

Division of Motor Vehicles (DMV) Interface Frequently Asked Questions (FAQs)

| | Question | Answer |
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| 1. | DMV Identification (ID) card does not work now as an identification type; will it work after February 27th? | Yes, DMV ID will be an acceptable source as of 2/27/12. |
| 2. | Do you have to enter the ID number to push the DMV button? | No, the ID number is not required to be completed in order to initiate a request to DMV. |
| 3. | Will the DMV button be enabled when the ID has expired? | If the client is verified by DMV with a Driver's license or DMV ID and Lawful presence, the "Check DMV" button will be disabled. The "Check DMV" button will not be enabled when the ID has expired. |
| 4. | If someone changes their last name do we need to Effective End Date (EED) the prior record, enter a new record and push the DMV button? | No, the current record does not need to be EED DMV will post a new record and you will see the old record in history. |
| 5. | What if their license or ID is revoked or suspended? Will their information still be available through this interface? | The DMV Interface will not capture revoked or suspended Driver's license or DMV ID cards. |
| 6. | Once the Driver's license or DMV ID card has expired, will we need to request the document again? | The Medical programs accept expired documents so you will not have to request an identity document again. |
| 7. | What is the difference between an automated request and on demand request process? | An automated request is system initiated and on demand request is when a user clicks the "Check DMV" button. |
| 8. | Will the interface slow the system down if it runs every 10 minutes? | No, the automatic triggered request records that are added to the interface queue which is run every 10 minutes will not slow down the system. |
| 9. | Will we have access to change the Effective Begin Date (EBD) on the posted interface record? Or will it be grayed out? | No, the identification records posted by the DMV interface cannot be updated or deleted, the record can only be end dated. |
| 10. | Will it post an ID and Lawful Presence record at the same time? | Yes, if the client has a Driver's license or DMV ID card a Lawful Presence record will also be posted. |
| 11. | Do we need to request a photo ID anymore? | If identity is verified through the DMV interface, a photo I.D. is not required. If you |

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| | | are not able to verify the identity through the DMV interface then a physical identification is required. |
| 12. | I would want to be certain that the client provides a photo id. | The DMV interface is valid. You should not be requesting any further identification documentation if identity is verified through the DMV interface. If there is a discrepancy, the client is responsible for clearing up any possible identity problems. |
| 13. | If someone has my SSN and DOB, could they use that to assume my identity? | These seem to be the pieces of information identity thieves use to steal a person's identity. As required by HIPAA, you should be keeping any identity information that interfaced through the DMV confidential. |
| 14. | Are there any safeguards to prevent someone from trying to assume the identity of another? | If there is concern that the client's identity has been jeopardized, make them aware that there could be a problem and advise them to contact the police and file a report. |
| 15. | Why did it not provide a DMV ID number? | If the client has a DMV ID, the DMV Interface will post the DMV ID number. |
| 16. | Will financial programs accept lawful presence interface? | All users can use the "Check DMV" button and each program's Decision Tables (DT's) will determine how the record will be used. |
| 17. | If a client statement record has been entered to pend the FM case prior to implementation, will the client statement record be overwritten or do we delete that record once the interface is completed? | No, the client statement record does not need to be deleted. If DMV posts a record you will see the client statement record in history. |
| 18. | Will there be a mass update for existing clients pending for ID verification? | No, a mass update will not be performed with implementation. |
| 19. | When does the alert post, after EDBC, overnight or automatically? | The alert will be displayed to the primary user once the "Check DMV" button is clicked by another user. |
| 20. | When you get an error message and resolve the missing information will the DMV button still be enabled? | Yes, when you receive the error message "Error in Required information is missing for DMV request" once you resolve the missing information the "Check DMV" button will still be enabled. |
| 21. | Can we use the DMV button to check | Yes, the DMV Interface will post a record if the |

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| | identification for minors of 16 years of age? | minor client has a Driver's license or DMV ID card. |
| 22. | This interface only works for the state of Colorado correct? | Yes, the DMV Interface will only verify Colorado resident's identity. |
| 23. | Will the Adult Financial program require the client's signature on the lawful presence affidavit on the application if the DMV Interface posts a Driver's License or DMV ID? | In order for a person to be issued a Colorado Driver's License or Identification Card, lawful presence must be proved. Therefore, if the DMV interface verifies lawful presence, the client's signature is not required for the lawful presence affidavit on the application. |