

DCSS Policy & Procedure Unit

Policy Update

PPU: 17-10-001

Date: October 4, 2017

SUBJECT: Custodial Parent (CP) Provides Evidence of a Name Change

When a Custodial Parent (CP) provides evidence of a name change, ATLAS shall be updated on the CP Demographics (CPDE) screen.

Acceptable documents for proof of identity for name change include:

- An unexpired driver license that is issued by a state or territory of the United States.
- An unexpired passport that is issued by the United States department of state.
- An unexpired identification card that is issued by any branch of the United States armed forces.
- Any other unexpired identification card that is issued by the United States government or a state or tribal government that contains the individual's photograph, signature and physical description.

The following documents are acceptable to update a name change in ATLAS:

- Marriage Certificate or License
- Divorce Decree
- Change of Name Order

Upon receipt of such documentation, staff shall:

1. Review the Person Maintenance (PEMA) screen to make sure there are no HLCI issues with the CP. When multiple HLCI numbers exist for the CP and one HLCI number is associated with a current assistance case and one or more are former assistance cases the case should be referred to DL-FAAPOLDCSE email address FAAPOLDCSE@azdes.gov to research and provide the appropriate HLCI number. When multiple HLCI numbers exist for the CP with the program code of NAI, select the HLCI number from the NAI case with the most activity or pay records.
2. Modify the CPDE screen with the new full name of the CP. When the name is updated on the CPDE screen, ATLAS will automatically populate the Case Activity List (CAAL) screen with the case activity code M1009 and M1012 CP NAME CHANGED. The work list item associated with this case on CAWT is activity code L0036 CP INFO RCVD & UPDATED-NEEDS REVIEW.
3. Update the CP Alias List (CPSD) screen with the CP's previous name.
4. Include a narrative on the CAAL screen that indicates which document was provided and imaged into the case file.

When the CP utilizes an Electronic Payment Card (EPC) and has provided evidence of a new name, staff will contact the Payment Exception Unit in Clearinghouse, informing them of the name change as the CPDE screen in ATLAS does not interface with some banking institution records. Any member of the Payment Exception Unit can be contacted by email to DCSS-CPRO at email address

DCSSCPRO@azdes.gov please include the CP's previous and current names, as well as the ATLAS number in the email.