

---

INTRODUCTION

---

EIS 1000 - INTRODUCTION  
REVISED 10/1/09 - CHANGE NO. 01-10

I. SYSTEM OVERVIEW

The North Carolina Eligibility Information System (EIS) is an automated system which provides support for Work First Family Assistance (WFFA), Medical Assistance (MA), Special Assistance (SA), Medicaid for Foster Care and Adoptive Children, and Refugee Assistance Programs.

EIS was implemented statewide in August, 1982. It allows entering and retrieving of case and individual data required to produce assistance checks, Medicaid ID cards, and federal, State, and county level management reports. Since implementation, the state has made changes to the system as needed to support programmatic changes such as additional Medicaid and WFFA coverage groups.

Income Maintenance Caseworkers (IMC) are responsible for ensuring that correct information is entered into EIS. IMC key information into EIS based on established deadlines. Keyed data is edited by the system to ensure correct information is entered for each aid program/category.

Individual ID numbers must be assigned prior to submitting applications. All applications are keyed, edited on-line, and are available for inquiry statewide the same day. Case ID numbers are assigned at the time the application form is keyed. An Application Turnaround is produced and mailed to the county the next workday.

Application dispositions are keyed, edited on-line, updated nightly, and are available for inquiry the next workday. Denial and withdrawal notices are automatically produced and mailed to the individual the next workday.

Checks and/or Medicaid ID cards are produced nightly for approved applications.

Applications are tracked from the application data keyed into the system. They are tracked until they are dispositioned. For WFFA applications, these are tracked until the first check is issued which could be after disposition. EIS uses the date of application to calculate the critical dates (20, 45, 60, and 90 days) relating to the policy time standards. This information is reported to the counties on a weekly and monthly basis to ensure that applications are completed within the appropriate time standards.

Changes to cases must be completed and keyed before applicable deadlines. These changes are edited on-line, updated nightly, and are available for inquiry the next workday. Case Profiles are produced and mailed to the county the next workday. Inquiry is a valuable tool for the IMC. In addition to application and case inquiries, there are several other inquiry selections the IMC can use in verifying eligibility and responding to questions about benefits.

EIS also produces various reports including Case Management, Statistical Data, and Daily and Monthly Benefit Registers.

---

INTRODUCTION

---

REISSUED 10/01/09 - CHANGE NO. 01-10

**II. SECURITY**

To comply with Federal Regulations in 45 CFR 94.621, the Department of Human Resources and the State Computer Center have implemented Resource Access Control Facility (RACF) to help protect data in the computer files at the State Information Processing Center (SIPS).

RACF controls overall access to the Divisions' automated system which support programs supervised by Division of Medical Assistance and Division of Social Services. RACF does not replace security already in place for individual systems. In RACF, each individual user is identified and verified by a unique ID and a self-assigned password. RACF ID's and generic passwords are provided by the DMA/DSS Security Administrators to the County Security Control Officer who is responsible for assigning these to each user. Each user selects (after the first generic entry) his own password and ensures the security of his ID and password.

RACF passwords are confidential and all users must sign a memorandum of understanding when assigned security clearance. All users are instructed that RACF ID's and passwords are for Official Use Only. Do not share or display these passwords and ID's.

Passwords must be unique to the individual user. These passwords must begin with an alpha character and must be six to eight characters (can be letters, numbers, or combination of both). It is suggested that when designing a password, users should avoid such passwords that could easily identify them (eg: nickname, family name, date of birth).

A password and RACF ID is revoked if not used in 45 days, entered incorrectly five times in a row, or not changed within the required time frames (90 days). A message notifying the user that his password has been revoked is displayed. Should this occur, the user must contact his County Security Officer for assistance.

If a user forgets his password, he must contact his County Security Control Officer to obtain a temporary password which allows him to assign a new RACF password.

There are two levels of security for EIS. The first level is RACF. RACF is used to ensure computer access security for IMS and SCC4CICS. The second level of security is specific to each individual computer system that is accessed after RACF procedures have been completed.

---

INTRODUCTION

---

REISSUED 10/01/96 - CHANGE NO. 2-96

**III. CONFIDENTIALITY**

Client records are confidential information. North Carolina General Statute 108A-80 provides for the protection of the client's right to the confidentiality of the information about himself. The same right to confidentiality that applies to written records applies to automated records.

North Carolina has had computer support for various functions since the 1960's. Since then, there has been a dramatic change in the nature and scope of this support. Therefore, policy and procedures have been developed to safeguard the security and the integrity of the information in our system.

County departments have the responsibility for enforcing these policies and procedures ensuring that unauthorized individuals do not gain access to our systems, and data is not used for unauthorized purposes. This is the reason for the EIS security procedures. If a particular system or function is needed by a worker to carry out his job responsibilities, he is assigned access to that system or function.

Once you are assigned system access, it is imperative you keep in mind that the data secured through EIS, FSIS, SCC4CICS, or other systems is to be used only for determining eligibility. Each user must follow the policy and procedures of confidentiality and security.

---

INTRODUCTION

---

ISSUED 3/1/90 - CHANGE NO. 1-90

**IV. HOW TO USE THIS MANUAL**

This manual is designed to be self instructional in completing computer input forms, system inquires, and using the Automated Budget Calculation function.

The manual is divided into four volumes which are subdivided by function. A function is the particular action you wish to accomplish. Functions are explained either by specific aid program/category or as they relate to Medicaid, WFFA, Refugee, and Special Assistance programs. For example: The applications volume contains approving an application for WFFA, Refugee, etc.

Tabs are used in each column to assist you in locating a particular function. Each volume also includes a table of contents for all volumes.

In order to perform a particular action use the appropriate volume, find the function you wish to perform, and turn to it.

Each volume is described below.

**Volume 1, Reference and Inquiry**, Contains inquiry instructions, verification tools, State Office contacts, and a glossary.

**Volume 2, Applications**, Contains instructions on how to complete an application form, how to make changes to a pending application, including county transfers for pending applications, and how to deny, withdraw, or approve an application. It also contains information regarding the various application reports and benefits produced by EIS after application approval.

**Volume 3, Case Maintenance**, Contains instructions on how to complete redeterminations and terminations, how to make changes to an active case, how to resolve duplicate ID's, and how to do aid program/category transfers and county transfers. This volume also contains a list of error messages displayed on-line during keying and on the Error and Attention Report.

**Volume 4, Handbook**, Contains a list of codes and their values, and mailing address appendix. You may wish to add additional manual sections which you reference on a daily basis, such as the program transfer chart. This volume can be "personalized" to help you in anyway you choose.

Consistent use of the instructions in each volume of this manual allows you to communicate with the system to produce the results you desire in a timely manner. Thorough policy understanding makes the use of this manual much easier.