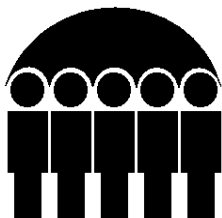


March 30, 2007

Employees' Manual
Title 14
Chapter C(2)

Birth Certificate Verification (BCV) System



Iowa
Department
of
Human Services

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Overview

The DHS Birth Certificate Verification (BCV) System provides a way for income maintenance workers and family planning clinic workers to verify the birth of clients who were born in Iowa.

Workers use the system to request a birth record match between the Department of Human Services (Department or DHS) with the Department of Public Health (IDPH). Data required to do a birth record search is sent to IDPH.

IDPH then checks to see if the person has a birth record on file with the state of Iowa. A "Proof of Citizenship Report" is then returned to DHS indicating either:

- ◆ "Valid," if the Iowa birth certificate meets the federal guidelines for validity, or
- ◆ "Not Valid," if the birth certificate does not meet the federal guidelines or an Iowa birth certificate is not found on file.

Iowa Department of Human Services	
Proof of Citizenship Report	
VALID	
Date Received:	MM/DD/CCYY
The Iowa Department of Human Services has received the following information from the Iowa Department of Public Health:	
An Iowa Birth Certificate search was performed for the following person:	
DHS State ID:	XXXXXXXX
First Name:	FIRST NAME
Middle Name/Initial:	
Last Name:	LAST NAME
Date of Birth:	MM/DD/CCYY
Gender:	F/M
Requested By:	XXXX
County/Office Code:	XX
DHS Case Number (If Provided):	
The results of the search indicated that an Iowa Birth Certificate exists for this individual and meets the criteria required to provide Valid Proof of Citizenship for Medicaid eligibility.	
IDPH Birth Certificate ID (If Found):	XXXX-XXXXX

Valid reports can be used as verification of the person's citizenship for Medicaid eligibility.

The "Proof of Citizenship Report" contains the following fields:

- ◆ **DATE RECEIVED** indicates the date DHS received the record back from IDPH.
- ◆ **DHS STATE ID** lists the person's state identification number (ID).
- ◆ **FIRST NAME** lists the person's first name.
- ◆ **MIDDLE NAME/INITIAL** lists the person's middle name or middle initial.
- ◆ **LAST NAME** lists the person's last name.
- ◆ **DATE OF BIRTH** lists the person's date of birth.
- ◆ **GENDER** lists the person's gender.
- ◆ **REQUESTED BY** lists the worker number of the worker who made the request.
- ◆ **COUNTY/OFFICE CODE** lists the county number and the office code of the worker who made the request.
- ◆ **DHS CASE NUMBER (IF PROVIDED)** lists the person's DHS case number.
- ◆ **IDPH BIRTH CERTIFICATE ID (IF FOUND)** lists the IDPH birth certificate identification number.

For paper case files, print a copy of the "Proof of Citizenship Report" and file it in the case record. For electronic files, save a copy to your computer and upload the copy to the Electronic Case File (ECF) catalog.


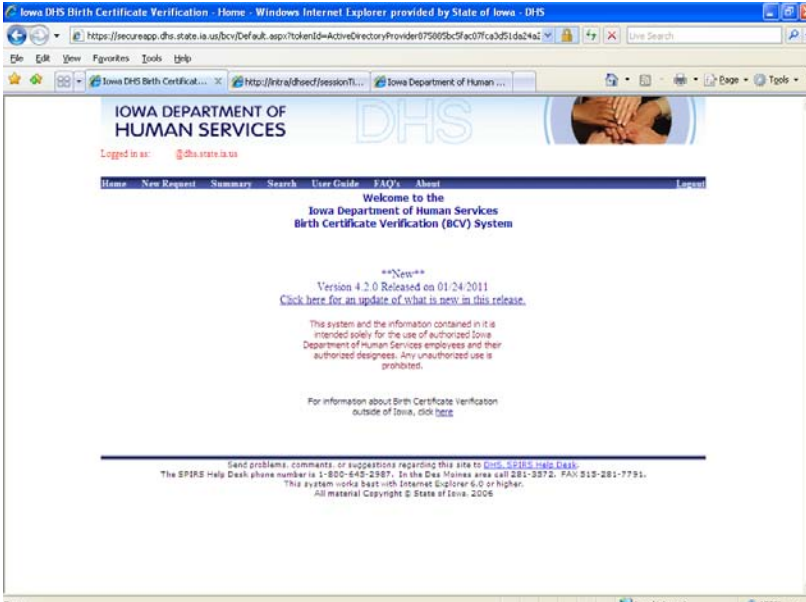
Accessing the BCV System

Procedures for accessing the BCV system differ for clinic staff and for Department staff. The BCV system has tool tips available to assist you in many places on the system. You will see the tool tips by hovering over text entry fields.

Clinic Staff

Obtain a user name and password from the IFPN Help Desk at IFPN@dhs.state.ia.us. NOTE: The same user name and password is used for both the FPW and BCV systems.

If you have difficulty with signing in, call the SPIRS Help Desk at 1-800-645-2987, or if in the Des Moines area, call 281-3572 for assistance.


Step	Action
1	From your computer desktop, double click on your Internet browser icon.
2	<p>Enter https://secureapp.dhs.state.ia.us/bcv to get to the BCV SIGN IN screen.</p> 
3	<p>Enter your user name and password. Press ENTER or click the SIGN IN button to be taken to the BCV HOME page.</p> 


Department Staff

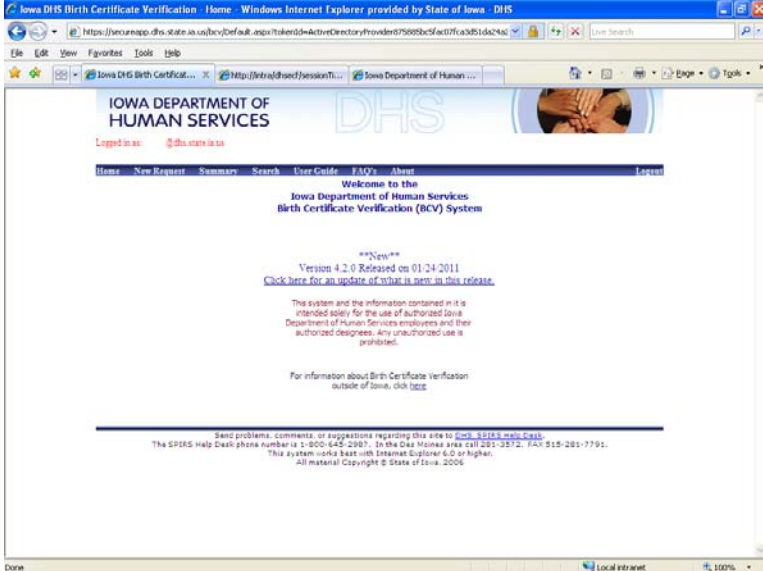
Follow normal security procedures to request access for a new Department employee or to remove someone's access from the BCV system.

If you have difficulty with signing in, call the SPIRS Help Desk at 1-800-645-2987, or if in the Des Moines area, call 281-3572 for assistance.

Department staff use the following procedure to access the BCV system.

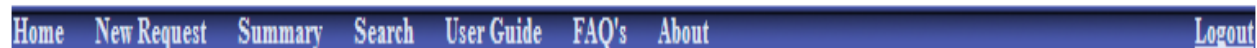
Step	Action
1	From your computer desktop, double click on your Internet browser icon.
2	<p>If the DHS Field IM staff SharePoint is your home page, proceed to Step 3. If not, enter http://dhsmiss1/fo/field/IM/default.aspx into the address box and press the ENTER key. The following screen should appear.</p> 

Step	Action
3	<p>On the DHS Field IM staff SharePoint, click on the Birth Certificate Verification (BCV) link. The BCV SIGN IN screen will appear.</p> 
4	<p>Enter your user name and password.</p> <ul style="list-style-type: none"> ◆ Your user name is your state of Iowa e-mail address (userid@dhs.state.ia.us). ◆ Your password is the same password you use to sign in to the network. When you change your network password, you will need to use your new network password to sign in to the BCV system.

Step	Action
	<p>Press ENTER or click on the SIGN IN button to go to the BCV HOME page.</p> 

Navigational Links

Navigational links appear at the top of the screen in a blue bar. To access a selected area, click on the link in the bar.



The navigational links are:

- ◆ **HOME:** This link takes you back to the BCV HOME page.
- ◆ **NEW REQUEST:** This link takes you to the NEW REQUEST screen, where client information is entered to request a data match with Iowa Department of Public Health (IDPH) birth records.
- ◆ **SUMMARY:** This link takes you to the SUMMARY screen, where you can select county or worker to view a summary of all requests.

- ◆ **Search:** This link takes you to the SEARCH screen, where you can search for a record by the client's state identification number.
- ◆ **USER GUIDE:** This link opens a new browser window with information on using the BCV system.
- ◆ **FAQs:** This link opens a new browser window that displays frequently asked questions about the BCV system.
- ◆ **ABOUT:** This link opens a new browser window with the version and publication date of the BCV system.
- ◆ **LOGOUT:** This link will return clinic staff to the DHS HOME page and Department staff to the Iowa Department of Human Services HOME page. You will not actually be logged out of the BCV system. You will be able to use the BCV system without logging back in by clicking the link on the DHS Intranet IM page.

| To log out of the BCV system, click on the 'X' in the top right corner of the screen. Be sure that you are actually logged out of the system before leaving your computer.

Information Screens

The Birth Certificate Verification system consists of three information screens, which are used to search for state identification numbers and request IDPH to search for birth record and provide worker requests summary and request details.

New Request

The NEW REQUEST screen is a scrollable screen, as seen in the following two screen shots.

The NEW REQUEST screen consists of seven sections:

- ◆ [DHS Worker Information or Clinic Worker Information](#)
- ◆ [Search by State ID](#)
- ◆ [DHS Information](#)
- ◆ [Individual Information](#)
- ◆ [Mother's Full Maiden Name](#)
- ◆ [Comments](#)
- ◆ [Submit Your Request!](#)

Iowa DHS Birth Certificate Verification - New Request - Windows Internet Explorer provided by State of Iowa - DHS

https://secureapp.dhs.state.ia.us/BCV/DHSWorkerNewrequest.aspx

IOWA DEPARTMENT OF HUMAN SERVICES
DHS

Logged in as: @dhs.state.ia.us Birth Certificate Verification - New Request

Home New Request Summary Search User Guide FAQ's About Logout

DHS Worker Information

Worker County: -- select one --
Worker Number/Name: -- select one --

Search by State ID

State ID:

Search
Clear Form and Search Again

DHS Information

Priority

Normal (Review)
 High (New Application/IFPN renewal/IowaCare renewal/Medically Needy recertification)

Case Number (optional - used only to group multiple requests together)

Iowa DHS Birth Certificate Verification - New Request - Microsoft Internet Explorer provided by State of Iowa

https://dhssecure.dhs.state.ia.us/bcv/DHSWorkerNewrequest.aspx

Individual Information

Information on file with DHS

Last Name: First Name: Gender: Date of Birth:

Information as it appears on birth certificate

Last Name: First Name: Middle Name, if known: Gender: -- select one -- Date of Birth:

County of Birth: -- select one -- [County/City lookup tool](#)

Mother's Full Maiden Name

Mother's Maiden Last Name: Mother's First Name: Mother's Middle Name, if known:

Comments

Submit Your Request!

Before you submit your request please double-check all entries for correctness and make any corrections!

Please select one of the following options:

[Submit this request](#)
[Submit this request and carry-over case number to the next request](#)
[Submit this request and carry-over case number and mother's maiden name to the next request](#)
[Cancel this request](#)

DHS Worker Information or Clinic Worker Information

For Department staff, this section contains two fields that use dropdown boxes for staff to select the appropriate information. The fields are:

- ◆ **WORKER COUNTY**, used to select the worker's county number.
- ◆ **WORKER NUMBER/NAME**, used to select the worker's number and name.

For clinic staff, this section contains the following fields:

- ◆ **WORKER CLINIC** displays the worker's clinic name. This is system-determined based on the account ID and password entered in the SIGN IN screen.
- ◆ **WORKER NUMBER/NAME** is used to select the worker's number and name. Based on the account ID and password of the person signing in, the system will display a dropdown box listing all worker names and numbers within that family planning agency for the worker to choose from.

Search by State ID

Before submitting a new request to IDPH, search for the person's state identification number. Informational messages that occur in this section will appear to the right of the STATE ID field.

This section contains one field and two links as follows:

- ◆ **STATE ID** is used to enter the person's state identification number.
- ◆ **SEARCH** is used to search the DHS system for the number entered.
- ◆ **CLEAR FORM AND SEARCH AGAIN** is used to clear out all fields except the worker and county, so that a new request may be initiated.

Results for a state ID search will be one of the following:

- ◆ A state ID match is **found** in the DHS system. BCV will enable the following sections for worker entry:
 - DHS Worker Information
 - Individual Information
 - Mother's Full Maiden Name
 - Comments
 - Submit Your Request!

The state ID-related data will automatically pre-fill the Individual Information section.

- ◆ A state ID match is **not found** in the DHS system. You will receive an informational message that says "State ID not found."
- ◆ The state ID number has **already been entered** in the BCV system. You will receive an informational message that says, "There is a request on file for this State ID with a status of" (current status) "by" (User ID that submitted the request) "for worker" (worker ID).

1. There is a request on file for this state ID with a status of Requested by JDOUGH@DHS.STATE.IA.US for worker CM00 – John Smith
2. There is a request on file for this state ID with a status of Requested by FP7777 for Clinic Worker FP7777.

Contact the worker whose identification number is listed so you can share the information obtained from IDPH.

- ◆ The state ID number is **present** in the citizenship system. You will receive an informational message that says, "Record found for this State ID in the Citizenship Database."

Check Automated Benefit Calculation (ABC) system or FPW to see what the entries are for citizenship. If there are entries already in the citizenship database, there should be no need to request information through BCV.

- ◆ There are **problems** with the citizenship database. You will receive an error message that says, "Problems with the Citizenship Database."
 - If you are an IM worker, contact the SPIRS Help Desk.
 - If you are a family planning clinic worker, e-mail the IFPN Help Desk at IFPN@dhs.state.ia.us.
- ◆ A technical **system error** occurs when looking up the state ID number in the DHS system. You will receive an error message that says, "System Issue – (Error Number) Please contact SPIRS at 1-800-645-2987 or at 281-3572 if in the Des Moines area." Please call SPIRS and report the error message and number.

DHS Information

This section is used to determine the priority of the request to be sent. It contains two selection circles and one field as follows:

- ◆ **NORMAL** is selected when processing reviews. The system defaults to "Normal" priority.
- ◆ **HIGH** is selected when processing new applications, IowaCare renewals, Iowa Family Planning Network renewals, and Medically Needy re-certifications. Make the selection by clicking in the circle.
- ◆ **CASE NUMBER** is an optional field used to enter the case number when you need to group several birth record requests from the same household together. Enter case numbers without dashes. NOTE: This field is not visible to clinic workers.

Individual Information

This section is used to enter the information to be used in the search process. It is divided into the following subsections:

◆ **INFORMATION ON FILE WITH DHS**

Fields in the "Information on file with DHS" section display the information currently on file for the person with requested state identification number. These fields are "read only" and cannot be changed. They are:

- **LAST NAME** displays the person's last name.
- **FIRST NAME** displays the person's first name.
- **GENDER** displays the person's gender.
- **DATE OF BIRTH** displays the person's date of birth.

◆ **INFORMATION AS IT APPEARS ON BIRTH CERTIFICATE**

Fields in the "Individual Information as It Appears on Birth Certificate" section may or may not be pre-filled. All pre-filled fields can be changed. Changes in the BCV system will not change the state ID number data. Update state ID information in the ABC system in the usual manner.

Enter or change information about the client as the client believes it appears on the birth certificate. Required fields are: LAST NAME, FIRST NAME, GENDER, DATE OF BIRTH, and COUNTY OF BIRTH.

Change the name, if appropriate. Enter the middle name if it is known.
The date of birth cannot be a future date. Examples:

1. 'Elizabet' is pre-filled in the **FIRST NAME** field because DHS systems do not allow a first name to be greater than eight characters. Change the first name to 'Elizabeth' before submitting.
2. 'Jerry' is pre-filled in the **FIRST NAME** field but the client's given name is 'Gerald.' Change the first name to 'Gerald' before submitting.

The fields and link are:

- **LAST NAME** is where the last name is entered or changed.
- **FIRST NAME** is where the first name is entered or changed.
- **MIDDLE NAME, IF KNOWN** is where the middle name is entered.
- **GENDER** is where the gender is entered or changed by using a dropdown box.
- **DATE OF BIRTH** is where the date of birth is entered or changed. Click on the calendar icon located to the right of this field to open it and select the applicable month, day, and year of birth by using the dropdown boxes or scroll arrows.
- **COUNTY OF BIRTH** is where the county of birth is entered, using a dropdown box.
- **COUNTY/CITY LOOKUP TOOL** is used when a client knows the town or city the client was born in, but does not know the county. Clicking on this link will open a new window displaying the "rootsweb" website. Be sure to enter IA as the state you are searching, or the system will return cities for every state.

Mother's Full Maiden Name

The fields in the "Mother's Full Maiden Name" section are:

- ◆ MOTHER'S MAIDEN LAST NAME
- ◆ MOTHER'S FIRST NAME
- ◆ MOTHER'S MIDDLE NAME, IF KNOWN

Enter the mother's full maiden name. This is a vital piece of information used to search for an Iowa birth record match. Complete all fields, if possible, and pay close attention to the correct spelling of each name. For example: If a mother is known as 'Margie' but her given name is 'Margaret', enter 'Margaret' in the FIRST NAME field.

Comments

Use the "Comments" section to include additional information that might aid IDPH in the search (up to 450 characters). For example:

- ◆ The father's name, or
- ◆ A birth certificate number from an unofficial copy of the client's birth certificate.

IDPH may send back comments that will show in the COMMENTS field. Between the IDPH comments and the DHS/FP comments, you will see:
*** BEGIN DHS COMMENTS ***.

Submit Your Request!

Double-check entries for correctness and submit a request by selecting the applicable option.

- ◆ When a request is submitted and the request is successful, a pop-up box is displayed that says, "Request was submitted for State ID." Click on "OK" to go back to the system.
- ◆ When a request is submitted and the request fails, a pop-up box is displayed that says, "Request failed for State ID." Click on "OK" to go back to the system.
- ◆ When a request is canceled, a pop-up box is displayed that says, "Request was canceled for State ID."

This section contains the following option links:

- ◆ **SUBMIT THIS REQUEST** is used when there is a single request. Clicking on this link submits the data and returns a blank NEW REQUEST screen.
- ◆ **SUBMIT THIS REQUEST AND CARRY-OVER CASE NUMBER TO THE NEXT REQUEST** is used when a DHS user has several clients in the same household, some with different mothers, and wants to request and receive verification for the group together. To do this, a case number must be entered in the "DHS Information" section.

Clicking on this link submits the data and returns a NEW REQUEST screen with the case number entry displayed and the "Mother's Full Maiden Name" section blank.

- ◆ **SUBMIT THIS REQUEST AND CARRY-OVER CASE NUMBER AND MOTHER'S MAIDEN NAME TO THE NEXT REQUEST** is used when the DHS user has several clients in the same household with the same mother and wants to request and receive verification for the group together. To do this, a case number must be entered in the "DHS Information" section.

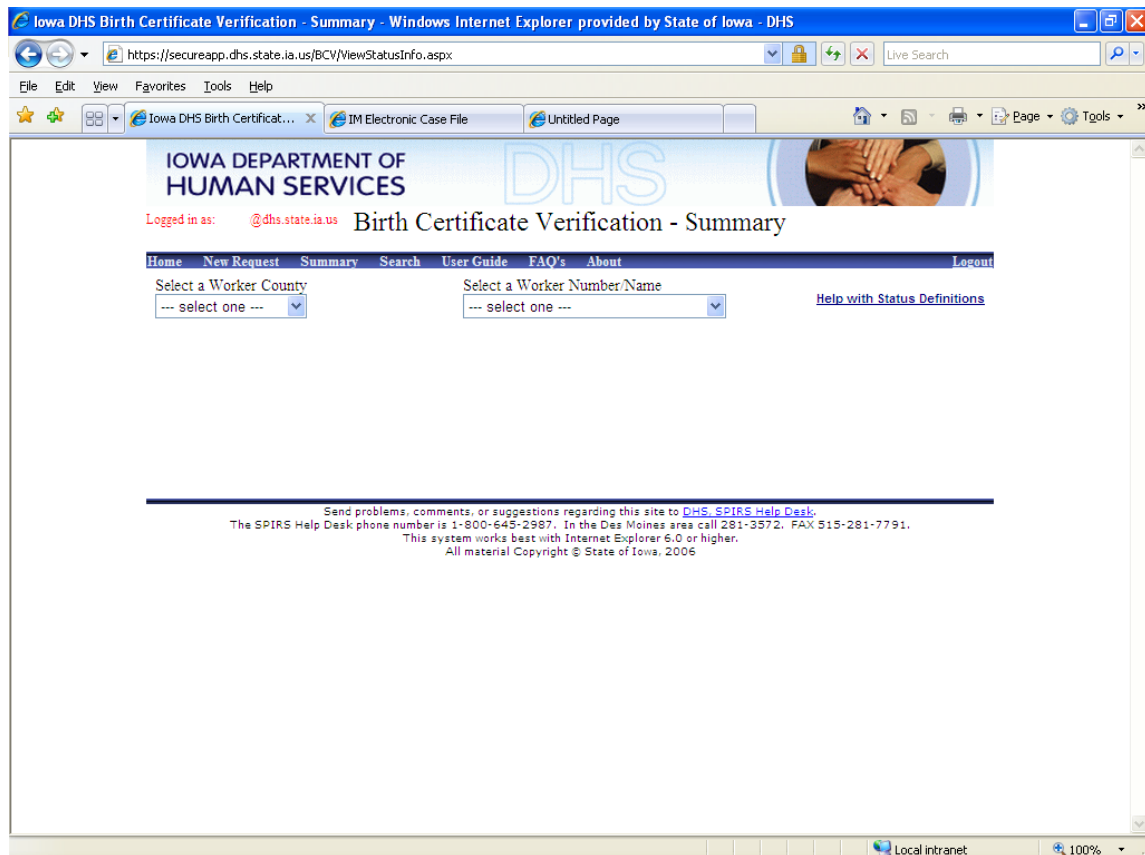
Clicking on this link submits the data and returns a NEW REQUEST screen with the case number and "Mother's Full Maiden Name" entries displayed.

- ◆ **CANCEL THIS REQUEST AND RETURN** is used to cancel any entries and returns a blank NEW REQUEST screen.

NOTE: Clinic workers will not see the CASE NUMBER field in the "DHS Information" section. Not all of the options are displayed in the "Submit Your Request" section. The footer will also change to display family planning clinic information.

Summary Screen

The SUMMARY screen is used to view previously submitted requests and to print the "Proof of Citizenship Report."



This screen contains the following fields and link:

- ◆ **SELECT A WORKER COUNTY** is used by DHS staff to select the applicable county from a dropdown box.

NOTE: Clinic workers will see the field **CLINIC NAME**. It displays the name of the family planning agency, which is system-determined based on the account ID number and password entered in the SIGN IN screen.

- ◆ **SELECT A WORKER NUMBER/NAME** is used by DHS and clinic staff to select the worker name and number from a dropdown box. The dropdown box lists all worker names and worker numbers within that office or family planning agency. The system will maintain the selected user information until the user selects a new worker county and worker name and number or exits BCV.
- ◆ **HELP WITH STATUS DEFINITIONS** is a link that opens a new HELP WITH STATUS DEFINITIONS window with the status definitions listed. Close the window by clicking the CLOSE HELP link located in the lower left corner.

Once you have selected your worker number and name, the SUMMARY screen updates with your submissions information. The SUMMARY screen will automatically display all records you submitted, by requested status. The number of records found is displayed.

Iowa DHS Birth Certificate Verification - Summary - Windows Internet Explorer provided by State of Iowa - DHS

https://secureapp.dhs.state.ia.us/BCV/ViewStatusInfo.aspx

Iowa Department of Human Services
 DHS

Logged in as: @dhs.state.ia.us Birth Certificate Verification - Summary

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Select a Worker County: [Dropdown]
 Select a Worker Number/Name: [Dropdown] [Help with Status Definitions](#)

Records to Display:
 Requested In Process Processed Completed [Refresh List](#)

Number of records found: 203

View	Delete	Print	State ID	DHS First Name	DHS Last Name	Citizenship Valid?	Status	Priority	Edit	ReSubmit
View	Delete	Print	#####H	FNAME	LNAME	Yes	Requested	Normal	Edit	ReSubmit
View	Delete	Print	#####F	FNAME	LNAME	Yes	Completed	Normal		ReSubmit
View	Delete	Print	#####H	FNAME	LNAME	Yes	Completed	Normal		ReSubmit

1 2 3 4 5 6 7 8 9 10 11

Send problems, comments, or suggestions regarding this site to [DHS SPIRS Help Desk](#).
 The SPIRS Help Desk phone number is 1-800-645-2987. In the Des Moines area call 281-3572, FAX 515-281-7791.
 This system works best with Internet Explorer 6.0 or higher.
 All material Copyright © State of Iowa, 2006

The "Records to Display" section is used if you want to view only certain statuses. This section contains the following status choices and links:

- ◆ **REQUESTED** will display requests that have been submitted to IDPH for verification.
- ◆ **IN PROCESS** will display requests in process at IDPH.
- ◆ **PROCESSED** will display requests on which IDPH has sent verification back to DHS.
- ◆ **COMPLETED** will display verified requests that have been printed.
- ◆ **REFRESH LIST** is the link used to refresh the SUMMARY screen to display only the selected status choices.

The system automatically defaults to display all records for all statuses. If you want to view only a portion of the records, deselect the status or statuses of the records you don't want to see displayed. Once you have made your selection, click REFRESH LIST.

For example, you could choose to see only your requests that are currently in process at IDPH and those that have come back from IDPH but that have not yet been printed. You would deselect "Requested" and "Completed" and click on "Refresh List."

The bottom of the page displays the selected records. Each page can display 20 records. When more than 20 records are available, there will be page numbers listed at the bottom of this section. Click on a different page number to go to that page. The displayed records section contains the following fields:

- ◆ **VIEW** is enabled when a birth certificate verification request has been made. Click on VIEW to see the DETAILS screen for the person selected.
- ◆ **DELETE** is enabled if a record has a "Requested" status. Clicking on this will stop the birth certificate search.
- ◆ **PRINT** will display only for a request that has a status of "Processed" or "Completed." This option allows you to print the "Proof of Citizenship Report" for filing in the case file.
- ◆ **STATE ID** is the state identification number of the person for whom a birth certificate search is being requested.

- ◆ **FIRST NAME** is the first name of the person associated with that state ID number. Since the ABC system matches the state ID number, the name displayed will not exceed eight characters.
- ◆ **LAST NAME** is the last name of the person associated with that state ID number. Since the ABC system matches the state ID number, the name displayed will not exceed 13 characters.
- ◆ **CITIZENSHIP VALID?** displays the result of IDPH's search of the vital records. Results are:
 - **yes.** THE INFORMATION PROVIDED BY IDPH VERIFIES THE CLIENT'S CITIZENSHIP FOR MEDICAID ELIGIBILITY.
 - **no.** EITHER IDPH CANNOT FIND AN IOWA BIRTH RECORD BASED ON THE INFORMATION PROVIDED, OR THE RECORD FOUND CANNOT BE USED TO PROVE ELIGIBILITY BASED ON FEDERAL GUIDELINES. YOU MUST EITHER PROVIDE MORE COMPLETE INFORMATION AND RESUBMIT THE REQUEST OR VERIFY CITIZENSHIP BY ANOTHER METHOD.

NOTE: Once a "No" response is printed, the system changes the status to "Completed" and changes the background color to dark gray on the information line.
- ◆ **STATUS** displays statuses that match your choice in the "Records to Display" section. By default, records in "requested," "in process," "processed," and "completed" status are displayed.
- ◆ **PRIORITY** displays the selection that matches your choice in the "DHS Information" section on the NEW REQUEST screen. Choices are:
 - NORMAL
 - High Priority
- ◆ **EDIT** displays the edit link for the selected state ID number. This column is only displayed if you have requests with a "Requested" status.
- ◆ **RESUBMIT** displays the resubmit link for the selected state ID number. This link will not display for a request with a "Requested" status.

You have the option of sorting the records by column heading categories of: State ID, First Name, Last Name, Citizenship Valid?, Status, or Priority. Click once on the column heading to sort the list in descending order of the entries in that column, or click twice for ascending order.

Details Screen

The DETAILS screen summarizes the information submitted to IDPH and the result of the IDPH search of the vital records. This screen is scrollable, as seen in the following two screen shots.

IOWA DEPARTMENT OF HUMAN SERVICES **DHS**

Logged in as: @dhs.state.ia.us Birth Certificate Verification - Details

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[Return to Previous Screen](#)

State ID	Priority	Current Status	Citizenship Valid?
#####A	High	Completed	Yes

Individual Information on file with DHS

Last Name	First Name	Gender
LName	FName	M
Date of Birth		
11/18/1977		

Individual Information submitted

Last Name	First Name	Middle Name	Gender
LName	FName		Male
Date of Birth	County of Birth	Case Number	
11/18/1977	15 - Cass		

Mother's Full Maiden Name

Mother's Maiden Last Name	Mother's First Name	Mother's Middle Name
LName	FName	

Worker Information

Worker Number	Worker Position

The screenshot shows a web browser window titled "Iowa DHS Birth Certificate Verification - Details - Microsoft Internet Explorer provided by State of Iowa". The address bar shows the URL: <https://dhssecure.dhs.state.ia.us/bcv/ViewStatusDetail.aspx>. The page content is organized into several sections:

- Worker Information:** Worker Number: CMB5; Worker County: 77 - Polk.
- Iowa Department of Public Health Information:** Birth Certificate on File Yes/No: Yes; Birth Certificate Key Number: 1978-19349; Delayed Registration Date: (empty field).
- Miscellaneous Info:** Requested By: USERID@DHS.STATE.IA.US; Date Requested: 9/25/2006 2:03:18 PM; Date Request sent to IDPH: 09/25/2006; Last Modified By: USERID@DHS.STATE.IA.US; Date Last Modified: 9/27/2006 6:58:59 AM; Received from IDPH on: 09/27/2006.
- Comments:** REASSIGNED BY user11 ON Sep 26 2006 8:37AM; ...*** BEGIN DHS COMMENTS ***

A red button labeled "Return to Previous Screen" is located at the bottom right of the page.

Fields on this screen are **view-only** and cannot be changed. The fields are:

- ◆ **STATE ID** displays the state identification number submitted for the search.
- ◆ **PRIORITY** displays the priority request.
- ◆ **CURRENT STATUS** displays the status of the request.
- ◆ **CITIZENSHIP VALID?** displays the determination of whether or not a birth certificate may be used to prove citizenship according to federal guidelines.
- ◆ In the "Individual Information on File with DHS" section, the fields are:
 - **LAST NAME** displays the person's last name.
 - **FIRST NAME** displays the person's first name.
 - **GENDER** displays the person's gender.
 - **DATE OF BIRTH** displays the person's date of birth.

-
- ◆ In the “Individual Information Submitted” section, the fields are:
 - **LAST NAME** displays the person’s last name.
 - **FIRST NAME** displays the person’s first name.
 - **MIDDLE NAME** displays the person’s middle name.
 - **GENDER** displays the person’s gender.
 - **DATE OF BIRTH** displays the person’s date of birth.
 - **COUNTY OF BIRTH** displays the person’s county of birth.
 - **CASE NUMBER** displays the person’s case number. Viewable by DHS staff only.

 - ◆ In the “Mother’s Full Maiden Name” section, the fields are:
 - **MOTHER’S MAIDEN LAST NAME** displays the mother’s maiden last name.
 - **MOTHER’S FIRST NAME** displays the mother’s first name.
 - **MOTHER’S MIDDLE NAME** displays the mother’s middle name, if submitted.

 - ◆ In the “Worker Information or Clinic Worker Information” section, the fields are:
 - **WORKER NUMBER** displays the worker’s number.
 - **WORKER COUNTY** displays name of the DHS worker’s local office.Or:
 - **CLINIC WORKER NUMBER** displays the clinic worker’s number.
 - **CLINIC NAME** displays the name of the clinic worker’s family planning agency.

 - ◆ In the “Iowa Department of Public Health Information” section, the fields are:
 - **BIRTH CERTIFICATE ON FILE YES/NO** displays whether or not a birth certificate can be used to prove citizenship based on federal guidelines.
 - **BIRTH CERTIFICATE KEY NUMBER** displays the birth certificate key number.
 - **DELAYED REGISTRATION DATE** displays the date of the delayed registration.

 - ◆ In the “Miscellaneous Info” section, the fields are:
 - **REQUESTED BY** displays the e-mail address of the worker who submitted the request.
 - **DATE REQUESTED** displays the date the worker submitted the request.
 - **DATE REQUEST SENT TO IDPH** displays the date the request was sent to IDPH.

- **LAST MODIFIED BY** DISPLAYS THE E-MAIL ADDRESS OF THE WORKER WHO LAST MODIFIED THE REQUEST.
 - **DATE LAST MODIFIED** DISPLAYS THE DATE THE REQUEST WAS LAST MODIFIED.
 - **RECEIVED FROM IDPH** DISPLAYS THE DATE IDPH ELECTRONICALLY RETURNED A RESPONSE TO DHS.
- ◆ The “Comments” section displays any comments submitted by DHS or clinic workers that were returned from IDPH concerning this verification.

Edit Request Screen

The EDIT REQUEST screen is used to edit or update requests with a “Requested” status and to resubmit requests with a “Completed” status and invalid citizenship. Some of the fields on this screen are read-only and cannot be changed. This is a scrollable screen as shown in the following screen shots:

Iowa DHS Birth Certificate Verification - Edit Request - Windows Internet Explorer provided by State of Iowa - DHS

https://secureapp.dhs.state.ia.us/BCV/DHSWorkerEditRequest.aspx

File Edit View Favorites Tools Help

Iowa DHS Birth Certificat... x http://intra/dhsecf/sessionTi... Iowa Department of Human ...

IOWA DEPARTMENT OF HUMAN SERVICES

Logged in as: jtvedt@dhs.state.ia.us Birth Certificate Verification - Edit Request

Home New Request Summary Search User Guide FAQ's About Logout

DHS Worker Information

Worker County: 15 - Cass Worker Number/Name: CMA2 - FName LName

State ID

State ID: #####A

DHS Information

Priority:

Normal (Review)

High (New Application/IFPN renewal/IowaCare renewal/Medically Needy recertification)

Case Number (optional - used only to group multiple requests together)

Individual Information

Information on file with DHS

Last Name	First Name	Gender	Date of Birth
LName	FName	M	11/18/1977

Information as it appears on birth certificate

Last Name	First Name	Middle Name if known	Gender	Date of Birth
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Done Local intranet 100%

Individual Information

Information on file with DHS
Last Name: First Name: Gender: Date of Birth:

Information as it appears on birth certificate
Last Name: First Name: Middle Name, if known: Gender: Date of Birth:
County of Birth: [Country/City lookup tool](#)

Mother's Full Maiden Name
Mother's Maiden Last Name: Mother's First Name: Mother's Middle Name, if known:

Comments

Update Your Request!
Before you update your request please double-check all entries for correctness and make any corrections!

Please select one of the following options:
[Update this request](#)
[Reset this request](#)
[Cancel this request](#)

The EDIT REQUEST screen consists of the following seven sections:

- ◆ [DHS Worker Information or Clinic Worker Information](#)
- ◆ [State ID](#)
- ◆ [DHS Information](#)
- ◆ [Individual Information](#)
- ◆ [Mother's Full Maiden Name](#)
- ◆ [Comments](#)
- ◆ [Update Your Request!](#)

DHS Worker Information or Clinic Worker Information

For Department staff, this section contains two fields that use dropdown boxes for staff to select the appropriate information. These fields are:

- ◆ **WORKER COUNTY**, used to select the worker's county.
- ◆ **WORKER NUMBER/NAME**, used to select the worker's number and name.

For clinic staff, this section contains the following fields:

- ◆ **WORKER CLINIC** displays the worker's clinic name. This is system-determined based on the Account ID and Password entered in the SIGN IN screen.
- ◆ **WORKER NUMBER/NAME** is used to select the worker's number and name utilizing a dropdown box. Based on the account ID and password of the person signing in, the system will display a dropdown box listing all worker names and worker numbers within that family planning agency for the worker to choose from.

State ID

The "State ID" section contains the read-only **STATE ID** field that displays the state identification number of the person whose records are being searched.

DHS Information

The "DHS Information" section is used to determine the priority of the request to be sent. This entry can be changed when editing or resubmitting a request. It contains two selection circles and one field, as follows:

- ◆ **NORMAL** is selected when processing reviews. The system defaults to Normal priority.
- ◆ **HIGH** is selected when processing new applications, IowaCare renewals, Iowa Family Planning Network renewals, and Medically Needy re-certifications by clicking in the circle.
- ◆ **CASE NUMBER** is an optional field viewable by DHS staff only. This field is used to enter the case number when the worker needs to group several birth record requests from the same household together. Case numbers should be entered without dashes.

Individual Information

The “Individual Information” section is used to enter the person’s information to be used in the search process. It is divided into the following subsections:

- ◆ **INFORMATION ON FILE WITH DHS.** The data displayed in the section Information on File with DHS area is the information currently on file for the person with the requested state identification number.

The fields in this section are “read-only” and cannot be changed. They are:

- **LAST NAME** displays the person’s last name.
- **FIRST NAME** displays the person’s first name.
- **GENDER** displays the person’s gender.
- **DATE OF BIRTH** displays the person’s date of birth.

- ◆ **INFORMATION AS IT APPEARS ON BIRTH CERTIFICATE.** Fields under the Individual Information section are as they appear on the birth certificate and may or may not be pre-filled. All pre-filled fields can be changed.

Enter or change information about the client as the client believes it appears on the birth certificate. LAST NAME, FIRST NAME, GENDER, DATE OF BIRTH, and COUNTY OF BIRTH are required fields.

Change the name as appropriate. Changes in BCV will not change the state ID data. Update state ID information in the usual manner in ABC.

Middle name should be entered if it is known. Date of birth cannot be a future date.

1. ‘Elizabet’ is pre-filled in the FIRST NAME field because DHS systems do not allow a first name to be greater than eight characters. Change the first name to ‘Elizabeth’ before submitting.
2. ‘Jerry’ is pre-filled in the FIRST NAME field but his given name is ‘Gerald.’ Change the first name to ‘Gerald’ before submitting.

The fields and link are:

- **LAST NAME** is where the last name is changed.
- **FIRST NAME** is where the first name is changed.
- **MIDDLE NAME, IF KNOWN** is where the middle name is entered or changed.
- **GENDER** is where the gender is changed by using a dropdown box.
- **DATE OF BIRTH** is where the date of birth is changed. There is a calendar icon located to the right of this field. Click on the calendar icon to open it and select the appropriate month, day and year of birth by using the dropdown boxes or scroll arrows.
- **COUNTY OF BIRTH** is where the county of birth is changed by using a dropdown box.
- **COUNTY/CITY LOOKUP TOOL** is used when clients know the town or city they were born in, but they do not know the county. Clicking on this link will open a new window displaying the "rootsweb" website. Be sure to enter IA as the state you are searching or the system will return cities for every state.

Mother's Full Maiden Name

You may change the mother's name. The mother's full maiden name is a vital piece of information used to search for an Iowa birth record match. Complete all fields, if possible, and pay close attention to the correct spelling of each name. For example: If a mother is known as 'Margie' but her given name is 'Margaret,' enter 'Margaret' in the **FIRST NAME** field.

The fields are:

- ◆ **MOTHER'S MAIDEN LAST NAME** is where the mother's maiden last name is changed.
- ◆ **MOTHER'S FIRST NAME** is where the mother's first name is changed.
- ◆ **MOTHER'S MIDDLE NAME, IF KNOWN** is where the mother's middle name is changed.

Comments

Use the Comments section to include additional information that might aid IDPH in the search, such as:

- ◆ The father's name, or
- ◆ A birth certificate number from an unofficial copy of the individual's birth certificate.

Worker entries in the COMMENTS field are limited to 450 characters. IDPH may send back information that will show in the COMMENTS field. Between the IDPH comments and the DHS/FP comments, you will see *** BEGIN DHS COMMENTS ***.

Update Your Request!

Double-check entries for correctness and update a request by selecting the applicable option.

This section contains the following links:

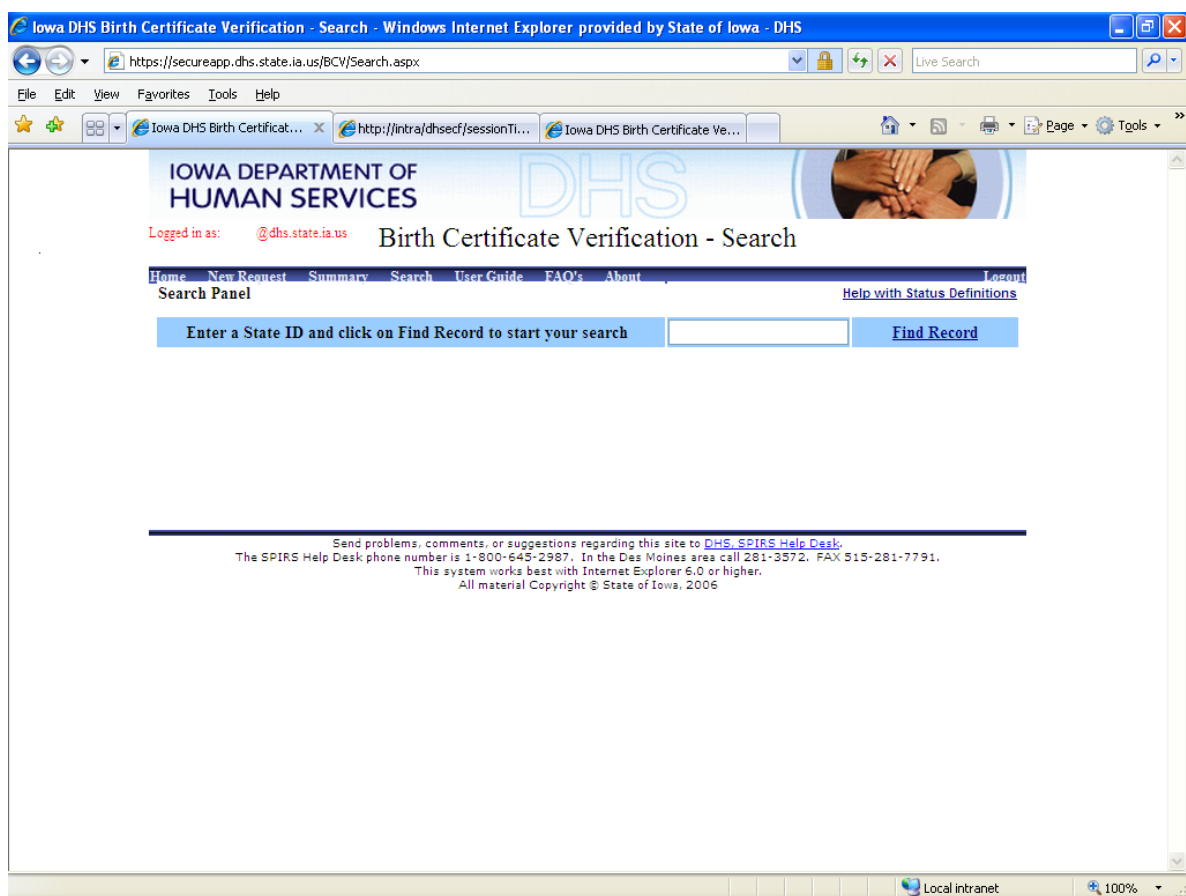
- ◆ **UPDATE THIS REQUEST** is used to update the request once the necessary changes have been entered. Clicking on this link generates a pop-up box stating "Record for State ID XXXXXXXX *Client Name* has been updated" and returns the user to the SUMMARY screen.
- ◆ **RESET THIS REQUEST** is used when you do not want to update the request with the new information. Selecting this option will restore the EDIT REQUEST with the information previously entered before you clicked on the EDIT or RESUBMIT link on the SUMMARY screen.
- ◆ **CANCEL THIS REQUEST** is used to cancel all entries and returns you to the SUMMARY screen. When this option is chosen, a pop-up box appears stating "Are you sure you want to cancel the request for State ID XXXXXXXX *Client Name*?" Click on "OK" to cancel the update. Click on "CANCEL" to return to the EDIT REQUEST screen.

NOTE: Clinic workers will not see the CASE NUMBER field in the "DHS Information" section. The footer will also change to display family planning clinic information.

Search Panel

The SEARCH PANEL allows workers to search for a specific state identification number. Only one record is returned at a time. If the status of the request is "Processed" or "Completed," the Proof of Citizenship Report can be printed by any user regardless of who may have originally submitted the request.

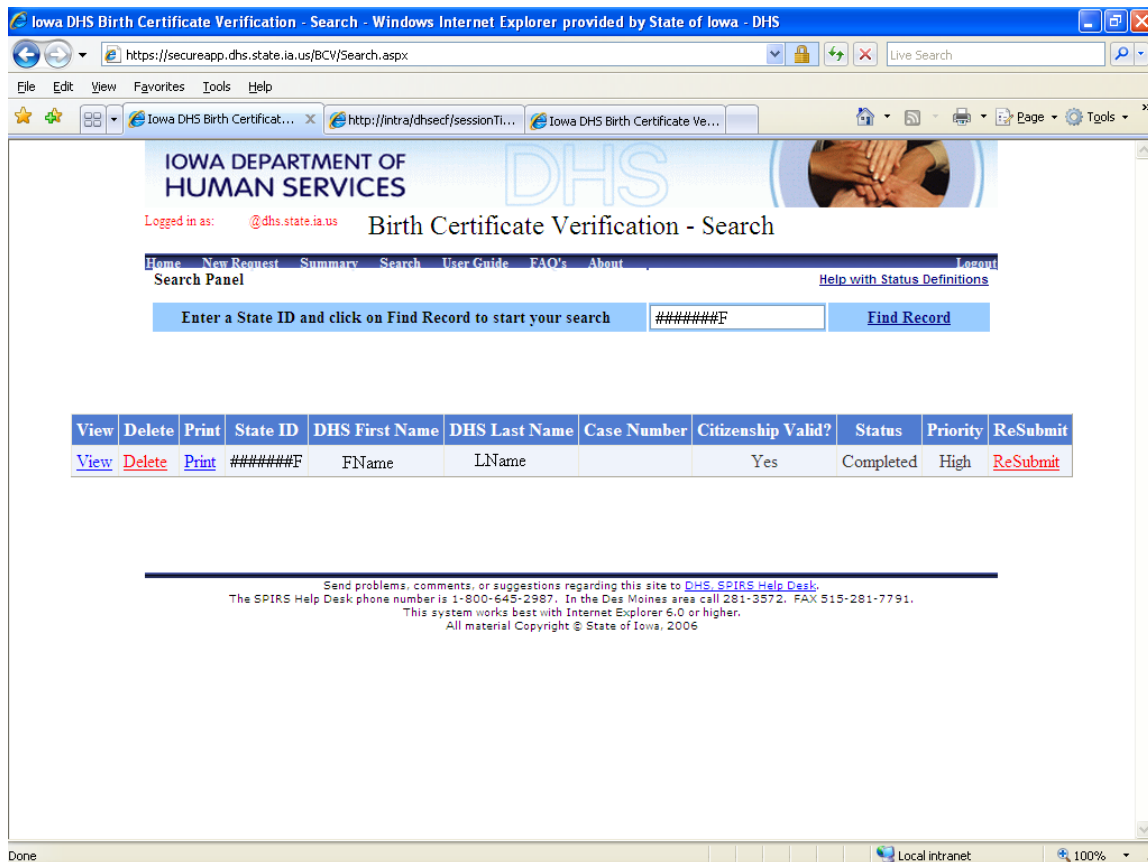
If the status is "Completed" with invalid citizenship, the current user can resubmit the request regardless of who originally submitted the request. Also, users can view the request.



The screenshot shows a web browser window titled "Iowa DHS Birth Certificate Verification - Search - Windows Internet Explorer provided by State of Iowa - DHS". The address bar shows the URL "https://secureapp.dhs.state.ia.us/BCV/Search.aspx". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features the Iowa Department of Human Services (DHS) logo and the text "IOWA DEPARTMENT OF HUMAN SERVICES" and "DHS". Below the logo, it says "Logged in as: @dhs.state.ia.us" and "Birth Certificate Verification - Search". A navigation menu includes links for Home, New Request, Summary, Search, User Guide, FAQs, About, and Logout. A "Search Panel" section contains a text input field with the placeholder text "Enter a State ID and click on Find Record to start your search" and a "Find Record" button. At the bottom of the page, there is a footer with contact information for the SPIRS Help Desk and a copyright notice for the State of Iowa, 2006.

The SEARCH PANEL contains one field to enter the state identification number to be searched. If a search is completed without a state identification number, users receive the message "Check your entry and try again." If the entry is not valid or is not in the BCV database, users receive the message "State ID <date entered> was not found. Check your entry and try again."

When a match is found, the result will be displayed as follows:



Returned result includes state identification number, first name, last name, case number (if applicable), citizenship valid, status and priority.

If the status of the request is "Requested" or "In Process," users can view the request. An "Edit" column with an edit link appears only if the selected state ID number has a "Requested" status. The edit allows the submitted request to be updated and resubmitted to IDPH if they have not started processing the request.

If the status of the request is "Processed" or "Completed," the Proof of Citizenship Report can be printed by any user regardless of who originally submitted the request.

If the status is "Completed" with invalid citizenship, the current user can resubmit the request regardless of who originally submitted the request. If the request is resubmitted, the status will change to "Requested."

Birth Certificate Verification Case Actions

The Birth Certificate Verification system allows the following case actions:

- ◆ [Completing and submitting a request](#)
- ◆ [Deleting a request](#)
- ◆ [Modifying a request](#)
- ◆ [Printing request verification details](#)
- ◆ [Searching for a state ID](#)
- ◆ [Viewing request details](#)

Completing and Submitting a Request

Before submitting a birth certificate request, you must complete a successful state ID search. See [Searching for a State ID](#). Then use the following procedure:

Steps	Action
1	<p>On the NEW REQUEST screen, complete the following fields:</p> <ul style="list-style-type: none"> ◆ DHS Information <ul style="list-style-type: none"> ● PRIORITY: Select either "Normal" or "High," based on the type of document being processed. ● CASE NUMBER: Enter the case number if your request is to search for more than one person on the case. ◆ Individual Information <ul style="list-style-type: none"> ● Information on File with DHS: Review the system-populated information in these fields: <ul style="list-style-type: none"> ▪ LAST NAME ▪ FIRST NAME ▪ GENDER ▪ DATE OF BIRTH ● Information as it Appears on Birth Certificate: Enter the applicable information in these fields: <ul style="list-style-type: none"> ▪ LAST NAME ▪ FIRST NAME ▪ MIDDLE NAME, IF KNOWN ▪ GENDER ▪ DATE OF BIRTH ▪ COUNTY OF BIRTH

Steps	Action
	<ul style="list-style-type: none"> ◆ Mother's Full Maiden Name <ul style="list-style-type: none"> ● MOTHER'S MAIDEN LAST NAME ● MOTHER'S FIRST NAME ● MOTHER'S MIDDLE NAME, IF KNOWN ◆ Comments: Enter any additional information that will help IDPH staff complete the search.
2	<p>After completing all entries, review the entries for correctness and select one of the following submission options:</p> <ul style="list-style-type: none"> ◆ SUBMIT THIS REQUEST is used when you make a single request. Clicking on this link submits the data and returns a blank NEW REQUEST screen. ◆ SUBMIT THIS REQUEST AND CARRY-OVER CASE NUMBER TO THE NEXT REQUEST is used when a DHS worker has several people in the same household to verify, some with different mothers, and wants to receive verification for all of them in a group. To do this, a case number must be entered in the "DHS Information" section. Clicking on this link submits the data and returns a NEW REQUEST screen with the case number entry displaying and the "Mother's Full Maiden Name" section blank. ◆ SUBMIT THIS REQUEST AND CARRY-OVER CASE NUMBER AND MOTHER'S MAIDEN NAME TO THE NEXT REQUEST is used when a DHS worker has several people in the same household with the same mother to verify and wants to get verification for all of them in a group. The case number must be entered in the "DHS Information" section. Clicking on this link submits the data and returns a NEW REQUEST screen with the case number and "Mother's Full Maiden Name" entries displaying. ◆ CANCEL THIS REQUEST AND RETURN is used to cancel all entries. A pop-up box states "Request canceled for State ID XXXXXXXX." Clicking on "OK" returns you to a blank NEW REQUEST screen.

Steps	Action
	<p>Successful submission of a request results in a pop-up box stating, "Request was submitted for State ID XXXXXXXX." Click on "OK" to return to the system.</p> <p>Unsuccessful submission of a request results in a pop-up box stating, "Request failed for State ID XXXXXXXX." Click on "OK" to return to the system.</p> <p>NOTE: Clinic workers will not see the CASE NUMBER field in the "DHS Information" section and will not see Options 2 and 3 in the "Submit Your Request" section. The footer will also change to display family planning clinic information.</p>
3	When you are finished with all requests, click on "LOGOUT" to return to the DHS HOME page.

Deleting a Request

To delete a request before it is sent to IDPH for processing, use the following procedure:

Step	Action
1	Access the SEARCH or SUMMARY screen. On the SUMMARY screen be sure to click on "REFRESH LIST" if you are selecting "Requested" records only.
2	Locate the state ID request that needs to be deleted and click on "DELETE." A delete confirmation pop-up box will appear. Click on "YES" to delete the request.

Editing or Resubmitting a Request

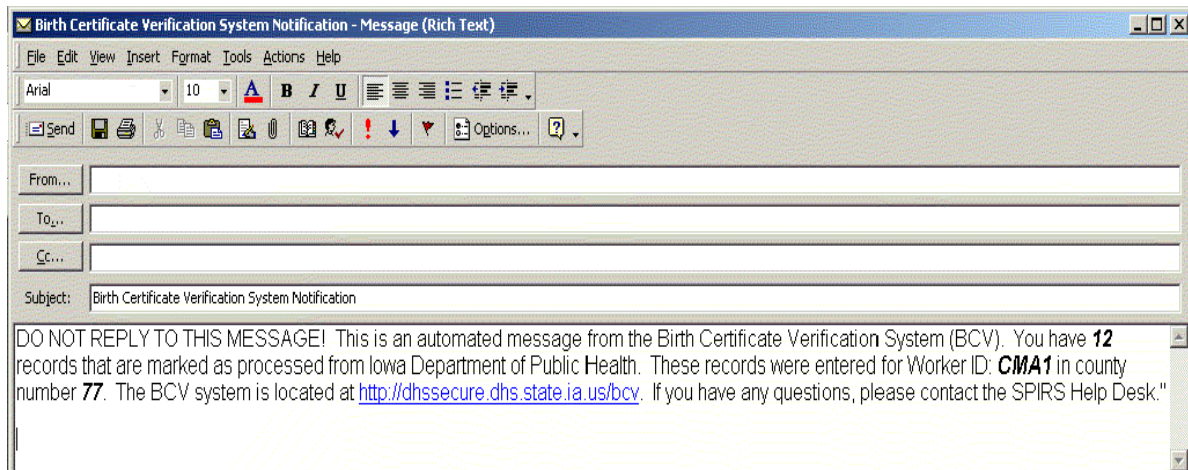
When you become aware of an error or needed change to a submitted request, use the following procedure:

Step	Action
1	Access the SUMMARY or SEARCH screen in the BCV system and locate the desired state ID request.
2	Check the status of the request and follow the appropriate option as listed below: <ul style="list-style-type: none"> ◆ REQUESTED: Click on "EDIT" to go to the EDIT REQUEST screen. Go to Step 3. ◆ COMPLETED WITH INVALID CITIZENSHIP: Click on "RESUBMIT" to go to the EDIT REQUEST screen. Go to Step 3. ◆ IN PROCESS: Wait until a response is received back from IDPH. The status will change to "Processed." Follow directions listed below for Processed. ◆ PROCESSED: Print the "Proof of Citizenship Report" by clicking on the "Print" link. The status will change to "Completed." Click on the "Resubmit" link to go to the EDIT REQUEST screen.
3	On the EDIT REQUEST screen, make any necessary changes and select one of the following options: <ul style="list-style-type: none"> ◆ UPDATE THIS REQUEST: Updates the request and submits or resubmits it to IDPH. ◆ RESET THIS REQUEST: Resets the EDIT REQUEST screen to information that was entered before you clicked on the "Edit" or "Resubmit" link. ◆ CANCEL THIS REQUEST: Cancels the request and returns you to the SUMMARY or SEARCH screen. Go to Step 4.
4	When you are finished working in BCV, click on "LOGOUT" to exit the system.

Printing Request Verification Details

Once IDPH has completed the search and returned the results, DHS workers will receive an automated e-mail. NOTE: At this time, only IM workers are able to receive the automated e-mails.

The e-mail will contain the number of records that have been processed and the worker number and county for whom the request was processed. See the bold areas in the following sample e-mail:




The e-mail message is generated specific to the worker receiving the e-mail. The e-mail goes to the worker who was logged into BCV and created the records, not necessarily the worker associated with the worker ID.

Worker CMA0 enters requests on behalf of workers CMA1, CMA2, and CMA3 in Dallas County. If all of those records are returned the next day, CMA0 will receive three e-mails: One telling how many records came back for CMA1 in County 25, one for CMA2 in County 25, and one for CMA3 in County 25.

The e-mail contains a link to access the BCV system so you can view the processed requests and print the "Proof of Citizenship Report."

To print the "Proof of Citizenship Report" for a request with a "Processed" status or another copy of the report for a request with a "Completed" status, use the following procedure:

Step	Action
1	Access the SUMMARY or SEARCH screen and locate the desired state ID request. Click on <u>PRINT</u> to open the "Proof of Citizenship Report" in a new window.
2	Review the "Proof of Citizenship Report" then click on the Print icon  . This will open the Print dialog box.
3	In the Print dialog box click OK to close the dialog box and print the report.
4	After the report has been printed, close the report window by clicking the 'X' in the upper right hand corner of the window. You will return to the SUMMARY or SEARCH screen and the status of the request will have changed from "Processed" to "Completed." Go to Step 5.
5	<p>For paper case files, print a copy of the "Proof of Citizenship Report" and file it in the case record. For electronic files, save a copy to your computer and upload the copy to the Electronic Case File (ECF) catalog.</p> <p>Additionally, IM workers must enter the correct code on the person's ABC TD03 screen unless the person receives only Family Planning Waiver (FPW) benefits.</p> <p>For FPW individuals, both IM and family planning clinic workers will need to verify that the FPW system correctly displays "Birth Certificate" in the dropdown box for "How was citizenship verified? This needs to be done at application and review approval.</p>
6	<p>On the SUMMARY screen, you can either:</p> <ul style="list-style-type: none"> ◆ Select another report for printing, go to Step 1, or ◆ Select LOGOUT to exit the BCV system. <p>On the SEARCH screen, you can either:</p> <ul style="list-style-type: none"> ◆ Search for another SID for printing, go to Step 1, or ◆ Select LOGOUT to exit the BCV system.

Searching for a State ID

The Birth Certificate Verification system requires you to complete a search using a valid state identification number.

To complete a search on the NEW REQUEST screen, use the following procedure:

Step	Action
1	Access the NEW REQUEST screen by selecting the "NEW REQUEST" link on the BCV HOME page.
2	Make entries in the following fields: <ul style="list-style-type: none"> ◆ WORKER COUNTY ◆ WORKER NUMBER/NAME ◆ STATE ID
3	Click on "SEARCH.: Results for a state ID number search will be one of the following: <ul style="list-style-type: none"> ◆ A match is found in the DHS system. BCV will enable the following sections for worker entry: <ul style="list-style-type: none"> ● DHS Information ● Individual Information ● Mother's Full Maiden Name Information ● Comments ● Submit Your Request! The state ID-related data will automatically be filled in the "Individual Information" section. ◆ A match is not found in the DHS system. You will get an informational message that says, "State ID not found." See 14-B(7), FMAP-RELATED MEDICAID CASE ACTIONS, and 14-B(9), SSI-RELATED MEDICAID AND FACILITY CASE ACTIONS, for information about assigning a state identification number. ◆ The state ID number has already been entered in the BCV system. You will get an informational message that says, "There is a request on file for this State ID with a status of (current status) by (ID of user that submitted the request) for worker (worker ID)." Contact the user whose identification number is listed so you can share the information obtained from IDPH.

Step	Action
	<ul style="list-style-type: none"> ◆ The state ID number is present in the citizenship system. You will get an informational message that says "Record found for this State ID in the Citizenship Database." Check ABC or FPW to see what the entries are for citizenship. If there are entries already in the citizenship database, there should be no need to request information through BCV. ◆ There are problems with the citizenship database. You will receive an error message that says "Problems with the Citizenship Database." If you are an IM worker, contact the SPIRS Help Desk. If you are a family planning clinic worker, e-mail the IFPN Help Desk at IFPN@dhs.state.ia.us. ◆ A technical system error occurs when looking up the number in the DHS system. The error message says "System Issue – (Error Number) Please contact SPIRS at 1-800-645-2987 or at 281-3572 if in the Des Moines area."
4	<p>Based on your search results message, you will use one of these options:</p> <ul style="list-style-type: none"> ◆ If the search is successful and you want to complete a request, go to Completing and Submitting a Request. ◆ If you want to edit or resubmit the request, go to Editing or Resubmitting a Request. ◆ If you want to search for another state ID number, click on "CLEAR FORM AND SEARCH AGAIN." Enter the new state ID and click on "SEARCH." ◆ If you are finished with the BCV system, click on "LOGOUT."

To complete a search using the SEARCH PANEL, use the following procedure:

Step	Action
1	Access the SEARCH PANEL by selecting the "SEARCH" link on the BCV HOME page.

Step	Action
2	<p>Enter the person's state ID number in the available field. Press ENTER or click the FIND RECORD link.</p> <p>Results for the search will be one of the following:</p> <ul style="list-style-type: none"> ◆ A match is not found in the DHS system or the entry is invalid. User should check entry and try again. ◆ A match is found. The search result will display the following information: <ul style="list-style-type: none"> ● State ID number ● First name ● Last name ● Case number (if known) ● Citizenship valid ● Status ● Priority <p>NOTE: An EDIT column with an edit link appears only if the selected state ID number has a "Requested" status.</p>
3	<p>Based on your search results message, you will use one of these options:</p> <ul style="list-style-type: none"> ◆ If the search is successful and you want to complete a request, go to Completing and Submitting a Request. ◆ If you want to edit or resubmit the request, go to Editing or Resubmitting a Request. ◆ If you want to search for another state ID number, enter the new number and press ENTER or click on "FIND RECORD." ◆ If you are finished with the BCV system, click on "LOGOUT."

Viewing Request Details

Step	Action
1	<p>Access the SUMMARY or SEARCH screen and locate the desired state ID number request. Click on "VIEW" to open the DETAILS screen.</p>
2	<p>On the DETAILS screen, review the information concerning this request. You cannot change the information.</p>
3	<p>When you are finished, select either:</p> <ul style="list-style-type: none"> ◆ RETURN TO PREVIOUS SCREEN to return to the SUMMARY or SEARCH screen, or ◆ LOGOUT to leave the BCV system.