

**WSC ADVISORY #2018-028**  
***APD HELP DESK IDENTITY PROOFING UPDATE***

**NO ACTION REQUIRED**

**EFFECTIVE DATE: OCTOBER 2, 2018**

This updated advisory is in reference to the August 15, 2018 WSC Advisory 2018-028 “APD Help Desk Identity Proofing” and is based on questions from Waiver Support Coordinators. The Agency is committed to protecting our clients and our providers. Identity Proofing protects the people we serve and protects you from the risk of fraudulent activity committed by an imposter using your name. To improve the accuracy of our Identity Proofing process, the APD Help Desk will request your Social Security Number to assist in verifying your identity when you call the APD Help Desk for a password reset.

To initiate an Identity Proofing transaction, APD will enter your Social Security Number into the Identity Proofing system provided by Experian Information Solutions, Inc.

Submitting your Social Security Number for verifying your identity is voluntary. It is not required, as there is an alternate procedure you may choose to verify your identity in person, which does not request your Social Security Number.