



POLICY CHANGE ALERT #16-016F

TITLE: IDENTITY VERIFICATION

ISSUE DATE: 05/05/2016

EFFECTIVE DATE: EFFECTIVE IMMEDIATELY

Summary

Programs Impacted: NA and CA

This Policy Change Alert is being issued to inform staff of changes to acceptable proof for identity verification. The following matches in Health-e-Arizona Plus (HEAplus) are now considered acceptable proof of identity:

- ID proofing in HEAplus that results in a positive match

39900000000000	Smith, Carol (ID Verified)	Female	600-00-0000	01/15/1992	2015000000000	04/20/2016	100.00%
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- HEAplus state hub match with the Motor Vehicle Division (MVD)

Carol Smith 01/15/1992		SOLQI				
View All Factor		Include in Dual Entitlement Call <input type="checkbox"/>				
Factors	Document	Status	Verified By	Action Date	History	Check Hub
Identity		Verified	STATE(AZ MVD)	1/13/2016 5:50:27 PM	View	<input type="checkbox"/>

Revision Details

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

POLICY REFERENCE: FAA2.N03C – VERIFICATION OF IDENTITY

Accept any document that establishes the applicant's identity. Acceptable documents include, but are not limited to the following:

- Birth certificate
- Citizenship and immigration documents
- Driver's license
- Family census card
- **HEAplus state hub match with the Motor Vehicle Division (MVD)**
- ID card from health benefits or another assistance or social service program
- **ID proofing in HEAplus that results in a positive match**



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- [MVD website photo](#)
- School ID
- Wage stubs
- Work ID
- Voter registration card
- Other reasonable written sources

Do not accept consular identification cards as a valid form of identity verification.

NA EXCEPTION

Accept the consular identification card when it is the **applicant's ONLY** form of identity verification.

When documents are not available, use a [collateral verification](#) when possible.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

(16-0597)