

**Policy Clarification**  
**Cash Assistance – PCA-19353-120**  
**Medicaid – PMA-19353-320**  
**SNAP – PFS-19353-520**

**Submitted: 7/11/2019**

**Agency: CAOs**

**Subject: Verification Requirements for Updating a Client's Name and Gender in eCIS**

**Question:**

We have a client who is known to eCIS and previously verified demographic information including identity, citizenship, and enumeration. This client recently submitted a new application reporting a different name and gender from the information recorded in eCIS. What are the verification requirements for updating the client's name and gender in eCIS?

Specifically:

1. What documentation is sufficient for updating the client's name in eCIS?
2. Is a client's statement of their gender sufficient to update the gender field on the demographic information recorded in eCIS or is substantive documentation of the gender change, such as a birth certificate or driver's license showing the new gender, required?
3. If the client provides suitable documentation to update their name and gender in eCIS but MCI still returns a mismatch, how should the CAO proceed?

---

**Response by: Policy Clarification Unit**

**Date: 4/10/2019**

1. The CAO should follow the guidance found in CAH 120.2, MAEH 320.2, and SNAPH 520.1 detailing what is considered acceptable verification of an individual's identity.
2. There is nothing in policy stating that gender must be verified. The CAO would enter in eCIS the gender that is specified on identity verification.

3. If the client has provided an acceptable form of identification as found in CAH 120.2, MAEH 320.2 and SNAPH 520.1, the CAO should update the information in eCIS. If the worker receives an MCI mismatch alert, the CAO will accept and clear the alert. MCI will be updated once the client reports the changes with SSA. The CAO should remind the client to update their information with SSA.