



POLICY

Individuals enrolling as new patients and existing patients updating, supplementing, amending, or changing demographic, insurance, contact, or payment information are required to provide verification of identity. UT Health Austin may also verify the identification of any individual presenting for an appointment if there is any concern regarding the patient's identity.

PROCESS AND PROCEDURES

During the UT Health Austin initial patient enrollment process concierge staff will check identification documentation to confirm the patient's identity. At each subsequent visit to UT Health Austin, concierge staff will inquire regarding any changes to the existing patient's demographic, insurance, contact, or payment information. If any patient information is changed, concierge staff will check identification documentation to confirm the patient's identity. If any question or concern arises regarding the patient's identity, concierge, clinical staff, or a clinician may check identification documentation to confirm the patient's identity.

To enroll a minor as a new patient and upon updating or changing any demographic, insurance, or payment information, verification of identification will be required from either the minor, or the minor's parent or guardian, as well as documentation establishing legal custody or guardianship of the child, as described.

The following forms of identification are accepted to confirm the identity of an enrolling or existing patient. Verification of identification may be accomplished by either one (1) source of Primary Identification, or two (2) sources of Secondary Identification.

Primary Forms of Identification:

- a. Valid Driver's License or State-Issued Identification Card
- b. Valid Passport
- c. Signed Social Security Card
- d. United States Military ID Card or Military Dependent ID Card
- e. Birth Certificate
- f. Certificate of Citizenship or Certificate of Naturalization
- g. Alien Registration Card, United States Re-entry Permit, Resident Visa
- h. United States Employment Authorization Card
- i. Student ID Card

Acceptable Secondary Forms of Identification:

- a. Current (within last 3 months) Utility or Service Bill or Receipt including name & address
- b. Current (within last 3 months) Pay Stub or W-2
- c. Voter Registration Card
- d. Vehicle Registration
- e. Current Social Security Award Letter, Check or printout
- f. Current Medicaid Eligibility or Denial Letter

- g. Current Lease Agreement or Rent Receipt including name & address
- h. Current Billing Statement from State/County/City
- i. School Transcript (two separate transcripts for different grading periods may be provided to satisfy the requirement)
- j. Report Card (two separate report cards for different grading periods may be provide to satisfy the requirement)
- k. County, State, Federal or Third Party Insurance Benefit Card
- l. Employee Badge with picture
- m. Metro Transit ID
- n. Texas Lone Star Card