



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

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

April 10, 2025

Re: The Work Number Usage Reminder

Dear County Directors of Social Services:

The [Dear County Director Letter, Work Number Usage](#), dated Oct. 22, 2019, gave updates and guidance related to the costs of The Work Number (TWN) for NC Medicaid Programs. The purpose of this letter is to provide information and reminders related to increased costs and to restate the Division of Health Benefits/NC Medicaid guidance for accessing TWN.

Overage fees occur when North Carolina exceeds the limits of the contract. This cost could be passed down to the individual counties. 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 TWN are:

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

NC Medicaid program rules require staff to request wages at every application, recertification, and change in circumstance from all electronic sources including TWN. Local agencies can 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.

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

In most cases, information older than three months is not required to determine a household's eligibility according to rules for a given program.

Medicaid policy provides specific parameters when dealing with situations requiring TWN information beyond 90 days (e.g., appeal reversals, incorrect denials, program integrity investigations, and transitional programs).

NC MEDICAID

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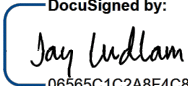
TWN data usage shows local agencies are rerunning electronic matches when a case falls out of Straight Through Process (STP). As a reminder, local agencies must use electronic matches automatically run by the system in NC FAST during STP. Electronic matches, including TWN, are automatically run on cases for STP to occur.

Local agencies should check other agency records to see if electronic matches have recently been run on another case. Unless there is a discrepancy with the electronic matches in NC FAST or a change is reported after the electronic matches were run, they should not be run again.

Requests for excessive information could result in North Carolina exceeding the current contract limit, thus jeopardizing the continuation of the contract. Your assistance is requested to ensure staff requests the information needed to determine eligibility based on program rules.

For questions about this information, please contact your Medicaid Operational Support Team Representative.

Sincerely,

DocuSigned by:

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Jay Ludlam
Deputy Secretary, NC Medicaid