



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

DATE: April 28, 2016 **TRANSMITTAL NO.:** C-16-04-0005

TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Dianna Laffey, Chief, Program Policy
(Signature on File)

SUBJECT: Revised Customer Authentication Procedures for Applications and
Additional Benefit Requests

EFFECTIVE: May 1, 2016

This memorandum provides revised procedures for the Customer Authentication process for applications and additional benefit requests.

Procedural Change

Effective May 1, 2016, the Customer Authentication process must be completed for all applications and additional benefit requests, no matter the interview requirement, submitted via an online application or paper application. Specific exceptions to the Customer Authentication process will continue to exist. The automated discovery and authentication process must be used for online applications while the verbal authentication process must be used for paper applications. If the online application does not complete the system authentication process, staff must follow the verbal authentication procedures.

There has been no change to the Customer Authentication process for renewals.

Completing Customer Authentication for all applications and additional benefit requests, no matter the interview requirement, ensures the person completing the application is matched (ID Discovered) and identified (Authenticated) as the actual person applying for assistance. Refer to transmittal [I-13-08-0015 Customer Authentication Procedures](#) for an explanation of ID Discovered and Authenticated.

New Procedure

The System Authentication procedures outlined in the attached chart must be followed when an application or additional benefit request is received via a web application, no matter the interview requirement.

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

Revised Customer Authentication Procedures for Applications and Additional Benefit Requests

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The Verbal Authentication procedures outlined in the attached chart must be followed when an application or additional benefit request is received via a paper application, no matter the interview requirement.

For Medicaid, when completing verbal or manual authentication with the applicant, staff must discuss that any identified designated or self-designated representative is the appropriate person to act on his or her behalf. If not, the applicant must represent him or herself or designate another individual to be the representative.

Refugees within 12 months of their date of entry are exempt from the Customer Authentication process.

There has been no change in the following:

- If the individual is discovered **and** authenticated via System Authentication, consider identity established for all programs. If the system is unable to complete the discovery or authentication part of the process, staff must verify identity using electronic sources with responses to verbal questioning or documentary verifications provided by the applicant as explained in Transmittals P-12-12-0023 and C-11-12-0002.
- Applicants and recipients must have their identity verified prior to authorization of benefits. This includes applications for expedited food assistance.
- The discovery and authentication process continues to indicate if the individual is deceased or incarcerated.
- Individuals applying for the Posthumous Medicaid, Nursing Home residents who are Medicaid only applicants, Child-In-Care and residents of Drug/Alcohol Treatment Centers are exempt from the Customer Authentication process. Identify these individuals using documentary verifications provided by the applicant as explained in Transmittals P-12-12-0023 and C-11-12-0002.
- Customer Authentication only applies at application for the simplified elderly/disabled group if they apply via an online application.
- A supervisor can determine if an individual has a reason they should not have to complete the authentication process. Staff must clearly document the reason and supervisor approval in CLRC.
- When denying an application for Customer Authentication reasons, enter AWAA Authorization code "360" We did not receive proof of identity for you or a household member or "380" You did not verify identity for expedited food stamps.

The attached charts show the appropriate actions staff must take based on the ACCESS Management System (AMS) alerts displayed.

Attachments

If there are food assistance or TCA policy questions, region office may contact Connie Mathers at Connie.Mathers@myflfamilies.com. If there are Medicaid policy questions, region offices may contact Dorthene Baker at Dorthene.Baker@myflfamilies.com.

Revised Customer Authentication Procedures for Applications and Additional Benefit Requests

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cc: Assistant Secretary for Economic Self-Sufficiency (Jeri Flora-Culley)
Director (Vacant)
Customer Call Center (Liesta Sykes, Guerschom Alcin, Andrew Houghton, Georgina Santana)
Data and Technology (William Martinez)
EBT (Michael Pogue)
FLORIDA Help Desk (Glenda Washington)
Information Technology (Kit Goodner, Barbara Roglieri)
Office of Appeal Hearings (Nathan Koch)
Office of Communications (Jessica K. Sims)
Office of the General Counsel (Herschel Minnis)
Office of Quality Management (Tonyaleah Veltkamp)
Planning & Special Projects (Suzanne Poirier, Margie France)
Program Policy (Dorthene Baker, Voletta Bogan, Connie Mathers)
Public Benefits Integrity (Andrew McClenahan, Sheri Hall, Fred Young)
Florida Legal Services (Cindy Huddleston)
AHCA (Mary McCullough, Lisa Gill, Peggy Hall, Virginia Hardcastle, Shevaun Harris, Beth Kidder, David Rogers)
Florida Bar Elder Law Section (Emma Hemness, Twyla Sketchley)

System Authentication

Used for web applications.

| If | Then |
|--|---|
| 1. The alert is "ID Discovered" and "Authenticated" | Identity is considered verified for all programs. Enter Code "TP" on the AIIA screen in the "ID VR" field. Notate CLRC and proceed with application processing. |
| 2. The alert is "ID Discovered Name/SSN Mismatch" and "Authenticated" | Check FLORIDA, Document Imaging, or other electronic sources to find misspelled names, or transposed numbers in the SSN or Date of Birth. If this is the reason for the "ID Not Discovered" alert, consider ID verified for all programs, enter Code "TP" on the AIIA screen in the "ID VR" field, notate CLRC and proceed with application processing. If unable to determine the reason for the mismatch contact or pend the household for the correct information or verification. |
| 3. The alerts are "ID Not Discovered" and "Authenticated" | |
| 4. The alert is "ID Discovered Name/SSN Mismatch" and "Not Authenticated" | Check FLORIDA, Document Imaging, or other electronic sources to find misspelled names, or transposed numbers in the SSN or Date of Birth. If this is the reason for the mismatch alert, consider ID discovered and complete the Verbal Authentication Process . Do not use "TP" on the AIIA screen. Notate CLRC. If unable to determine the reason for the mismatch contact or pend the household for the correct information or verification. |
| 5. The alerts are "ID Discovered" and "Not Authenticated", "ID Not Discovered" and "Not Authenticated", "Deceased" or "Incarcerated FL" (or other state abbreviation) | STOP and Use the Verbal Authentication Process. "Incarcerated" information may not reflect a release date near the date of application. Check the Florida Department of Corrections (DOC) website or contact local jails for a release date. If release date is recent, and the alerts are "ID Discovered" and "Authenticated", consider ID verified for all programs, enter Code "TP" on the AIIA screen in the "ID VR" field, notate CLRC and proceed with application processing. |
| 6. No alert shown on AMS | STOP and Use the "Verbal Authentication Process. An electronic application was submitted or the applicant accessed another web browser while completing the authentication questions. |
| NOTE: "Incarcerated" or "Deceased" alerts on applications require contact or pending the household for information about household composition. Refer to number 3 above , if alerts are "ID Not Discovered" and "Authenticated". Use the "Verbal Authentication Process" if the alerts are "Incarcerated" or "Deceased". Verify Authorized Representative's (AR) identity for food assistance using documentary verifications as explained in Transmittals P-12-12-0023 and C-11-12-0002. | |

Verbal Authentication Process

Used for paper applications and web applications that did not complete the System Authentication process.

| If | Then |
|--|--|
| 1. Individual correctly answers enough questions to complete the verbal authentication process. | Authentication is complete and identity verified for all programs. Do not use "TP" on AIIA. Use an appropriate verification code. Notate CLRC. On the AMS Work Item Details screen, check the " Customer Authentication " box to indicate completion of " Verbal Authentication ". |
| 2. Contact is made, interview is completed, if required, but the applicant does not correctly answer enough verbal authentication questions. | Pend for face-to-face verification of identity at a local office or storefront . Use "?" on AIIA for verification. |
| 3. Scheduled interview completed, if required, and enough " Verbal Authentication " questions answered correctly but identity remains questionable. | |
| 4. Unable to make contact. | Pend for interview, if required, and verification of identity. Use "?" on AIIA for verification. |
| 5. Individual comes into the service center or office with photo or other acceptable ID. | On the AMS Work Item Details screen, check the " Face-to-Face " box to indicate authentication completed via face-to-face and consider ID verified for all programs. |
| 6. Pending information related to identity received but identity remains questionable. | Refer to Public Benefits Integrity (PBI). |
| 7. Referred to PBI and then the individual provides enough information to satisfy verification requirements so identity is no longer questionable. | Contact the PBI supervisor and proceed with application processing. |
| 8. Interview not held or verification not received or unable to verify identity. | Deny/close benefits based on policy using the appropriate reason code. |
| <p>NOTE: For Medicaid, if a designated or self-designated representative completes the application, staff must confirm with the applicant during the Customer Authentication process that the representative is the appropriate person to act on his or her behalf. If not, the applicant must represent him or herself or designate another individual the representative.</p> <p>For food assistance, if another adult authorized representative (AR) or member of the SFU, who is not the "applicant" is unable to answer the "Verbal Authentication" questions about the "applicant" in the interview, if required, pend the applicant to provide identity verification at a local office.</p> | |