

2025.10.00 RESPONSIBILITY FOR OBTAINING VERIFICATION

The applicant or authorized representative has the responsibility for providing adequate data to substantiate the request for assistance.

The applicant or authorized representative is not required to present evidence in person at the DFR. The evidence may be supplied in person, through the mail, by facsimile or other electronic devices as listed in IHCPPM 2025.05.00. Some information may be obtained electronically through interfaces or other databases as specified in the State's Verification Plan.

Assistance in Obtaining Verifications: If it is difficult or impossible for the individual or authorized representative to obtain the evidence in a timely manner or the AG has presented insufficient documentation, the worker must help. This assistance includes collateral contacts, faxing the signed Authorization for Release of Financial Information (State Form 3234/ FI 0014) or the Life Insurance Verification (State Form 4478/FI 0775) to the financial institution or sending the signed Request for Earnings Information (State Form 54092/DFR 0065) to the employer.

Good judgment is required on the part of workers when determining what, if any, verifications can be furnished by the applicant or authorized representative. The worker should accept any reasonable evidence and will be primarily concerned with how adequately the evidence proves the statements on the application. When neither the worker nor the applicant/recipient can secure the necessary documentation, the applicant/recipient's written statement may be acceptable information, except for certain eligibility factors (Refer to 2025.10.05).

If the applicant or authorized representative is refusing to provide documentation that is in the sole possession of applicant or authorized representative, or that can only be created or provided by the applicant or authorized representative, see IHCPPM 2015.05.00

Note: This does not apply when an applicant/recipient is failing to cooperate with the Authorized Representative or third party in securing required documentation. In these cases, the worker must reach out to the applicant/recipient to determine whether the applicant/recipient has attempted to cooperate with obtaining verifications and needs assistance. An Authorized Representative's statement that they cannot obtain the verifications from their client cannot stand in for the required documentation.

Special Circumstances Requiring Flexibility¹: In cases where the applicant/recipient is a victim of domestic violence, it is important to understand the barriers that can exist in the process of obtaining verifications where the abusing party may be in possession of the needed documentation and any attempt to obtain said documentation would pose a threat to the applicant/recipient.

Similarly, members who are homeless or have experienced a natural disaster should be allowed to self-attest when documentation does not exist at the time of application or renewal or is not reasonably available to them.

Because members who are in treatment for Substance Abuse Disorder (SUD) are at very high risk for relapse if they lose their medical coverage, workers should be especially sensitive to the challenges these members face in obtaining documentation and make every effort to work with the member and accept client attestation when it is the best available information.

Self-attestations must be made in the form of a written statement as outlined in 2025.10.05.

If there is a question as to whether a submission or statement is sufficient, send to PAL for review before taking adverse action on the case.

¹ 42 CFR 435.952