## Identity Proofing

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>Step 1</td>
<td>Electronic ID Proofing:</td>
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<td>• Personal Identifying Information (Experian)</td>
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<td>Step 2</td>
<td>Electronic ID Proofing:</td>
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<td>• NY DMV ID</td>
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<td>Step 3</td>
<td>ID Proofing with Customer Service</td>
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<td>• Call 1-855-355-5777</td>
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<tr>
<td>Step 4</td>
<td>Submit Documentation</td>
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IDENTITY PROOFING

Personal Identifying Information
Please answer the following questions to allow verification of your identity.

According to your credit profile, you may have opened an auto loan in or around April 1998. If so, select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- TOYOTA MOTOR CRED
- MITSUBISHI MOTORS CRED OF AMERICA
- FIRST UNION
- BANK ONE
- NONE OF THE ABOVE/DOES NOT APPLY

Please select the number of bedrooms in your home from the following choices. If the number of bedrooms in your home is not one of the choices please select 'NONE OF THE ABOVE'.

- 2
- 3
- 4
- 5
- NONE OF THE ABOVE

Using your date of birth, please select your astrological sun sign of the zodiac from the following.

- AQUARIUS
- PISCES
- SCORPIO
- TAURUS
- NONE OF THE ABOVE

Congratulations. Your identity has been successfully verified.

ID Proofing Unsuccessful
Sorry, we cannot confirm your identity with the personal identification information you have given.

You may review your information and try again with a set of personal identification questions.

Review my information and try again
IDENTITY PROOFING

Step 1: click on “Review my information and try again.”
• Walk the consumer through the Personal Details screen again and ensure that their information has been accurately entered.

If the consumer’s information is entered correctly, and they still cannot be identity proofed, the Assistor can help the consumer by trying steps 2 and 3.

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**IDENTITY PROOFING**

Step 2: Verify Identity using NY DMV ID process

- Please note, if the consumer did not provide a SSN previously, this option will not be available for them.

Under this process, consumers will be asked to enter in their:

- Date of birth
- Zip code
- Last four (4) digits of their Social Security Number
- DMV ID Number - (i.e., a unique 9-digit identifier found on NYS IDs)
- DMV Document Number - (i.e., an 8 or 10 digit combination of numbers and letters found on NYS IDs)
  - For consumers who have duplicate licenses, the newest issued license should be used to complete these screens.
IDENTITY PROOFING

Step 3: Assist the consumer by calling the Call Center

If the consumer has ever received public benefits through their LDSS or HRA, the Customer Service Specialist may be able to identity proof them over the phone.

If the consumer’s identity can be verified through the call center, you can continue the application immediately.
IDENTITY PROOFING

Step 4: If the consumer cannot be identity proofed through the options listed on the previous slides, the Assistor will need to help the consumer submit documentation to be manually identity proofed.

https://info.nystateofhealth.ny.gov/assistortoolkit

The manual identity proofing forms (English and Spanish) may be downloaded from the Assistor Toolkit.

• Expand the heading: Resources for Assistors
Manual Identity Proofing:

Once completed, the form and copies of the consumers documents (if applicable) may be submitted by the Assistor to NY State of Health via any of the three methods:

1. NYSOH Mobile App – fastest and most efficient method

2. Fax - Assistors can type into the Fax Coversheet so that the information is easy to read and will be correctly linked to the consumer’s account. All of the instructions for faxing to NY State of Health are included on the fax coversheet itself.
   - Be sure to write the account holder’s Account Number on each page of the fax. Submitting incorrect or incomplete documents may cause a delay in processing.

3. Mail – NY State of Health, PO Box 11727, Albany NY 12211

Use DOH 5088 for consumers who can provide documentation of their identity.
- One document from list A or;
- Two documents from list B or;
- If 18 or younger and no other documents are available, then one document from list C.

Use DOH 5091 for children 17 or under who can provide documentation of their identity.

Use DOH 5090 for consumers who are unable to provide any documents which verify their identity.
USING THE MOBILE APP FOR MANUAL CONSUMER ID PROOFING

Assistors can upload identity proofing documents for consumers using the Mobile Upload App.
• There is no cover sheet needed when using the app for this purpose.

“Click here if you are an assistor uploading documents for consumer identity proofing”

• Taking a picture of a consumer’s document using this App is acceptable because this app uses enhanced technology which does not save it as a photo or any other file type.

Click the link below to watch a 4-minute demonstration of how to use the app to submit your consumer’s manual identity proofing documents.
https://meetny.webex.com/webappng/sites/meetny/recording/74c671f736a2103aadb0050568cfa40/playback
MANUAL IDENTITY PROOFING

Once Manual Identity Proofing has been completed, the Assistor’s dashboard will change from “Enroll” to “Manage.”

If the account is not identity proofed, and you have not received a call from NY State of Health, within 48 business hours of uploading or faxing, you should follow up with the dedicated ID Proofing phone number at 1-855-357-8450.
QUESTIONS?

Send us an email at Eligibility.Training.Support@health.ny.gov