
SSI MEDICAID-EXCEPTION PROCESSING - PART TWO

EIS 4200 - SSI MEDICAID-EXCEPTION PROCESSING
PART TWO

REISSUED 10/01/02 - CHANGE NO. 02-03

I. GENERAL INFORMATION

When EIS processes an SDX update, the SDX processes first against the Common Name Database. EIS attempts to match the SDX records to a single individual in EIS with the same SSN, name and date of birth as the SDX individual. If there is more than one match on SSN and/or the name and/or date of birth do not exactly match in the Common Name Database and the SDX, EIS creates an exception.

There are two types of exceptions:

- The SSN for an individual on the SDX occurs more than once in the Common Name Database.
- The SDX name and/or date of birth do not match exactly the information in the Common Name Database.

A single exception can occur for both reasons, if there is more than one ID in the Common Name Database with the same SSN as the SDX individual and the name and/or date of birth in one or more of the IDs does not exactly match the SDX.

When an SDX record cannot process automatically in EIS for one of these reasons, it is written to the SDX EXCEPTION LIST. The SDX EXCEPTION LIST displays on-line in EIS the day after the SDX weekly or quarterly update processes.

SDX records may be new SSI approvals, SSI denials, updates to active SSI recipients and SSA updates to closed SSI cases. The exception must be resolved before EIS creates the SSI Medicaid case, produces Medicaid benefits for the SSI recipient, sends a denial notice for SSI Medicaid or updates the active SSI Medicaid case. **The exception remains on the exception list and the SDX record does not process until county staff resolves the exception. When the county resolves the exception, EIS creates the SSI Medicaid case, sends a denial notice or updates the active SSI Medicaid case that same night.**

When an SSI termination or future approval creates an SDX/EIS exception and the exception is resolved before the SSI Regular Run, the transaction processes immediately. When the exception is resolved after the SSI Regular Run through pull/cutoff, the transaction is held pending until the day after pull/cutoff to process.

Use the SDX EXCEPTION PROCESSING screen to complete one or more of the following actions.

- a. Assign a new Individual ID for the SSI individual.
- b. Select an individual that is the same person as the SDX individual.

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I. (CONT'D)

- c. Correct the SSN for one or more individuals listed on the screen.

Changing or zeroing out an SSN to resolve an exception updates the Common Name Database, the EIS Individual ID, the active or inactive EIS case, the active Food Stamp case, ACTS and any pending applications and forms DSS-8125, as appropriate. DO NOT CHANGE OR ZERO OUT AN SSN WITHOUT COORDINATING WITH THE APPROPRIATE WORKER.

There is one exception when EIS does NOT change individual data based on the SDX. When there is no change in SSI Medicaid eligibility, EIS does not change individual data when you resolve the SDX exception.

- Identify the valid SSN for the non-matching individual.
 - Research case records, MCI, and any other available data to identify the SSN. The MCI SSN Validation Data screen indicates whether a validated SSN exists for individuals in EIS, FSIS, and Child Support. Refer to [EIS 1057](#).
 - If the individual is in another county, contact the other county.
 - If the recipient is active in EIS and you cannot identify the SSN, contact the recipient to obtain the SSN.
 - If you are not able to obtain the valid SSN through any of the resources listed above, enter zeros for the SSN and, for active recipients, initiate procedures to obtain the SSN.
- d. Combine and cross reference multiple Individual IDs previously assigned for the SSI individual. IDs cannot be combined unless there is eligibility history in EIS for both Individual IDs.
- If one or more of the individuals is in another county, contact the other county for assistance.
 - If the SDX individual is active in more than one case, terminate all but one case (or delete the individual) and resolve the exception the day after the termination processes.

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II. ACCESSING THE SDX EXCEPTION LIST

A. Access the SDX EXCEPTION LIST from the EIS INQUIRY MENU or any screen in IMS that displays the SELECTION and KEY fields at the bottom. You may view exceptions for any county. However, you may only resolve exceptions assigned to your county.

1. Enter **SE** beside SELECTION.
2. Enter one of the following beside KEY.

- a. COUNTY NUMBER (00)

- EIS displays the exceptions for the specified county.

- b. COUNTY NUMBER and POST DATE (00 space is required MMDDCCYY)

The Post Date is the date EIS first displays the exception. This date is the day that the weekly SDX/EIS update runs (usually a Friday) or the date of the quarterly reconciliation.

- EIS displays the exceptions for the specified county and post date.

- c. POST DATE (MMDDCCYY)

- EIS displays the exceptions for the state for the specified post date.

- d. SPACES (NO ENTRY)

- EIS displays the exceptions for the state and includes all post dates.

3. Press ENTER.

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II. (CONT'D)

B. EIS displays the SDX EXCEPTION LIST.

EJA988	NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES		DATE: 08/01/04	
	ELIGIBILITY INFORMATION SYSTEM		TIME: 12:30:40	
	SDX EXCEPTION LIST			
-----SDX DATA-----				
SEL	SSN	NAME	OTHER NAME	DOB S CO POSTDT ORIG
-	22222222	JOY	O DAY DELL	06131964M 01 07162004 PA
-	33333333	TINY	R TEARS	05111961F 01 07162004 ID
-	44444444	SUSIE	Q DUCKY PITTMAN	03021919F 01 07162004 NC
	55555555	DEAN	O UNIVERSITY	12121970M 01 07162004 SD
MORE DATA AVAILABLE				
SELECTION	KEY	PF3-EXIT	PF7-SCROLL BKWD	PF8-SCROLL FWRD

1. This is the list of individuals EIS could not automatically update.
2. EIS displays the following information.
 - a. **SDX INDIVIDUAL DATA**

SSN, NAME, OTHER NAME, DATE OF BIRTH (DOB), and SEX (S).
 - b. **COUNTY (CO)**

This is the county responsible for resolving the exception.
 - c. **POST DATE (POSTDT)**

The Post Date is the date EIS first displays the exception. This date is the day that the weekly SDX/EIS update runs (usually a Friday) or the date of the quarterly reconciliation.

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II.B.2. (CONT'D)

d. ORIGIN OF DATA (ORIG)

This indicates the source of the county number to which the exception is assigned for resolution.

- PA - PENDING ACTION (The county number was determined from a pending application or pending 8125.)
- ID - INDIVIDUAL ID (The county number was determined from an individual ID segment.)
- NC - NAME CLEARANCE (The county number was determined from the Common Name Database because the individual ID is in the Common Name Database but there is no ID segment in EIS.)
- SD - SDX (The county number was determined from the SDX because the individual ID is in the Common Name Database but the county number is not indicated.)

3. **To scroll forward** through the SDX EXCEPTION LIST, press PF8.
4. **To scroll backward** through the SDX EXCEPTION LIST, press PF7.

When you PF8 to the second group of 70 exceptions, you cannot PF7 back to the original group of 70. If you wish to return to a previous group of 70 exceptions, you must enter SE in SELECTION at the bottom of the screen and the appropriate KEY for the exceptions you wish to view. Scroll forward (PF8) until you reach the desired exceptions. If you attempt to scroll backward (PF7) to a group of 70 exceptions that has already been viewed, TOP OF DATA is displayed. When the last exception is displayed, BOTTOM OF DATA is displayed.

5. Enter **S** in the SEL field to select the exception you wish to resolve. Press ENTER.
 - ERRORS - EIS may display messages at the bottom of the screen. These messages are defined at the end of this section.

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II. (CONT'D)

C. EIS displays the SDX EXCEPTION PROCESSING screen.

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES				DATE: 08/01/04				
ELIGIBILITY INFORMATION SYSTEM				TIME: 12:30:59				
SDX EXCEPTION PROCESSING								
-----SDX DATA-----								
SSN	NAME	OTHER NAME	DOB	S	CO	POSTDT	ORIG	
222222222	TINA R SANDY		05111961F		01	07162004	ID	
-----EIS DATA-----								
SEL	SSN	NAME	INDIVIDUAL	DOB	S	CO	CASE/APPAPC	COCSE
_	222222222	ASSIGN NEW ID						
_	222222222	MARY J CANDY	423456789A	12291936F	01	55555678MAD	123456	
_	222222222	TINNA R SANDY	456456456B	05111961F	01	44336666MAB		
ENTER AN "S" NEXT TO THE MATCHING SSN								

1. This screen displays the individuals in EIS who have the same SSN as the selected SDX individual.

In this example, there is more than one Individual ID with the same SSN as the SDX individual **and** the name of the person who seems to match the SDX individual does not exactly match the data on the SDX.

2. EIS displays the following information.

a. **SDX DATA**

EIS brings this data forward from the SDX EXCEPTION LIST.

b. **EIS DATA**

The data under this heading is the data in the Common Name Database for the individuals who have the same SSN as the selected SDX individual. They may or may not be the same person as the SDX individual.

- SSN, NAME, INDIVIDUAL ID, DATE OF BIRTH (DOB), SEX (S). This data always displays.

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II.B.2.(CONT'D)

- COUNTY (CO) - The county number displays if an application is entered in EIS or a case is entered in FSIS.

The following data displays only if the individual has applications/cases in EIS. If this data does not display, this person has never been on an application in EIS as a recipient or an application was denied or withdrawn, the history has been purged, or the individual only has FSIS history. You must inquire in FSIS to view Food Stamp history.

When this data does not display, the ID cannot be combined with another ID.

- CASE/APP - The EIS case ID or pending application number.
 - AID PROGRAM/CATEGORY (APC) - The aid program/category from the EIS case or pending application.
 - COUNTY CASE (COCSE) - The county case number from the EIS case or pending application.
3. To return to the SDX EXCEPTION LIST (at any time) without resolving the exception, press PF3.
 4. Follow the instructions in III. below to resolve the exceptions.

III. RESOLVING THE EXCEPTIONS

- A. Research each of the individuals listed under the "EIS DATA" section of the screen.
 1. Use the case record, FSIS, and any other available information.
 2. Determine which of the individuals listed, if any, is the same person as the SDX individual.
 3. If one or more of the individuals is in another county, contact the other county for assistance.
 4. Continue to C. for instructions for resolving exceptions.

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III. (CONT'D)

B. EIS ACTIONS

- EIS processes resolved exceptions immediately except for SSI terminations or future approvals that are resolved after the SSI Regular Run through pull/cutoff. Exceptions resolved after the SSI Regular Run through pull/cutoff are held pending until the day after the pull/cutoff to process. EIS immediately removes the resolved exception from the list. See below for processing options.
- **When you select ASSIGN NEW ID**, EIS assigns a new (unique) individual ID for the SDX individual, **even if the person is already active in EIS**. The name, date of birth, race, and sex in the Common Name Database reflects the information on the SDX. The default Ethnicity code is "U" and the default language value is "EN". If appropriate, EIS creates an SSI Medicaid case or sends an SSI Medicaid denial notice.
- **When you correct or zero out the SSN for an individual on the exception list**, EIS updates the Common Name Database, the EIS Individual ID, the active or inactive EIS case, the active Food Stamp case, ACTS and any pending applications and forms DSS-8125, as appropriate. **DO NOT CHANGE OR ZERO OUT AN SSN WITHOUT COORDINATING WITH THE APPROPRIATE WORKER.**
- **When you select an individual as a match to the SDX individual**, EIS updates the Common Name Database, the EIS Individual ID, the EIS case, the active Food Stamp case, ACTS and any pending applications and forms DSS-8125, as appropriate, with individual data to match the SDX individual data. If appropriate, EIS creates an SSI Medicaid case or sends an SSI Medicaid denial notice.
- Changes to the SDX or EIS individual's name, race, sex and/or SSN display in FSIS, EIS, and ACTS, as appropriate.

There is one exception when EIS does NOT change individual data based on the SDX. When there is no change in SSI Medicaid eligibility, EIS does not change individual data when you resolve the SDX exception.

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III. (CONT'D)

- C. Review the information in the "EIS DATA" section of the screen.

HOW MANY DIFFERENT INDIVIDUAL ID NUMBERS ARE LISTED?

- **Only One**

This indicates the SSN for the SDX individual occurs only once in the Common Name Database but the name and/or date of birth in the Common Name Database do not match exactly the information on the SDX.

Follow the instructions in C. below.

- **More Than One**

This indicates the SSN for the SDX individual occurs more than once in the Common Name Database.

Follow the instructions in D. below.

- D. **SSN FOR THE SDX INDIVIDUAL OCCURS ONLY ONCE IN THE COMMON NAME DATABASE BUT THE NAME AND/OR DATE OF BIRTH IN THE COMMON NAME DATABASE DO NOT MATCH EXACTLY THE DATA ON THE SDX.**

EXAMPLE:

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES						DATE: 08/01/04		
ELIGIBILITY INFORMATION SYSTEM						TIME: 12:30:59		
SDX EXCEPTION PROCESSING								
-----SDX DATA-----								
	SSN	NAME	OTHER NAME	DOB	S	CO	POSTDT	ORIG
	22222222	TINA	P SULLIVAN	ROGERS	05111961F	01	07162004	ID
-----EIS DATA-----								
SEL	SSN	NAME	INDIVIDUAL	DOB	S	CO	CASE/APPAPC	COCSE
_	22222222	ASSIGN NEW ID						
_	22222222	TINA	S ROGERS	423456789A	05111961F	01	55555678MAD123456	
ENTER AN "S" NEXT TO THE MATCHING SSN								

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III.D. (CONT'D)

1. THE INDIVIDUAL IN THE COMMON NAME DATABASE AND THE SDX INDIVIDUAL ARE THE SAME PERSON.

Assume in this example that Tina Sullivan on the SDX and Tina Rogers in the Common Name Database are the same person.

- a. Enter **S** beside the individual's data listed under EIS DATA to select her as a match to the SDX individual.
- b. Press ENTER.

It is not necessary to change Tina's last name in the Common Name Database to Sullivan to make the data match the SDX. When you enter S to select the individual as a match, the data updates automatically.

There is one exception when EIS does NOT change individual data based on the SDX. When there is no change in SSI Medicaid eligibility, EIS does not change individual data when you resolve the SDX exception.

2. THE INDIVIDUAL DISPLAYED UNDER EIS DATA AND THE SDX INDIVIDUAL ARE NOT THE SAME PERSON.

EXAMPLE:

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES							DATE: 08/01/04	
ELIGIBILITY INFORMATION SYSTEM							TIME: 12:30:59	
SDX EXCEPTION PROCESSING								
-----SDX DATA-----								
	SSN	NAME		OTHER NAME	DOB	S	CO	POSTDT ORIG
	22222222	TINA	P	SULLIVAN	05111961	FB	01	07162004 ID
-----EIS DATA-----								
SEL	SSN	NAME		INDIVIDUAL	DOB	S	CO	CASE/APPAPC COCSE
-	22222222	ASSIGN NEW ID						
-	22222222	MARY	S	ROGERS	423456789A	02151936F	03	55555678MAD123456
ENTER AN "S" NEXT TO THE MATCHING SSN								

Assume in this example that Tina and Mary are not the same person.

- a. Enter **S** beside ASSIGN NEW ID.
- b. Press ENTER. EIS displays a message, **002 DUPS - CHG SSN(S) OR COMBINE W/SEL INDV USING OPT "C" AND PRESS PF1.**
- c. Correct the SSN of the EIS individual displayed on the screen.

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d. Press PF1.

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III. (CONT'D)

- E. SSN FOR THE SDX INDIVIDUAL OCCURS MORE THAN ONCE IN THE COMMON NAME DATABASE.

EXAMPLE:

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES				DATE: 08/01/04				
ELIGIBILITY INFORMATION SYSTEM				TIME: 12:30:59				
SDX EXCEPTION PROCESSING								
-----SDX DATA-----								
SSN	NAME	OTHER NAME	DOB	S	CO	POSTDT	ORIG	
777777777	JOHN	J SMITH	06131964M	01	07162004	PA		
-----EIS DATA-----								
SEL	SSN	NAME	INDIVIDUAL	DOB	S	CO	CASE/APPAPC	COCSE
-	777777777	ASSIGN	NEW ID					
-	777777777	JOHN	J SMITH	123456789A	06131964M	01	12345678MAD123456	
-	777777777	JOHN	J SMITH	944654321L	06141964M	01	56566556MAD33224Q	
-	777777777	JOHN	T SMITH	900464477L	06131964M	01		

ENTER AN "S" NEXT TO THE MATCHING SSN

1. ALL EIS INDIVIDUALS ARE THE SAME PERSON AS THE SDX INDIVIDUAL.

Assume in this example that these are all the same John J. Smith and he is not an active recipient in EIS or FSIS.

- a. Enter **S** to select the matching individual's data.

There may be more than one individual displayed that matches the SDX individual. Always select the individual who has EIS history as the match. If either Individual ID is active in EIS, choose it as the match. If neither is active, it does not matter which one you choose. In the example above, you may select the John J. Smith on the first or second line of EIS matches, since the EIS Case ID displayed indicates he has eligibility history with that Individual ID.

If the Individual ID(s) **not selected as a match** is active in FSIS, change the Individual ID on the Food Stamp case to the same ID as the one you selected as a match. This ensures the individual has the same individual data in all cases.

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III.E.1.(CONT'D)

- b. Press ENTER. EIS displays a message, **002 DUPS - CHG SSN(S) OR COMBINE W/SEL INDV USING OPT "C" AND PRESS PF1.**
- c. Enter C to combine and cross reference the other Individual ID(S) with the selected individual. Press PF1.

In this example, enter C to the left of the Individual ID on the second line of EIS matches to combine those IDs with the selected ID.

IDs cannot be combined unless there is eligibility history in EIS for both Individual IDs. If one ID has history in EIS and the other ID has history in FSIS only, they cannot be combined. In this example, the individual with no data listed after County Number cannot be combined with the selected individual because there is no EIS eligibility history associated with the Individual ID. You must zero out the SSN in the ID on the SDX Exception Processing screen. Remember, changes on this screen update the Common Name Database, the EIS Individual ID, the EIS case, the active Food Stamp case, ACTS and any pending applications and forms DSS-8125, as appropriate. **DO NOT ZERO OUT THE SSN WITHOUT COORDINATING WITH THE APPROPRIATE WORKER.**

There is one exception when EIS does NOT change individual data based on the SDX. When there is no change in SSI Medicaid eligibility, EIS does not change individual data when you resolve the SDX exception.

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III.E. (CONT'D)

2. ONE OR MORE INDIVIDUALS ARE THE SAME AS THE SDX INDIVIDUAL AND ONE OR MORE ARE NOT THE SAME AS THE SDX INDIVIDUAL.

EXAMPLE:

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES										DATE: 08/01/04	
ELIGIBILITY INFORMATION SYSTEM										TIME: 12:30:59	
SDX EXCEPTION PROCESSING											
-----SDX DATA-----											
	SSN	NAME		OTHER NAME	DOB	S	CO	POSTDT	ORIG		
	777777777	JOHN	J SMITH		06131964M		01	07162004	PA		
-----EIS DATA-----											
SEL	SSN	NAME		INDIVIDUAL	DOB	S	CO	CASE/APPAPC	COCSE		
-	777777777	ASSIGN	NEW ID								
-	777777777	JOHN	J SMITH	123456789A	06131964M		01	12345678MAD123456			
-	777777777	JOHN	J SMITH	944654321L	06141964M		01				
-	777777777	MARJORIE	T JOHNSON	900464477L	05231922F		01				

ENTER AN "S" NEXT TO THE MATCHING SSN

Assume both John Smiths are the same as the SDX individual and Marjorie Johnson is not the same as the SDX individual.

- a. Enter **S** to select the matching individual's data.

There may be more than one individual displayed that matches the SDX individual. Always select the individual who has EIS history as the match. If either Individual ID is active in EIS, choose it as the match. If neither is active, it does not matter which one you choose. In the example above, you should only select the John J. Smith on the first line of EIS matches, since the EIS Case ID displayed indicates he has eligibility history with that Individual ID.

If the Individual ID(s) **not selected as a match** is active in FSIS, change the Individual ID on the Food Stamp case to the same ID as the one you selected as a match. This ensures the individual has the same individual data in all cases.

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III.E.2.(CONT'D)

- b. Press ENTER. EIS displays a message, **002 DUPS - CHG SSN(S) OR COMBINE W/SEL INDV USING OPT "C" AND PRESS PF1.**
- c. Enter C to combine and cross reference other EIS individuals listed on the screen with the selected individual. Press PF1.

IDs cannot be combined unless there is eligibility history in EIS for both Individual IDs. If one ID has history in EIS and the other ID has history in FSIS only, they cannot be combined. In this example, the John Smith with no data listed after County Number cannot be combined with the selected individual because there is no EIS eligibility history associated with the Individual ID. You must zero out the SSN in the ID on the SDX Exception Processing screen.

Since Marjorie Johnson is not the same person as John Smith, do not combine her ID with his. Correct her SSN.

Remember, changes on this screen update the Common Name Database, the EIS Individual ID, the EIS case, the active Food Stamp case, ACTS and any pending applications and forms DSS-8125, as appropriate. **DO NOT CORRECT OR ZERO OUT THE SSN WITHOUT COORDINATING WITH THE APPROPRIATE WORKER.**

There is one exception when EIS does NOT change individual data based on the SDX. When there is no change in SSI Medicaid eligibility, EIS does not change individual data when you resolve the SDX exception.

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III.E. (CONT'D)

3. NONE OF THE EIS INDIVIDUALS ARE THE SAME AS THE SDX INDIVIDUAL.

EXAMPLE:

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES										DATE: 08/01/04	
ELIGIBILITY INFORMATION SYSTEM										TIME: 12:30:59	
SDX EXCEPTION PROCESSING											
-----SDX DATA-----											
	SSN	NAME		OTHER NAME	DOB	S	CO	POSTDT	ORIG		
	777777777	JOHN	J SMITH		06131964M		01	07162004	PA		
-----EIS DATA-----											
SEL	SSN	NAME		INDIVIDUAL	DOB	S	CO	CASE/APPAPC	COCSE		
-	777777777	ASSIGN NEW ID									
-	777777777	HARRY	R JONES	123456789A	10231982M		01	12345678MAD123456			
-	777777777	MARJORIE	T JOHNSON	900464477L	05231922F		01				
ENTER AN "S" NEXT TO THE MATCHING SSN											

- a. Enter **S** beside ASSIGN NEW ID.
- b. Press ENTER. EIS displays a message, **002 DUPS - CHG SSN(S) OR COMBINE W/SEL INDV USING OPT "C" AND PRESS PF1.**
- c. Correct the SSN of the non-matching EIS individuals displayed on the screen.
- d. Press PF1.

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SCREEN MESSAGES

EIS displays the following messages on the exception processing screens.

CANNOT CHANGE SSN AND SELECT INDIVIDUAL

EIS displays this message when you have selected an individual as a match and then attempted to change or zero out the social security number for that person.

You are not allowed to select the person as a match and then change the social security number.

If you selected the person correctly, rekey the "s" to select the person as a match. **DO NOT** change the social security number for that person. Press ENTER.

If you selected the person incorrectly, key the "s" to make a different selection. Press ENTER. Correct or zero out the social security number of all other entries or key "c" in the SELECT field to combine the ids. Press PF1.

CANNOT COMBINE WHEN INITIAL MATCH SELECTION IS ASSIGN NEW ID

EIS displays this message when you attempt to combine individuals after assigning a new ID to the SDX individual.

This is not appropriate. You should only assign a new ID when none of the EIS individuals listed on the screen are the same person as the SDX individual. If none of the individuals are the same as the SDX individual, IDs should not be combined.

If you indicated ASSIGN NEW ID incorrectly, press PF3 to return to the SDX EXCEPTION LIST and start over.

If you indicated ASSIGN NEW ID correctly, delete or EOF (erase) the C's you have on the screen and PF1 again.

DUPS-CHG SSN(S) OR COMBINE W/SEL INDV USING OPT "C" AND PRESS PF1

EIS displays this message when an individual is selected as a match and other individuals remain on the screen with the same SSN. This indicates there are duplicate SSNs in EIS that match the SSN of the SDX individual.

Change the SSN to a unique number, enter zeros, or combine the EIS individuals with the SDX individual by entering C in the SEL field. IDs can only be combined when there is EIS eligibility history associated with each ID. See examples above for instructions. Press PF1.

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INDIVIDUAL 000000000X IS SSI - CANNOT CHANGE THIS SSN

EIS displays this message when you have attempted to change the social security number of a person who currently receives SSI/Medicaid.

You are not allowed to change the social security number of a person who currently receives SSI/Medicaid.

If this person is the same as the person on the SDX, key "s" to select this person as a match and press ENTER. **DO NOT CHANGE THE SSN.**

If this person is NOT the same as the person on the SDX and you have received the above error, call DMA/EIS staff for assistance.

INDIVIDUAL MUST HAVE SAME SSN TO COMBINE

EIS displays this message when you attempt to combine individuals with the selected individual after changing the SSN to a number that is not the same as the SSN of the selected individual.

The SSNs must be the same in order to combine the individual(s) with the selected individual.

If you have keyed a SSN incorrectly, correct it and press PF1.

If you have keyed C for someone incorrectly, delete or EOF (erase) the C and press PF1.

INVALID COMBINE-ONLY ONE INDIVIDUAL MAY BE ACTIVE

EIS displays this message when you attempt to combine individuals with the selected individual and more than one of the individuals is active in EIS.

PF3 back to the SDX EXCEPTION LIST.

Terminate all but one of the individuals and resolve the exception the following work day.

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INVALID COMBINE-SELECTED ID NOT FOUND ON INDIV DB

EIS displays this message when you enter S to select an individual associated only with a denied or withdrawn EIS application or with FSIS as a match to the SDX individual, and enter C to combine with an ID associated with a case.

Press PF3 to return to the SDX EXCEPTION LIST. Select the individual again. On the SDX EXCEPTION PROCESSING screen, enter S to select the Individual ID associated with the case. Press ENTER. Enter zeroes for the SSN for the ID associated with the denied or withdrawn EIS application or with FSIS. Press PF1.

INVALID COMBINE-COMBINED ID NOT FOUND

EIS displays this message when you enter S to select an individual associated with a case as a match to the SDX individual, and enter C to combine with an ID associated only with a denied or withdrawn EIS application or with FSIS.

Remove the C and enter zeroes for the SSN for the ID associated with the denied or withdrawn EIS application or with FSIS. Press PF1.

INVALID KEY FOR EXCEPTION PROCESSING

EIS displays this message when you enter an invalid KEY to view the SDX EXCEPTION LIST. See II. for the valid entries for this field.

MUST CHANGE TO VALID SSN OR ENTER ZEROS

EIS displays this message when individuals remain on the SDX EXCEPTION PROCESSING screen and the SSN matches the SSN of the SDX individual.

Enter a different SSN, enter zeroes for the SSN, or enter C to combine the individuals with the selected individual. The SSNs must be different (or changed to zeroes) or the individuals must be combined.

Press PF1.

MUST PRESS PF1 TO PROCESS CHANGES OR PF3 TO RETURN TO THE FIRST SCREEN

EIS displays this message when an invalid key is pressed. Refer to the manual instructions for the correct key.

SSI MEDICAID-EXCEPTION PROCESSING - PART TWO

ISSUED 01/01/97 - CHANGE NO. 01-97

SSN ALREADY EXISTS IN NAME CLEARANCE

EIS displays this message when a SSN is changed to a number that already exists in EIS.

Perform a SSN search. Correct the invalid number or enter zeros if a valid number is not available.

Press PF1.

Initiate the process to obtain a valid SSN if the individual is active in EIS.