
COMMON NAME DATABASE

EIS 1056 - COMMON NAME DATABASE
REVISED 08/01/04 - CHANGE NO. 01-05

The Common Name Database includes all Individual IDs assigned in the Eligibility Information System (EIS) or Food Stamp Information System (FSIS). The Individual ID can be included in a pending, denied or withdrawn application, in an active or terminated case, or have no associated EIS activity. When there is no EIS activity associated with an ID, it may be because the ID has just been assigned, EIS history has been purged, or there is only FSIS history. EIS displays only EIS activity. You must inquire in FSIS to view Food Stamp activity.

It is intended that only one Individual ID is assigned to a specific individual, even though they may receive benefits under that ID in more than one Case ID during their lifetime. Assignment of only one Individual ID to a specific individual prevents duplicate benefits from being issued in EIS, since an Individual ID can only be active in one case at a time. The Individual ID also is a tracking mechanism for Medicaid eligibility for each individual on a case. When more than one Individual ID is assigned, tracking periods of eligibility is complicated and may cause Medicaid claims to be denied.

An application cannot be entered into EIS unless every person on the application has an Individual ID. This includes individuals who are casehead/payees only.

When an individual applies for assistance, always complete Name Search using all names the person has ever used. If the SSN is available, always include it in your search criteria. If it is determined through Name Search that an individual has a previously assigned Individual ID, use this ID number for the current application. If multiple matches are found, see Section II, Multiple Individual ID Resolution, within this section. If no match is found, an Individual ID must be assigned. The Name Search function is used to assign Individual IDs.

Absent parents referred to IVD must also have an EIS Individual ID identified/assigned before beginning the referral to IVD. You may complete Name Search for the absent parent(s) at the same time you search the rest of the family group. If the absent parent's name, race, sex and date of birth are known, the EIS Individual ID may be identified/assigned in the Common Name Database. If all required data is not known, the EIS Individual ID may be identified/assigned in the Absent Parent Database, which is accessed from the Common Name Database. See II. in this section for instructions.

These procedures are designed to prevent assignment of duplicate IDs and issuance of duplicate benefits to the same individual. If you discover that two or more Individual IDs have been assigned to an individual see Section III., Multiple ID Resolution, within this section. If you find that Individual IDs have been combined in error, contact the Division of Medical Assistance, Claims Analysis Unit. Refer to [EIS 1200](#) for the Mailing address and telephone number.

COMMON NAME DATABASE

REVISED 08/01/04 - CHANGE NO. 01-05

I. NAME/SSN SEARCH/ID ASSIGNMENT

This function is used to search the Common Name Database for existing Individual IDs and Individual ID assignment.

A. Access Procedure

From any screen in EIS that has the SELECTION field, enter NS. Press ENTER. EIS displays the following screen:

EJA910	COMMON NAME DATA ENTRY	DATE: 08/07/96
	NAME/SSN SEARCH	TIME: 15:57:27
CASE ID:		
F	SSN	FIRST M LAST
	SUF	DOB S
	PAY	CO INDIVIDUAL SSI
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE PF2-INQUIRY MENU PF5-REFRESH		
SELECTION: KEY: PF7-BACKWARD PF8-FORWARD		
ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH		

B. Screen Description

1. F-Function Key one of the following:
 - S-Search-Key S to complete a name/Social Security Number (SSN) search.
 - A-Assign-Key A to assign an Individual ID to an individual after a name search is completed.
 - E-Erase-Key E to erase someone from the screen before you have pressed PF1 to update a group.
 - D-Delete-Key D to delete someone who is incorrectly included in a group. This does not delete the ID from the Common Name Database, only from the group.
2. SSN-Social Security Number
3. FIRST M LAST-Name fields
4. DOB-Date of birth
5. S-Sex

COMMON NAME DATABASE

REISSUED 02/01/07 - CHANGE NO. 04-07

I. B. (CONT'D)-SCREEN DESCRIPTIONS

6. **PAY**-Payee indicator

P-This person is the casehead/payee.

Blank-This person is not the casehead/payee.

7. **CO**-County number

8. **INDIVIDUAL**-Individual ID-(Do not key in this field.)
The Individual ID displays when an individual is selected as a match from the list of potential matches or Individual ID assignment is performed.

9. **SSI**-SSI indicator-(Do not key in this field.) The SSI Indicator displays when an individual is selected as a match from the list of potential matches.

Y-This person receives SSI.

N-This person does not receive SSI.

- Press PF2 to return to the EIS Inquiry Menu.
- Press PF5 to refresh (clear) the Name Search screen.
- Press PF7 to page backward from a list of potential match IDs.
- Press PF8 to page forward from a list of potential match IDs.

C. Name Search Only

This function is used to identify an existing Individual ID. It is useful when you need information on a client for mail routing within the agency, identification of the client's worker from the EIS case, etc.

1. Enter S in the F(Function) column.
2. Enter a minimum of first name, last name, and sex code. Enter date of birth, and SSN to narrow the search.
3. Enter county number to search IDs in a specific county.
4. Press ENTER.
5. EIS displays a list of potential match IDs.

COMMON NAME DATABASE

REVISED 02/01/07 - CHANGE NO. 04-07

I. (CONT'D)

D. SSN Search

This function is used to identify individuals with the same Social Security Number. This is also a good way to locate an Individual ID assigned in a maiden name, other married name, or nickname.

1. Enter S in the F(Function) column.
2. Enter the SSN in the SSN column.
3. Press ENTER.
4. EIS displays a list of potential match IDs.

E. SSN Search Using Last 4 Digits of SSN

NOTE: You must use the entire SSN when assigning an individual ID number.

1. Enter zeroes for the first 5 digits of the SSN followed by the last 4 digits of the SSN.
2. Enter the Individual's First Name and Last Name.
3. Enter if available Date of Birth, Middle Initial, and County Number to narrow the search of potential matches.
4. Press ENTER.
5. EIS displays a list of potential match IDs.

F. Name/SSN Search/Individual ID Assignment

Use this function to do a complete Name Search. You may identify an existing Individual ID or assign a new ID.

1. Enter S in the F(Function) column.
2. Enter, at a minimum, first name, last name, date of birth, and sex code. Enter the SSN if available. If an individual has had multiple names, complete a name search using each name. Bob Smith may be listed as Robert Smith. Mary Jones may be listed in her maiden name as Mary Smith.

 COMMON NAME DATABASE

REVISED 02/01/11 - CHANGE NO. 03-11

I. F. 2. (CONT'D)

NOTE: The name entered through the Individual ID assignment process must match Social Security Records. Use the name on the SDX, BENDEX, SOLQ, TPQ, Social Security Card, or Medicare Card. If a discrepancy exists, use the name from the online verification.

However, with Hispanic names, when none of the above is available, Hispanic names should be entered in EIS as recipient's First Name, Middle Initial, and as much of both Last names possible.

Ex: Recipient's name is Jose R Gonzales Bonilla. Jose is the recipient's first name, R is the Middle Initial, Last names Gonzales is the father's last name and Bonilla is the Mother's maiden name. Enter it into EIS as Jose R GonzalesBon.

3. Enter P under the PAY column if this is the casehead/payee.
4. DO NOT ENTER A COUNTY NUMBER. If you are performing Name Search for an application, a statewide search is required, even if there may be an existing Individual ID. You cannot assign an Individual ID if you enter a county number.

NOTE: IT IS IMPERATIVE THAT THE SEX CODE AND FIRST LETTER OF THE LAST NAME ARE KEYED CORRECTLY TO ENSURE A PROPER NAME SEARCH.

5. When completing Name Search for an application, you may search all individuals from one name search screen. Enter all individuals on the Name Search screen. Enter S in the F(Function) column for all individuals. Follow instructions below for each individual.

EJA910	COMMON NAME DATA ENTRY					DATE: 08/09/04		
	NAME/SSN SEARCH					TIME: 13:57:20		
CASE ID:								
F	SSN	FIRST	M LAST	SUF	DOB	S	PAY CO	INDIVIDUAL SSI
s	999999999	vidalia	onion		01011950	f	p	
s		sweetie	onion		01011996	f		
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE				PF2-INQUIRY MENU		PF5-REFRESH		
SELECTION: KEY:				PF7-BACKWARD		PF8-FORWARD		
ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH								

 COMMON NAME DATABASE

REISSUED 02/01/11 - CHANGE NO. 03-11

I. F. 5. (CONT'D) NAME/SSN/SEARCH/INDIVIDUAL ID ASSIGNMENT

Enter the necessary information following instructions listed above. Press ENTER. EIS searches one individual at a time, beginning with the individual on the first line. EIS uses the data entered to screen each applicant against all individuals in the Common Name Database. The individual may have EIS history, FSIS history or both. Only EIS case and application history displays in Name Search. You must inquire in FSIS to view FSIS activity.

You may use any Individual ID assigned to an individual. If an individual has more than one ID, see Multiple Individual ID Resolution below to determine which ID should be used.

EIS displays the following screen. When the Social Security Number is entered as part of the search criteria, EIS completes name and SSN search at the same time. Individuals who match on SSN display first, then individuals who match on name and date of birth within 5 years. Only the first 120 potential matches display, 11 per screen. When there are more than 11 matches, press PF8 to page forward one screen. Press PF7 to page backward to a previous screen.

***** EIS NAME/SSN SEARCH *****											
FIRST-NAME	MI	LAST-NAME	SUF	BIRTHDATE	SSN	SEX	CO	NO			
VIDALIA		ONION		01011950	999999999	F					
***** 004 M A T C H E S ***** 08/09/04 *****											
S	FIRST-NAME	MI	LAST-NAME	SUF	DOB	IND-ID	S	ES	FS	SSN	SSI
	PURPLE		PEOPLEEATER		01011900	744744744Q	F	23		999999999	N
	VIDALIA		ONION		01011950	944944944L	F	34	34	999999999	N
	VINAGRETTE		ONION		01011952	984484484T			19	000000000	N
	VIOLETTE		OMAN		03141950	944444444R			67	000000000	N

SEL: (S) MORE INFO (X) MATCHED INDIV (R) INDIV R/E/L THEN PRESS ENTER
 PF2-INQ PF3-PREV SCREEN PF4-AP INQ PF7-BACKWARD PF8-FORWARD PF9-ALL R/E/L

6. From this screen there are three possibilities.
 - a. You may already know from this screen that you have a matched individual. Go to 7. below.
 - b. You may need to do further research. Go to 8. below.
 - c. You may need to assign a new Individual ID. Press PF3 to return to the first name search screen. Enter A to the left of the individual for which you wish to assign a new ID. Press ENTER. Go to 9. below.
7. Matched individual
 - a. Enter X in the S(Select) column beside the match individual. Press PF3 back to the initial Name Search screen.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

I. F. (CONT'D) NAME/SSN SEARCH/INDIVIDUAL ID ASSIGNMENT

b. EIS automatically enters the selected ID along with the demographic data from the Common Name Database on the first name search screen. Go to 9. below.

8. Further research is needed

There are 2 possibilities for further research.

a. View R/E/L Data

(1) Press PF9 and the following screen displays the first 6 of the 12 individuals from the NS screen display.

(a) Press PF8 to view the next 6.

(b) Press PF3 to return to the NS Screen.

SSN	FIRST	M LAST	SUF	DOB	S	P	CO	CO	ES FS	INDIVIDUAL	SSI
2XXXXXXXX	JOHN	SMITH		07221884	M		60		900000000M	N	
	RACE: B			ETHNICITY: N					LANG: EN		
000000000	JOHN	G SMITH		01011900	M				911111111P	N	
	RACE: W			ETHNICITY: N					LANG: EN		
000000000	JOHN	SMITH		01011900	M				922222222Q	N	
	RACE: B			ETHNICITY: N					LANG: EN		
000000000	JOHN	SMITH		01011900	M				933333333L	N	
	RACE: W			ETHNICITY: N					LANG: EN		
3XXXXXXXX	JOHN	A SMITH		04111902	M	9	90	90	944444444L	N	
	RACE: W			ETHNICITY: N					LANG: EN		
4XXXXXXXX	JOHN	H SMITH		07171902	M		26		255555555P	N	
	RACE: B			ETHNICITY: N					LANG: EN		

PF3-CANCL PF7-BCKWD PF8-FORWD <RACE-A,B,I,P,W,U> <ETHN-C,H,M,N,P,U>

(2) Key "R" in the S(Select) column beside one individual on the NS screen and the following screen displays.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

I. F. 8. (CONT'D) NAME/SSN SEARCH/INDIVIDUAL ID ASSIGNMENT

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EXB032          ***** COMMON NAME DATA ENTRY *****      DATE: 06/16/04
                  SSN/NAME SEARCH                               TIME: 16:17:07

                  CASE ID: 31111111

                  ES FS
SSN   FIRST    M LAST      SUF   DOB    S P CO CO INDIVIDUAL SSI
-----
2XXXXXXX JOHNNY      SMITH          10121897 M 9 35 35 91111111S N
RACE: B                      ETHNICITY: N                      LANG: EN

PF3-RETURN <RACE-A,B,I,P,W,U> <ETHN-C,H,M,N,P,U>
  
```

b. View previous Case and Application Data

- (1) Enter S in the S(Select) column to view a list of applications for a specific individual. Press ENTER. EIS displays the following screen.

```

***** EIS INDIVIDUAL APPLICATIONS *****

FIRST-NAME MI LAST-NAME   SUF BIRTHDATE   SSN           SEX   IND-ID
VIDALIA      ONION         01011950      F     944944944L
SEL ***** 002 APPLICATIONS ***** 08/09/04 *****
CASE ID 33333333
FIRST-NAME MI LAST-NAME   SUF AID APP-DTE DIS-DTE TP RE   SSN   FORM
VIDALIA      ONION         AAF 092492 10151992 A A1     3333333G
VIDALIA      L  ONION         MAF 092492 03251993 D B2     4444444G

USE (S) FOR MORE INFORMATION - PRESS ENTER          PF3-PREV SCREEN  PF2-INQUIRY
                                                    PF7-BACKWARD    PF8-FORWARD
  
```

- (a) Enter S beside a line of application data to view specific application data (Application Inquiry). Press ENTER.

From Application Inquiry press PF3 to return to the list of applications. Press PF3 again to return to the list of potential match IDs. Press PF3 again to return to the NAME SEARCH screen.

- (b) Enter S beside Case ID to view Current Case Data. Press ENTER.

COMMON NAME DATABASE

REISSUED 10/01/08 - CHANGE NO. 01-09

I. F. (CONT'D) NAME/SSN SEARCH/INDIVIDUAL ID ASSIGNMENT

From Current Case Data, you may enter CI to scroll through the recipients on the case, through ID and IE. Press PF3 to return to the list of potential match ids.

- (2) When you return to the list of potential match ids, there are two possibilities, you may have a matched individual (See 7. above) or you may need to assign a new ID.

To assign a new ID, press PF3 to return to the first Name Search screen. Enter A(Assign) in the F(Function) column. Press ENTER. Go to 9. below.

9. Continue this process until you have researched each individual entered on the first Name Search screen. Press ENTER.
- a. EIS displays a message ENTER ADDITIONAL INFORMATION OR PF1 TO CREATE/UPDATE GROUP. Press PF1 to complete the Name Search/ID Assignment process.
- (1) If you entered A to assign an ID, EIS assigns an ID and displays it on the screen.
- (2) If you had a matched individual, EIS updates with the match ID.
- b. EIS displays the message UPDATE COMPLETE-CONTINUE.
- c. EIS retains the name, date of birth, sex code, and SSN already associated with that individual in the Common Name Database. If any of this data needs to be changed, use the Name Change function after completing the Name Search/ID assignment process for the group. See IV. below.

NOTE: Press PF2 before pressing PF1 to exit Name Search without updating the group. EIS displays the Inquiry Menu.

Press PF5 before pressing PF1, to refresh the Name Search screen without updating the group.

10. EIS assigns all individuals on the screen to a group. A group is all individuals on a pending application or case, including casehead/payees only. An individual can be in more than one group.

 COMMON NAME DATABASE

REISSUED 10/01/08 - CHANGE NO. 01-09

I. F. 10. (CONT'D) NAME/SSN SEARCH/INDIVIDUAL ID ASSIGNMENT

When you delete an individual at application approval or later delete one or more individuals from the active case, EIS updates the group automatically and deletes the person(s).

When you add an individual to an existing case, EIS updates the group automatically to include the new person(s).

When Name Search/ID Assignment is complete, the screen may look like this:

EJA910	COMMON NAME DATA ENTRY		DATE: 08/09/04	
	NAME/SSN SEARCH		TIME: 13:57:20	
CASE ID:				
F	SSN	FIRST	M LAST	SUF DOB S PAY CO INDIVIDUAL SSI
I	999999999	vidalia	onion	01011950 f p 944944944L
I		sweetie	onion	01011996 f 898989898T
F - (S)EARCH (A)SSIGN (D)ELETE			PF2-INQUIRY MENU PF5-REFRESH	
SELECTION: KEY:			PF7-BACKWARD PF8-FORWARD	
UPDATE COMPLETE-CONTINUE				

Screen print or write the Individual IDs for the group. You will need to enter these ID numbers on the DSS-8124.

II. ABSENT PARENT DATABASE

The Absent Parent Database includes individuals who are referred to Child Support (IVD) as absent parents, but whose entire name, race, sex and/or date of birth are not known at the time the referral is completed. You must identify or assign an individual ID to each absent parent before beginning the referral to IVD in EIS. You may enter absent parent data when completing name search/ID assignment for the entire family group or complete a separate search. Make every attempt to identify an existing individual ID, just as you would for an applicant for benefits. Duplicate individual IDs for absent parents create duplicate cases in ACTS and may delay action on the child support case.

If you identify multiple potential matches, it may be helpful to perform inquiry into ACTS for additional information. If you identify an individual in ACTS who appears to be a potential match, you may be able to determine if this is the same person based on the children or client in the ACTS case.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

II. (CONT'D) ABSENT PARENT DATABASE

A. Access Procedure

On the first screen in EIS NAME/SSN SEARCH enter known AP data. Press ENTER.

EJA910	COMMON NAME DATA ENTRY		DATE: 07/29/04	
	NAME/SSN SEARCH		TIME: 17:25:27	
CASE ID:				
F	SSN	FIRST	M LAST	SUF DOB S PAY CO INDIVIDUAL SSI
S		JOHN	WILLIAMS	M
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE PF2-INQUIRY MENU PF5-REFRESH				
SELECTION: KEY: PF7-BACKWARD PF8-FORWARD				
ENTER GROUP OR INDIVIDUAL DATA AND (S) TO NAME SEARCH				

EIS displays a list of potential matches from the Common Name Database.

***** EIS NAME/SSN SEARCH *****										
FIRST-NAME	MI	LAST-NAME	SUF	BIRTHDATE	SSN	SEX	CO	NO		
JOHN		WILLIAMS				M				
***** 115 M A T C H E S ***** 08/09/04 *****										
S	FIRST-NAME	MI	LAST-NAME	SUF	DOB	IND-ID	S	ES	FS	SSN SSI
							CO	CO		
	JOHN	E	WILLIAMS		01011959	638885695K	M	51	51	638885695 Y
	JOHN	D	WILLIAMS		03011950	955908550M			36	155508689 N
	JOHN		WILLIAMS		05011950	955908555L			55	638859003 N
	JOHN	R	WILLIAMS		08011955	955506806M	M			565059156
	JOHN		WILLIAMS		06061955	955059588K	M	58		639583385
	JOHN	N	WILLIAMS		08031955	955908585M			91	000000000 N
	JOHN	N	WILLIAMS		08031955	900166155Q	M	96	96	650908815 N
	JOHN	J	WILLIAMS		01111955	955908565R	M	55		655588586 N
	JOHN	M	WILLIAMS		05061955	901160395L	M	55		085388069 N
	JOHN	W	WILLIAMS	JR	05051955	900358500S	M	95	95	638855103 N
	JOHN	L	WILLIAMS		08051955	900586161M	M	36		658886105 N
	JOHN		WILLIAMS		09091955	955908595L			65	000000000 N
USE (S) FOR MORE INFORMATION - PRESS ENTER PF2-INQ PF3-PREV SCR N PF4-AP INQ										
USE (X) FOR MATCHED INDIVIDUAL - PRESS PF3 PF7-BACKWARD PF8-FORWARD										

You may select any individual for further research. If none of these are the right person, press PF4 from this screen to go to the AP Database.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

II.A. (CONT'D) ABSENT PARENT DATABASE

```

***** EIS NAME/SSN SEARCH *****
FIRST-NAME MI LAST-NAME SUF BIRTHDATE SSN SEX CO NO
JOHN WILLIAMS M
***** 115 M A T C H E S ***** 08/29/04 *****
S FIRST-NAME MI LAST-NAME SUF DOB IND-ID R S ES FS SSN SSI
CO CO
JOHN E WILLIAMS 01011949 238884295K B M 41 41 238884295 Y
JOHN D WILLIAMS 03011950 944908440M O 32 155408289 N
JOHN WILLIAMS 05011950 944908455L O 45 238859003 N
JOHN R WILLIAMS 08011954 945402802M W M 525059152
JOHN WILLIAMS 02021945 945059588K B M 48 239583384
JOHN N WILLIAMS 08031945 944908485M O 91 000000000 N
JOHN N WILLIAMS 08031945 900122155Q B M 92 92 240908815 N
JOHN J WILLIAMS 01111945 944908425R W M 44 245588582 N
JOHN M WILLIAMS 05021945 901120394L B M 54 084388029 N
JOHN W WILLIAMS JR 05051945 900358500S B M 95 95 238845103 N
JOHN L WILLIAMS 08051945 900582121M B M 32 248882104 N
JOHN WILLIAMS 09091945 944908494L O 25 000000000 N

USE (S) FOR MORE INFORMATION - PRESS ENTER PF2-INQ PF3-PREV SCR N PF4-AP INQ
USE (X) FOR MATCHED INDIVIDUAL - PRESS PF3 PF7-BACKWARD PF8-FORWARD
PRESS PF4 AGAIN TO CONTINUE TO ABSENT PARENT INQUIRY
  
```

A message displays, PRESS PF4 AGAIN TO CONTINUE TO ABSENT PARENT INQUIRY. Press PF4 again.

EIS displays potential matches from the absent parent database. All potential name matches display, without regard for the date of birth, if entered. If there are more than 11 matches, press PF8 to continue to the next screen. Press PF7 to move backward through the list of potential matches.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

II.A. (CONT'D) ABSENT PARENT DATABASE

***** ABSENT PARENT NAME/SSN SEARCH *****									
ASSIGN	FIRST-NAME	MI	LAST-NAME	SUF	BIRTHDATE	SSN	SEX	CO	NO
	JOHN		WILLIAMS						M
***** 008 M A T C H E S ***** 07/29/04 *****									
S	FIRST-NAME	MI	LAST-NAME	DOB	IND-ID	R	S	SSN	CO MPI NUM
									NO
	JOHN		WILLIAMS	00000000	9653015160	W	M	000000000	26 0002663902
	JOHNNY	G	WILLIAMS	00000000	965236030P	W	M	000000000	10
	JOHNNIE	L	WILLIAMS	00000000	M965289176	B	M	000000000	26
	JIMMY	D	WILLIAMS	00000000	965279597M	B	M	000000000	08
	JAIMIE	L	WILLIAMS	00000000	965232665R	B	M	000000000	99
	JIMMY		WILLIAMS	00000000	K965308820	I	M	000000000	78
	JOHNNY		WILLIAMS JR	01010001	965210510L	B	M	263086969	00 0000021795
	JIMMY	L	WILLIAMS	01010001	965210951N	B	M	000000000	00 0002663932
USE (A) TO ASSIGN ID - PRESS ENTER PF2-INQUIRY PF3-NAME SEARCH USE (X) FOR MATCHED INDIVIDUAL - PRESS ENTER PF7-BACKWARD PF8-FORWARD									

B. Screen Description

The following data displays:

1. FIRST NAME, MI, LAST NAME-First name, middle initial, and last name.
2. DOB-Date of birth
3. IND-ID-The individual ID on the absent parent database. The alpha character displays at the front of the ID, usually. IDs assigned prior to 04-01-97 display the alpha character at the end of the ID.
4. R-Race
5. S-Sex
6. SSN-Social Security number
7. CO NUM-The county number of the county who originally assigned the individual ID.
8. MPI NUM-The absent parent's MPI number in ACTS. The MPI number displays when ACTS sends EIS the absent parent's MPI number. All absent parents do not have an MPI number as the EIS Individual ID may have been assigned and the referral was not sent as the application was denied.

COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

II. (COND'T)

C. Matching Individual/Assigning ID

1. If a matching individual is found, enter X to the left of the name of the matching individual. Press ENTER. **EIS updates date of birth, and/or SSN to match data the worker entered.**

If the individual's complete name, sex, race, and date of birth are present, the ID moves automatically to the Common Name Database. The ID displays the alpha character at the end of the ID.

2. If a matching individual is not found, enter A under ASSIGN. Press ENTER.
3. The first NAME/SSN SEARCH screen displays with the matching or newly assigned ID.

EJA910	COMMON NAME DATA ENTRY						DATE: 07/29/04	
	NAME/SSN SEARCH						TIME: 17:27:20	
CASE ID:								
F	SSN	FIRST	M LAST	SUF	DOB	S	PAY CO	INDIVIDUAL SSI
I		JOHN	WILLIAMS			M		T945301516
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE PF2-INQUIRY MENU PF5-REFRESH								
SELECTION: KEY: PF7-BACKWARD PF8-FORWARD								
ENTER CHANGES OR SELECT FUNCTION, THEN PRESS ENTER								

D. Updating Individual Data

Individuals on the absent parent database do not have complete data necessary to reside on the Common Name Database. EIS updates IDs in the Absent Parent Database two ways:

- ACTS may send additional data for a specific absent parent

COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

II. D. (COND'T)

- The EIS worker may change or add data.

You may update race, sex, date of birth and/or SSN for an individual on the Absent Parent Database. If you receive additional name information for an absent parent, send a NOTEPAD to the IVD agent via the IVD Menu in EIS.

To update individual data for an absent parent, enter known data on the first EIS NAME/SSN SEARCH screen. Press ENTER. Verify the absent parent is not displayed on the list of potential matches from the Common Name Database. (If the absent parent is displayed on the Common Name Database, perform Name Change to update/change individual data.) Press PF4 twice to continue to the absent parent database. EIS displays the list of potential name matches. Enter X to the left of the matching ID. EIS displays updated individual data on the first EIS NAME/SSN SEARCH screen.

If the individual's complete name, sex, race, and date of birth are present, the ID moves automatically to the Common Name Database. The ID displays the alpha character at the end of the ID.

III. MULTIPLE INDIVIDUAL ID RESOLUTION

When multiple Individual IDs are identified either for the same individual or different individuals whose Individual IDs have the same SSN, use the following instructions to determine which ID to use and how to correct/change data on the other ID(s).

WARNING: Changing data on an Individual ID changes all active/inactive cases for that individual in EIS and FSIS, as well as pending forms in EIS. Do not change data on an Individual ID without coordinating with any other workers involved. This applies to data changed through the Name Change function as well as the SDX/EIS exception process.

A. Multiple Individual IDs for Same Individual

When an individual has eligibility history in EIS associated with an Individual ID, always use that ID. Using another ID causes problems with Medicaid claims and does not facilitate a complete record of eligibility history.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

III. (CONT'D) MULTIPLE INDIVIDUAL ID RESOLUTION

Due to the conversion to the Common Name Database and inadequate Name Searches, an individual may have multiple Individual Ids. Use the following instructions to determine which Individual ID to use, and when to combine IDs if appropriate. Currently, there is no process to combine IDs unless both have EIS Eligibility History associated with them

MULTIPLE INDIVIDUAL IDS FOR SAME INDIVIDUAL

SAME INDIVIDUAL	ID #1	ID #2	ACTION
YES	DENIED/WITHDRAWN APPS IN EIS	DENIED/WITHDRAWN APPS IN EIS	USE ID UPDATED MOST RECENTLY
YES	DENIED/WITHDRAWN APPS IN EIS	ELIGIBILITY IN EIS	USE ID#2
YES	ELIGIBILITY IN EIS	ELIGIBILITY IN EIS	USE ID UPDATED MOST RECENTLY, COMBINE IDS USING 8128 PROCESS
YES	DENIED/WITHDRAWN APPS IN EIS	FOOD STAMPS ACTIVE	USE ID#2
YES	DENIED/WITHDRAWN APPS IN EIS	FOOD STAMPS CLOSED	USE ID#1
YES	ELIGIBILITY IN EIS	FOOD STAMPS ACTIVE	CHANGE ID ON FS CASE TO SAME AS EIS, ZERO SSN IN FORMER FS ID
YES	ELIGIBILITY IN EIS	FOOD STAMPS CLOSED	USE ID#1
YES	FOOD STAMPS ACTIVE	FOOD STAMPS CLOSED	USE #1
YES	FOOD STAMPS CLOSED	FOOD STAMPS CLOSED	USE THE ID UPDATED MOST RECENTLY

B. Multiple IDs with same SSN

Use SSN search to identify all Individual IDs with the same SSN. See I.D.above.

COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

III. (CONT'D) MULTIPLE INDIVIDUAL ID RESOLUTION

1. Same Individual has multiple IDs with same SSN:

Use instructions above to determine which Individual ID to use. Use the Name Change function to zero out the SSN in the unused Individual IDs.

2. Different Individuals have same SSN associated with their IDs:

Identify the correct SSN for each individual. Use the case record, MCI, Food Stamp record, etc. Use the Name Change function to correct the SSN or enter zeroes for SSN if the correct SSN cannot be identified. If the individual is an active recipient, initiate procedures to obtain a valid SSN.

If the individual with the incorrect SSN is an SSI recipient, call EIS/DMA staff. Refer to [EIS 1200](#) for contact information.

IV. CASE ID SEARCH

A. General Information

This function is used to identify all individuals associated with the same Case ID in an existing case.

EIS assigns all individuals to a group. A group is all individuals on a case, including casehead/payees only. An individual can be in more than one group.

When you delete an individual at application approval or later delete one or more individuals from the active case, EIS updates the group automatically and deletes the person(s).

When you add an individual to an existing case, EIS updates the group automatically to include the new person(s).

B. Access Procedures

From the Name/SSN Search screen, enter the EIS Case ID in the CASE ID field or enter the Individual ID for an individual on a pending application who has never been included in a case. Press ENTER. All individuals in the group display, including the casehead/payee only, if any. This screen is for display only. You may not select an individual for further searches.

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

IV. (CONT'D) CASE ID SEARCH

See EIS 3101, Casehead/payee Changes, for instructions on changing a casehead/payee.

EIS displays a COMMON NAME DATA ENTRY screen.

EJA910	COMMON NAME DATA ENTRY		DATE: 08/16/04	
	NAME/SSN SEARCH		TIME: 12:24:49	
CASE ID: 88888888				
F	SSN	FIRST	M LAST	SUF DOB S PAY CO INDIVIDUAL SSI
I	999999999	VIDALIA	S ONION	01011950 F P 23 944944944L N
I		SWEETIE	P ONION	01011996 F 23 898989898T N
F - (S)EARCH (A)SSIGN (D)ELETE (E)RASE PF2-INQUIRY MENU PF5-REFRESH				
SELECTION: KEY: PF7-BACKWARD PF8-FORWARD				
ENTER ADDITIONAL INDIVIDUALS FOR ASSIGNMENT TO THIS GROUP				

V. CHANGES TO DATA IN THE COMMON NAME DATABASE

A. General Information

- Changes to an individual's name, race, sex, date of birth, ethnicity, language preference, and SSN are made in the Common Name Database using the Name Change function.
- The CURRENT field, SSI indicator, EIS County, and FIS County are DISPLAY ONLY fields. You cannot change them on this screen.
- You may change the race, ethnicity, and language preference for an individual whose SSI indicator is Y. If you attempt to change any other data for an SSI recipient, EIS displays an error message: INDIVIDUAL CANNOT BE UPDATED DUE TO SSI. If data is incorrect, consult the appropriate policy manual for instructions.
- You may key multiple changes for an individual on the same day, however, you may enter only one change at a time.

COMMON NAME DATABASE

REVISED 01/01/09 - CHANGE NO. 02-09

V. A. (CONT'D)

5. When changing the date of birth on the Name Change Screen for HSF, IAS, MIC (including NCHC), MAA, MAD, MRF, RRF, SAA, SAD, and SCD, and there is a DSS-8125 pending for an action other than a termination, you must first delete the pending DSS-8125 before the date of birth can be changed. If you attempt to change the date of birth before deleting the DSS-8125, EIS displays the error message: TO MAKE CHANGE ON DOB, YOU MUST DELETE 8125 FORM. Keying the DSS-8125 after the date of birth change ensures the action processes through the appropriate age edits in EIS.
6. Piedmont Counties
 - a. When a date of birth is changed from being UNDER age three TO being OVER age three, on the last workday of the calendar month:
 - (1) EIS automatically adds the "P" indicator effective the ongoing month. If a review is due and the certification period has ended (there is not an IE segment for the ongoing month), a "P" indicator is added to the IE and IP screens for the three year old when the new certification period is entered.
 - (2) EIS sends a Piedmont enrollment notice to the casehead. If a case contains twins or two children that turn age three in the same month, the casehead is sent two Piedmont letters (one for each child) and the case is listed twice on the Piedmont notice register. The Piedmont Notice Register is in NCXPTR: DHRWDB PIEDMONT HLTH PLAN NOTICE.
 - b. When a date of birth is changed from being OVER age three TO being UNDER age three, on the last workday of the calendar month, EIS automatically removes the "P" indicator effective the ongoing month.
 - c. On the last work day of each month there are three daily Piedmont Notice Register reports for that day.
 - (1) Daily transactions that processed,
 - (2) County transfers, and
 - (3) Children who became three years old during the month. The Piedmont Notice Register is: DHRWDB PIEDMONT HLTH PLAN NOTICE.

COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

V. (CONT'D)

B. Access Procedures

From any screen in EIS with a SELECTION field, enter NC.
Press ENTER.

EIS displays the following screen:

EJA051	COMMON NAME DATA ENTRY	DATE: 08/14/04
	NAME CHANGE	TIME: 12:41:27
INDIVIDUAL ID:		
WORKER NUMBER:	CURRENT	CHANGE
SSN:		
FIRST NAME:		
MIDDLE:		
LAST:		
SUFFIX:		
DOB:		
SEX:		
RACE:		
ETHNICITY:		
LANGUAGE:		
SSI:		
EIS COUNTY:		
FIS COUNTY:		
SELECTION	KEY	PF2-INQUIRY
003: ENTER INDIVIDUAL ID TO BE UPDATED		PF5-REFRESH

C. Change Instructions

1. Enter the Individual ID of the person whose data you wish to change in the INDIVIDUAL ID field. Enter your WORKER NUMBER. Press ENTER. EIS displays the individual's current data from the Common Name Database.

WARNING: Changing data on an Individual ID changes the same data on all active cases for that individual in EIS and FSIS, as well as closed cases and pending forms in EIS. Do not change demographic data without coordinating with any other workers involved. This applies to data changed through the Name Change function as well as the SDX/EIS exception process.

COMMON NAME DATABASE

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

V.C. (CONT'D)

EJA051	COMMON NAME DATA ENTRY	DATE: 08/14/04
	NAME CHANGE	TIME: 12:41:27
INDIVIDUAL ID:	945678901L	
WORKER NUMBER:	234	
	CURRENT	CHANGE
SSN:	999999999	
FIRST NAME:	VIDALIA	
MIDDLE:	S	
LAST:	ONION	
SUFFIX:		
DOB:	08121952	
SEX:	F	
RACE	W	
ETHNICITY	N	
LANGUAGE	EN	
SSI:	N	
EIS COUNTY:	22	
FIS COUNTY:	28	
SELECTION	KEY	PF2-INQUIRY
003: ENTER CHANGES AND PRESS PF1 TO UPDATE		PF5-REFRESH

2. Under the CHANGE column, enter the new data.
 - a. NAME CHANGE - This function is used to change individual demographic data in the Common Name Database. *EIS automatically generates a new Medicaid identification card when the recipient first, middle and/or last name changes in CNDS. Cards issued as a result of a name change are processed on a nightly basis, and a new card is mailed the following work day.*
 - (1) Enter letters only in the spaces provided.
 - (2) Do not space between letters in a name.
 - (3) Do not abbreviate.
 - (4) Do not punctuate.
 - (5) To delete the middle initial or suffix, enter * in the field.
 - (6) If the length of the name exceeds the space available for first or last name, drop the ending letters.

COMMON NAME DATABASE

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

V. C. 2. (CONT'D) CHANGES TO DATA IN THE COMMON NAME DATABASE

Examples:

INCORRECT	CORRECT
Rip Van Winkle	Rip VanWinkle
Sarah B. Jones	Sarah B Jones
John Al-Amin	John AlAmin
B. Smith Jr.	B Smith Jr
Maria Rivero Gonzales	Maria RiveroGonzales

NOTE: The name entered through Name Change (NC) screen must match Social Security Records. Use the name on the SDX, BENDEX, SOLQ, TPQ, Social Security Card, or Medicare Card. If a discrepancy exists, use the name from the online verification.

- b. Date of Birth - Enter a two digit month, two digit day, and four digit year.
- c. Sex - Enter F for Female or M for Male
- d. Race - Choose from the following codes:

CODE	VALUE
A	Asian
B	Black
I	American Indian
P	Native Hawaiian or Pacific Islander
W	White
U	Unreported

- e. Ethnicity - Choose from the following codes:

CODE	VALUE
N	Not Hispanic/Latino
U	Unreported
C	Hispanic Cuban
H	Hispanic Other
M	Hispanic Mexican American
P	Hispanic Puerto Rican

- f. Language Preference

Refer to [EIS 4000 Code Appendix](#) for valid codes.

- 3. Once the changed data is keyed, press PF1.
- 4. Error messages
 - ➔ SSN ALREADY ON FILE

COMMON NAME DATABASE

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

V. C. (CONT'D) CHANGES TO DATA IN THE COMMON NAME DATABASE

The SSN you entered is already in the Common Name Database in another ID. Check to ensure the correct number is entered. Refer to III. above to resolve multiple IDs with the same SSN.

→ INDIVIDUAL DID NOT COMPLETE NAME CLEARANCE

Ensure the ID number is entered correctly. If so, change only one item at a time, like first name, date of birth, etc. If too much data changes, Name Search does not recognize the individual as the same.

5. When the change processes, EIS displays the message: UPDATE COMPLETE.
6. EIS updates the individual data on:
 - a. the Common Name Database,
 - b. any pending forms DSS-8124 and/or DSS-8125,
 - c. the Individual Data segment(ID),
 - d. the casehead/payee name on all cases for which this person has been designated as casehead/payee in Name Search and
 - e. the active Food Stamp case. The Food Stamp case updates during the second nightly cycle after the Name Change processes.

Example: Name Change screen completed August 20. Change is passed to FSIS August 20 and processes in FSIS the night of August 21. On August 22, the FSIS case displays the new data.

7. An application turnaround (DSS-8124) and/or an EIS case profile is produced that night (same day Name Change screen processed) and mailed to the county the next workday.

NOTE: Changes to Race, Ethnicity, and Language do not generate an application turnaround.

8. A replacement Medicaid identification card is produced that night (same day Name Change screen processed) and mailed to the casehead/payee the next workday.

9. FSIS Changes

When an individual is active with the same Individual ID in EIS and in FSIS, changing an individual's name, sex, date of birth or SSN in one system automatically changes it in the other.

Changes in either system update the CNDB on-line immediately. The change is passed to the other system during the nightly batch update.

 COMMON NAME DATABASE

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

V. C. (CONT'D) CHANGES TO DATA IN THE COMMON NAME DATABASE

EIS worker makes the change:		
EIS	CNDB	FSIS
Monday-EIS worker changes client name.	Monday-CNDB updates immediately.	
	Monday night-change is passed to FSIS	
		Tuesday night-FSIS processes the change
		Wednesday-FSIS displays the change made in EIS on Monday.
FSIS worker makes the change		
FSIS	CNDB	EIS
Monday-FSIS worker changes client name.	Monday-CNDB updates immediately.	Monday night-EIS processes the change.
		Tuesday-EIS displays the change made in FSIS on Monday.

D. ALERTS-CRITICAL CHANGE REPORTS

FSIS workers may change name, date of birth, race, sex, and Social Security Number through the FSIS Name Search function for any individual. When individual data changes in FSIS, the change updates the Common Name Database, also. When individual data changes in the CNDB for an EIS individual, EIS updates the changed information that night. EIS updates the case database (CD), individual database (ID), any pending forms DSS-8124 and DSS-8125 and the casehead/payee name, if appropriate, with the new information. EIS generates a DSS-8124I (Application Turnaround) and/or Case Profile, as appropriate, which is mailed to the county dss the next workday.

If the individual in FSIS is active or pending in EIS, EIS generates an ALERT to the EIS worker to notify them of the change whenever the individual's last name or date of birth changes due to a change made in FSIS. The ALERT is printed on 8 1/2 by 11 paper the night the change processes in EIS and mailed from Raleigh the next workday.

COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

V. D. (CONT'D) ALERTS-CRITICAL CHANGE REPORTS

NOTE: Changes to Race, Ethnicity, and Language do not generate an ALERT.

The ALERT contains the following information:

- EIS Individual ID Number
- EIS County Number
- EIS Case ID
- EIS County Case Number
- EIS District Number
- EIS Worker Number
- Aid Program/Category
- FSIS County Number
- Worker Number and RACF ID (FSIS worker that made the change)
- BEFORE INFORMATION (the name, date of birth, sex, and SSN as displayed in EIS before any change by the FSIS worker)
- CHANGED INFORMATION (the information that was changed by the FSIS worker)

EIS sorts the ALERT sheets by EIS county number, district number, and alphabetically by the last name on the before record.
ALERTS

COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

V. (CONT'D) ALERTS-CRITICAL CHANGE REPORTS

Sample ALERT:

EJA 589 NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES
ELIGIBILITY INFORMATION SYSTEM

ALERT

INDIVIDUAL ID: 11111111R DATE CHANGED: 07/01/04
EIS CASE ID: 23232323 FSIS WORKER NBR: 001
EIS COUNTY NO: 01 FSIS USER ID: TS36P81
EIS DISTRICT: ABC FSIS COUNTY NO: 01
EIS WORKER: LBW
EIS COUNTY CASE 222333
NO:
AID PROGRAM MAF
CATEGORY:

CHANGES

SSN: 444332222
FIRST NAME: JOHN
MIDDLE INIT: M
LAST NAME: SMITH **JACKSON
SUFFIX: JR
DOB: 01/01/1950
SEX: M

E. SDX Updates

1. Regular SDX Updates

When the SDX updates the name, sex, or SSN for an individual in EIS, the Common Name Database is also updated

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

V. (CONT'D)

2. SDX/EIS Exception Process

When SDX/EIS exceptions process, any changes to individual data update the Common Name Database, also.

EJA989	NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES		DATE: 08/23/04	
	ELIGIBILITY INFORMATION SYSTEM		TIME: 14:32:37	
	SDX EXCEPTION PROCESSING			
-----SDX DATA-----				
SSN	NAME	OTHER NAME	DOB	S CO POSTDT ORIG
999999999	FLOSSIE MAY		051231F	09 080296 ID
-----EIS DATA-----				
SEL	SSN	NAME	INDIVIDUAL	DOB S CO CASE/APPAPC COCSE
	999999999	ASSIGN NEW ID		
s	999999999	FLORENCE MAY	944944944K	051231F
	999999999	MICHAEL JONES	284284284N	032294M 09 89898989MAA000000
001 ENTER AN "S" NEXT TO THE MATCHING SSN				
SELECTION	KEY	PF3-EXIT		

In this example, when the worker selects Florence May as a match ID, the Common Name Database updates with the new SDX name, Flossie. The Medicaid and Food Stamp cases, if any, also update with the new name.

When the worker changes or zeroes out the SSN for Michael Jones to resolve the exception, the Common Name Database updates, and his Medicaid and Food Stamp cases, if any, update with the change.

VI. PAYEE SEARCH

A. GENERAL INFORMATION

This function searches caseheads for established cases only (active or terminated). All caseheads are included in the search, whether they are recipients in the case or not. Applicants are not included. (Use Name Search to inquire on a pending application.) PAYEE SEARCH is a good way to locate clients when all that is known is the name and you know that they are active in a specified county. The name must exactly match the way it is spelled in EIS. There is no SOUNDEX in Payee Search. Payee Search also allows a search by Individual ID Number.

B. ACCESS PROCEDURES

1. From the INQUIRY MENU, select PS (PAYEE SEARCH). EIS displays the following screen:

 COMMON NAME DATABASE

REISSUED 01/01/09 - CHANGE NO. 02-09

VI. (CONT'D) PAYEE SEARCH

EIS NAME INQUIRY MENU					
CASEHEAD SELECTIONS	LAST NAME	SUF	FIRST NAME MI	CO	
10	XXXXXXXXXXXXXXXXXX	XXX	XXXXXXXXXX	X	XX
11	XXXXXXXXXXXXXXXXXX	XXX	X		XX
12	XXXXXXXXXXXXXXXXXX	XXX			XX
13	XXXXXXXXXXXXXXXXXX	XXX	XXXXXXXXXX	X	
14	XXXXXXXXXXXXXXXXXX	XXX	X		
15	XXXXXXXXXXXXXXXXXX	XXX			
20	INDIVIDUAL ID XXXXXXXXXX				
SELECTION	KEY	LAST NAME/INDIV ID	SUF	FIRST NAME	MI CO

- Enter the appropriate SELECTION number based on the available information. Enter appropriate data in the KEY fields. To search all cases for which this person is payee in the specified county, include county number in your search criteria. To search all cases for which this person is payee statewide, do not include county number in your search criteria. Press ENTER.

If there is a match, EIS displays the following screen:

EIS CASE HEAD INQUIRY							
CO NO	CASEHEAD	NAME	WORKER AID	P/C	CASE-ID	ACTIVE /TERM	EPICS CLM
28	Axxxx	W BARNETT		MAA	xxxx-xxxx	T	N
45	Axxxxxx	C BARNETT		MAA	xxxx-xxxx	A	N
36	Axxxxxxx	R BARNETT	095	MQB	xxxx-xxxx	T	N
52	Axxxxxxx	R BARNETT		AAF	xxxx-xxxx	A	N
39	Axxxx	D BARNETT	087	AAF	xxxx-xxxx	T	N
SELECTION		KEY					
607-PRESS PA1 KEY FOR NEXT SCREEN							

If more matches are found than can be displayed on one screen, press PA1 for the next page. You may not page back.

NOTE: EIS displays the most current EPICS claim Indicator in the EPICS CLM field for each individual. THE CLAIM INDICATOR MAY CHANGE EACH TIME AN INQUIRY IS PERFORMED.

Note: There is no option to SELECT an individual from the listing. However, you may key any valid SELECTION at the bottom of the screen, including PS to return to Payee Search.

COMMON NAME DATABASE

ISSUED 01/01/09 - CHANGE NO. 02-09

VI. (CONT'D) PAYEE SEARCH

C. ERROR MESSAGES

1. "Individual not on file in format entered." Displays when there is no exact match, including differences in spelling.
2. "602-INVALID KEY FOR SPECIFIED SELECTION." Displays when the data entered in KEY fields does not match the required format. For instance, the selection requires full first name and only the first initial was entered.