

## Duplicate Persons – Identifying and Correcting

[Purpose](#)

[Defining Duplicate Person Records](#)

[Duplicate Person Identification](#)

[Duplicate Person Impacts to CalSAWS Functionality](#)

[Finding Duplicate Persons](#)

[Duplicate Person List Page](#)

[Indicating a Person Record is a Duplicate](#)

[Indicating a Person Record is a Duplicate Through the Golden Record](#)

[Indicating a Person Record is the Golden Record Through the Duplicate Record](#)

[Correcting the Case Record](#)

[County Duplicate Impact Detail Notifications](#)

[Eligibility Information](#)

[Data Removal \(Shell Cases\)](#)

[Adding Time Limits](#)

[Running EDBC](#)

[Self Service Portal Accounts](#)

[Linking Inter County Transfers \(ICTs\)](#)

[Removing the Person as a Duplicate](#)

### Purpose

The purpose of this job aid is to assist users in documenting duplicate persons in the System.

### Defining Duplicate Person Records

Duplicate persons occur when more than one person record exists for an individual. The System allows you to indicate when two or more instances of the same person exist.

Term	Definition
Golden Record	Prevailing person record used in CalSAWS by all Counties moving forward.
Duplicate Record	Person records considered as the duplicate of the Golden record and are no longer available for use on active programs moving forward. Usually, they contain historical information that may be transferred to the Golden record.

### Duplicate Person Identification

Once you determine that more than one record exists for the same person, collaborate with other staff to determine which person record is correct and should be used moving forward. Once this is determined:

- all other person records may be indicated as a Duplicate Record
- any edits/additions should be made only to the Golden Record.

Do not change the name of the person record identified as a duplicate, this may have downstream impacts with interfacing systems. A text indicator of (dup) displays next to the Duplicate person’s name on any Case Summary page and most List pages of person records that have been identified as a Duplicate record. Additionally, the following two actions may be required:

- Complete other actions to add the Golden record to a case and/or program where only the Duplicate record is associated
  - Add program and person history that exists for the Duplicate record to the Golden record that is being kept (e.g. time limits, etc.)
- Note:** Follow your County procedures and the Duplicate Person Protocol when person records are shared with another County.

Prior to identifying an individual as a Duplicate person, verify that the person is not:

- In a pending or active status on any program
  - Listed as In the Home on the Household Status Detail page
  - An absent parent, as it can impact the interface with Child Support, and/or
  - Considered to be a confidential record that should not be merged with a new record
- Note:** Follow your County procedures when person records are for absent parents.

Person records that are considered to be a confidential record should not be marked as a Duplicate or associated to a Golden record.

### Guide for Selecting the Golden Record

The following table provides recommendations for determining the Golden record based on different scenarios where multiple person records are identified in the System.

Scenario	Golden Record Determination
Only one person record is active	The active person record should be selected as the Golden record moving forward. All other person records should be marked as a Duplicate record.
Two (or more) different person records active in different cases/programs.	Work with other Counties to determine which person record to use going forward following the Duplicate Person Protocol. Counties must consider which person record would be most impactful to the customer’s case and keep that person record as the Golden Record. Counties should favor the person record associated to

	CalHEERS or with an active EBT Account if there is no CalHEERS impact.
All records are inactive in all cases/programs in one or more Counties	<p>Either person record can be selected but it is recommended to choose the person record</p> <ul style="list-style-type: none"> <li>• with the most recent history,</li> <li>• the greatest program impact or</li> <li>• the greatest history.</li> </ul> <p>Follow County policy to determine which person record to use going forward and work with other Counties to determine which person record to use going forward following the Duplicate Person Protocol.</p>

**Note:** The duplicate person process should still be completed on data removed and/or converted data cases. Individual demographics information is available on data removed cases also known as shell cases.

### Duplicate Person Impacts to CalSAWS Functionality

A person record holds an individual's data such as individual demographic data, contact information, Self-Service Portal account association as well a case data history. When information is updated on a person record the Golden record is not automatically updated causing mismatching information and failures of expected capabilities in other functional areas. Duplicate person records impact many functional areas including:

- Inter County Transfers
- CalHEERS
- Time Clocks
- Self Service Portal
- EDBC's

Counties should search for duplicate person records as part of the file clearance case creation process and when trouble shooting reported issues in these areas.

### Finding Duplicate Persons

Duplicate persons occur when more than one person record exists for an individual. Person Search Results displaying two or more results of a name with the same identifying factors that are considered the same individual indicate that a duplicate record exists. Duplicate person records may or may not have matching CINs and are still considered a duplicate.

**Note:** The following person search clearance should be conducted to catch all potential duplicate person records:

- Name
- Social Security Number (SSN)

- Client Index Number (CIN)
- Case Number
- Address

### How to find potential duplicate person records:

The following steps assume you are not within the context of a case.

Step	Action
1.	Place the cursor over <b>Case Info</b> on the <b>Global</b> navigation bar.
2.	Select <b>Case Summary</b> from the <b>Local</b> navigator.
3.	<p>On the <b>Person Search</b> page:</p> <p>a) Search separately by the following:</p> <ul style="list-style-type: none"> <li>• Last Name</li> <li>• First Name</li> <li>• Middle Name or Initial</li> <li>• Social Security Number</li> <li>• Date of Birth</li> <li>• Gender</li> <li>• Case Number</li> <li>• CIN (good method to find duplicates)</li> <li>• Address</li> </ul> <p><b>Note:</b> It is best practice to do a Social Security number search as well as a Name and DOB search without a Social Security Number.</p> <p>b) Click the <b>Search</b> button to view search results identifying all person record(s) matching the search criteria.</p>

Once you determine that duplicate records exist, you may link the duplicate records by selecting all but one as a duplicate record. The person record(s) selected as the duplicate:

- Display with an indicator of (dup) after their name
- Do not appear in the drop lists
- Are no longer available for case association
- Are no longer available for case data updates/changes
- No longer display in the results section for person searches

It is a best practice that the golden record is associated with any cases where the duplicate record is associated including any cases that have been identified as having data removed. Doing so allows these cases to:

- Display in any person searches for this individual
- Assist in identifying historical programs/cases
- Allow for the proper transfer of data during the ICT process

This also allows users to access the Golden record's Individual Demographics page to mark them as a Golden Record.

## Duplicate Person List Page

The Duplicate Person List page is located through the Individual Demographics Detail page and allows you to indicate when a person's record is a duplicate of another person record that may have resulted from user error, fraud or data conversion.

Users with the appropriate security rights may access the Duplicate Person List page for any person record and either link the Golden record to the Duplicate record or link multiple Duplicate records to the person record that you have identified as the Golden record.

## Indicating a Person Record is a Duplicate

Once the correct person record has been determined, the incorrect person record needs to be indicated as a Duplicate record in the System. Users with the appropriate access can perform the necessary steps to link or unlink Duplicate records.

Users are only able to access the Individual Demographics Detail page for person records associated to their County's case. If the Golden record identified is associated to a case in your County, then a user can link the Duplicate(s) to the Golden record through the Golden record's Individual Demographics Detail page.

If the Golden record identified does not belong to a case in your County, however, the identified Duplicate is associated to a case in your County users are able to link the Golden record to the identified Duplicate record. Only a single person record can be identified as a Golden person record.

## Indicating a Person Record is a Duplicate Through the Golden Record

Once the Golden record has been determined, the incorrect person record(s) can be linked to the Golden record.

The following steps assume you are in the context of the case with the Golden record.

Step	Action
1.	Place the cursor over <b>Eligibility</b> on the <b>Global</b> navigation bar.
2.	Select <b>Customer Information</b> from the <b>Local</b> navigator.
3.	Click the <b>Individual Demographics</b> link on the <b>Task</b> navigation bar.

4.	On the <b>Individual Demographics List</b> page: a) Click the <b>Name</b> hyperlink for the appropriate person record.
5.	On the <b>Individual Demographics Detail</b> page: a) Click the <b>Duplicate List</b> button.
6.	On the <b>Duplicate Person List</b> page: a) Click the <b>Edit</b> button. b) Click the <b>Search for a Duplicate Record</b> button.
7.	On the <b>Select Person</b> page: a) Enter the search criteria for the person record you want to identify as the Duplicate record. b) Click the <b>Search</b> button. <b>Note:</b> Search results do not return the person record in which the user is currently in. c) Click the <b>Name</b> radio button next to the appropriate person record. d) Click the <b>Select</b> button.
8.	On the <b>Duplicate Person List</b> page: a) If there is more than a single person record that requires linking repeat steps 6b and 7. b) Enter any information for the duplicate that may be useful in the <b>Comments</b> field. c) Click the <b>Save</b> button. Click the <b>Close</b> button.
9.	On the <b>Individual Demographics Detail</b> page: d) Click the <b>Save and Return</b> button.

The person has now been identified as the Golden record moving forward.

## Indicating a Person Record is the Golden Record Through the Duplicate Record

Once the Duplicate record has been determined, the incorrect person record(s) can be linked to the Golden record.

The following steps assume you are in the context of the case with the Duplicate record.

Step	Action
1.	Place the cursor over <b>Eligibility</b> on the <b>Global</b> navigation bar.
2.	Select <b>Customer Information</b> from the <b>Local</b> navigator.
3.	Click the <b>Individual Demographics</b> link on the <b>Task</b> navigation bar.
4.	On the <b>Individual Demographics List</b> page: a) Click the Name hyperlink associated with the Duplicate record.
5.	On the <b>Individual Demographics Detail</b> page:

	a) Click the <b>Duplicate List</b> button.
6.	On the <b>Duplicate Person List</b> page: a) Click the <b>Edit</b> button. b) Click the <b>Search for a Golden Record</b> button.
7.	On the <b>Select Person</b> page: a) Enter the search criteria for the person you want to keep as the Golden record. b) Click the <b>Search</b> button. c) Click the <b>Name</b> radio button next to the appropriate person record. <b>Note:</b> The results do not list the person record you are currently in. d) Click the <b>Select</b> button.
8.	On the <b>Duplicate Person List</b> page: a) Enter any information for the duplicate that may be useful in the <b>Comments</b> field. b) Click the <b>Save</b> button. c) Click the <b>Close</b> button.
9.	On the <b>Individual Demographics Detail</b> page: a) Click the <b>Save and Return</b> button.

The person has now been identified as a duplicate record. A nightly batch will generate a County Duplicate Impact Detail record for any County in which a person record has been identified as a Duplicate Record.

### Correcting the Case Record

If the Golden record is not associated with the Duplicate record's cases, you may need to add the Golden record to the historical cases to preserve any history associated with that Duplicate record and allow for those cases to display in any person search results.

### Adding a Person Record to a Case

The following steps assume you are in the context of the case to which you need to add the Golden record.

Step	Action
1.	Place the cursor over <b>Eligibility</b> on the <b>Global</b> navigation bar.
2.	Select <b>Case Summary</b> from the <b>Local</b> navigator.
3.	Click the <b>New Person</b> link on the <b>Task</b> navigation bar.
4.	On the <b>New Person Search</b> page, at a minimum: a) Enter <b>&lt;Last Name&gt;</b> in the <b>Last Name</b> field. b) Enter <b>&lt;First Name&gt;</b> in the <b>First Name</b> field. c) Select <b>&lt;Gender&gt;</b> from the <b>Gender</b> drop list. d) Click the <b>Search</b> button.

5.	on the <b>New Person Search Results</b> page in the <b>Search Results Summary</b> page section: a) Click the <b>Name</b> radio button for the previously identified Golden record that you want to add. b) Click the <b>Select</b> button.
6.	On the <b>New Person Detail</b> page: a) Click the <b>Continue</b> button. <b>Note:</b> If any information on the New Person Detail page needs to be updated, finish adding the person first and then make the update on the appropriate data collection page (e.g. Address Detail, etc.).
7.	On the <b>Case Member List</b> page: a) If there is more than one Golden record to be added, click the <b>Add Person</b> button, and repeat Steps 4-6. b) If there are no more Golden records to add, click the <b>Save and Continue</b> button.

Once the Golden record has been added to the case, you may then add them to program(s) if needed.

### Adding a Person to a Program (Optional)

The following steps assume you are in the context of the case with the Display date set as the beginning date of aid (BDA).

Step	Action
1.	On the <b>Case Summary</b> page: a) Click the <b>View Details</b> button for the <b>&lt;Program&gt;</b> block.
2.	On the <b>&lt;Program&gt; Detail</b> page: a) Click the <b>Edit</b> button. b) Confirm the <b>Date</b> field is set to the BDA. If it does not, update it and click the <b>View Date</b> button. c) Click the <b>Add</b> button in the <b>Program Persons</b> page section.
3.	On the <b>&lt;Program&gt; Person Detail</b> page: a) Select <b>&lt;Person's Name&gt;</b> from the <b>Name</b> multi-select list. b) Enter <b>&lt;Date&gt;</b> in the <b>Application Date</b> field. c) Enter <b>&lt;Date&gt;</b> in the <b>Beginning Date of Aid</b> field. <b>Note:</b> You must add a Medi-Cal Program Type for the Medi-Cal Person Detail page. d) Click the <b>Save and Return</b> button.
4.	On the <b>&lt;Program&gt; Detail</b> page: a) Click the <b>Save and Return</b> button.

### County Duplicate Impact Detail Notifications

Person records that have been marked as a duplicate also impact any cases in other Counties in which the Duplicate record is associated. A County Duplicate Impact

Detail Record is generated for any case in which the newly identified Duplicate record is associated to through the nightly batch process. The County Duplicate Impact List page lists any auto-generated records as a notification to the impacted County that a case has been impacted and may require review of the case record. County staff may also refer to the CalSAWS Quick Guide – Duplicate Persons for detailed steps for case correction.

### **Eligibility Information**

Many of the data collection pages are associated with the person and some pages are program specific. Therefore, when an existing person is associated with a case, the person's existing information is now displayed on the data collection pages of that case. After the correct person record(s) has been added to the case, verify existing person data, and add/edit the information on the data collection pages as needed.

### **Data Removal (Shell Cases)**

If the Duplicate record was previously associated to a shell case, it is important to add the correct person record back into the case to retain the Journal and/or Issuance History. Only add the person to the case, do not add persons to programs or take case actions on shell cases. Please reference the Data Removal Process job aid for additional information on the data removal process.

### **Adding Time Limits**

You should review the time limit information for the Duplicate person and any other data collection records. Update time limit information for the newly added Golden record as appropriate. Instructions on how to add or update time limits can be found in the Cash Aid Time Limits job aid.

### **Running EDBC**

Verify the data collection information is entered for the new person(s) prior to running EDBC. Then, run EDBC for all programs affected, beginning with the first month of potential eligibility and going through the come-up month.

### **Self Service Portal Accounts**

Self Service Portal Account customers link their account to cases in which they are the Primary Applicant and not marked as Permanently Out of the Home. During the case correction process users should ensure that the link to the Self-Service Portal Account is for the Golden record. Please refer to the Self-Service Portal (SSP) - Case Link Requests job aid.

### **Linking Inter County Transfers (ICTs)**

Linking an ICT to a case or requesting an ICT successfully requires the Golden record be associated to the case that is being linked. If a Duplicate record is

identified during the file clearance process it is recommended that the Golden record be added onto a case if the County case only has the Duplicate record associated.

## Removing the Person as a Duplicate

If a person record was erroneously marked as a duplicate, follow these steps to take corrective action. The following steps assume you are in the context of the case.

Step	Action
1.	Place the cursor over <b>Eligibility</b> on the <b>Global</b> navigation bar.
2.	Select <b>Customer Information</b> from the <b>Local</b> navigator.
3.	Click the <b>Individual Demographics</b> link on the <b>Task</b> navigation bar.
4.	On the <b>Individual Demographics List</b> page: a) Click the <b>Edit</b> button for the duplicate person.
5.	On the <b>Individual Demographics Detail</b> page: a) Click the <b>Duplicate List</b> button.
6.	On the <b>Duplicate Person List</b> page: a) Click the <b>Edit</b> button. b) Click the <b>Name</b> checkbox next to the person you want to remove from duplication. c) Enter <b>&lt;Comments&gt;</b> in the <b>Comments</b> field. d) Click the <b>Remove</b> button. e) Click the <b>Cancel</b> button. f) Click the <b>Close</b> button.
7.	On the <b>Individual Demographics Detail</b> page: a) Click the <b>Save and Return</b> button.

The person record is no longer designated as being a Duplicate.

**Note:** If the person who is showing as a duplicate is connected to another person with the same CIN, the System does not allow you to remove the person. Only users with the appropriate access can bypass this validation.

Alternatively, the CIN can be re-cleared for the Golden or Duplicate record. Once the CIN is changed, the System allows you to remove the person from the Duplicate Person List page. Please note potential impacts to interfacing systems when changing a person record's CIN.