

doh.sm.AssistorAdmin

From: doh.sm.AssistorAdmin
Sent: Wednesday, March 25, 2020 2:54 PM
To: doh.dl.ASSISTOR-L
Subject: NY State of Health Assistor Protocol Update: Consumer Identity Proofing



Dear Assistor:

I am writing to provide you with a temporary process to manually identity proof applicants you are assisting in completing a health insurance application on NY State of Health who are unsuccessful in being identity proofed through the on-line process.

As you know, the current process requires that consumers enter their personal information into the Marketplace application so it can be used to verify their identity through Experian databases. If that process is not successful, the consumer is offered to verify their identity by using their NYS Department of Motor Vehicle (DMV) ID. If this is not successful, a consumer with a previous Medicaid case can contact the NY State of Health Customer Service Center to be identity proofed by looking up their previous Medicaid case. If all of these methods are unsuccessful, the applicant must be manually identity proofed by providing one or more documents or an attestation form which is then mailed or sent to a designated fax number at NY State of Health for processing so that the application can proceed at a later date.

Due to the fact that many assistors are not meeting with consumers in person due to the novel Coronavirus (COVID-19) outbreak, they are unable to verify and receive the necessary identity proofing document to proceed with the application. To ensure that consumers can apply for and obtain coverage as soon as possible, until further notice, the Department will temporarily allow a revised process to manually identity proof applicants. The assistor should verify the applicant's identity by obtaining a verbal attestation over the telephone. The Certified Application Counselor (CAC) or Marketplace Facilitated Enroller should contact the NY State of Health Customer Service Center at 1-855-355-5777 to request that the applicant's identity proofing status be changed to successfully identity proofed. The consumer must participate on a three-way call with the NY State of Health Customer Service Center and the assistor. Once that is completed, the application can proceed. Navigators should continue to contact the dedicated navigator line. The assistor must still obtain a copy of the individual's identity proofing documentation so it can be linked to the account at a later date. The assistor may send the applicant a list of the acceptable identity proofing documents, including the appropriate attestation form for completion and signature. The identity proofing document(s) must be faxed or mailed to the NY State of Health Customer Service Center consistent with current process. A copy of the identity proofing documents and cover sheet are available on the NY State of Health Assistor Toolkit at: <https://info.nystateofhealth.ny.gov/assistor toolkit>. Please note, NY State of Health will be tracking this information and the Department will be following up with assistors to make sure the appropriate documents are obtained and submitted at a later date.

Please feel free to contact assistor.admin@health.ny.gov if you have any further questions regarding this policy. Thank you for your efforts during this difficult time.