

Identity Proofing					
Step 1	Electronic Identity Proofing:Personal Identifying Information (Experian)				
Step 2	Electronic Identity Proofing:NY DMV ID				
Step 3	Call the Call Center				
Step 4	Submit Documentation				



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. Ple lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/D APPLY'.	Congratulations. Your identity has been successfully verified.
○ TOYOTA MOTOR CRED	
○ MITSUBISHI MOTORS CRED OF AMERICA	
○ FIRST UNION	Next
BANK ONE	
O NONE OF THE ABOVE/DOES NOT APPLY	
Please select the number of bedrooms in your home from the following choices. If the number of your home is not one of the choices please select 'NONE OF THE ABOVE'. 2 3 4	ID Proofing Unsuccessful
○ 5 ○ NONE OF THE ABOVE	Sorry, we cannot confirm your identity with the personal identification information you have given.
Using your date of birth, please select your astrological sun sign of the zodiac from the followin	You may review your information and try again with a set of personal identification questions.
O AQUARIUS	Review my information and try again
O PISCES	The view my information and by again
○ SCORPIO	
O TAURUS	
○ NONE OF THE ABOVE	

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.



Identity Proofing						
Step 1	Electronic ID Proofing:Personal Identifying Information (Experian)					
Step 2	Electronic ID Proofing:NY DMV ID					
Step 3	 Call the Call Center Quick Calls Line: 1-866-834-6979 The Call Center main line will process this task as well: 1-855-355-5777 					
Step 4	Submit Documentation					

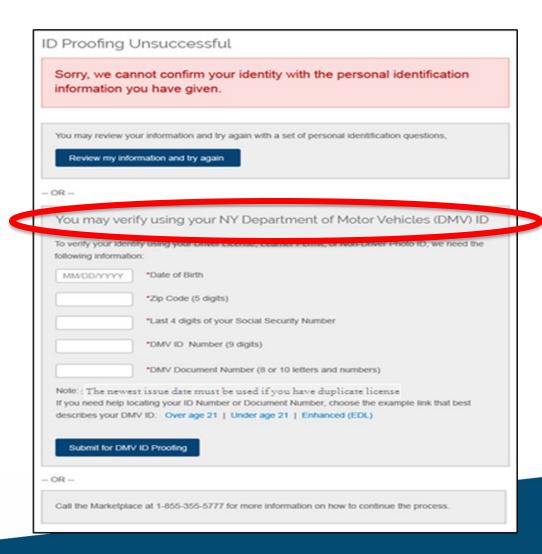


Step 2: Verify Identity using NY DMV ID process.

 Please note, if the consumer did not provide an SSN previously, this option will <u>not</u> 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.





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.



- ID Proofing Unsuccessful Sorry, we cannot confirm your identity with the DMV information you have given. -- OR --You may review your information and try again with a set of personal identification questions. Review my information and try again -- OR --Call the Marketplace at 1-855-355-5777 for more information on how to continue the process
- Quick Calls Line: 1-866-834-6979
- The Call Center main line will process this task as well: 1-855-355-5777

NOTE: If the consumer passes identity proofing in Steps 1, 2, or 3, then submitting documentation is not needed.

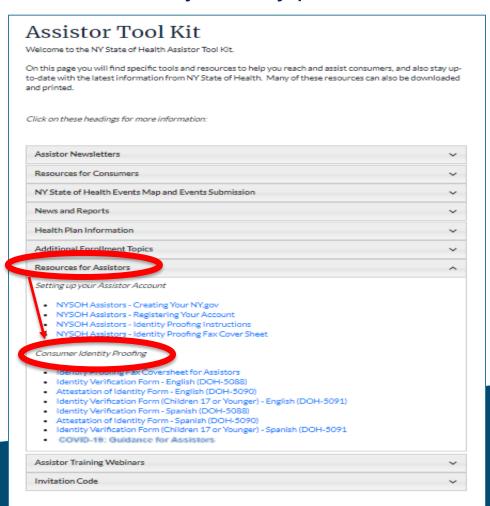


Step 4: If the consumer cannot be identity proofed through the options listed on the previous slides, the Assistor will need to help the consumer submit documentation to be manually identity proofed.

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"
- Click on the appropriate form



Verifying Your Identity

We can verify your identity by reviewing your documents

NY State of Health needs to verify your identity to finish processing your application and to give you access to your online account. You need to complete the form below and submit **copies** of the necessary documents. **Please do not send originals**. Once we verify your identity, we can finish processing your application and you can gain access to your online account.

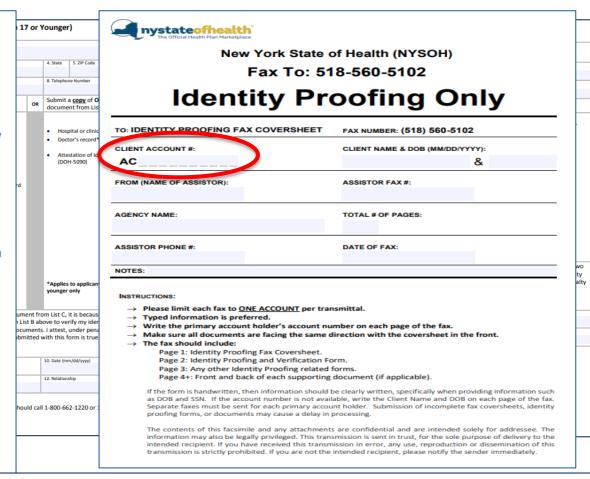
If you submit a copy of a document from List A, it must have your photograph or a physical description of you, including information such as your name, age, sex, race, height, weight, and eye color. If you do not have a document from List A, you can send copies of **two** documents from List B. The information on both documents from List B must match.

If you are 18 years old or younger and do not have one document from List A or two documents from List B, then you may submit one copy of a document from List C.

Once you have completely filled out the form and collected copies of the documents listed below, you can:

Mail them to: NY State of Health, PO BOX 11727, Albany, NY 12211 OR

Fax them to: NY State of Health at 1-855-900-5557.



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

- NYSOH Mobile App fastest and most efficient method
- 2. Fax Assistors can type into the <u>Fax Cover Sheet</u> 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 Cover Sheet 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

USING THE MOBILE APP FOR MANUAL CONSUMER IDENTITY 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"

- Consumers will be unable to do this themselves, because their account has not yet been fully established.
- Taking a picture of a consumer's document while using this app is acceptable because this app uses enhanced technology which does not save it as a photo or any other file type on the Assistor's device.

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.

NYSOH Upload 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. First Name Required Last Name Email Click here if you are an assistor uploading documents for consumer identity proofing How to Submit a Document Cancel Please submit a completed Identity Proofing Form with the associated valid supporting documents Failure to submit the appropriate form will result in the identity proofing not being processed Be sure to review the list of acceptable documents for identity proofing listed on the form. You can find the acceptable identity verification documents in your Assistor Tool Kit. https://info.nystateofhealth.ny.gov/assistortoolkit If this is your first time using the app, NYSOH Upload will ask for access to your camera. If you don't allow access to your camera, you won't be able to take photos with this Take a Photo When you take photos of ID Proofing documents, the mation is secure. This app will not save photos to your device. This app encrypts all photos you submit.

MANUAL IDENTITY PROOFING



Once Manual Identity Proofing has been completed, the Assistor's Dashboard will change from "Enroll" to "Manage."

Individual Name \$	AccountID SSN Phone Number	Address	Eligibility End Date	Enrollment End Date	Enrollments Status	Renewal Type	Action
John Smith			N/A	N/A			enroll delete
Individual Name	AccountID SSN Phone Number	Address	Eligibility End Date	Enrollment End Date	Enrollments Status	Renewal Type	Action
John Smith			N/A	N/A			manage invite delete

If the account is not identity proofed, <u>and</u> 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.

INDIVIDUALS EXPERIENCING HOMELESSNESS

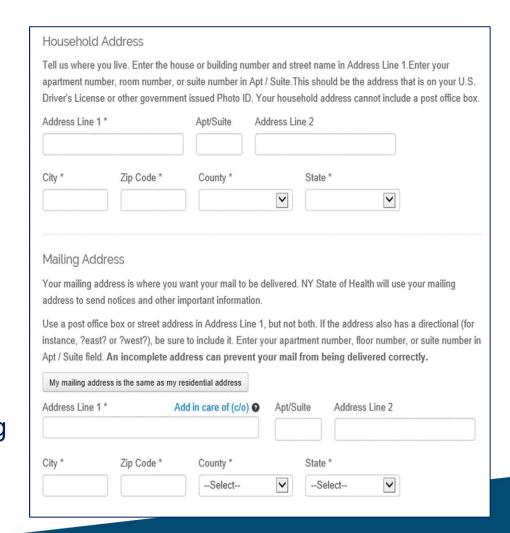


When creating accounts for consumers who are experiencing homelessness, how should Assistors help them enter in their household and mailing address?

Consumers can enter the residential address of a family member, friend, shelter they may frequent, etc....

The consumer could also use any mailing address where they can get mail by using the "In Care Of" (C/O) link.

If a consumer does not have a home or is temporarily staying at different locations, enter "Undomiciled" as the street address, then enter the city, Zip Code and county based on where the consumer is sleeping and/or receiving mail.



INDIVIDUALS EXPERIENCING HOMELESSNESS



When entering in the home address during account creation (before identity proofing has been completed) for a consumer who is experiencing homelessness, it may be beneficial to have a conversation with the individual.

- Explain the process for identity proofing and how the information entered in this section will be compared
 against federal and state data sources in order to prove that they are who they say they are.
- If the individual has a government ID (even if it is old), this address may be the last address "on file" with federal data sources and could be entered during this step in an effort to match with the hub and complete electronic identity proofing.
- The Assistor may also ask the individual if they have lived in another place (more recently) where their address may have gone on record and use that address during this step. For example: Any address in the past where they may have paid bills in their own name, opened a credit card, or registered themselves with USCIS, Social Security Administration, etc.

Once Identity Proofing is finished and the application is being completed, it will be important to mark that this is not a fixed address and to update their address information using the correct county where they are staying/sleeping so that so that they can be offered plans in the county where they live.







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