

## IS IT THE CORRECT CLIENT?

### WHILE WORKING A CASE . . . you notice THE CLIENT'S IDENTIFYING INFORMATION DOES NOT MATCH THE EIS SCREENS

- If the PI's middle initial is not correct, make sure the right client has been registered to your EIS case number.
- If the date of birth on the CAP2 or SSDO screen is way off, a wrong client may be registered to your case. DO NOT make any changes to DOB or SSN. Every now and then a wrong client is registered to a case and changing the DOB, SSN etc means the original information is lost for that client unless you print the information 'before' it is changed.
- If the SSN cannot be entered in the EIS case it may be because there is a duplicate client in EIS.
- The client has been in the system for a few years but CLPM only shows a few months or a few programs. This could be a duplicate client.

**Send an email message to Help Desk immediately to help you sort it out.**

Remember to provide us with the case name, case number, and client numbers if you know them. Its helpful to have the DOBs and SSNs with client ID numbers.