
DCSE Policy & Procedures Unit
Policy Update
PPU 08-10-006
October 22, 2008

SUBJECT: Mistaken Identity

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

The IV-D PARTNERS should send POLICY inquiries directly to DCSE-POLICYQUESTIONS@azdes.gov

On rare occasions, a social security number may be verified in ATLAS and later found to be incorrect. The error is usually found when an Administrative Review is requested for Mistaken Identity, due to enforcement action being taken against an incorrect individual.

When it is discovered that a verified social security number is incorrect, the social security number must be corrected immediately and locked down permanently.

To permanently lock down the corrected social security number, refer the case to a supervisor. The supervisor must enter “**SUP**” in the verified source (**Src**) field on the NCP or CP demographics screen (NCDE/CPDE) of ATLAS.

Following this procedure to permanently lock down the corrected social security number will prevent:

- the social security number from being changed back by interfaces.
- further enforcement actions against the incorrect individual.

Staff are urged to view this information directly on OPPM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2008.