

## DEPARTMENT OF HEALTH SERVICES

714/744 P STREET  
SACRAMENTO, CA 95814

December 7, 1983

To: All County Welfare Directors

Letter No. 83-79

## SOCIAL SECURITY ACCOUNT NUMBER (SSAN) CONFLICTS

The purpose of this letter is to request the name of a contact person in each county who can be assigned to coordinate resolution of SSAN conflicts. As of this date, 54 counties are transmitting eligibility information via the Medi-Cal Eligibility Data Systems (MEDS). MEDS uses the Social Security Account Number (SSAN) as the unique identifier to track beneficiaries from one county to another or between Medi-Cal programs. Use of the SSAN as the unique identifier has, at times, created SSAN conflicts between counties and Medi-Cal programs when trying to add an individual to MEDS. Until these conflicts are resolved, one county must report a beneficiary's eligibility via MEDS using a pseudo SSAN.

In December 1983, the Department will implement an ongoing SSAN Validation Process. This new process will undoubtedly surface additional SSAN conflicts. In an attempt to simplify the resolution of the SSAN conflicts, we are requesting that each county (both MEDS and non-MEDS) furnish this Department with the name, telephone number and address of a contact person that the remaining counties can telephone or write, to resolve SSAN conflicts. Currently, no formal procedure exists to handle these problems thus resulting in numerous individuals attempting to solve the conflicts and delays in obtaining the necessary information.

Based upon county selection of the contact person, we will compile a listing to be distributed to each county welfare department. It is our intent that only those individuals appearing on the list be contacted to resolve SSAN conflicts.

We would appreciate receiving the requested information by December 9, 1983. For ease and expediency, you may call the information into Karla Gurley at (916) 322-3394 or Jenny Juarez at (916) 445-1960. Thank you in advance for your cooperation.

Sincerely,

ORIGINAL SIGNED BY

Caroline Cabias, Chief  
Eligibility Branch