EIS 1200 – STATE OFFICE CONTACTS
REVISED 08/01/04 - CHANGE NO. 01-05

I. DIVISION OF INFORMATION RESOURCE MANAGEMENT (DIRM)

CUSTOMER SUPPORT TEAM
2029 MAIL SERVICE CENTER
RALEIGH NC 27699-2017

Located at 815 Palmer Dr.
DOBBIN BUILDING, Dix Campus, Raleigh

Phone (919) 855-3200 Fax (919) 715-8864

Contact the Customer Support Team as necessary to obtain assistance in:

A. Activating an inoperative terminal, printer, or control unit;

B. Clearing a continuous system clock;

C. Tran L Term or ABEND message on the terminal;

D. Obtaining an EIS Operator ID and password;

E. Receiving messages; and

F. Solving security problems.

II. DIVISION OF MEDICAL ASSISTANCE (DMA)

A. Medicaid Eligibility Unit
Division of Medical Assistance
2501 Mail Service Center
RALEIGH NC 27699-2501

Located at 801 Ruggles Dr.
Hoey Building, Dix Campus, Raleigh

PHONE (919) 855-4000 FAX (919) 715-0801

The Medicaid Eligibility Unit includes the Eligibility Policy Unit, Medicaid Program Representatives and the Eligibility Information System Unit.

1. Clerical staff in this unit assist with:

   a. Medicaid policy manuals and change notices;

   b. DMA administrative letters;

   c. EIS Manuals and change notices;

   d. EIS Administrative Letters;

   Please contact this unit to request manuals for new staff, to change the number of copies of letters or manuals needed and when there are questions regarding materials not received.

2. Mail requests for determinations of emergency services for aliens to the Medicaid Eligibility Unit.

STATE OFFICE CONTACTS

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

II. (CONT'D)

B. Eligibility Policy Unit
2501 Mail Service Center
Raleigh, NC 27699-2501

Located at 801 Ruggles Dr.
Hoey Building, Dix Campus, Raleigh

PHONE (919) 855-4000 FAX (919) 715-0801

If working with Medicaid only programs and your Medicaid Program Representative cannot be reached, contact the Eligibility Policy Unit for issues and questions related to Medicaid eligibility requirements, eligibility determination, or policy interpretations.

C. Claims Analysis and Medicare Buy-In Unit
Division of Medical Assistance
2501 Mail Service Center
Raleigh, NC 27699-2501

Located at 801 Ruggles Dr.
Hoey Building, Dix Campus, Raleigh

PHONE (919) 855-4045 FAX (919) 715-0801

1. If working with Medicaid only programs, contact the Claims Analysis Unit to correct county number errors.

   As soon as you determine that a case has been opened or reassigned to the wrong county, the county which received the Case Profile incorrectly must:

   a. Reassign the case to the correct county, if known. Follow usual county reassignment procedures.

   b. Write to the Claims Analysis Unit in DMA to correct the authorization. Indicate the correct county and date of county responsibility of the authorization.

   c. If you cannot identify the correct county, send a screen print of the EIS Case Data screen with an explanation of the problem to the Claims Analysis Unit for research.

II. C. (CONT'D) CLAIMS ANALYSIS UNIT-CONT'D)

2. Contact the Claims Analysis Unit to report:

   a. Case/Individual ID errors; and

   b. Erroneous Medicaid authorizations.

      (1) When Medicaid authorizations are incorrect, and recipients are authorized when they are not eligible, enter a correction to the Medicaid Status on the DSS-8125 effective with the current processing month.

      (2) Contact the Claims Analysis Unit in DMA explaining the dates in error and the corrective action needed.

D. EIS Unit
Division of Medical Assistance
2501 Mail Service Center
Raleigh, NC 27699-2501

Located at 801 Ruggles Dr.
Hoey Building, Dix Campus, Raleigh

PHONE (919) 855-4000 FAX (919) 715-0801

Medicaid workers may contact the Medicaid EIS section:

1. To answer questions related to material in the Eligibility Information System (EIS) Manual;

2. To get help keying a form in EIS;

3. When completing a computer input document per EIS Manual instructions;

4. To identify the proper procedure to correct a problem caused by an incorrect entry in EIS;

5. For assistance with forms on the Error and Attention Report;

6. Assistance with EIS matches or reports;

7. Assistance with the EIS/ACTS interface and associated reports and worklists;

8. Assistance with SSI Medicaid cases (i.e. problem resolution, discrepancies between EIS and SDX, questions, etc.); and

9. Assistance reading reports in XPTR.

II. (CONT'D)

E. Third Party Recovery
Division of Medical Assistance
2508 Mail Service Center
Raleigh, NC 27699-2508

Located at 1 Hanover Square
8th Floor, Raleigh, NC 27601

Phone: (919) 647-8100 FAX: (919) 715-4725

Contact the Third Party Recovery Section to get assistance with:

1. HIPP (Health Insurance Premium) program:

   a. Obtaining application forms

   b. Obtaining brochures

   c. Answering questions concerning the program and how a Medicaid recipient would qualify for HIPP assistance

2. Estate Recovery:

   a. Obtaining information about the Estate Recovery program and who is subject to Estate Recovery

   b. Submitting requests for Hardship Waivers

   c. Submitting invoices after checks with the Clerk of Superior Court result in no estate record

3. Questions concerning client(s) who have received insurance monies from a settlement and need to refund Medicaid

4. Completing the Accident Information Form (DMA 2047)

5. Requesting insurance company codes or completing the Insurance Company Code Request Form (DMA 2053). See EIS 3350.

6. Completing the Third Party Health Resource Information Form (DMA 2041)

STATE OFFICE CONTACTS

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

III. DIVISION OF SOCIAL SERVICES (DSS)

A. Program Evaluation
Economic and Family Services
Division of Social Services
MSC 2420
Raleigh, NC 27699-2420

Located at 325 N Salisbury St, Albemarle Building, Raleigh

PHONE (919) 334-1224 Work First Family Assistance

If working with money payment programs, contact the Work First Family Assistance Section to:

1. Request EIS related training packages;

2. Initiate keying of penalty payments that exceed $350; and

3. Report Case/Individual ID errors.

   a. If a form is returned with the message that the Individual ID is not assigned to that case or is invalid, search the case record for the most current Case Profile. If the Individual ID on that profile is the same as on the form you submitted, send a copy of both the Case Profile and the form to the Work First Family Assistance Section.

   b. Contact the Claims Analysis Unit in DMA regarding all Case/Individual ID errors.

B. DHHS Controller’s Office- Program/Benefits Payment Section
2019 Mail Service Center
Raleigh, NC 27699-2019

Located 616 Oberlin Rd, Raleigh

PHONE (919) 733-4640

If working with money payment programs, contact the Program/Benefits Payment Section to:

1. Correct accounting procedures.

   a. Provide a copy of the original DSS-8125 you submitted and a copy of the Case Profile that was returned showing the error.

III. B. 1. (CONT'D)

b. Attach a copy of the original DSS-8125 and a copy of the Case Profile to a cover letter which includes:

(1) Recipient/Payee Name;

(2) Case ID (right and wrong);

(3) County Case Number; and

(4) A brief description of the error and an explanation of the correct information.

c. Attach erroneous check(s)/ID cards when indicated. State staff notify county staff if and when additional action is necessary.

2. Correct county number errors.

As soon as you determine that a case has been opened or reassigned to the wrong county, the county which received the Case Profile incorrectly must:

a. Reassign the case to the correct county, if known. Follow usual county reassignment procedures.

b. Contact the Program/Benefits Payment Section in the DHHS Controller's Office. Program/Benefits Payments charges the correct county and notifies both counties when the adjustment is made. Either Program/Benefits Payments or Economic Independence Section refers the case to the Claims Analysis Unit in DMA. DMA contacts the correct county to update any retroactive eligibility needed.

c. If you cannot identify the correct county, send the Case Profile with an explanation of the problem to the Economic Independence Section for research.

3. Request replacement checks. See Requesting Replacement Checks, EIS 3152, for appropriate procedures.

4. Return a check for cancellation.

a. Send a cover letter which includes:

(1) The casehead/payee name;

(2) The Case ID;

(3) The month the check was issued; and

(4) The reason the check is being canceled.

b. Mail the cover letter and voided check to the DHHS Controller's Office-Program/Benefits Payment Section.

III. (CONT'D)

C. DSS Information Support
ALBEMARLE BUILDING - 8TH FLOOR
2415 MAIL SERVICE CENTER
325 N SALISBURY ST
RALEIGH NC 27699

Phone (919) 733-8938
Fax#: (919) 334-1052

If working with money payment programs, contact the DSS Automation section to request:

1. Work First Appendices and manual change notices;

2. Work First Family Assistance, Refugee, or Special Assistance training for county staff; and

3. Assistance with EIS reports relating to Work First, Food Stamps, EPIS, and Energy.

IV. DIVISION OF AGING AND ADULT SERVICES (DAAS)

NC Division of Aging and Adult Services
APS 693 Palmer Dr. Taylor St.
101 Mail Service Center
Raleigh, NC 27699

Phone (919) 733-3818

V. IEVS COORDINATOR

EIS UNIT
ATTN: BRENDA GOOCH
Division of Medical Assistance
2501 Mail Service Center
RALEIGH NC 27699-2501

Located at
801 Ruggles Dr.
Hoey Building, Dix Campus
Raleigh

Phone (919) 855-4000
Fax# (919) 715-0801

A. Please contact the IEVS Coordinator for assistance with or questions regarding:

1. Master Client Index (MCI)

2. Third Party Query (TPQY)

3. State On-Line Query (SOLQ)

4. BENDEX

5. State Data Exchange (SDX)

6. ESC

V. (CONT'D)

B. Please contact the IEVS Coordinator for assistance in locating an undelivered Financial Resource Report (FRR) or Beneficiary Earnings and Exchange Report (BEER).

C. Mail all manual validation requests to the attention of the IEVS Coordinator at the above address.

VI. ONLINE FORMS

A. Online Forms

See Figure 1 for the location and information on accessing the online forms.

B. Tips on Using eForms

1. Place the cursor on the first field and begin typing.

2. Tab to the next field and continue.

3. The cursor will turn into a pointed finger over boxes that can be completed or lines that require an entry such as X or check mark.

4. Large fields may allow more than one line of text. Press enter at the end of the typed line to begin the next line. The text does not wrap automatically.

5. To make corrections, return to the field and type over the data. To correct data in a check box or line that requires an X or check mark, click on the X or check mark.

6. To return to any field, place the cursor over the field and click. You may also SHIFT+TAB to move back through fields or tab to move from the end of the form back to the top.

7. Some fields require only numbers or dates or data that must be in a specific format. If you enter the data incorrectly an error message displays.

8. To move up or down within a page, use the Up/Down arrow keys or click on the scroll bar and drag it.

9. To move forward and backward from page to page within a form, use the Page Up/Page Down keys.

10. Print the form to ensure the data you entered is accurate.

VI. B. (CONT'D)

11. You must have additional software to save the completed form on your computer. If your county does not have this software, you must print the form.

12. To print, click on the Printer icon on your browser's tool bar, or click File, then Print, on your browser.

VII. PRINTED FORMS

Order printed forms from the State Office. Refer to the DSS Forms Catalog to ensure you order forms from the correct location.

A. Forms with **"DSS"** in front of the number are available through the Division of Social Services at:

Forms and Supply Branch
Division of Social Services
Dept of Health and Human Services
2444 Mail Service Center
Raleigh NC 27699-2444

B. Forms with **"DMA"** in front of the number are available through the Division of Medical Assistance at:

Division of Medical Assistance
Dept of Health and Human Services
2501 Mail Service Center
Raleigh NC 27699-2501

The DMA order form is available online at:
http://info.dhhs.state.nc.us/olm/forms/dma0/dma-2000a.pdf

C. To order blank replacement Medicaid Cards, you may call, fax or write:

DIRM Operations Center
800 Ruggles Drive
Raleigh, NC 27603-2026
Attn: Kay Kohler

Courier Number 56-20-13

Phone (919) 715-1039
Fax (919) 715-6848