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## General Information Memorandum

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**ISD GI 16 - 66**

**TO:** ISD Employees  
**FROM:** Sean Pearson, Deputy Secretary   
**RE:** Authorized Representatives and what they can be provided  
**DATE:** August 24, 2016

Any applicant or recipient can authorize a representative to act on their behalf. The scope of the authorization depends on the specific language in the document that creates the relationship.

The ISD 121 is one example of a document that authorizes a representative to act on behalf of an applicant/recipient. However, a plain piece of paper with information identifying the applicant/recipient, their signature, and a statement authorizing the second person is also sufficient. Some law firms may use their own forms. This is also acceptable. The required information is: Information identifying the applicant/recipient; their signature; the name of the person they are authorizing; and a statement of authorization.

Upon receipt of an authorization, scan the the authorizing document into the individual's ASPEN electronic case file and update the ASPEN authorized representative screen for future reference. The document may give full authorization or may be specific as to content or dates of applicability. This document should be referenced every time an authorized representative requests information, copies of information, or seeks to take action on behalf of the applicant/recipient.

If the authorizing document allows for full access, anything that could be provided to the individual can be provided to the authorized representative. Examples include copies of documents from the individual's case file, screen shots, medical documents, etc. Remember that there may be documents in a case file that are marked with a warning to not provide even to the individual herself – these necessarily would also not be available to the authorized representative. Also remember that there is a five (5) day turn around period to fulfill requests for copies or printouts of documents. Copies or printouts do not have to be provided at the time of the request, however, they must be provided access to view their electronic case file on the day they request. Providing requested documents as quickly as possible within the five (5) days is appropriate.

If you have questions regarding this this GI, please contact Marisa Vigil via email at [Marisa.Vigil@state.nm.us](mailto:Marisa.Vigil@state.nm.us) or at 505-827-1326.