

**102 – REFERRALS****Change #1-2007****August 1, 2007****I. THIS CHAPTER PROVIDES INSTRUCTIONS AND INFORMATION FOR:**

- The Referral Menu function keys;
- The Referral Detail 1 fields;
- The Referral Detail 1 functions keys;
- The Referral Detail 2 fields;
- The Referral Detail 2 function keys;
- Creating a referral;
- Creating a referral using Spin-off;
- The Referral List fields;
- The Referral List function keys;
- Displaying a list of unassigned referrals and view referral details;
- Assigning a referral;
- Displaying a referral list and view referral details by county;
- Displaying a referral list and view referral details by Investigator ID;
- Accepting a referral;
- Opening a referral;
- Displaying a referral using the Referral Detail option;
- Updating a referral;
- Closing a referral;
- Transferring a Referral Out of State;
- Reopening a Referral From Out of State Status;
- Creating a Referral from an Out of State source;
- The Notepad Summary function keys;

- The Notepad Detail function keys;
- Adding a note in Notepad;
- Displaying and updating a note in Notepad;
- Deleting a note in Notepad;
- Entering field details using F4 key;
- Searching for an individual ID (Name Search feature).

## II. REFERRAL MENU

A referral is the origination point for a claim in EPICS. Referral information (e.g., an individual who may or may not be committing a fraudulent act) is obtained in Program Integrity from several sources such as phone calls or letters. The Referral function provides the Program Integrity Staff with a method of recording, viewing, and updating referral information. The **Referral** menu contains three options from which to choose:

Option	Description
1. Referral List	To display a list of existing referrals
2. Referral Detail	To display and update a known/specific referral
3. Create New Referral	To add a new referral

### Referral Menu Function Keys

Key	Description
F1	To access EPICS on-line help
F3	To exit and return to Main Menu

## III. ADD A NEW REFERRAL

Upon a receipt of a new referral, it is required that the Program Integrity Staff add the referral in EPICS with the appropriate information (e.g., Case ID, Referral Type, and Allegations). There are two screens that require data entry: *REFERRAL DETAIL 1* and *REFERRAL DETAIL 2*. Each screen contains mandatory and optional fields, as well as specific function keys that execute tasks.

A separate referral must be entered for each claim. Also, if a claim has any crossover date periods (i.e., TANF) a separate referral must be entered for each one.



**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

**Change #1-2017**

**REFERRALS**

**April 1, 2017**

Field	Description	Required	System Generated	Optional
<b>PROGRAM</b>	Up to 5 characters; Code that identifies the benefits program to which the suspected overpayment applies	X		
<b>CASE ID</b>	Up to 9 characters; Identifies the Program Case ID associated with the suspected overpayment	X		
<b>COUNTY CASE #</b>	7 character county case number (Note: You must key slashes.)			X
<b>REFERRAL DATE</b>	10 character date (MM/DD/CCYY) the referral is received	X		
<b>DATE OF DISCOVERY</b>	10 character date (MM/DD/CCYY) the referral was opened by the investigator.	X		
<b>REFERRING PERSON</b>	Up to 45 characters; Name of the person reporting the referral (Note: anonymous and unknown are accepted.)	X		
<b>REFERRING PERSON PHONE</b>	10 character (including area code) phone number of the Referring Person (Note: Hyphens not accepted.)			X
<b>REFERRAL SOURCE</b>	2 character code representing the source of the violation	X		
<b>NATURE OF REFERRAL</b>	1 character code representing the nature of the violation	X		
<b>SUSPECTED AMOUNT</b>	Up to 10 characters; dollar amount of the suspected overpayment			X
<b>SUSPECTED OP/OI PERIOD (BEGINNING DATE)</b>	10 character date, (MM/DD/CCYY) Suspected start date of the suspected overpayment			X

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

Change #1-2016

**REFERRALS**

September 1, 2016

Field	Description	Required	System Generated	Optional
<b>SUSPECTED OP/OI PERIOD (ENDING DATE)</b>	10 character date, <u>(MM/DD/CCYY)</u> suspected end date of the suspected overpayment			X
<b>CASE WORKER ID</b>	5 character number of the caseworker currently assigned to the case. Also known as the IM Worker / District #.			X
<b>ASSIGN REFERRAL</b>	1 character Indicator set to Y when the supervisor assigns the referral to an investigator	X		
<b>ASSIGNMENT DATE</b>	10 character date <u>(MM/DD/CCYY)</u> the referral was assigned to an investigator		X	
<b>INVESTIGATOR ID</b>	5 character ID that corresponds to the investigator assigned to this referral by the supervisor	X		
<b>ACCEPT REFERRAL</b>	1 character indicator set to Y when the investigator accepts their referral	X		
<b>ACCEPTANCE DATE</b>	10 character date <u>(MM/DD/CCYY)</u> the referral was accepted by the investigator		X	
<b>OPEN INVESTIGATION</b>	1 character indicator set to Y when the investigator opens the referral	X		
<b>OPEN DATE</b>	10 character date <u>(MM/DD/CCYY)</u> the referral was opened by the investigator		X	
<b>CLOSE REFERRAL</b>	1 character indicator set to Y when the investigator closes the investigation	X		
<b>DATE CLOSED</b>	10 character date <u>(MM/DD/CCYY)</u> the referral was closed by the investigator		X	

---

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

Change #1-2016

REFERRALS

September 1, 2016

---

**B. Referral Detail 1 Function Keys**

Key	Description
F1	To access EPICS on-line help
F2	To clear the screen
F3	To exit and return to the Main Menu
F4	To display a list
F5	To display the Notepad
F6	To add a referral (save)
F9	To update referral information
F10	To display the Referral Detail 2 screen
F11	To create a new referral with default data from the currently displayed referral
F12	To cancel and return to previous screen

**C. Referral Detail 2 Field Descriptions**

Field	Description	Required	System Generated	Optional
<b>REFERRAL ID</b>	10 digit number generated by the system upon creation of a referral		X	
<b>EIS/FSIS ADDRESS</b>	Case head payee's address currently residing in CNDS		X	
<b>ALIAS NAMES</b>	One or more alternate names for the case head payee			X
<b>EPICS ADDRESS TYPE</b>	Case head payee's address; Used when the EIS / FSIS address is incorrect. (Note: For EPICS, this address is stored in CNDS.)			X

Field	Description	Required	System Generated	Optional
<b>ALIAS SOCIAL SECURITY NUMBERS</b>	One or more alternative social security numbers for the case head payee			X
<b>PHONE NUMBERS TYPE</b>	Case head payee's phone number(s) including area code			X
<b>PHONE NUMBERS EXT</b>	Case head payee's phone extension			X
<b>ALLEGATIONS</b>	Up to 79 characters; Description of the alleged fraud	X		

**D. Referral Detail 2 Function Keys**

Key	Description
F1	To access EPICS on-line help
F3	To exit and return to Main Menu
F4	To display a list
F6	To add a referral (save
F9	To update referral information
F12	To cancel and return to the previous screen

**E. To Create a New Referral**

- From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.

FR03 FRD0030	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM REFERRAL MENU	06/18/2004 15:18:47
<ol style="list-style-type: none"> <li>1. Referral List</li> <li>2. Referral Detail</li> <li>3. Create New Referral</li> </ol> <p style="text-align: center;">Enter Option: _</p>		
F1=HELP F3=EXIT		

2. In the **ENTER OPTION** field, key the number 3 and press **Enter**. The REFERRAL DETAIL 1 screen displays.

```

FR19      NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM      03/24/2000
FRD0190      REFERRAL DETAIL 1      08:06:17

REFERRAL ID: _____ + REFERRAL TYPE: _ + REFERRAL STATUS: ____
NAME: _____
INDIVIDUAL ID: _____ + SSN: _____ DOB: 00/00/0000 SEX: _
ORIGINATING COUNTY: _____ OWNER: _____
PROGRAM: _____ + CASE ID: 000000000 COUNTY CASE #: _____

REFERRAL DATE: 00/00/0000 DATE OF DISCOVERY: 00/00/0000
REFERRING PERSON: _____
REFERRING PERSON PHONE: _____
REFERRAL SOURCE: _ + NATURE OF REFERRAL: _ +
SUSPECTED AMOUNT: 0.00 _____ SUSPECTED OP/OI PERIOD: 00/00/0000 to 00/00/0000
CASE WORKER ID: _____

ASSIGN REFERRAL? _ ASSIGNMENT DATE: 00/00/0000 INVESTIGATOR ID: _____ +
ACCEPT REFERRAL? _ ACCEPTANCE DATE: 00/00/0000 COLLECTOR: _____ +
OPEN INVESTIGATION? _ OPEN DATE: 00/00/0000 OVERRIDE USERID: _____
CLOSE REFERRAL? _ DATE CLOSED: 00/00/0000 OVERRIDE COUNTY: _____
REASON CLOSED: _____ OVERRIDE DATE: 00/00/0000
F1=HELP F2=CLEAR F3=EXIT F4=LIST F5=NTESUM F6=ADD F9=UPD F10=DTL2 F11=SPINOFF
F12=CANCEL
ACTION COMPLETED SUCCESSFULLY
    
```

**NOTE:** If you do not know the code or value for a field, you can use the **F4** key, which displays a list of codes or values for selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field.

3. In the **REFERRAL TYPE** field, key the code for the type of referral.

Code	Value
F	Front End
O	Other
P	Project Recall
R	Regular
.	Suspected IPV
S	
T	Trafficking

4. In the **INDIVIDUAL ID** field, key the case head payee's ID.
5. In the **PROGRAM** field, key the code that identifies the program to which the suspected overpayment applies.

You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an 'S' under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **PROGRAM** field.

6. In the **CASE ID** field, key the individual's Case ID. If the case ID/program cannot be validated, the following error message is displayed:

CASE ID IS NOT FOUND. REVIEW CASE OR CALL EPICS AUTOMATION.

The override function can only be completed by State Staff Program Integrity Staff when applicable.

a. Food and Nutrition Services

- (1) For R, O, P and S referral types, the CASE ID entered on the screen must exist in the FSIS Active Master file or the FSIS Inactive Master file. Any transaction code type is acceptable.
- (2) For F referral types, the Case ID entered on the screen must exist in the FSIS Active Master file and must have a transaction code of 1.

b. AFDC/TANF

- (1) For R, O, and P referral types, benefits must have been issued for the Case ID and Program entered on the screen.
- (2) For F referral types, the Case ID and Program entered on the screen must currently exist in the EIS pending application database.

**NOTE:** Front-end referral with a program code of AFDC can not be entered in EPICS.

c. Medicaid

- (1) For R, O, and P referral types, benefits must have been issued for at least one individual associated with the Case ID and Program entered on the screen.
- (2) For F referral types, the Case ID and Program entered on the screen must currently exist in the EIS pending application database.

7. In the **REFERRAL DATE** field, key the date the referral was received using the 10-character date format: MM/DD/CCYY.

8. In the **DATE OF DISCOVERY** field, key the date of discovery. This is a required field and must be in MM/DD/CCYY format.

---

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

**Change #1-2017**

**REFERRALS**

**April 1, 2017**

---

- a. This date cannot be greater than the **REFERRAL DATE**.
- b. This date cannot be greater than the current date.
- c. This date can be prior to or the same as the **REFERRAL DATE**.
- d. This date can be changed if the referral status is *not* CL, TE, or OT.

**NOTE:** The date in the **DATE OF DISCOVERY** field is not required when creating referrals and the **PROGRAM TYPE** is FS (Food and Nutrition Services).

- 9. In the **REFERRAL PERSON** field, key the name of the person who provided the referral information.
- 10. In the **REFERRAL SOURCE** field, key the code that represents the source of violation. You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an 'S' under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **REFERRAL SOURCE** field.
- 11. In the **NATURE OF REFERRAL** field, key the code that represents the nature of violation. You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an 'S' under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **NATURE OF REFERRAL** field.

Code	Value
D	Duplicate Issuance
E	Earned Income
O	Other
R	Reserve
U	Unearned Income

- 12. If applicable, enter data in the optional fields.

**NOTE:** To determine which fields are optional, see Referral Detail 1 Field Descriptions.

- 13. To add/save the data on the **REFERRAL DETAIL 1** screen and continue entering required data on **REFERRAL DETAIL 2** screen, press the **F6** function key. The **REFERRAL DETAIL 2** screen displays.

FR21 FRD0210	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM REFERRAL DETAIL 2	06/29/2004 11:40:03
REFERRAL ID: _____ EIS/FSIS ADDRESS _____ _____	ALIAS NAMES S Name _____ _____	
S EPICS ADDRESS TYPE: PHYS_+ _____ _____	ALIAS SOCIAL SECURITY NUMBERS S SSN _____	
S TYPE PHONE NUMBER EXT + - _____ + - _____ + - _____ + - _____	_____	
ALLEGATIONS _____ _____ _____		
F1=HELP F3=EXIT F4=LIST F6=ADD F9=UPDATE F12=CANCEL		

**NOTE:** EPICS attempts to validate the data, ensuring all required fields are populated. If not, the system informs you of the fields that require details and will not proceed to **REFERRAL DETAIL 2** screen until you provide the fields with the appropriate data.

For auditing and reviewing purposes, you must maintain all supporting documentation that warrants the override.

14. In the **ALLEGATIONS** field, key a description of the alleged fraud.
15. If applicable, enter data in the optional fields.

**NOTE:** To determine which fields are optional, see page 11, Referral Detail 2 Field Descriptions.

To add data in the optional fields, key the appropriate code in the **S** column.

16. To add/save the referral, press the **F6** function key.
17. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**F. Spin-off Function**

After creating a new referral, you may determine that more than one benefit program is involved. EPICS provides a feature called *Spin-off* to help save time with data entry in this process. Since only one program can be associated with a referral at a time, using Spin-off (function F11 key) allows you to add a new referral based on the current referral displayed on the **REFERRAL DETAIL 1** screen. This feature uses the currently displayed information as default data.

With this information, you make the necessary modifications to the data (i.e., change the program code, case number, referring person).

**To add a referral using the spin-off feature:**

1. Create a referral.

After the referral is created, return to the **REFERRAL DETAIL 1** screen to access **SPIN-OFF**. If the **REFERRAL DETAIL 2** screen is displayed, press the **F12** function key.

2. From the **REFERRAL DETAIL 1** screen, press the **F11** function key.

**NOTE:** The spin-off function clears the **REFERRAL ID, REFERRAL STATUS, PROGRAM ID, CASE ID, COUNTY CASE #, SUSPECTED AMOUNT, SUSPECTED OP/OI PERIOD** fields. It also clears the **ALLEGATIONS** field on the **REFERRAL DETAIL 2** screen.

3. In the **PROGRAM** field, key the code that identifies the benefits program to which the suspected overpayment applies.
4. In the **CASE ID** field, key the individual's Case ID.
5. In the **REFERRAL DATE** field, change the date, if necessary.
6. In the **DATE OF DISCOVERY** field, change the date if needed.
7. In the **REFERRAL PERSON** field, change the name of the person who provided the referral information, if necessary.
8. In the **REFERRAL SOURCE** field, change the code that represents the source of violation, if necessary.
9. In the **NATURE OF REFERRAL** field, change the code that represents the nature of violation, if necessary.
10. If applicable, enter/modify data in all optional fields on **REFERRAL DETAIL 1** screen.
11. To add/save the referral details, press the **F6** function key. The **REFERRAL DETAIL 2** screen displays.
12. In the **ALLEGATIONS** field, key a description of the alleged fraud.
13. If applicable, enter/change data in all optional fields **REFERRAL DETAIL 2** screen.

14. To add/save and the referral, press the **F6** function key.
15. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

#### **IV. REFERRAL LIST**

If you need to display and/or update (e.g., accept a referral or edit) referral information, but **do not** know the referral ID, use the *Referral List* option. The Referral List provides several query options. The County number is always required to be a part of the search criteria:

**County Only Search** – This query option displays referrals for that county up to the 100 page limit.

**Investigator ID and County Search** – This query option displays referrals for that investigator and County up to the 100 page limit.

**Investigator, County, and Referral Start Date Search** – This query option displays referrals for that investigator, County, and referrals beginning with the Referral Start Date entered and greater up to the 100 page limit.

**Investigator, County, Referral Start Date, and Status Search** – This query option displays referrals for that investigator, county, status (UN, IN, CO, AC, TE, CL) beginning with the referral start date entered and greater up to the 100 page limit.

**Investigator, County, Referral Start Date, Status, and Program Search** – This query option displays referrals for that investigator, county status, program (FS, TANF, MAAN, etc.) beginning with the referral start date entered and greater up to the 100 page limit.

Or any of the above combinations of queries.

You may change your search criteria by entering and/or removing the option and pressing ENTER. Once ENTER is pressed, the referral information displays based on the new search criteria.

**A. Referral List Field Descriptions**

Field	Description	Required	System Generated	Optional
<b>INVESTIGATOR ID</b>	The Investigator ID for which to view referrals assigned.			X
<b>COUNTY</b>	3 character county code; Used to define which county's list will display (Note: Defaults to the county of the person logged into the system)	X		
<b>REFERRAL START DATE</b>	MM/DD/CCYY to Display Referrals from that date and greater.			X
<b>STATUS</b>	The Status of Referral			X
<b>PROGRAM</b>	Program Type			X
<b>S</b>	1 character field used to select and view a referral			X
<b>TYPE</b>	1 character code indicating the type of referral		X	
<b>STATUS</b>	2 character code Status indicating the current status of the referral		X	
<b>START DATE</b>	MM/DD/CCYY 10 character field indicating the referrals found based on the start date entered.		X	
<b>PROGRAM</b>	Up to 5 characters; Code for the benefit program associated with the referral		X	
<b>NAME (LAST)</b>	Case head payee's last name (up to 30 characters)		X	
<b>NAME (FIRST)</b>	Case head payee's first name (up to 10 characters)		X	
<b>INDIVIDUAL ID</b>	10 character numbers of the case head payee provided by CNDS		X	

**B. Referral List Function Keys**

Key	Description
F1	To access EPICS on-line help
F3	To exit and return to Main Menu
F4	To display a list or just press ENTER to view a list of referrals based on criteria keyed.
F5	To display the Claim Detail for the selected referral
F6	To display a selected referral
F7	To display the previous screen (page down)
F8	To display the next screen (page up)
F9	To display the payment history for the selected referral
F12	To cancel or return to the previous screen

**C. State Level and Supervisor Users**

Supervisors (or designated person) must assign referrals to the investigators in their county. If the supervisor does not know the referral ID number of an unassigned referral, they can display a list of unassigned referrals for the county in which they are assigned.

1. To display a referral list of unassigned referrals and view referral details (Supervisor only):
  - a. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
  - b. From the **REFERRAL MENU**, key the number 1 in the **Enter Option** field. The REFERRAL LIST screen displays.

```

FR23          NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM      12/12/2005
FRD0230          REFERRAL LIST                                          11:44:33

      INVESTIGATOR ID:____+ COUNTY:____+
REFERRAL START DATE: 00/00/0000  STATUS:____+ PROGRAM:____+

----- REFERRAL -----
S REFERRAL  TYPE  STAT  START DATE      PGM      -----CASE HEAD-----
          LAST NAME  FIRST  INDIVID. ID
-
-
-
-
-
-
-
-
-

F1=HELP F3=EXIT F4=LIST F5=CLAIM DETAIL F6=REF DETAIL
F7=PREV F8=NEXT F9=REF PAY HIST F12=CANCEL
    
```

---

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

---

Change #1-2006

**REFERRALS**February 1, 2006

---

- c. Do not enter a value in the **INVESTIGATOR ID** field.
- d. **Enter UN in the STATUS field.**  
Press Enter. The referral list displays all unassigned referrals for the county.  
  
**NOTE:** Unassigned referrals maintain a status of UN (unassigned).
- e. To view referral details, key an 's' in the **S** column next to the referral and press **Enter**. The REFERRAL DETAIL 1 screen displays.
- f. To view **REFERRAL DETAIL 2** screen, press the **F10** function key. The REFERRAL DETAIL 2 screen displays.
- g. To return to the previous screen, press the **F12** function key. The REFERRAL DETAIL 1 screen displays.
- h. To return to the **REFERRAL LIST** screen, press the **F12** function key. The REFERRAL LIST screen displays.

**or**

To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

- 2. To assign a referral via the Referral List (Supervisor only):
  - a. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
  - b. From the **REFERRAL MENU**, key the number 1 in the **Enter Option** field and press **Enter**. The REFERRAL LIST screen displays.
  - c. Do not enter a value in the **INVESTIGATOR ID** field.
  - d. Enter UN in the STATUS field. Press ENTER. A list of referrals with a UN (Unassigned) Status for your county displays.
  - e. In the **S** column next to the referral, key 'S' and press **Enter**. The REFERRAL DETAIL 1 screen displays.
  - f. In the **ASSIGN REFERRAL** field, key 'Y' to assign the referral.
  - g. In the **INVESTIGATOR ID** field, key the investigator ID of the investigator who will accept the referral.
  - h. To save the updates, press the **F9** function key.

**NOTE:** The **ASSIGNMENT DATE** field is system generated with today's date.

The **REFERRAL STATUS** field automatically populates with a PE (pending) code.

- i. To return to the **REFERRAL LIST** screen, press the **F12** function key. The REFERRAL LIST screen displays.

**or**

To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

- 3. Users with State Level access can query by specific county and view referrals.

Supervisors can view all referrals within their county.

To display a referral list and view referral details by County (State Level and Supervisor access only):

- a. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
- b. From the **REFERRAL MENU**, key the number 1 in the **Enter Option** field. The REFERRAL LIST screen displays.

FR23 FRD0230	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM REFERRAL LIST	12/12/2005 11:44:33
INVESTIGATOR ID:____+ REFERRAL START DATE:00/00/0000	COUNTY:____+ STATUS:____+	PROGRAM:____+    More:
----- REFERRAL -----	-----CASE HEAD-----	
S REFERRAL	TYPE STAT	START DATE    PGM    LAST NAME    FIRST    INDIVID. ID
-	-	-
-	-	-
-	-	-
-	-	-
-	-	-
-	-	-
F1=HELP	F3=EXIT	F4=LIST    F5=CLAIM DETAIL    F6=REF DETAIL
F7=PREV	F8=NEXT	F9=REF PAY HIST    F12=CANCEL

- c. Do not enter a value in the **INVESTIGATOR ID** field.
- d. If you have State Level access, you must enter the county you wish to view.

**NOTE:** Supervisors cannot modify the county field. It will default to the county in which they are assigned.





- d. To view referral details, key an 's' in the **S** column next to the referral **and**:
- (1) Press **Enter** or the **F6** function key. The REFERRAL DETAIL 1 screen displays. Within Referral Detail screen, press F10 to view Referral Detail 2.
  - (2) Use the F5 function key to view the Claim Detail screen. Within the Claim Detail screen other data related to the Claim Detail screen may be viewed.
  - (3) Use the F9 function key to view the payment history for the referral.
- e. To return to the **REFERRAL LIST** screen, press the **F12** function key. The REFERRAL LIST screen displays.

**or**

To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

2. To accept a referral (via the Referral List):

Prior to working on the investigation of a referral in EPICS, the investigator must accept the referral.

- a. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
- b. From the **REFERRAL MENU**, key the number 1 in the **Enter Option** field. The REFERRAL LIST screen displays.
- c. Press **Enter**. The referral list for the investigator displays.
- d. Locate the assigned referral.

**NOTE:** Assigned referrals maintain a status of PE.

---

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

**Change #1-2006**

**REFERRALS**

**February 1, 2006**

---

- e. To select the referral, key 'S' in the **S** column and press **Enter**. The REFERRAL DETAIL 1 screen displays.
- f. In the **ACCEPT REFERRAL** field, key 'Y' to accept the referral.
- g. In the **COLLECTOR** field, key collector ID, if different from the Investigator ID.

**NOTE:** The **COLLECTOR** field defaults to the Investigator ID.

- h. To save the updates, press the **F9** function key.

**NOTE:** The **ACCEPTANCE DATE** field is system generated with today's date.

The **REFERRAL STATUS** field automatically changes to AC (accepted).

- i. To return to the **REFERRAL LIST** screen, press the **F12** screen, press the **F12** function key. The REFERRAL LIST screen displays.

**or**

To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

- 3. If a referral is in AC (accepted) status and ready for investigation, the investigator may open the referral. Opened referrals maintain a status of IN (investigation).

To open a referral (via the Referral List):

- a. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
- b. From the **REFERRAL MENU**, key the number 1 in the **Enter Option** field and press **Enter**. The REFERRAL LIST screen displays.
- c. Press **Enter**. The referral list for the investigator displays.
- d. Locate the accepted referral.

**NOTE:** Accepted referrals maintain a status of AC.

- e. To select the referral, key an 's' in the **S** column and press **Enter** or the **F6** function key. The REFERRAL DETAIL 1 screen displays.

f. In the **OPEN INVESTIGATION** field, key 'Y' to open the investigation.

g. To save the updates, press the **F9** function key.

**NOTE:** The **OPEN DATE** field is system generated with today's date.

The **REFERRAL STATUS** field changes to an **IN** (Investigation) status.

h. To return to the **REFERRAL LIST** screen, press the **F12** function key. The REFERRAL LIST screen displays.

**or**

i. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

## V. REFERRAL DETAIL

If you know the referral ID of the specific referral you want to display, view, or update, you can use the *Referral Detail* option from the **REFERRAL MENU**.

### A. To Display a Referral

1. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
2. From the **REFERRAL MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL DETAIL 1 screen displays.
3. In the **REFERRAL ID** field, key the referral ID and press **Enter**. The referral displays.

**NOTE:** If you do not know the referral ID, you can use the **F4** key, which displays the REFERRAL LIST screen.

4. View the referral details.
5. To view details on the **REFERRAL DETAIL 2** screen, press the **F10** function key. The REFERRAL DETAIL 2 screen displays.
6. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.



1. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
2. From the **REFERRAL MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL DETAIL 1 screen displays.
3. In the **REFERRAL ID** field, key the referral ID you need to close and press **Enter**. The referral displays.

**NOTE:** If you do not know the referral ID, you can use the **F4** key, which displays the REFERRAL LIST screen.

4. In the **CLOSE REFERRAL** field, key 'Y' to close the referral.
5. In the **REASON CLOSED** field, key the reason the referral is closed.

**NOTE:** If you do not know the reason code, you can use the F4 key, which displays the REASON CLOSED TABLE.

**NOTE:** This field will not allow the referral/claim to be closed if the balance is greater than zero and the program is Medicaid or AFDC/TANF. If a closed reason code is entered with the balance greater than zero, the error message CLAIM BALANCE IS GREATER THAN 0.00. ONLY FS CLAIMS MAY BE TERMINATED displays.

**NOTE:** A date must be entered in the DAT OF DISCOVERY field when the CLOSE REFERRAL? field is updated to "Y" and the PROGRAM TYPE is FS (Food and Nutrition Services).

6. To save the changes, press the **F9** function key.

**NOTE:** The **DATE CLOSED** field is system generated with today's date. Also, the **REFERRAL STATUS** field automatically populates to:

- **CL** (closed) when the claim balance on the CLAIM DETAIL screen is 0
- **TE** (terminated) when the claim balance on the CLAIM DETAIL screen is greater than 0

**Exception (Work First Only) and is displayed as TE:**

Claims that have a balance greater than 0, Claim Type AE (Agency Error) and Agency Error Type C (County) are considered County Responsible Overpayment (CROP).

7. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**D. To Transfer a Referral Out of State – Food and Nutrition Services Only**

If a client moves out of state, it may be necessary to transfer the claim out of state.

Only those claims in CO (collection) status are eligible for Out of State transfers.

**NOTE: EPICS does not send notification to the debtor or to the out of state case worker. The 'OT' Referral Status stops all forms of collections. For example: Recoupment, TOP, DOR, or Lottery.**

1. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
2. From the **REFERRAL MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL DETAIL 1 screen displays.
3. In the **REFERRAL ID** field, key the referral ID you need to transfer and press **Enter**. The referral displays.

**NOTE:** If you do not know the referral ID, you can use the **F4** key, which displays the REFERRAL LIST screen.

4. In the **REFERRAL STATUS** field, enter **OT** for Out of State Transfer.
5. To complete the transfer, press the **F9** function key.
6. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

#### **E. To Reopen a Referral from Out of State Status – Food and Nutrition Services Only**

A referral that has been in **OT** (Out of State) status may need to be reopened by the county if the client moves back to the originating state. For example, a client moved from Bertie County to VA, and the county issued an Out of State transfer. The client then moves back from VA to Bertie County. Once the county is aware that the client is back, the referral should be reopened in EPICS.

1. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
2. From the **REFERRAL MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL DETAIL 1 screen displays.
3. In the **REFERRAL ID** field, key the **referral ID** you need to reopen and press **Enter**. The referral displays.

**NOTE:** If you do not know the referral ID, you can use the **F4** key, which displays the REFERRAL LIST screen.

4. In the **REFERRAL STATUS** field, enter **CD** for Collection.

**NOTE:** All fields become unprotected with exception of the client's demographic information and the assign, accept, and open fields.

The referral is assigned to the original investigator. If the referral needs to be reassigned to another investigator, the supervisor must do this via Case Reassignment.

- 5. To complete the transfer, press the **F9** function key.
- 6. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**F. To Create a Referral from an Out of State Source**

If a county receives an allegation against a client from an out of state source, the referral must be entered in EPICS. For example, Gates County receives a phone call from a person in VA that someone in their county is committing a suspected fraud.

This is considered a Transfer from Out of State referral.

- 1. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
- 2. From the **REFERRAL MENU**, key the number 3 in the **Enter Option** field and press **Enter**. The REFERRAL DETAIL 1 screen displays.

**NOTE:** If you do not know the code or value for a field, you can use the **F4** key, which displays a list of codes or values for selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field.

- 3. In the **REFERRAL TYPE** field, key the code for the type of referral.
- 4. In the **INDIVIDUAL ID** field, key the case head payee's ID.

If you do not know the case head payee's ID, press the equal sign (=) and F4 key. The Name Search screen displays. You may search in one of four ways which is outlined on the screen. Press ENTER. The Name List screen displays.

FR78	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM	08/24/2004
FRD0750	Name Search	09:17:59
Last Name: _____ First Name: _____ Middle Initial: _		
Sex Code: _ Date Of Birth: _____		
SSN : _____ Individual ID: _____ Case ID: _____		
To search, use either :-		
1. Last Name, First Name, Sex Code and Date of Birth only		
or, 2. SSN only		
or, 3. Individual ID only		
or, 4. Case ID only		
F3=EXIT F4=CLEAR F12=CANCEL		

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

**Change #1-2017**

**REFERRALS**

**April 19, 2017**

```
FR78  NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM  08/24/2004
FRD0770  NAME LIST  09:21:33

Results for: _____

Sel SSN  Last Name      Suffix  First Name  MI  DOB      Sex  Indiv ID
EIS Cnty FSIS Cnty  Program  Case ID    Race  Ethnicity  Language

F1=HELP F3=EXIT F7=PREV F8=NEXT F11=CLIENT F12=CANCEL
```

If the individual is displayed, enter an 'S' by the name under the Sel column. Press Enter. The Referral Detail 1 screen is displayed with individual ID that was selected. If your individual is not displayed and an individual ID number must be assigned, press the F11 key. The Maintain Client screen displays.

```
FR04  NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM  08/24/2004
FRD0350  MAINTAIN CLIENT  09:28:38

INDIVIDUAL ID: 000000000_

NAME: _____
SSN: _____
DOB: 00/00/0000 SEX: _ RACE: _ + ETHNICITY: _ + LANGUAGE:  +

ADDRESS:
_____ TYPE: PHYS_
_____ COUNTY CODE: ____ +

PHONE NUMBER:
_____ EXT: _____ TYPE: HOME_

F1=HELP F2=CLEAR F3=EXIT F6=ADD F9=UPDATE F12=CANCEL
```

From the Maintain Client screen, enter the Name, SSN (if no ssn enter zeroes), Sex, Race (you may enter up to 5 codes), Ethnicity, Language, Address, and County Code. Phone Number is optional. Press the F6 key. The Maintain Client screen is redisplayed with the individual ID number assigned and the message:

*CCIPN65D Person and Address Created Successfully*

Press the F12 key. The Name List screen is redisplayed with the individual. Enter the 'S' by the individual under the Sel column and press ENTER. The Referral Detail 1 screen is displayed with the individual ID assigned and selected.

5. In the **PROGRAM** field, key the code that identifies the benefits program to which the suspected overpayment applies.
6. In the **CASE ID** field, key the individual's Case ID.
7. In the **REFERRAL DATE** field, key the date the referral was received using the 10-character date format: MM/DD/CCYY.
8. In the **DATE OF DISCOVERY** field, key the date of discovery. This is a required field and must be in MM/DD/CCYY
  - a. This date cannot be greater than the **REFERRAL DATE**.
  - b. This date cannot be greater than the current date.
  - c. This date can be prior to or the same as the **REFERRAL DATE**.
  - d. This date can be changed if the referral status is *not* CL, TE, or OT
9. In the **REFERRAL PERSON** field, key the name of the person who provided the referral information.
10. In the **REFERRAL SOURCE** field, key **OT** for Transfer from Out of State.
11. In the **NATURE OF REFERRAL** field, key the code that represents the nature of violation.
12. If applicable, enter date in the optional fields.

**NOTE:** To determine which fields are optional, see Referral Detail 1 Field Descriptions.

13. To add/save the data on the **REFERRAL DETAIL 1** screen and continue entering required data on **REFERRAL DETAIL 2** screen, press the **F6** function key. The REFERRAL DETAIL 2 screen displays.

**NOTE:** EPICS attempts to validate the data, ensuring all required fields are populated. If not, the system informs you of the fields that require details and will not proceed to **REFERRAL DETAIL 2** screen until you provide the fields with the appropriate data.

If either the case head payee or the Program and Case ID is not found in CNDS, you are prompted with a message: *The override function can only be completed by State Staff Program Integrity Staff when applicable.*

For auditing and reviewing purposes, you must maintain all supporting documentation that warrants the override.

14. In the **ALLEGATIONS** field, key a descriptions of the alleged fraud.
15. If applicable, enter data in the optional fields.  
  
**NOTE:** To determine which fields are optional, see Referral Detail 2 Field Descriptions.
16. To add data in the optional fields, key the appropriate code in the **S** column.
17. To add/save the referral, press the **F6** function key.
18. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**VI. NOTEPAD**

- A. After you add a referral, you may record notes regarding the referral, claim, or investigation by using the *Notepad* feature (which is accessed from the **REFERRAL DETAIL 1** screen). The *NOTEPAD* feature contains 2 screens: *NOTEPAD SUMMARY* and *NOTEPAD DETAIL*.

The **NOTEPAD SUMMARY** screen lists all notepad entries for a particular referral, displaying the note title/description, date created, and date last updated.

**Notepad Summary Function Key Descriptions**

Key	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F6	To add a notepad entry (save)
F7	To display a previous screen (page down)
F8	To display the next screen (page up)
F12	To cancel or return to the previous screen

- B. The *NOTEPAD DETAIL* screen is utilized to add, update, and view NOTEPAD information (e.g., title/description, date created, date last updated, and description of the note entry).

**Notepad Detail Function Key Descriptions**

Key	Description
F3	To exit and return to the Main Menu
F6	To add a new note (save)
F7	To display the previous screen (page down)
F8	To display the next screen (page up)
F9	To update a note
F10	To delete a note
F12	To cancel or return to the previous screen



**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

**Change #1-2006**

**REFERRALS**

**February 1, 2006**

FR31 FRD0270	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM NOTEPAD DETAIL	05/25/2004 15:21:10		
REFERRAL ID:	REFERRAL TYPE:	REFERRAL STATUS:		
NAME: _____				
INDIVIDUAL ID: _____				
SSN:	DOB:	SEX:		
COUNTY:	PROGRAM:	CASE ID:	COUNTY CASE #:	
REFERRAL DATE:	INVESTIGATOR ID:			
TITLE/DESCRIPTION: _____				
DATE CREATED:	DATE LAST UPDATED:			
F3=EXIT	F6=ADD	F9=UPDATE	F10=DELETE	F12=CANCEL

- (6) In the TITLE/DESCRIPTION field, key a title to the note that will describe your entry.
- (7) Press TAB.
- (8) In the space provided, key the referral notes.
- (9) To add/save, press the F6 function key.

**NOTE:** The **DATE CREATED** field is system generated with today's date. The **DATE LAST UPDATED** field will populate with a system generated date of the last edit.

- (10) To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.
- b. To display and update a note in Notepad:
- (1) From the MAIN MENU, key the number 2 in the Enter Option field and press Enter. The REFERRAL MENU displays.
  - (2) From the REFERRAL MENU, key the number 2 in the Enter Option field. The REFERRAL DETAIL 1 screen displays.
  - (3) In the REFERRAL ID field, key the referral ID of the referral that you need to update the note and press Enter. The referral displays.
  - (4) Press the F5 function key. The NOTEPAD SUMMARY screen displays.

---

**ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)**

---

**Change #1-2006****REFERRALS****February 1, 2006**

---

- (5) In the S column, key 'S' next to the note that you need to display and press Enter. The NOTEPAD DETAIL screen displays.
- (6) View the note details and, if needed, modify the title/description and/or note details.
- (7) To save the changes, press the F9 function key.  
**NOTE:** The **DATE LAST UPDATED** field is system generated with the current date.
- (8) To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

If the note entry is no longer applicable to the referral, you can delete the entry. This delete is not reversible.

- 2. To delete a note from Notepad:
  - a. From the **MAIN MENU**, key the number 2 in the **Enter Option** field and press **Enter**. The REFERRAL MENU displays.
  - b. From the **REFERRAL MENU**, key the number 2 in the **Enter Option** field. The REFERRAL DETAIL 1 screen displays.
  - c. In the **REFERRAL ID** field, key the referral ID of the referral that you need to delete the note from and press **Enter**. The referral details display.
  - d. Press the **F5** function key. The NOTEPAD SUMMARY screen displays.
  - e. In the **S** column, key 'S' next to the note that you need to display and press **Enter**. The NOTEPAD DETAIL screen displays.
  - f. To delete the note entry, press the **F10** function key.
  - g. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**VI. UTILIZING F4**

If you do not know the code or value for a field, you can use the *F4* function key, which displays a list of codes or values for selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field.

To enter field details using F4:

- A. In the field that contains a + (plus sign) to the right of the field, key = (equal sign) and press the **F4** function key. The specific code list screen displays.
- B. To select a code or value, table to the appropriate code/value in the **S** column and key 'S'.
- C. Press **Enter**. The previous screen displays with the field populated with the selected code or value.
- D. Continue entering or updated the screen details.

**VII. NAME SEARCH**

When you are working with referrals and are uncertain of the individual ID, use the *Name Search* function. This searching method provides you with the capability to search CNDS for an individual ID number. There are 4 search criteria. You can *only* select one search method:

- Name, Sex, Date of Birth only
- SSN (social security number ) only
- Individual ID only
- Case ID only

**A. Name Search Function Key Descriptions**

Key	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To clear the search criteria fields
F11	To display the Maintain Client screen
F12	To return to the previous screen

**B. To Search an Individual ID Using the Name Search Function**

1. In the **INDIVIDUAL ID** field, key = and press **F4**. The NAME SEARCH screen displays.
2. Select a search method and key the appropriate information in the field(s).
3. To initiate the search, press **Enter**. The Name List screen displays with all records that match your search criteria.
4. In the **Sel** column, key 'S' in the field next to the appropriate individual and press **Enter**. The previous screen displays with the data from the search.
5. Continue entering or updating the screen details.