

## Mother's Maiden Name

### Intended Audience

- All ARIES Users

### Policy Background

ARIES required a set of client identifiers that could uniquely identify each client. The Health Resources and Services Administration's (HRSA) original unique record number (URN) – which is composed of elements of the client's first and last names, birth date, and gender – did not prove to be completely unique in large populations like California. As a result, it was necessary to add other identifiers. One of the criteria for selecting new identifiers was that they were easy for the client to remember, hence the client's middle initial and mother's maiden name (MMN). That is why first and last name, middle initial, birth date, gender, and MMN are all required to register a client in ARIES. Middle initial is the only client identifier that can be left blank.

Since MMN is often associated with banking and financial records, some clients have been reluctant to provide their MMNs. This concern is understandable. However, the use of MMN in ARIES is in no way related to financial information. MMN is only used to guarantee the uniqueness and security of all client information.

ARIES does not store the full MMN. When a user types a client's MMN on the "New Client" screen, ARIES only saves the first and third characters. As an added precaution, ARIES does not display anything in the MMN field when a user pulls up the "Client Identifiers" screen for an existing client. Furthermore, the actual data stored in ARIES is encrypted, as are all data elements which could identify a client (e.g., name, address, telephone number, birth date, social security number).

Clients inquiring about the safety of their MMNs in ARIES can be assured that ARIES is extremely secure and that all information in ARIES is completely confidential. ARIES protects client information so that only authorized staff in an authorized agency can access it. Authorized staff are given rights to view only the information they need to know. Finally, ARIES controls the computers that can access the ARIES server, so even though staff can log into ARIES from a computer located at their work site, they cannot access ARIES from an unapproved computer, such as a home computer.

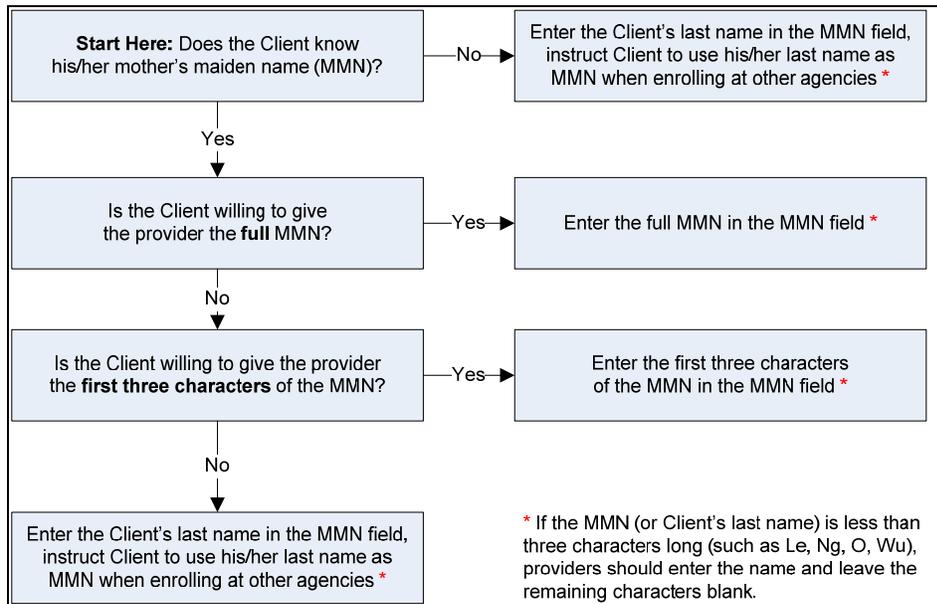
### Procedures

If obtaining clients' MMNs is a problem, it is important for providers to note the difference between clients who are reluctant to provide their MMNs and clients who do not know their MMNs (see Figure A).

In the case of clients who have a MMN but are reluctant to disclose it, providers should:

- Explain the facts outlined above. Namely, ARIES stores only the first and third characters of the MMN, and even those characters are encrypted.

- If the client continues to refuse to disclose the MMN, providers should ask for the first three characters of their MMN (e.g., Smi for Smith). Entering just these three characters in ARIES is sufficient to correctly and uniquely identify the client.



• Figure A - Collecting Mother's Maiden Name

In the case of clients who do not know their MMN or refuse to disclose the first three characters of their MMN, providers should:

- Use their last name as their MMN, and
- Instruct them to always use their last name as their MMN at all agencies where they receive services from now on.

Middle initial is the only client identifier that can be left blank. However, middle initial should only be left blank if the client do not have or does not know their middle initial.

Each client must use the same identifiers at all agencies where he or she receives services. If the client's identifiers are not the same, ARIES will create duplicate records for the client.

## Compliance Monitoring

Agencies should periodically run the Fix-It: Client Identifiers Report to identify which client records may have missing or incorrect MMNs or middle initials. To run the report,

- Select "Client" from the "Reports" menu in ARIES.
- Click on Fix-It: Client Identifiers.
- Select the date range for the report (i.e., the last 12 months).
- Click the Report button.

Error messages on the report will indicate which records need attention and why. Agencies should look up the clients with error messages using their ARIES ID and try to resolve the error by looking in the client's paper chart for the missing information or asking the client during the next visit.

The State Office of AIDS (OA) will monitor for compliance by routinely reviewing reports for each agency on the number of clients with unknown or missing MMNs. OA will work with noncompliant agencies to improve their collection and entry of MMN.

## Additional Information

- When editing Client Identifiers, ARIES may display this error message: "Client URN Search Save: You cannot have two or more clients with the same URN. Please provide a different set of identifiers." Users who encounter this message should call the ARIES Help Desk (866-411-2743) for assistance before moving on.
- Providers may consult the on Client Identifiers Focused Technical Assistance Training posted under the Training section at [www.projectaries.org](http://www.projectaries.org). This presentation provides tips for improving collecting and entry of the client's middle initial and MMN.
- Providers may consult the Share/Non-Share Client/Provider Information Document for additional information about MMN or the Decision Tree for Collecting Middle Initial and Mother's Maiden Name. These documents can be found under Resources/Supporting Documentation at [www.projectaries.org](http://www.projectaries.org).