

## CHANGE NOTICE FOR MANUAL

**DATE: March 31, 2011**

**MANUAL:** Enterprise Program Integrity Control System (EPICS) User's Manual  
**CHANGE NO.:** 1-2011  
**TO:** County Directors of Social Services  
**EFFECTIVE:** **April 1, 2011**, make the following changes to the EPICS User's Manual

### I. GENERAL

This change notice transmits revisions to the EPICS Manual. These changes are outlined below.

### II. SPECIFIC CHANGES

#### A. EPICS 102 – Referrals

1. EPICS102.III.E.6.a is being revised to change the name Food Stamps to Food and Nutrition Services.
2. EPICS102.V.D is being revised to change the name Food Stamps to Food and Nutrition Services.

#### B. EPICS 103 – Claims

1. EPICS103.III.B.1.k.3.b.1 is being revised to change the contact information for AFDC/Work First claims from Family Support and Child Welfare Services staff at 919-733-4622 to Economic and Family Services staff at 919-334-1224.
2. EPICS103.III.B.1.k.3.b.2 is being revised to change the telephone number to contact Food and Nutrition Services & Energy Programs staff from 919-733-7831 to 919-334-1224.
3. EPICS103.III.B.1.k.3.b.3 is being revised to change the telephone number to contact DMA Program Integrity Staff from 919-733-3590 to 919-647-8000.
4. EPICS103.III.B.1.o.1 is being revised to change the fax number for Food and Nutrition Services claims from 919-733-0645 to 919-334-1266.
5. EPICS103.III.B.1.o.1 is being revised to change the fax information for AFDC and Work First claims from Family Support and Child Welfare Services section at 919-715-6714 to Economic and Family Services section at 919-334-1266.
6. EPICS103.III.B.1.o.1 is being revised to change FAEP to FNSEP.

7. EPICS103.III.B.o.2.a is being revised to change the address for AFDC and Work First claim requests from 2408 Mail Service Center to 2420 Mail Service Center.
8. EPICS103.III.B.o.3.b is being revised to change the mailing address for Medicaid claim requests from DMA, Quality Assurance Section to DMA/ Quality Assurance-18.
9. EPICS103.IV.D.1 is being revised to change the name Food Stamps to Food and Nutrition Services.
10. EPICS103.IV.D.2 is being revised to change FS to FNS.

**C. EPICS 104 – Collections**

1. EPICS104 is being revised to change FS to FNS in all applicable sections.
2. EPICS104 is being revised to change the name Food Stamps to Food and Nutrition Services in all applicable sections.
3. EPICS104.F is being revised to change the fax information for AFDC and Work First Claims from Family Support and Child Welfare Services staff at 919-715-6714 to Economic and Family Services staff at 919-334-1266.
4. EPICS104 is being revised to change FAEP to FNSEP in all applicable sections.
5. EPICS104.G is being revised to change the fax number for Food and Nutrition Services Claims from 919-733-0645 to 919-334-1266.

**D. EPICS 105 – Disqualifications**

EPICS105.II is being revised to change the name Food Stamps to Food and Nutrition Services.

**E. EPICS 2000 – Appendix A: Referral Codes**

EPICS2000.C is being revised to change the name Food Stamps to Food and Nutrition Services.

**F. EPICS 2100 – Appendix B: Claim Codes**

EPICS2100.O is being revised to change the name Food Stamps to Food and Nutrition Services.

**G. EPICS 2200 – Appendix C: Payment Codes**

1. EPICS2200.A is being revised to change the name Food Stamps to Food and Nutrition Services.
2. EPICS2200.A is being revised to change FS to FNS.

**H. EPICS 2500 – Appendix F: Reports**

1. EPICS2500.E is being revised to update the report description for the FRD-407 TIMELINESS RPT.

2. EPICS2500.I.10 is being revised to update all the fields and all the descriptions of the entire FRD-407.
3. EPICS2500.I.15 is being revised to change the name Food Stamps to Food and Nutrition Services in the descriptions for the FRD428.

The EPICS User's Manual has been updated with these changes and is available in PDF format (see below).

### III. INSTRUCTIONS FOR MAINTENANCE OF THE EPICS USER'S MANUAL

#### To maintain your current hard copy of the EPICS User's Manual:

1. Go to the DSS On-Line Manuals Change Notice website at <http://info.dhhs.state.nc.us/olm/manuals/dss/ei-10/chg/>
2. Click on Change No. 1-2011.
3. Click on the "CN 1-2011" and attachment links at the bottom of the page to print the Change Notice and the attached documents.
4. Open the files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hard copy of the manual:

<u>REMOVE</u>		<u>INSERT</u>	
<u>SECTION</u>	<u>PAGES</u>	<u>SECTION</u>	<u>PAGES</u>
102	1-2, 9-10, 23-24	102	1-2, 9-10, 23-24
103	1-2, 11-16, 23-24	103	1-2, 11-16, 23-24
104	1-2, 9-14, 33-34	104	1-2, 9-14, 33-34
105	1-2	105	1-2
2000	1-2	2000	1-2
2100	1-2, 5	2100	1-2, 5
2200	1	2200	1
2500	1-4, 35-55	2500	1-4, 35-53

If you have any questions, please contact the DSS Information Support Staff at (919) 733-8938.

Sincerely,



Hank Bowers, Chief  
Performance Management/Reporting & Evaluation  
Management Section

HB:ss

Attachments

[EPICS\\_CN1-2011](#)

[EPICSc102](#)

[EPICSc103](#)

[EPICSc104](#)

[EPICSc105](#)

[EPICSc2000](#)

[EPICSc2100](#)

[EPICSc2200](#)

[EPICSc2500](#)