

County of San Diego, Health and Human Services Agency (HHS)
Medi-Cal Program Guide

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Issue Date:

3/10/2015

Effective Date:

Upon Receipt

Background:

Review each verification to ensure that it is consistent with reported and/or previously known information.

Purpose:

To provide instructions regarding the actions to take when potentially fraudulent and/or altered documents are presented by the client.

Policy:

A. Birth Verification

The birth verification presented should be reviewed and compared to any previous information, application statements and case record documentation.

1. A certified birth record should have the official government seal of the birth place.
2. Most birth certificates are printed on a high quality paper that has watermarks and the border should have slightly raised print (intaglio) which is rough to the touch.
3. Legitimate birth certificates will never have erasures, white out marks or be altered in any manner.

B. Identification or DMV Card

The physical description and other identifying factors on the DMV Identification Card or License presented to establish identification must be compared to the person and any other documentation available.

1. Compare the date of birth, hair color, eye color, marital status, address, picture and signature to your observations about the person and previous documentation.
2. Check the card for any signs of alteration. Some samples of alteration include: raised areas where the card may have been cut and pasted; overlapping print or words extending beyond the typed space; or, an unusual photo background.

C. Social Security Card

The appearance and feel of the Social Security Cards presented should be as described below.

1. Social Security Cards issued by the Social Security Administration have raised printing (intaglio).

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2. The print on legitimate Social Security Cards is clear, the typing does not overlap the borders (which are sharply in focus), the words "Social Security" are shaded, and there are small colored dots on the paper stock of the card.

D. Alien Registration Card

The information on the Alien Registration Card should be consistent with information in the case record and should appear unaltered.

1. Fraudulent cards often do not have the same "A" number on the front and the back; both sides of Alien Registration Cards should be checked to ensure the numbers match.
2. The seal on legitimate Alien Registration Cards is imprinted on the card, just barely touching a portion of the left side of the person's picture.

Procedure:

Do not accept fraudulent documents as verification for eligibility. Upon receipt of a suspicious document:

- Examine the potentially fraudulent or altered document to identify all of the issues which make the document illegitimate.
- Make an enlarged copy of the document and retain in the case file.
- Write a complete narrative entry with specific information about the specific documentation that appeared fraudulent/altered.
- Inform the customer that the documents presented are not acceptable and ask them to sign a release of information so original documents can be requested.
- Return the documents to the client, as there is no legal authority to confiscate personal property.
- Make a fraud referral specifically stating the reason for suspecting the document is not valid and attach a copy of the potentially fraudulent/altered document.

References:

None

Sunset Date:

This policy will be reviewed for continuance by 3/10/2018.