sincerely,

DocuSigned by:

A handwritten signature in black ink that reads "Jay Ludlam".
Jay Ludlam

Deputy Secretary, NC Medicaid

NC MEDICAID

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

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