

---

MASTER CLIENT INDEX

---

EIS 1057 - MASTER CLIENT INDEX (MCI)  
REISSUED 05/01/09 - CHANGE NO. 03-09

**I. GENERAL INFORMATION**

- A. The Master Client Index (MCI) is a means of storing basic information (a record) about individuals who have applied for or received benefits or services in two automated systems: EIS and FSIS.
- B. Twice a month, a file with individual data from MCI is sent to the Social Security Administration (SSA) to request validation of social security numbers (SSNs). The results of this match are displayed in MCI. A screen displays the social security number from the base system(s) and its validation status, and up to five additional valid social security numbers returned by SSA.
- C. Once a month, all valid SSNs from MCI are submitted to the Internal Revenue Service (IRS) to match against their files to obtain resource and income information. The IRS requires that only one record per individual is submitted; MCI performs an "unduplicating" function to facilitate this match.
- D. SSN validation information is also saved in MCI when an SOLQ inquiry is performed on an individual and the response is validated.

**II. HOW MCI IS UPDATED**

MCI is updated from the two contributing systems: EIS and FSIS. The information is sent in the nightly batch process the next work night following the date the information is keyed in the contributing system. For example, if an 8125 updating individual data is keyed on Friday, this information is sent to MCI on Monday night. The updated information is available for inquiry in MCI on Tuesday.

- A. When an application is registered in EIS, information on each individual included on that application is sent to MCI. Food Stamp individuals are not sent to MCI until the application is disposed.
- B. The following data keyed in a contributing system will send an update to MCI:
  - 1. Name
  - 2. Social Security Number (SSN)
  - 3. Race (First Occurrence)
  - 4. Birthdate
  - 5. County Number
  - 6. Aid Program Category
  - 7. Medicaid Classification

---

MASTER CLIENT INDEX

---

REISSUED 05/01/09 - CHANGE NO. 03-09

II. B. (CONT'D)

8. Status (e.g., Active to Inactive)
9. Individual ID
10. Sex
11. County Case Number
12. Case ID
13. Office Number
14. District Number
15. SSI Status
16. Living Arrangement

III. LOGON PROCEDURES

- A. To access the Master Client Index, the terminal screen must display the Banner Screen. See [EIS 4900 Appendix A](#) for an example of the Banner Screen.
- B. On the Banner Screen, key "SCC4CICS". Press ENTER. The message "WELCOME TO SCC4CICS 'EIS'" appears at the top of the next screen. This is the RACF screen.
- C. From the RACF screen, key your USERID, BILLING CODE, and your PASSWORD. Press ENTER. A blank screen appears.
- D. Key "EIS3". Press ENTER. The Primary Menu Screen appears.

-----  
MASTER CLIENT INDEX  
-----

REISSUED 05/01/09 - CHANGE NO. 03-09

III. (CONT'D)

```

      N O R T H   C A R O L I N A
    E L I G I B I L I T Y   I N F O R M A T I O N
      S Y S T E M

      * * *   P R I M A R Y   M E N U   * * *

1.                                     8.
2. MISCELLANEOUS UPDATE                9.
3.                                     10. MASTER CLIENT
                                     INDEX

4. MISCELLANEOUS INQUIRY
5. INTERFACE INQUIRY
6.
7.

      99. TERMINATE EIS SESSION

      SELECTION:

NEXT-SELECTION:                        KEYS:
```

E. From the Primary Menu Screen, key Selection "10". Press ENTER.  
The Master Client Index Sub Menu appears.

```

      * * *   M A S T E R   C L I E N T   I N D E X   * * *
                * * *   S U B   M E N U   * * *

      SELECTION:

INQUIRY
1. CLIENT INQUIRY

2. INDIVIDUAL ID INQUIRY                INDIVIDUAL-ID:

3.

4. CASE/CLIENT INQUIRY                PROG-CODE:
                                     PROG-CASE-ID:

NEXT-SELECTION:                        KEYS:

"ENTER" KEY = CONTINUE    "PF3" = CANCEL
```

-----  
MASTER CLIENT INDEX  
-----

REISSUED 05/01/09 - CHANGE NO. 03-09

III. (CONT'D)

- F. Instructions for navigation are displayed on the bottom of each screen.
  - 1. To go to the next page of the same screen, press PF1.
  - 2. To return to the previous page of the same screen, press PF2.
  - 3. To return to the MCI Sub Menu, press PF3. Press PF3 again to return to the Primary Menu.
  - 4. To perform other inquiries in SCC4CICS, you may enter the Selection from the Primary Menu and the Selection from the Secondary Menu in the Next Selection field, and information needed to perform the inquiry in the Keys field. For example, you may enter "05 04" and an SSN to go to the TPQY inquiry function.

IV. MCI SUB MENU

- A. The MCI Sub Menu is used to select any of the functions of MCI. The function desired is selected by keying the two digit function number in the Selection field.
- B. After selecting the desired function, additional key data is necessary to perform some functions. The chart below outlines the function and the additional data required to perform the function.

<u>Function</u>	<u>Additional Key Data</u>
1. Client Inquiry	None
2. Individual ID Inquiry	Individual ID
4. Case/Client Inquiry	Program Code Program Case ID

- C. Further entries are necessary for some functions. Details are given under each of the function descriptions.

-----  
MASTER CLIENT INDEX  
-----

REISSUED 05/01/09 - CHANGE NO. 03-09

V. INQUIRY FUNCTIONS

A. Client Inquiry

1. The Client Inquiry function is used to determine if an individual has applied for or received benefits or services in any of the programs in MCI.
2. Key "01" in the Selection field on the MCI Sub Menu.
3. Press ENTER. The following screen appears.

06/11/96	* M A S T E R C L I E N T I N D E X *					01 01
	* N A M E C L E A R A N C E E N T R Y *					
FIRST-NAME	MI	LAST-NAME	SUF	BIRTHDATE	SSN	
PORKY	D	PIG		09011951		
MINIMUM DATA REQUIRED:						
LAST NAME AND FIRST INITIAL						
OR LAST NAME AND SOCIAL SECURITY NUMBER						
NEXT SELECTION:			KEYS:			

4. Enter the data for the name inquiry.
  - a. The minimum information to be entered is:
    - (1) Last name and first initial; or,
    - (2) Last name and social security number.
  - b. More accurate matches are likely if additional data is given. If possible, also enter:
    - (1) First name, middle initial, last name, and suffix if there is one.
    - (2) Date of birth.
    - (3) Social security number.
5. Press ENTER. The following screen appears.

MASTER CLIENT INDEX

REISSUED 05/01/09 - CHANGE NO. 03-09

V. A. (CONT'D)

06/11/96 * M A S T E R C L I E N T I N D E X D I S P L A Y * 02 01									
FIRST-NAME MI LAST-NAME SUF BIRTHDATE SSN									
PORKY PIG 09011951									
* * * * * 0008 M A T C H E S * * * * *									
SEL	FIRST-NAME	MI	LAST-NAME	SUF	BIRTHDATE	SSN	PROG	ST	RANK
	PORKY	D	PIG		09011951	111223333	FS	A	99
	PORKY	D	PIG		09011951	111223333	MAF	A	99
	PORKY	D	PIG		09011951	111223333	CS	A	99
	PORKY		PIG		09011951	111223333	AAF	I	99
	PORKUS	E	PIGG	SR	07251945	333229999	MAD	A	92
	PORKUS	E	PIGG		07251945	333229999	FS	A	92
	PORKAE	S	PIGGWAY		04011915	555448888	MAA	A	92
	PORTNOY	Q	PEGG		09211989	222445555	MIC	A	90
LAST SELECTION: USE "S" TO SELECT INQUIRY OR "V" FOR SSN VALIDATION DATA									
NEXT-SELECTION: KEYS:									
"PF1" KEY = PAGE FORWARD "PF2" = PAGE BACKWARD "PF3" = CANCEL									

6. Information on the screen

- a. **MATCHES:** Between the name and other data that was keyed and the list of names that are returned appears the header, **MATCHES**. A number appears to the left of the header. This indicates the number of potential matches found.
- b. **SEL:** You may key "S" to select the MCI Individual Data Screen or "V" to select the MCI SSN Validation Data Screen.
- c. **FIRST NAME/MI/LAST NAME/SUF:** The first name, middle initial, last name, and suffix for potentially matching individuals.
- d. **BIRTHDATE:** The date of birth of the corresponding individual.

---

MASTER CLIENT INDEX

---

REISSUED 05/01/09 - CHANGE NO. 03-09

V. A. (CONT'D)

- e. **SSN:** The social security number of the corresponding individual.
- f. **PROG:** The aid program category of the corresponding individual.
- g. **ST:** The status of the individual in the corresponding PROG.
  - (1) **A:** Active.
  - (2) **I:** Inactive: An individual is removed from MCI after twelve months with an inactive status.
  - (3) **P:** Pending: An individual is removed from MCI in the next MCI update if the application is denied or withdrawn.
- h. **RANK:** The records that match the information entered on the Name Clearance Entry screen are displayed in descending **RANK** order. The ranking is done by matching points of similarity through a weighting process. The **RANK** number indicates how likely, based on the weighting process, a particular individual is the same person for whom you entered identifying information.

If a social security number is entered, all records with the same social security number are listed without a ranking. Records that match on other data only are listed with a ranking.

**B. Individual ID Inquiry**

1. You may use the Individual ID Inquiry function if the system assigned ID is known and specific information is needed about the individual. This inquiry displays all the records for the Individual ID in EIS or FSIS.
2. Key "02" in the Selection field and **Individual ID** in the Individual-ID field on the MCI Sub Menu.

-----  
 MASTER CLIENT INDEX  
 -----

REISSUED 05/01/09 - CHANGE NO. 03-09

V. B. (CONT'D)

3. Press ENTER. The MCI Display screen appears.

```

06/14/96 * M A S T E R   C L I E N T   I N D E X   D I S P L A Y *   01 01

      FIRST-NAME  MI      LAST-NAME      SUF      BIRTHDATE      SSN

                INDIV.-ID: 106110611K
* * * * * 0002 M A T C H E S * * * * *
SEL  FIRST-NAME MI LAST-NAME      SUF      BIRTHDATE      SSN      PROG ST RANK
      JONATHAN  B ISLEYHAM   III      05151956  997997997  MAF   I
      JONATHAN  B ISLEYHAM   III      05151956  997997997  MAD   A

LAST SELECTION: USE "S" TO SELECT INQUIRY OR "V" FOR SSN VALIDATION DATA
NEXT-SELECTION: KEYS:

"PF1" KEY = PAGE FORWARD      "PF2" = PAGE BACKWARD      "PF3" = CANCEL
  
```

- a. If the Individual ID occurs only once in EIS and/or FSIS, only one record is displayed on the MCI Display screen.
- b. If the Individual ID occurs in more than one case in EIS and/or FSIS, then all records for the ID entered are displayed.
- c. There is no ranking for multiple records since all match on Individual ID.

C. Case/Client Inquiry

1. The Case/Client Inquiry function is used if the program and Case ID are known. This inquiry displays all individuals in the case and all other cases for each individual.
2. Key "04" in the Selection field, the **Program Code** in the PROG-CODE field, and the **Program Case ID** in the PROG-CASE-ID field on the MCI Sub Menu. The PROG-CODE field is a two character indicator on this screen as follows:
  - a. **AF:** Aid to Families With Dependent Children or Work First Family Assistance.
  - b. **MA:** MAA, MAD, MAF, MIC, MPW, MQB, and MSB
  - c. **SA:** SAA, SAD, and SCD
  - d. **FS:** Food Stamps

-----  
MASTER CLIENT INDEX  
-----

REISSUED 05/01/09 - CHANGE NO. 03-09

V. C. 2. (CONT'D)

- e. RF: Refugee Assistance
  - f. MI: IAS
  - g. MH: HSF
3. Press ENTER. The following screen appears. The Program and Case ID are displayed at the top.

06/13/96	*HRY04G1*	M A S T E R C L I E N T I N D E X						*	01	01
	***	C A S E / C L I E N T I N Q U I R Y						***		
CASE: 12345678 OF PROGRAM: MA HAS IN IT THE FOLLOWING PEOPLE WHO ARE IN TURN IN THE FOLLOWING PROGRAMS AND CASES										
SL	FIRST-NAME	MI	LAST-NAME	SUF	BRTHDATE	INDIV-ID	ST	PRG	CASE-ID	
	ESTELLE	G	COSTANZA		10071965	987654321N	A	MAF	012345678	
						333444555	A	FS	940777666	
						20033344466	A	CS	888999000	
	COSMO	M	KRAMER		10261993	876543210L	A	MAF	012345678	
						444555666	A	FS	940111222	
						20055566677	A	CS	111222333	
	ELAINE	F	BENES		03121996	765432109O	A	MAF	012345678	
						20066677788	A	CS	333444555	
						888777666	A	FS	940555444	
	GEORGE	B	COSTANZA		03211985	654321098T	A	MAF	012345678	
						555666777	A	FS	940555666	
LAST SELECT: 'S' OR 'V' UNDER 'SL' FOR INDIVIDUAL OR SSN VALIDATION INQUIRY										
NEXT-SELECTION: KEYS:										
"PF1" KEY = PAGE FORWARD "PF2" = PAGE BACKWARD "PF3" = CANCEL										

4. Information for each individual in this case and all other cases for each individual are listed.

D. MCI Individual Data

1. From any of the screens listed in A., B., or C., you may key an "S" in the Selection (SL) field next to the individual to view Individual Data. Press ENTER. The following screen appears.

-----  
 MASTER CLIENT INDEX  
 -----

REISSUED 05/01/09 - CHANGE NO. 03-09

V. D. (CONT'D)

06/13/96		***	MCI INDIVIDUAL DATA				***	03 01		
FIRST-NAME	M	SUF	S-S-N	RACE	BIRTHDATE	COUNTY	PRG	MC	STATUS	
LAST-NAME			INDIV-ID	SEX	CO-CSE-NO	CASE-ID	OFF/DIST	SSI	LA	
AGNES			666777888		07251995		26-CUMBERL	FS		A-ACTIV
DIPESTO			666777888		0123782	941333333	00 / 122			F-FSIS
AGNES	A		000000000	W	07251995		26-CUMBERL	MIC	N	A-ACTIV
DIPESTO			9012223330	F	128993	044444444	00 / 235	N	10	E-EIS
AGNES	M		000000000	B	07081995		11-BUNCOMB	MAF	N	A-ACTIV
DIPESTO			901333444T	F	081442	055555555	00 / 007	N	10	E-EIS
AGNES			777888999	I	02041995		78-ROBESON	AAF	C	A-ACTIV
DIPESTO			901444555M	F	082351	099999999	00 / 528	N	10	E-EIS
AGNES			777888999	I	02041995		78-ROBESON	MIC	N	I-INACT
DIPESTO			9015444555M	F	069482	011111111	00 / 418	N	10	E-EIS
AGNES	N		777888999		02041995		78-ROBESON	FS		A-ACTIV
DIPESTO			777888999		0050869	940222222	00 / 021			F-FSIS
MORE										
NEXT SELECTION:					KEYS:					
"PF1" KEY = PAGE FORWARD					"PF2" = PAGE BACKWARD		"PF3" = CANCEL			

2. Information on the screen

In addition to the information displayed on the other screens, you will also see the following data:

- a. **Race** (First Occurance)
  - (1) **W:** Caucasian
  - (2) **B:** Black
  - (3) **I:** American Indian
  - (4) **A:** Asian
  - (5) **P:** Native Hawaiian or Pacific Islander
  - (6) **U:** Unreported
- b. **Sex**
  - (1) **M:** Male
  - (2) **F:** Female

---

MASTER CLIENT INDEX

---

REISSUED 05/01/09 - CHANGE NO. 03-09

V. D. 2. (CONT'D)

- c. **Case ID:** The Case ID associated with this individual in the specified system.
- d. **County Number:** The county number associated with this individual and this case.
- e. **Off:** For those agencies that have more than one location, this reflects the particular location.
- f. **Dist:** The district number associated with this case. For Food Stamp cases, this is the worker number in FSIS.
- g. **SSI:** An indicator of SSI status. It will be "Y", "N", or **blank**, if unknown.
- h. **MC (Medicaid Class):** The Medicaid Class associated with this individual. Refer to [EIS 4000 CODES APPENDIX](#) for a description of these codes.
- i. **LA (Living Arrangement):** The Living Arrangement associated with this individual. Refer to [EIS 4000 CODES APPENDIX](#) for a description of these codes.
- j. **System-Cd:** An indicator of which system this individual and case are associated with.
  - (1) **E:** EIS
  - (2) **F:** FSIS

**E. MCI SSN Validation Data**

- 1. From any of the screens listed in A., B., or C., you may key a "V" in the Selection (SL) field next to the individual to view SSN Validation Data. Press ENTER. The following screen appears.

-----  
 MASTER CLIENT INDEX  
 -----

REISSUED 05/01/09 - CHANGE NO. 03-09

V. E. (CONT'D)

06/13/96	* * *	MCI SSN VALIDATION DATA				* * *	03 01
FIRST-NAME M	LAST-NAME	SUF	BIRTHDATE		PRG/CLNT-ST	VAL-DATE	
SSN1	SSN2	SSN3	SSN4		SSN5	SSN6	
AGNES	DIPESTO		07/25/1995		FS A-ACTIV	06/07/1996	
666777888V							
AGNES	A DIPESTO		07/25/1995		MIC A-ACTIV	05/21/1996	
000000000P							
AGNES	M DIPESTO		07/08/1995		IAS A-ACTIV	08/01/1995	
000000000P							
AGNES	DIPESTO		02/04/1995		AAF A-ACTIV	11/01/1995	
777888999V							
AGNES	DIPESTO		02/04/1995		MIC I-INACT	06/03/1996	
777888999V							
AGNES	N DIPESTO		02/04/1995		FS A-ACTIV	11/01/1995	
777888999V							
MORE							
NEXT SELECTION:				KEYS:			
"PF1" KEY = PAGE FORWARD				"PF2" = PAGE BACKWARD		"PF3" = CANCEL	

2. Information on the screen

In addition to the information you receive on the other screens, you also see the following data:

- a. **SSN:** The primary social security number is displayed. Also, up to five duplicate ssn's may be displayed. These additional ssn's are provided to us by SSA. They reflect additional ssn's for an individual that were issued by SSA.
- b. **Validation code:** When the record is returned from SSA for validation, the system posts a validation code to the right of the ssn.
  - (1) **V:** Social security number validated
  - (2) **B:** Social security number validated by BENDEX
  - (3) **M:** Manual validation
  - (4) **D:** Duplicate social security number from SSA
  - (5) **N:** Social security number is not validated

---

MASTER CLIENT INDEX

---

REVISED 05/01/09 - CHANGE NO. 03-09

V. E. 2. (CONT'D)

- c. **Validation Date:** The validation date changes when the validation status changes.

VI. LOGOFF PROCEDURES

- A. Key "99" in Next Selection.
- B. Press ENTER. The message "EIS SESSION TERMINATED" appears.
- C. Key "LOGOFF" over this message.
- D. Press ENTER. The Banner screen appears.

VII. THE MATCH REPORT

- A. The Match Report is produced weekly. This report lists all individuals who are in MCI in which data inconsistencies in new and existing records exists. The report is printed in the State Office on Tuesday of each week and mailed to the county dss's the next workday. **The potential match report is also in NCXPTR at 'DHRMCI POTENTIAL MATCH REPORT'.**
- B. When new individuals are added to a program, certain information is transferred to MCI. Records in which there are data inconsistencies between the new and existing records will appear on this report.
- C. Existing records that are similar to new records but do not match on criteria such as date of birth, spelling of name, social security number or individual ID number are listed on the Match Report as problem individual and potential matches. The same ranking process by points of similarity described in Client Inquiry is performed.
- D. If there are more than 18 potential matching records, only the first 18 records appear on the Match Report with the total number of potential matches shown at the bottom of the report. All exact and potential matches may be viewed in Client Inquiry.
- E. Potential matches should be thoroughly researched to ensure that the records belong to the same person. When there is a question, an agreement that this is the same individual must be reached among all affected programs prior to updating data.

All name, date of birth, and social security number updates should be completed through the Common Name Data Service (CNDS). Refer to [EIS 1056](#) for instructions. For instructions on combining duplicate individual ID numbers, refer to [EIS 3300](#).