

Assistor Recertification Webinar Series

Privacy and Security - July 8, 2020

FAQs

Assistors

- 1. Who can an Assistor contact to receive guidance on HIPAA compliance, or possible incidents?**

Please contact the NY State of Health Information Security Office. That may be done either by emailing nysohsecurity@health.ny.gov or by calling 518-457-3849.

Document Submission

- 2. What are the acceptable methods for consumers to submit documents to their Assistor after the appointment so that the Assistor can upload them to the consumer's account?**

Acceptable methods include mailing, faxing or bringing in their documents to the Assistor agency in-person using a sealed envelope.

- 3. What are the acceptable methods for consumers to submit documents to NY State of Health directly?**

Consumers who have access to their own account can upload documents into their account, using the "Verification" tab. Consumers may also download the NYSOH Upload App to securely submit documents directly to their account through their phone or tablet. They may also mail or fax their documents to NY State of Health using the information provided in the notice.

- 4. Are Assistors permitted to help consumers download and use the NYSOH Upload App?**

Yes. Assistors are permitted to help consumers download and use the NYSOH Upload App.

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

There is no delay from the time the consumer uploads a document to when an Assistor can see the document in the consumer's account.

- 6. If a consumer provides the Assistor with his or her document in-person, is the Assistor allowed to take a picture of it using the Assistor's iPad/tablet in order to upload to the Marketplace, and then permanently delete it afterward?**

No. Assistors must not photograph consumer documents using their iPad or tablet.

An Assistor may create a PDF of a document that a consumer provides in person, through an App such as: <https://apps.apple.com/us/app/adobe-scan-digital-pdf-scanner/id1199564834>; **provided that:** (1) the device was issued by the Assistor agency and is encrypted, and (2) the PDF document is deleted from the device as soon as the upload is complete.

How to enable encryption on the Assistor's iPad:

To enable encryption with a strong passcode, go to Settings -> General -> Passcode Lock

- Step 1: Launch the Settings app on your iPad.
- Step 2: Select Touch ID & Passcode from the list of available options.
- Step 3: A longer alphanumeric passcode is recommended (minimum six-digit PIN code). Avoid four-digit PINs as your passcode. You can change this from Passcode Options in Set Passcode screen.

How to confirm if encryption is enabled:

Go to Settings > Touch ID & Passcode and then scroll to the bottom of the screen. Here you see "Data protection is enabled."

If an Assistor is meeting with a consumer in person, and the consumer can download the NYSOH Mobile App, this method should be used to upload documents to the Marketplace, in lieu of an Assistor-created PDF.

Identity Proofing

7. Will there be any updates to NY State of Health to allow uploading for identity proofing documents?

Currently, if consumers cannot complete electronic identity proofing, they must complete the manual process. In this case, the documents must be mailed or faxed to NY State of Health and they cannot be uploaded.

8. When documents have been faxed to the Customer Service Center for identity proofing, how long does it take for the process to be completed?

If the account holder is not identity proofed and the Assistor has not received a call from NY State of Health within 48 business hours, they should follow up with the dedicated identity proofing phone number at 1-855-357-8450. The identity proofing process may take longer if additional information is being requested regarding the documents received.

Authorized Representative

9. Where can Assistors locate the Authorized Representative Designation Form?

The Authorized Representative Designation Form can be found by clicking on the link below.

[Authorized Representative Designation Form](#)

10. How long does it take for the Authorized Representative Form to be approved by the Call Center?

It could take up to seven (7) to ten (10) business days for a completed Authorized Representative Form and associated identity proofing documents to be processed after being received by the customer service center. Once the documents are processed, the Assistor can begin working with the Authorized Representative directly.

11. Do Assistors need to go through the Authorized Representative (AR) designation and identity proofing steps for each consumer that they work with?

No. Assistors need to be verbally authorized by consumers to act as their Assistor and designated as an Assistor on the consumer's account. This is separate from the Authorized Representative designation process. All Assistors are identity proofed when they register their Assistor account. If a consumer requests to designate an individual (such as a family member) as their Authorized Representative, then Assistors may help with the Authorized Representative process.

COVID-19

12. During the COVID-19 pandemic, Assistors have been permitted to facilitate identity proofing over the telephone and attain the needed documents later for submission. Is there a timeframe for consumers to submit these to the Assistor or to NY State of Health? Is there a process for following up on this if a consumer hasn't provided them?

Assistors should follow-up with consumers ASAP, to request the documents and remind consumers that they may submit their own documents using the NYSOH Mobile App.