



New Mexico Human Services Department

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INTERDEPARTMENTAL MEMORANDUM

MAD-GI: 10-04

DATE: September 21, 2010

TO: ISD AND MAD STAFF

FROM: JULIE WEINBERG, ACTING DIRECTOR, MEDICAL ASSISTANCE DIVISION
HELEN NELSON, ACTING DIRECTOR, INCOME SUPPORT DIVISION

THROUGH: ROY BURT, BUREAU CHIEF MEDICAL ASSISTANCE DIVISION

BY: LIZ MARTINEZ, MEDICAL ASSISTANCE DIVISION

SUBJECT: SOCIAL SECURITY NUMBER DISCREPANCY RESOLUTION

The Medical Assistance Division's (MAD) Solution Center staff often receives calls from Medicaid clients who are unable to access services due to a Social Security Number (SSN) discrepancy that results in no eligibility on file in the Medicaid system (Omnicaid). The SSN, in many instances, has already been corrected in ISD2, but has not updated to Omnicaid. Rather than update Omnicaid, the correct client SSN errors off as a "duplicate client" because Omnicaid already has the client on file under an incorrect SSN.

Some of the common reasons for incorrect SSNs on ISD2 are matching an SSN to an incorrect individual, transposition of numbers, and applicants using multiple SSNs. All of these common discrepancies when updated in ISD2 will create the "duplicate client" error when the correction is sent to Omnicaid. These discrepancies have to be corrected manually by MAD staff. MAD staff inquiry ISD2 to make sure the corrected SSN information appears and then updates Omnicaid accordingly.

When ISD field office staff is made aware of an SSN discrepancy that needs to be corrected, the ISD2 Help Desk should always be consulted for resolution. After the SSN discrepancy has been corrected in ISD2, the ISD2 Help Desk will subsequently contact designated MAD staff who will manually update Omnicaid. Consulting the ISD2 Help Desk should reduce the number of

calls received by ISD field offices and referrals to the MAD Solutions Center because both ISD2 and Omnicaid will be updated with the correct SSN information.

Please contact liz.martinez@state.nm.us or at (505) 476-6822 with questions. Thank you.