**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 offer assistance. This assistance includes collateral contacts, faxing the signed Authorization for Release of Financial Information to the financial institution (State Form 53677/FI 0014) 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.

**Client Attestation and Written Statements**

When neither the worker nor the applicant/recipient is able to secure the necessary documentation, the applicant/recipient’s statement is to be acceptable information, except for citizenship status and Social Security number or valid exception to applying for SSN (when client’s stated SSN is not verified by data match, or when proof of application or for SSN is not provided for an applicant/member who is not a newborn). A written statement must be submitted to the DFR detailing what steps were taken in an attempt to gather the required documents. The statement must be dated, and signed by the applicant/recipient or authorized representative.

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 Flexibility**

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