Verification of Identity and Authority Policy

Policy:

Prior to any disclosure, restriction, amendment, or correction of Protected Health Information (PHI), CAPS Staff must make reasonable efforts to verify the identity of any person making requests concerning PHI, verify the authority of any such person to have access to or to use or disclose the information; and obtain any documentation, statements, or representations, from the person making such requests, to substantiate the claim of authority.

I. Verification of Identity-Client or Personal Representative
   a. For clients or personal representatives appearing in person, CAPS Staff may reasonably rely on documents or statements as meeting the requirements of verification of identity, including, but not limited to:
      i. Personal knowledge of a place of business, an address, a phone or fax number.
      ii. Identification presented by the client or representative: photographic identification card, Owl Card, driver’s license, photo ID credit card, passport.
      iii. For persons calling in by telephone, CAPS Staff may reasonably rely on the provision of the client’s FAU ID Number, date of birth, or other information, in addition to the client’s name, as meeting the requirements of verification of identity.