

Assistor Recertification Webinar Series

Privacy and Security - June 8, 2022

FAQs

Identity Proofing

1. **How long does it take NY State of Health to process the consumer's identity proofing documents after the Assistor sends them in?**

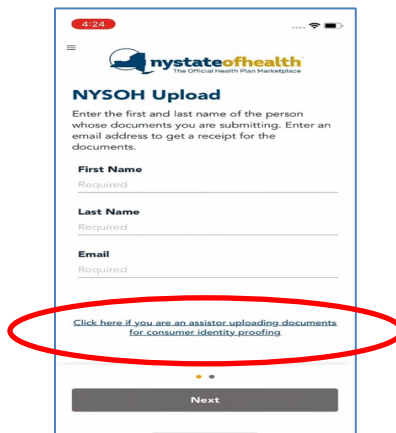
Once completed documentation has been received, most consumers are identity proofed within 48 business hours. Assistors will receive a call from NY State of Health to the number they entered on the fax cover sheet if there are questions or concerns with the documents received.

Assistors should watch the account on their dashboards. After identity proofing has been completed, the consumer's status will change from "Enroll" to "Manage" indicating that the Assistor can now manage the account and help the consumer complete their application.

If the Assistor has faxed or uploaded the documents and the account is not identity proofed within two (2) business days of faxing, they should follow up by calling the dedicated identity proofing phone number which is 1-855-357-8450. The Assistor should not submit the exact same set of documentation again, without calling, as this may lead to delays in reviewing ID proofing documents.

2. **Are Assistors allowed to use the NYSOH Mobile App for submitting their consumers identity proofing documents?**

Yes, Assistors may use the NYSOH Mobile App to submit identity proofing documents for consumers, in fact, this is the preferred method for submission. In order to do this, Assistors must click on the link toward the bottom of the first screen that says, "Click here if you are an Assistor uploading documents for consumer identity proofing."



3. **Can Assistors use their cell phones to take pictures of consumer's identity proofing documents?**

No. This is not permitted because it saves a file of the image to the phone or device.

However, if the Assistor is using the NYSOH Mobile Upload app, they can snap a picture of the document while using the app as this does not save the image to the phone or device.

Sending Documents that contain PII and PHI

- 4. If there are verification document requests for multiple family members on the same account, can an Assistor fax them all as one fax using one fax cover sheet?**

Yes, within a single fax using a single fax cover sheet, Assistors may include verification documents for multiple household members on the same account. Assistors must ensure that within this one fax, each document type is copied on a separate page.

For example, if one spouse needs to submit paystubs and a US passport and the other spouse needs to submit paystubs as well, all three sets of verification documents may be sent as one fax with one cover page. Within the single fax, the passport should be included on its own separate page and the paystubs for each spouse should be on separate pages.

- 5. Are Assistors permitted to send consumers encrypted emails that contain protected information, such as copies of their own notices?**

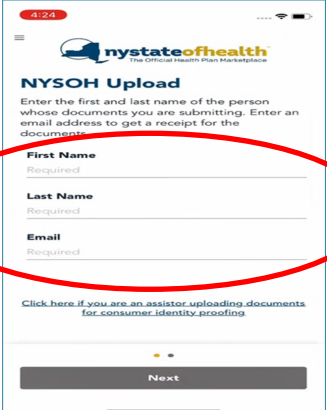
No, Assistors are not permitted to email protected information to consumers through any email method, including encryption.

Assistors are permitted to send emails to consumers as long as they do not contain PII or PHI. For example, sending an email to a consumer to confirm an upcoming appointment is permitted.

NYSOH Mobile Upload Application (app)

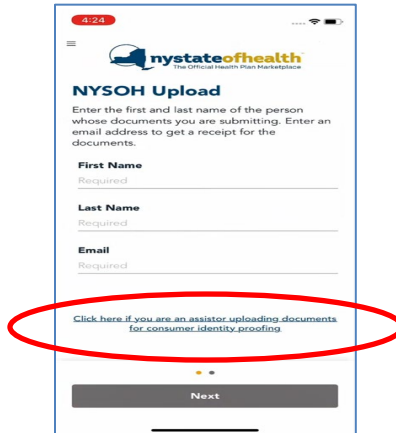
- 6. Who is allowed to upload documents using the NYSOH Mobile Upload App and which specific documents can be uploaded?**

Consumers can submit their own verification documents (such as income or immigration verification), using the NYSOH Mobile Upload app. They can do this by entering their name and email address on the front page of the app and proceeding through the instructions.



The image shows a screenshot of the NYSOH Upload app interface. At the top, there is a status bar with the time 4:24 and signal strength indicators. Below that is the NYSOH logo and the text "NYSOH Upload". The main heading is "NYSOH Upload" followed by the instruction: "Enter the first and last name of the person whose documents you are submitting. Enter an email address to get a receipt for the documents." There are three input fields: "First Name" (Required), "Last Name" (Required), and "Email" (Required). A red oval highlights these three input fields. Below the input fields is a link: "Click here if you are an assistor uploading documents for consumer identity proofing". At the bottom, there is a "Next" button.

Assistors can upload identity proofing documents for their consumers using the Mobile Upload app by clicking on the link on the bottom of the first screen that says, "Click here if you are an Assistor uploading documents for consumer identity proofing." Please note, this is the preferred method of submitting identity proofing documents.



7. Can a consumer use the NYSOH Mobile Upload app if they do not have an NY.gov ID and access to their own account?

Yes, a consumer may use the NYSOH Mobile app to upload their own documents even if they do not have a NY.gov ID and access to their own account.

8. When a consumer uses the NYSOH Mobile Upload app to upload verification documents, how long does it take for the document to become visible in the account?

They will be visible within 24 to 48 business hours.

Authorized Representative (AR)

9. Is it permitted for NY State of Health Assistors to be authorized as a consumer's Assistor and also designated as their AR at the same time?

No, Assistors should not be separately designated as the consumer's AR.

If a consumer requests to designate an individual, such as a family member, as their AR, Assistors may help the consumer complete the AR process.

10. If a consumer has an Authorized Representative (AR), where does the Assistor see this information?

AR information is not visible to the Assistor when viewing the consumer's account through the Assistor dashboard. Assistors should contact the Call Center to confirm the AR is assigned to the account before working directly with an AR.

Domestic Violence/Address Confidentiality Program (ACP)

11. What is the PO Box given to domestic violence victims who are in the Address Confidentiality Program?

Consumers who participate in the Address Confidentiality Program are given a card with the address.

12. How should Assistors direct consumers who participate in the Address Confidentiality Program to complete the fields for Household Address before they are identity proofed? This particular address field does not allow them to enter a PO Box.

If a participant in the Address Confidentiality Program does not feel comfortable providing their household address during account creation, the Assistor may advise the consumer to enter in the work address of the Assistor. Later in the application, the consumer will have the ability to check a box stating that they participate in the Address Confidentiality Program. Once this occurs, the household address that was entered previously will be concealed.

13. How can an Assistor help a consumer who is on an existing account, but is no longer in contact with the account holder?

In a domestic violence situation, if the consumer needs to be separated from their current account or application because they are included on an account with the abuser, the Assistor may contact the NY State of Health Call Center at 1-855-355-5777 to request that the individual be transferred to their own account.

In other situations such as the household member simply no longer lives in the household, the consumer needs to speak with the account holder to be removed from the account.

Miscellaneous

14. Assistors were notified that they can do telephone enrollments due to the Public Health Emergency. Is this still in effect?

Yes, telephone enrollment will remain in effect until further notice. We anticipate that Assistors will be providing a mix of in-person and telephone assistance.

15. If a consumer no longer wants to remain enrolled in their program, but is continuing due to the Public Health Emergency, are there steps Assistors can take to get them disenrolled?

Yes, consumers who wish to cancel their Medicaid, Child Health Plus or Essential Plan coverage, they should select “no” on the “Need Health Insurance” question.

The image shows a screenshot of a web form for 'Household Member #2'. The form includes fields for 'Legal First Name *', 'Legal Middle Name', 'Legal Last Name *', and 'Suffix'. Below these are 'Sex *' (with radio buttons for Male and Female) and 'Gender Identity (optional)' (with a dropdown menu). The 'Need Health Insurance? *' question is circled in red and has radio buttons for 'Yes' and 'No', with the 'No' option selected and marked with a green checkmark. 'Edit' and 'Remove' buttons are visible in the top right corner of the form area.

If everyone in the household wishes to disenroll, the Assistor can call the Call Center to request assistance with marking all household members as no longer needing health insurance.

16. When a consumer calls the Call Center, what information is needed for them to be able to authorize an Assistor?

When a consumer contacts the Call Center independently and requests to authorize a particular Assistor to their account, the consumer will need to provide the representative with the Assistor's first and last name and the Assistor's agency name.