Duplicate Personal Identification Number (PIN) Frequently Asked Questions (FAQs)

1. What steps are needed for applications (ACCESS, paper, or telephonic) submitted without a social security number(s) listed for the applicant or other individuals? It is best practice to search for all individuals on the application, using their first and last name and their date of birth in CARES Worker Web (CWW).

   When the applicant (primary person) does not provide their SSN, search other individuals on the application with social security numbers to see if the applicant's social security number and PIN exist in CARES. If an SSN is found for the primary person, it must be added to the SSN field on the Request for Assistance (RFA) prior to processing the application to reduce the potential of creating a duplicate PIN.

2. Will selecting the Create new PIN/individual using the entered individual's basic information option while running clearance, create a duplicate PIN? Yes. This is true even if the individual is already known to CARES.

3. If applicant's name is entered incorrectly on an application or by a worker, and they were previously known in CARES, will a duplicate PIN be created? For individuals known to CARES, if the social security number and date of birth are correct on the application, any potential matches to existing individuals display in the clearance results. Workers must review the results, and if they determine the applicant is known to CARES, select the existing PIN for them instead of selecting the option to Create new PIN/individual using entered individual's basic information.

   If the individual is not found in clearance with their name and other information (i.e. date of birth and SSN), a new/duplicate PIN is created.

4. What steps are needed when the "AE201: An individual with the same SSN already exists in the system," error displays when entering a social security number for an individual? The worker must search the social security number in CARES, KIDS and Forward Health to determine if the social security number is attached to an existing PIN.

   If the social security number is not found in CARES, KIDS, or Forward Health under a different PIN or if it is only found in KIDS or Forward Health without a PIN, the error must be reported to the Problem Resolution Team using the process established within the worker's agency.

   If the social security number is known to CARES, KIDS, or Forward Health with a different PIN, the worker must review the information to determine if it is the same individual. If it is the same individual, the correct PIN must be identified using the steps in Process Help 2.4.1.5. Then, a request to link the PINs must be sent to the Problem Resolution Team using the process established within the worker's agency.

   Note: A duplicate PIN must never be created to add the SSN in CWW.

5. What steps are needed when clearance results for the social security number provided on an application or for adding an individual, displays for an existing PIN for a different individual or an individual with a different last name. The worker must first determine if it is the same individual because it is possible the SSN was entered incorrectly for the applicant or individual being added or for the other individual known to CARES with the same SSN. This includes reviewing existing information on cases in CARES where the existing PIN is known, information in other systems such as KIDS or Forward Health or contacting the member to see if they were known under a different last name.

   When a worker determines it is the same individual and the only difference is the last name, the worker must select the existing PIN already known to CARES on the Individual Clearance List

page instead of selecting the option to Create new PIN/individual using entered individual's basic information. Once the individual is cleared, the worker must update the name on the Household Members page.

If the worker determines that the SSN is attached to the wrong individual (PIN), the worker must remove the SSN.

6. What actions are taken when a primary person reports a social security number for a newborn? The worker must add the SSN to newborn's information on the Household Members page. If the "AE201: An individual with the same SSN already exists in the system," displays, workers must follow the process to determine if the newborn has another PIN in CARES as stated in question #4.

Workers must not delete the current individual's PIN and create a new individual with a new PIN using the social security number reported.

7. Can workers type another name on an existing member on the Household Members page? When the member is reporting a name change, yes workers must update the information on the Household Members page instead of creating a new PIN.

If the worker determines the information on the Household Members page is not correct for an individual being added to the case, additional research is needed to determine who the existing PIN was assigned to initially. This is true even if it is the same first and last name but there is a different date of birth or social security number. There can be more than one individual with the same first and last name with a different date of birth and social security number.

If it is found the existing PIN is for a different member, the individual must be deleted completely from the case. Workers must add the individual, using their information, to the case. It is recommended that workers first search in CARES to determine if the individual they are adding has an existing PIN to avoid creating a duplicate PIN while running clearance.

Note: workers must never type over existing information when the PIN belongs to another member. It changes the information, including the name, date of birth, and social security number originally attached to the PIN when it was assigned. When a member's information is typed over with someone else's information, the information for both individuals is associated with that PIN. This can cause confusion for members and their information being shared incorrectly.

8. How can workers identify the PINs were linked? When the PIN is searched, the Individual Summary displays the bad PINs. Selecting the View Individual Eligibility History radio button displays the Individual Eligibility History for the good and bad PIN.