

Assistor Recertification Webinar Series Privacy and Security - July 21, 2021 FAQs

Identity Proofing

- 1. What are the identity proofing telephone numbers and fax numbers Assistors need to know if a consumer cannot pass electronic identity proofing?**

If the consumer has ever received public benefits, a Customer Service Specialist may be able to identity proof them over the phone. Assistors can request this by contacting the Call Center at 1-855-355-5777.

If not, you can help identity proof a consumer manually, by faxing in the Identity Proofing Only Fax Cover Sheet and completed Identity Verification forms and documents to the Call Center. The fax number is 518-560-5012.

If you have faxed the documents using the information above and the account is not identity proofed within two (2) business days of faxing, you should follow up by calling the dedicated identity proofing phone number which is 1-855-357-8450.

- 2. How long does it take NY State of Health to process the consumer's identity proofing after I fax 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.

- 3. My consumer has transferred to another Assistor and I received an email that identity proofing has not yet been completed. Who is responsible for completing the identity proofing process?**

The Assistor that is currently authorized by the consumer should help them submit an identity verification document. The new Assistor is now responsible for helping with identity proofing and any other document verification request.

Sending Documents to the Marketplace

- 4. Are Assistors permitted to e-fax or send encrypted email documents to NY State of Health?**

No, documents should not be submitted to NY State of Health by e-mail or e-fax. In very limited circumstances, encrypted (password protected) e-mail may be used by an Assistor to provide information to specific DOH staff members with a need to know.

- 5. Does NY State of Health have the Manual Identity Proofing forms available in Spanish?**

Yes. These materials are available in English and Spanish and have been posted to the NY State of Health [Assistor Toolkit](#) under "Resources for Assistors."

6. Does NY State of Health have the privacy consent and the Terms, Rights, and Responsibilities available in Spanish?

Yes. These materials are available in English and Spanish and have been posted to our [Spring Training Website](#) under “Privacy and Security” which was held on July 21, 2021.

7. How do Assistors help consumers who cannot read English or Spanish, particularly with the forms mentioned in questions 5 and 6 above?

Please call the Customer Service Center. There are representatives that can accommodate more than 170 languages, through staff and translation assistance. Please see the following link for more information on services available for non-English speaking enrollees and applicants: [How does NY State of Health serve people who speak languages other than English? | NY State of Health](#)

NYSOH Mobile Upload Application (app)

8. Is the NYSOH mobile upload app available in other languages?

The NYSOH mobile app is available in English and Spanish.

9. Are Assistors allowed to help consumers use the NYSOH Mobile Upload app?

Yes, Assistors are permitted to help consumers download and use this app.

10. When a consumer uses the NYSOH Upload App, how long does it take for the Assistor to see the documents in the account?

It can take 24 to 48 hours before those documents are visible in the consumer's account.

11. When a consumer uses the NYSOH Mobile Upload App, will the app ask for an Account (AC) number?

The consumer should have an account number (AC0000000000) to use the mobile upload app, although, the consumer will have other ways to authenticate themselves when using the app (email, date of birth, social security number, HX ID, or Medicaid CIN). When a consumer has more than one active marketplace account, the consumer must enter the correct account number for the document to be properly uploaded and linked to that account.

12. My consumer cannot upload her documents using the app because she does not have access to her account. In my role as an Assistor, how can I help?

Consumers can mail, fax, or drop off their documents to their Assistor who can then upload the document into the consumer's account.

Consumers may also mail or fax their documents directly to NY State of Health using the information provided in their notice.

The Assistor can also help the consumer upload the document using the NYSOH Mobile Upload app. The assistor can help with this process if needed.

Authorized Representative (AR)

13. If a consumer has an authorized representative, where is that person's name located in the dashboard?

Authorized Representative information is not available in the dashboard or visible to the Assistor. Assistors must call the Call Center to gain permission to work with a consumer's Authorized Representative.

Other

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

Assistors are not permitted to email protected information to consumers through any email method, including encryption.

15. How can an Assistor help when working with a Domestic Violence (DV) victim who is not the account holder on their own account, and they are no longer in the household?

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

Victims of Domestic Violence who are married but unable to file taxes jointly may be eligible for subsidies. They are unable to file jointly because they are living apart from their spouse and will need to file as married filing separately. Assistors can help the consumer by calling the Call Center to indicate this.

When completing a new or separate application for Medicaid, a domestic violence victim can still indicate that they will cooperate with child support. Cooperation with child support includes claiming "Good Cause." "Good Cause" is claimed when providing information about the child's absent parent could be a safety threat to the applying parent or child.