STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

GEORGE DEUKMEJIAN, Governor

DEPARTMENT OF HEALTH SERVICES
714/744 P STREET
SACRAMENTO, CA 95814

June 28, 1984

To: All County Welfare Directors

Letter No: 84-28

SOCIAL SECURITY NUMBER (SSN) CONFLICTS

The purpose of this letter is to inform counties of the procedures to follow when attempting to resolve an SSN conflict that involves two or more recipients having the same SSN.

Currently, counties contact the appropriate MEDS Liaison for assistance in resolving the above described SSN conflict at the time of the contact the MEDS Liaison will work with the caller to resolve the SSN conflict. The appropriate procedure(s) to resolve such conflicts depends on several factors, e.g., current eligibility status, sight verification status and results of SSN validation. Therefore, general language may not always apply to each conflict that is identified. In the past, the Medi-Cal Eligibility Branch (MEB) has indicated that formal written procedures would be released via an All County Letter. However, because proper resolution of this type of SSN conflict is dependent on many factors, MEB would prefer that counties continue to contact the MEDS Liaison for specific instructions as the conflicts are identified.

The process will be as follows:

1. The county contacts, via telephone, the appropriate MEDS Liaison and describes the SSN conflict situation.

2. The MEDS Liaison will explain the procedure(s) to be followed and will confirm the instructions in writing within 5 days of the telephone confirmation.

3. If the county has any questions upon receipt of the written instructions, the county may contact the MEDS Liaison for further clarification.

If you or your staff have any questions regarding the procedure explained in this letter, please contact Connie Farmer of my staff at (916) 445-1912 or (ATSS) 485-1912.

Sincerely,

Original signed by

Caroline Cabias, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants