
ENUMERATION PROCEDURES

**MA-3355 ENUMERATION PROCEDURES
REVISED 07/01/10 – CHANGE NOTICE 08-10**

I. POLICY PRINCIPLES

A. Enumeration Requirement

All members of the assistance unit must provide their social security number (SSN) or apply for a SSN to be eligible for Medicaid or NC Health Choice for Children. There are exceptions listed in D. below.

1. If an SSN or SS card cannot be provided for an assistance unit member, the assistance unit member or his representative must make an application for a SSN or a replacement card.
2. Do not deny, delay, or discontinue assistance if the assistance unit member or his representative cooperates in providing the SSN or applying for a number.

B. A non-au member who is applying for assistance for another is not required to provide his SSN. This applies even if he has financial responsibility for an assistance unit member. For example, a mother who is applying for Medicaid for only her children cannot be required to provide her SSN.

The IMC may request non-AU, financially responsible individuals to provide their SSN. However, the IMC must inform the individual how the number will be used and that the disclosure is voluntary. Refer to MA-3515, Automated Inquiry and Match Procedures.

C. Penalty for Failure to Comply with Enumeration

An assistance unit member is ineligible for Medicaid and NC Health Choice if he or his representative refuses to provide his SSN or refuses to apply for a SSN.

D. Exceptions to Enumeration

The following do not need to provide a SSN:

1. Non-qualified aliens, described in MA-3330, **Alien Requirements**, who are eligible only for emergency medical services and can not apply for a SSN. For example, undocumented aliens or aliens who are here without the knowledge of the Bureau of Citizenship and Immigration Service (BCIS) cannot apply for a SSN.

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(I.D.)

2. Deceased individuals. Social Security Administration (SSA) does not issue SSN's to deceased individuals. However, to verify a SSN issued prior to death, follow procedures in III. below.
3. Newborns automatically eligible for Medicaid as described in MA-3230, Eligibility of Individuals Under 21. Once newborn protection ends, the newborn must meet enumeration requirements.
4. Pregnant women determined presumptively eligible for M-PW as described in MA-3245, Presumptive Eligibility for Pregnant Women.

E. Verification of Enumeration

An assistance unit member is enumerated when:

1. He provides his SSN, either verbally or by providing his Social Security card. Always make a copy of the social security card if provided. Do not copy a metal card as this is not a true social security card.
2. The birth certificate, including the Mother's copy, verifies block 17c is checked "yes" to indicate the parent applied for a SSN using the birth certificate for a child 6 months or younger, or
3. The Register of Deeds/Health Department verifies block 17c on the birth certificate is checked "yes" to indicate the parent applied for a SSN using the birth certificate for a child 6 months or younger, or
4. The agency mails the completed SS-5, DSS-8174, and certified documents to the Social Security Administration office (SSA), or
5. SSA returns the signed DSS-8174 or SSA-5028 to the agency.

F. Cooperation with Local Social Security Office

The agency director must establish with the manager of his district SSA office acceptable enumeration procedures. It is recommended that SSA accept the DSS-8174 as a public assistance ID and accept SSN applications by mail.

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(I.)

G. Time Standards

The client must provide or apply for a SSN for all au members prior to authorization for Medicaid or NCHC. You can deny an application on the 45th day if an assistance unit member has not provided or applied for a number. However, once enumeration is verified, eligibility begins based on the month of application, provided all other eligibility requirements are met.

II. ENUMERATION REQUIREMENTS

A. Application

At application/reapplication, ensure each assistance unit member meets the enumeration requirement.

1. If the assistance unit member has previously provided his SSN and it is documented correctly in the case record and in EIS take no further action.
2. If the assistance unit member has never provided his SSN or previous documentation appears incorrect:
 - a. Verify the SSN by viewing the card, through the OLV to access BENDEX, SDX, State Online Query (SOLQ), Third Party Query (TPQY), or MCI. If a discrepancy exists, use the social security number from the online verification. When using MCI for verification, only the SSN's with the codes "V", "B", "M", or "D" is acceptable. If there are other codes, verify by another method.
 - b. Key the SSN correctly into EIS using the Name Change Screen. Refer to the EIS Manual, Section 1056. Since this number is used to complete the automated matches, failure to key the SSN correctly into EIS could result in a Quality Control error. Refer to V. C. and D. below, if SSN does not validate.
 - c. Enter the correct code in EIS to indicate the SSN is verified. Refer to the EIS Manual, Codes Appendix. Record the number (s) in the case record. Document how the SSN was verified.

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(II.A.)

3. If any assistance unit member is six months or younger and he does not have a SSN, ask the parent if he applied for a SSN using the birth certificate. If yes, verify that:
 - a. The birth certificate, including the mother's copy, shows in block 17c that the parent applied for the child's SSN, or
 - b. The Register of Deeds/Health Department states that block 17c on the birth certificate indicates the parent applied for the child's SSN.
 - c. Enter the correct code in EIS to indicate that the enumeration process has begun. Refer to the EIS Manual, Codes Appendix.
 - d. The child is enumerated on the date the birth certificate is signed by the doctor or the date the verification from the Register of Deeds is completed.
 - e. Advise the parent/caretaker to bring the SS card to the agency or call the agency to report the number on receipt.
4. If any assistance unit member is unable to provide his SSN, including children over 6 months old, he must be enumerated. Follow procedures in III. below.

B. Reenrollment

At each scheduled reenrollment, ensure each recipient meets the enumeration requirement.

Note: A child eligible for automatic newborn coverage does not have to meet the enumeration requirements until the newborn protection period ends.

1. If the recipient has provided his SSN and it is documented correctly in the case record and in EIS, take no further action.
2. If there are a.u. members six months or younger, determine if the birth certificate/verification from the Register of Deeds was used to enumerate the child. Request the SSN or SS card from the caretaker. If he has not received the SSN:
 - a. Do not require the caretaker to reapply for this child's SSN at this time.
 - b. Ensure the caretaker understands the importance of bringing the SS card in or calling as soon as he receives it.

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(II.B.)

3. If any recipient has never provided his SSN, including a child over 6 months old, or previous documentation appears incorrect, ask for the SSN on the appointment letter or in the interview. Give the recipient a deadline to return the SSN.
4. If the recipient states he has an SSN, verify the SSN by viewing the card, or use OLV to access BENDEX, SDX, State Online Query (SOLQ), Third Party Query (TPQY), or MCI. If a discrepancy exists, use the social security number from the online verification. When using MCI, only the SSN's with the codes "V", "B", "M" or "D" is acceptable. If there are other codes in MCI, you must use one of the other methods to verify the SSN.
5. When the SSN is verified:
 - a. Record the SSN in the case record. Document how the SSN was verified.
 - b. Key the SSN correctly into EIS using the Name Change Screen. Refer to the EIS Manual, Section 1056. Since this number is used to complete the automated matches, failure to key the SSN correctly into EIS could result in a Quality Control error.
 - c. Enter the correct code in EIS to indicate the SSN is verified. Refer to the EIS Manual, Codes Appendix.
6. If he states he never received the SS card, follow the appropriate procedures outlined in III. below.
7. Send a timely notice when:
 - a. He does not provide the SSN or cooperate in applying for a SSN by the deadline or,
 - b. He refuses to provide the SSN or never responds to your request.
8. If the recipient does not respond during the 10 workdays, terminate the case or delete the individual, whichever is appropriate, after the 10 workday deadline.

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III. ENUMERATION PROCEDURES

A. If the assistance unit member cannot provide and/or does not have a SSN, the county DSS must:

1. Complete an SS-5 or assist the client in completing the SS-5 for each assistance unit member for whom a SSN is needed.
 - a. Complete to the line that says, "Do Not Write Below This Line (For SSA Use Only)." Below the line, enter the NPN code. See 2.a., below.
 - b. Have the client sign the SS-5.
2. Complete a DSS-8174, Referral for Social Security Number Application, for each assistance unit member for whom an SSN is needed.
 - a. Ensure the NPN field is completed correctly to allow the validation process between SSA and the State to work. The 16 digit NPN field consists of:
 - (1) The state code. The three digit State code is 340. It is preprinted on the DSS-8174.
 - (2) The county number. Always precede the two digit county number with a zero (092, for example), and
 - (3) The individual ID.

EXAMPLE: 340-09290029947B
 - b. Retain a copy of the DSS-8174 in the case record.
3. Obtain Necessary Documentation
 - a. Proof of age must be submitted with the SS-5. Obtain the required documentation.

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(III.A.3.a)

SSA accepts the following original or certified documents for age: (One of the following records established before the 5th birthday)

- Public birth certificate, or
- Religious record showing age or date of birth, or
- Hospital record of birth, or
- Mother's copy of the birth certificate signed by the physician.

If the birth was never recorded or the public record no longer exists, submit two documents from the list in III.A.3.d. below. At least one document must show name, age or date of birth and place of birth and must be at least one year old.

- b. Proof of identity must be submitted with the SS-5. It is recommended that the DSS-8174 be used to document identity. Each agency must establish with SSA if the DSS-8174 is acceptable as a public assistance ID. If the DSS-8174 is acceptable, no other documents proving identity are necessary.
- c. If SSA does not accept the DSS-8174 as a public assistance ID, negotiate what is acceptable as a public assistance ID. SSA may accept the following as a public assistance ID. Type the information on county letterhead. Sign the form.
 - County Name
 - Assistance Unit Member's Name
 - Assistance Unit Member's Address
 - Assistance Unit Member's Date of Birth
 - Assistance Unit Member's Individual ID Number
 - Case Status
 - Dates of Eligibility, if applicable
 - Signature of Income Maintenance Caseworker
 - Title of Income Maintenance Caseworker

If the above format is acceptable, other documents proving identity are unnecessary.

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(III.A.3.)

- d. If additional proof of identity is necessary, SSA accepts the following certified documents:
- Insurance policy
 - Driver's license
 - School ID card
 - Vaccination certification
 - Adoption record
 - School record or report card
 - Clinic, doctor or hospital record
 - Church membership or confirmation record
 - Day care or nursery school record
 - U.S. passport or U.S. citizen ID card
 - Labor union or fraternal organization record
 - Record of child's membership in Boy Scouts, Girl Scouts or other youth organization
 - Marriage or divorce record
 - Work badge or building pass
 - Voter's registration card
 - Military record
 - Newspaper notice of birth
 - Public assistance ID card
 - Military dependent's ID
 - Court order for name change
 - Any other document providing identifying data sufficient to establish proper identity.
- e. If the client owns the certified documents, have the client sign the DSS-8173, "Release for Enumeration", which releases the county from any liability if the documents are lost. If the client refuses to sign the DSS-8173, document the client's refusal and see III.B. below. Note on the DSS-8174 if the county or client owns the documents.

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(III.A.)

4. Mail the SSN Application to SSA
 - a. Mail the SS-5, the DSS-8174, and the documents proving age and identity, if applicable, to the local SSA, except for those situations listed in III.B. below.
 - b. Note on the DSS-8174 if the agency or the client owns the documents proving identify and age. SSA will return these documents to the proper owner.
 - c. Retain a copy of the DSS-8174 in the case record.
 - d. The assistance unit member is enumerated on the date the agency mails the SS-5, DSS-8174 and appropriate documents to SSA.
 - e. Upon receipt of the SS-5, SSA certifies the SS-5. The DSS-8174 is signed and dated and returned to the dss. The documents are returned to the owner.
 - f. Upon receipt of the DSS-8174, date stamp the DSS-8174 and file in the case record.
 - g. Enter the correct code in EIS to indicate that the enumeration process has begun. Refer to the EIS Manual, Codes Appendix.
 - h. See V., below, for information on how the number is validated. SSA will send a county specific sheet with the correct SSN.
 - i. Enter the SSN using the Name Change screen and enter the correct code in EIS. Refer to the EIS Manual, Section 1056 and Codes Appendix.
 - j. If the number does not match refer to V.D., below.
 - k. If the SS-5 is improperly completed, the local SSA will mail the application and documents back to the county for correction. Within 5 workdays, return the corrected application.

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(III.)

B. The client must go to SSA to apply for a SSN in the following situations:

- The client chooses to go to the SSA, or
 - The assistance unit member is 18 or older and has never had a SSN, or
 - The assistance unit member is an alien whose immigration documents should not be mailed, or
 - The client refuses to release his certified documents to the county, or
 - Local SSA procedures prohibit accepting the SS-5 by mail.
1. Document the reason the SSN application cannot be mailed to SSA. It must be one of the reasons listed above.
 2. Instruct the client to take the completed SS-5, DSS-8174, and documents to the local SSA.
 3. The local SSA completes the SS-5 and signs and dates the DSS-8174 and returns it to the dss.
 4. If the client loses the DSS-8174 or forgets to take it to the local SSA, he must request SSA complete a SSA-5028 and mail it to the agency or give it to him to return to the agency.
 5. Upon receipt of the DSS-8174 or SSA-5028 from SSA, date stamp and file the form in the case record.
 6. Enter the correct code in EIS to indicate that the enumeration process has begun. Refer to the EIS Manual, Codes Appendix.
 7. Once the SSN is assigned, the information in the SSA files is matched with the information in EIS.
 8. Enter the SSN using the Name Change screen and enter the correct code in EIS. Refer to the EIS Manual, Section 1056 and Codes Appendix.
 9. If the number does not match refer to V.D., below.

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(III.)

C. Special Provisions for Children in Foster Care or Child Adoption is Final

1. For children receiving under the HSF aid/program category who have not been enumerated:
 - a. Use the birth certificate issued in the birth name to request a SSN.
 - b. Follow procedures in III.A. above.
2. For an adopted child, once the adoption is final, Social Security will retain the Social Security number the child had prior to adoption. The Social Security Administration does not issue a new Social Security Number (SSN) for adopted children unless the parents request a new SSN and then only in certain situations, such as abusive/domestic violence cases or to conceal identity.

The caseworker must not request a new social security number nor fill out the forms for the adoptive parents. Caseworkers must inform the adoptive parents that if the parents want to conceal the child's identity, the parents must go to the Social Security Administration. The parents have to get the new birth certificate before applying for a SSN. This may cause problems for the family until the new SSN is issued. If the parents request a new SSN, remind them to report this new SSN as soon as received.

Take the following steps:

- a. Evaluate the adopted child's Medicaid eligibility.

If eligible, continue with the existing case or change the case to the appropriate Medicaid/NCHC case and classification.
- b. Inform the parents they must request a new social security card showing the changed name.
- c. Use the same individual ID number.
- d. Use the same case number.
- e. Use the name change screen in EIS to change the child's name to the adoptive name. This results in SSA Validation report showing discrepancy.
- f. Use the same social security number.

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(III.C.)

3. If a new social security number is requested and received by the adoptive parents through the Social Security Administration for the adoptive child:

Terminate the existing case and do not cross reference the individual ID numbers.
 - a. Evaluate the adopted child's Medicaid eligibility.
 - b. Use a new individual ID number.
 - c. Use a new case number.
 - d. Open a new application administratively if the adopted child continues to meet Medicaid/North Carolina Health Choice (NCHC) eligibility requirements. Parents do not need to sign an application form.
 - e. Use the adoptive name.
 - f. Use the new social security number.
4. Until the new Social Security Number is received for the adopted child, follow procedures in III.C.2. a. through f. above.

IV. UPDATING OF SOCIAL SECURITY ID NUMBER

Use the Name Change screen in EIS to update the SSN field. The individual ID# will be the one which was assigned at application, unless there has been a new social security number requested and received by adoptive parents for an adopted child. Enter the verified SSN in the "SSN" Field.

V. SOCIAL SECURITY NUMBER VALIDATION

A. How the Validation Process Works

Twice each month, the State sends information to SSA for all active and/or pending individuals from EIS and FSIS who do not have a validated code in the Master Client Index (MCI). SSA compares the vital data to their NUMIDENT file which is the file used by SSA to issue numbers to wage earners. If information meets NUMIDENT criteria, MCI is updated.

For many years the information provided to SSA by the wage earners was not verified; therefore, in some cases the vital data in NUMIDENT is incorrect. See D below for manual validation procedures.

When the data submitted from EIS/FSIS meets the NUMIDENT validation criteria, EIS enters a "V" on the MCI validation screen beside the SSN for that program.

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(V. A.)

SSA may assign more than one SSN to an individual. When this occurs, more than one validated SSN is posted to MCI. The MCI validation screen reflects a "D" code in this situation.

If the information submitted contains zeroes or incorrect Social Security Numbers which do not meet NUMIDENT criteria, SSA will check the ALPHADENT file. If the name and date of birth match, the SSA will provide the state with the correct Social Security Number; MCI is not updated. A case specific sheet is produced and is sent to the county. Enter the SSN on the Name Change screen in EIS. If SSA provides more than one number, contact SSA to determine the correct number. Once the number is entered in EIS it goes through the normal validation process. Refer to procedures in EIS 1103, Social Security Number Validation.

The validation process with SSA does not require an exact match. Some SSN's will validate even though you have verified vital data that is slightly different. For example, if the year of birth is correct, SSA considers this a match even if the month and day of birth are different.

B. BENDEX Validation

Because the data in the NUMIDENT file is not always correct, an additional step has been added to the validation process.

When an individual applies for SSA benefits, SSA verifies all vital data. Therefore, an individual's vital data in BENDEX is usually correct even though it may differ from that in NUMIDENT. As a result, any SSN that did not validate when compared to SSA's NUMIDENT file is compared to BENDEX.

1. If the name, date of birth and SSN match exactly the data found on BENDEX, the SSN is considered validated. A validation code "B" appears on the validation screen in MCI. This "B" code indicates that the SSN was validated by BENDEX. No further action is needed by the county.
2. If the recipient is found on BENDEX but the vital data does not match exactly, a message appears on the SSN Validation Discrepancy Report indicating that vital data did not match BENDEX.

C. Validation Discrepancy Report

1. A SSN Validation Discrepancy Report is generated when:
 - a. Validation cannot be accomplished based on the match with NUMIDENT or BENDEX, or
 - b. Program data differs in MCI.

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(V. C.)

2. Counties must resolve discrepancies to ensure more accurate automated matches. Reports are sorted in worker number order and include all identifying case information along with a discrepancy message.

The report is generated monthly for the program specified beside PROG. The report gives the district/worker number (DIST#), county case number (CTY CASE) and case ID number (SYS CASE).

The following discrepancy messages will appear on the report:

- a. DOB Does Not Match
 - b. Name Does Not Match
 - c. SSN Not in SSA File
 - d. SSN Does Not Match
 - e. Items Do Not Match
 - f. DOB Does Not Match Bendex
3. If the report message consists of only one line, your individual data was used to attempt the validation when it was sent to SSA. This also indicates no other program's data has been validated for your individual. The reason for non-validation is indicated by the discrepancy message and an asterisk (*).
 - a. Research the individual to ensure that EIS contains the correct SSN, name and date of birth. Be sure to check for keying errors. If you are successful in resolving the discrepancies in the vital data, update the data field in question in the Name Change screen in EIS. This causes the data to be re-sent for validation.
 - b. If the individual's correct SSN has already been used in EIS:
 - (1) Call EIS/DMA staff at (919) 855-4000 if the individual with the incorrect SSN is an SSI recipient.
 - (2) Call the Medicaid worker for the case in all other situations to resolve the discrepancy.

4. Resolving Two Line Messages

If you receive a two line error message on your discrepancy report, this indicates that the individual record in MCI for the program listed on line 01 has validated with SSA. The report is sent to the worker to resolve a discrepancy for the individual on line 02.

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- a. If you find that the first line lists an individual who is not the same person who is listed on the second line, then these individuals have been matched in MCI erroneously.
- b. To verify this is the problem, follow the instructions below.
 - (1) First do a client inquiry using either of the two individuals listed on the discrepancy report.
 - (2) Obtain the Match ID.
 - (3) Then do a Match ID inquiry with the Match ID. You should see the other individual who was listed on your report.
 - (4) To correct this problem, follow instructions found in the EIS Manual, Section 1057, Master Client Index (MCI), for client unmatching.
 - (5) After unmatching the individuals in MCI, the invalidated record is submitted to SSA for validation.
5. Allowing Time for Systems to Work

When you respond to a SSN Validation Discrepancy Report by correcting information in EIS or MCI, you must allow at least 60 days for the validation process to work.

D. Requests for Manual Validations

Before pursuing manual validations, compare your EIS profile to the SS card and birth information in the record. If the information in EIS matches the information on the SS card and birth verification, pursue manual validation. If you are unable to enter the SSN into EIS, determine if another individual in EIS had this number. See C.3.b. above.

1. When requesting a manual validation, you must send all of the following to State staff:
 - a. Copy of the discrepancy report.
 - b. Your name and telephone number.
 - c. Copy of the SS card showing same name and number as in EIS. If you don't have a copy of the SS card, send a copy of the on-line SDX.

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- d. Copy of the birth certificate or copy of Bendex showing same DOB as in EIS.
- e. Copy of the most recent EIS case profile.

If State staff has questions, they will contact you. If the request is not pursued, State staff will return your request with an explanation. Requests are not pursued when the information received is not complete according to the above list. Another reason may be that your request does not require the manual validation process such as the client needs to go to SSA or EIS needs to be updated.

- 2. The State staff will confirm with SSA that this is the correct SSN for this individual. If all information is correct, State staff will enter a validation code "M" on the MCI validation screen. The "M" code indicates that a manual validation has been completed for that SSN. State staff will send you a letter if SSA's data is incorrect. At the next review, inform the recipient that he may want to contact SSA to make corrections in their data. Inform the recipient that this will not affect his Medicaid eligibility.

This manual validation process takes some time to complete. It is possible that these individuals will appear on the SSN Discrepancy Reminder Report. Do not send the information to the State a second time.

However, once the "M" code appears on the MCI validation screen, EIS will no longer generate the Discrepancy or Reminder Reports.

E. Resolving Discrepancies When Incorrect Data Validates

Because SSA does not require an exact match for validation, there are cases where the SSN with wrong vital data validates and the program with the correct data shows a discrepancy. The program with the wrong data must make the necessary corrections to its base system, regardless of whose data validated.

For example, a client was born on 4-15-27 and receives both Food Stamps and Medicaid. EIS shows her birth date as 3-15-27 and FSIS shows her birth date as 4-15-27. In this example, the Medicaid data was sent to SSA for validation first and came back validated. Since the year of birth was correct, SSA considered the data a match. The discrepancy report to the Food Stamp worker indicates that there is a discrepancy in the Food Stamp program's date of birth. Once it is determined that the client's correct date of birth is 4-15-27, the Medicaid worker must correct the data on the Name Change screen in EIS.

Whenever a change is made in the vital data in EIS, the SSN is automatically resubmitted for validation. At that time, the SSN will validate and MCI automatically validates the other matched program since they are now identical.

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F. SSN Validation Reminder Report

In addition to the SSN Validation Discrepancy Report, you receive an SSN Validation Reminder which includes individuals from earlier discrepancy reports on which no action has been taken.

The report is printed in the same format as the Discrepancy Report.

1. The report is generated when:
 - a. No action has been taken after 30 days of the original discrepancy report, or
 - b. An individual has been in EIS more than 90 days with no SSN.

If you have taken action but it has not had time to be completed (such as requesting manual validation), these individuals continue to be listed on the Reminder Report. It is not necessary to take the action a second time.

2. "Needs SSN" Message

When an individual has been in EIS more than 90 days with no SSN, the message "Needs SSN" is printed on the reminder report. You must obtain a SSN and update EIS. Without a SSN, the IEVS matches cannot be completed for this individual. Document that the case includes an adopted child and continue to wait for the new SSN. Refer to VI.F.

VI. DOCUMENTATION

Document on the appropriate verification/documentation worksheet:

- A. The date the assistance unit member meets the enumeration requirement.**
- B. The SSN and the verification source used.**
- C. Each assistance unit member who refuses to provide verification of his SSN.**
- D. Each assistance unit member who refuses to apply for his SSN.**
- E. That it was explained to any budget unit member who chose to provide his Social Security number how that number would be used.**
- F. Document that the assistance unit includes an adopted child. Include in your documentation that the adoptive parents were informed that they must have the Social Security Administration change the name on the adoptive child's social security card to the child's new adoptive name.**