Update 2014-7: Common-Place Handbook
Client and Third Party Case Reviews

**Background**
Applicants and recipients have the right to review their case record to the extent permitted by law. This right is extended to claimants and their Authorized Representatives (AR) when a fair hearing has been requested.

**Policy**
The information described in this Update is being provided as a reminder to existing policy for accessing case records such as:

- Review of documents scanned into the Integrated Document Management (IDM) system
- Information entered into CalWIN
- Case narratives, which includes information entered into CalWIN case comments.

**Note:** Certain portions of the case record are considered to be privileged or confidential information and may not be released.

[Refer to “Client / Third Party Case Reviews,” page 42-1].

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