



Only You Can Prevent Duplicate IDs

» Use multiple identifiers.

- The more information you can provide (First Name, Last Name, DOB, etc.), the more likely you are to ensure you're not creating a duplicate.

» Check for name differences:

- Is the client already in CBMS under a maiden name?
- Clients with dual last names could have been transposed - search each last name individually, reversed, and together.
- Check for nicknames! A client names Katherine might also go by Kate, Katie, or Kathy.

» Look for companion cases.

- Clients may be listed on a case but not receiving benefits.

» Search for more than just Social Security Numbers.

- Clients aren't required to provide their SSN if they're not requesting assistance for themselves. Make sure the person you're providing a new Client or State ID for isn't in the system already for this reason!

