

Overview

These release notes are Enroller-focused for the CalHEERS 25.6 release that is scheduled to go live on June 16, 2025.

Intelligent Document Processing Updates

Income Verification

CalHEERS expands the Intelligent Document Processing (IDP) functionality for the consumer document upload process.

The new *Income Attestation* form is accessed from the *Proof of Income* section of *the Upload Eligibility Documents* page.

- The **Submit this form** link opens a PDF of the Income Attestation.
- The **Complete Attestation** button navigates the user to the new *Confirm Your Income* page to complete the Income Attestation.

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Lipload Eligibility Documents	
opiolog englowing becoments	
Tou can use tris page to upload and submit all requested documents for each person. Click here from more information	
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- The second sec	
Step 1: Step 2:	
Uplaad document() for each request When you're done uploading documents,	
below. You can also log in and upload tap "Submit for Review" at the bottom of	
photos of your documents from your the page.	
Eleanor R.	
dyn	
Proof of Income Due 6/25/2023	
Upload ONE of the following documents	
Commonly Used	
• Pay tuð	
Copy of last year's finite interview of the second se	
Copy of last year's	
• Baren econs Don't have a Proof of Income document?	
· cay distant	1
Proof of Earned in TOU Carried strip the Online and the Attestation Torn. Tou Carried strip the Online and the Attestation Complete Attestation	
spectra submit this form as proof instead.	J
Copy of last year's 1	
Copy of Justy peer's 1	
Coher documents to support Proof of Earned Employee Wages Income	
Proof of Self-Employment Income	
Receipt displaying protection of expenses	
Other documents to support Self Employment Income	
Show more options V	
Bort have a Proof of Income document?	
Tak uar Asalg carron yoo in carra uarg get umore excerne Asessancen nim teo Lang and Bullet tak farma a profit hanad	
Nghad boornert	
Submit for Mentere	



The new *Confirm Your Income* page allows consumers to attest to household income when they do not have access to income verifications. Only one HHM needs to attest to the household income.

- **Name** dropdown Displays the HHM with pending income verification
- Annual household income is editable and defaults to the income reported on the application
- **Tooltip** Includes the visit CoveredCa.com link
- **Cancel** button Cancels the attestation
- **Submit** button Completes the income attestation and navigates the user to the Upload Eligibility Documents page

Note: Changing the annual income does not update the income reported on the application. The income attestation is subject to IDP review for compatibility.

Conflore March Income	
Confirm Your Income	
You can Submit this for proof of income if you don't have the right documents.	
You only have to submit one form for your entire household. Confirm the following form.	nformation and sign this
Review Your Information	Annual household income is total
Case number 5193235715	gross amount for all household
Name	members who have income. This
	includes anyone you claim as a
Hiro Hamada	dependent when you file tayor. For
Annual household income	dependent when you lie taxes. For
\$ 31,000	more information on how to estimate
4 51,000	your income, <u>visit CoveredCa.com</u>
Provide Electronic Signature	
eligibility determination for financial assistance. Covered California will kee private, as required by federal and California law. Understand that I must report income changes to Covered California with change because it may affect the amount of premium assistance (or tax cr cost-sharing reduction for which I may qualify. Understand that I this income attestation is only valid for the benefit year f requested and must be renewed each benefit year. Understand that I this encewe tack station is only valid for the state station of the state of Calify of the state of Calify of the state of Calify and Service (IRS) when I file my federal income tax return for the benefit year.	p this information in 30 days of the edits) or the level of or which coverage is during the benefit year, Internal Revenue rnia, that what I stated
above is true and correct.	
above is true and correct. Electronic signature Hiro Hamada Date 0/1/4/2025	

The *Upload File* popup is renamed to the *Upload Document* popup. The popup is dynamic based on IDP results and displays the following new messaging:

• System-categorized document name



- Not a password protected document bullet
- Other details for uploading a document: section





The *Upload Document* popup displays new dynamic elements:

- **Back arrow** icon Displays when uploading *Proof of Income* documents and more than one HHM requires income verification
- Clicking displays the existing Upload Document choose people popup
- Error messaging displays when a password protected or corrupted document is selected for upload

- Upload Document	
Proof of Income	
Document needs to meet the following:	
Maximum document size: 10 MB Accepted document formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF, PNG, GIF or JFIF Not a password protected document	
Other details for uploading a document:	
 The document is not dark or hard to read All details are clear and in focus No part of the document is cut off The document is 15 pages or fewer 	
ζ_{f}	
Drop a file here	
or browse your computer	
Pay Stub PASSWORD.pdf	1
The document you uploaded can not be opened. Check for the following • The document is not password protected. • The document is not corrupted.	7
Pick a new document to upload to continue.	Т
Cancel Heat	-
	_

The existing *Upload Document* manual classification popup displays when a document is uploaded to the initial *Upload Document* popup and the IDP is unable to automatically classify the document.



Upload Document			
Choose the type of document you are uploading			
Pay stub			
 Signed letter from employer that displays the gross income, payment frequency, and date of paycheck (Employer Statement) 			
Other documents to support Proof of Earned Employer Wages Income			
O Bank statement			
O Investment account statement			
O Payment records (notes and mortgages)			
Other documents to support Proof of Interest Income			
C Lease or sales agreement			
○ Records such as gross rents and expense receipts			
Other documents to support Proof of Rental Income			
O Receipts displaying gross profit and expenses			
O Business records such as profit and loss statements			
Other documents to support Self Employment Income			
District Attorney/Family Support (DAFS) records			
Other documents to support spousal income and child support			
Most Recent Social Security Administration Cost-of-Living Adjustment Letter			

The *Upload Document* popup for citizenship displays when IDP is unable to detect the document type.

This streamlined process enables users to see all citizenship document options in one popup. Clicking the links below expands citizenship verification options:

- Option 1 Documents
- Option 2 Documents



Upload Document			
roof of Citizenship			
hoose your Citizenship document from the following list of optio	ns.		
Option 1 Documents			
U.S. Passport or U.S. Passport Card, current or expired (issued limitation)	without		
Documentary evidence issued by a federally-recognized Ameri Indian or Alaska Native Tribe: Document on Tribal letterhead, i under the signature of the appropriate Tribal official	ican issued		
 Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Certificate of Degree of Indian Blood 			
 Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Tribal census document 			
Certificate of Naturalization (Form N-550, Form N-570)			
Certificate of U.S. Citizenship (Form N-560, Form N-561)			
 Documentary evidence issued by a federally-recognized Ameri Indian or Alaska Native Tribe: Tribal enrollment or membershi identification card 	can p		
iption 2 Documents Cancel Neg			
Upload Document			
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio <u>ption 1 Documents</u>	ns.		
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Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A:) Consular Report or Certificate of Child Born Abroad (Form F5- Form F5-240, Form D5-1350)	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents ist A:) Consular Report or Certificate of Child Born Abroad (Form P5-1 Form P5-240, Form D5-1350)) U.S. Public Birth Certificate	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A:) Consular Report or Certificate of Child Born Abroad (Form F5-1 Form F5-240, Form D5-1350)) U.S. Public Birth Certificate) U.S. citizen identification card	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents set A:) Consular Report or Certificate of Child Born Abroad (Form F5-3 Form F5-240, Form D5-1350)) U.S. Public Birth Certificate) U.S. citizen identification card) Federal or State census record	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A:) Consular Report or Certificate of Child Born Abroad (Form F5- Form F5-240, Form D5-1350)) U.S. Public Birth Certificate) U.S. citizen identification card) Federal or State census record A Northern Mariana Identification Card	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A:) Consular Report or Certificate of Child Born Abroad (Form FS- Form FS-240, Form DS-1350)) U.S. Public Birth Certificate) U.S. citizen identification card) Federal or State census record • A Northern Mariana Identification Card • A final adoption decree	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A:) Consular Report or Certificate of Child Born Abroad (Form FS- Form FS-240, Form DS-1350)) U.S. Public Birth Certificate) U.S. citizen identification card) Federal or State census record • A Northern Mariana Identification Card • A final adoption decree • U.S. military records	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A: Consular Report or Certificate of Child Born Abroad (Form FS- Form FS-240, Form DS-1350) U.S. Public Birth Certificate U.S. citizen identification card Federal or State census record A Northern Mariana Identification Card A final adoption decree U.S. military records Evidence of U.S. Civil Service employment before June 1, 1976	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 1 Documents st A: Consular Report or Certificate of Child Born Abroad (Form FS- Form FS-240, Form DS-1350) U.S. Public Birth Certificate U.S. citizen identification card Federal or State census record A Northern Mariana Identification Card A final adoption decree U.S. military records Evidence of U.S. Civil Service employment before June 1, 1976 U.S. Medical records with child's name and indicating a U.S. plat.	ns.		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A: Consular Report or Certificate of Child Born Abroad (Form F5: Form F5:40, Form D5:1300) U.S. Public Birth Certificate U.S. citizen identification card Federal or State census record A Northern Mariana Identification Card A final adoption decree U.S. military records Evidence of U.S. Civil Service employment before June 1, 1976 U.S. Medical records with child's name and indicating a U.S. place U.S. Insurance records indicating a U.S. place of birth.	ns. 5345,		
Upload Document roof of Citizenship hoose your Citizenship document from the following list of optio ption 1 Documents ption 2 Documents st A: Consular Report or Certificate of Child Born Abroad (Form F5- Form F5-240, Form D5-1350) U.S. Public Birth Certificate U.S. citizen identification card Federal or State census record A Northern Mariana Identification Card A final adoption decree U.S. military records Evidence of U.S. Civil Service employment before June 1, 1976 U.S. Madical records with child's name and indicating a U.S. place of birth. U.S. Insurance records indicating a U.S. place of birth.	ns. 545, ace of h		

- **Cancel** button Cancels the upload and closes the popup
- **Next** button Enables when a selecting a document type and displays the *Review Document* popup



List B:			
◯ ID card			
O Driver's License			
O Driver's License School ID card			
O U.S. military card/draft record/Military dependent's ID card			
U.S. Coast Guard Merchant Mariner card			
 A clinic, doctor, hospital, or school record, including preschool or day care records 			
C Employer ID card			
O High school or college diploma			
O Foreign birth certificate			
◯ Social Security card			
O Marriage Certificate			
O Divorce Decree			
O Property deed or title			
Cancel Next			

The *Review File* popup is renamed to Review Document and displays with the following updates:

- New document exceeds 15 pages message
- The document type
- **Replace Document** button Discards the document
- Keep This Document button Displays the:
 - Upload Document successful popup
 - Upload Document dynamically displays based on uploaded document and IDP review results

Review Document ×	1
A The document you uploaded is more than 15 pages. Pick a document under 15 pages to upload for faster results, or continue.	
Pay stub	
Document Preview:	
Ê	
PAY STUB	
Employer Name: Lone Pine Mall	
Name: Biff Tannen	
SSN: 360-50-0012	
Date of Birth: 01/01/1981	
Pay Date: Mar/24/2024	
Pay Period: Mar/4/2024 - Mar/17/2024	
Pay Stub BIFF 17 pages.pdf	
Replace Document Keep This Document	



The *Upload Document* popup for citizenship displays when IDP detects that a second citizenship document is required and allows the user to upload a second document from the required list.

- **Show more options** link Expands to display the complete list of *Acceptable List* [*A*/*B*] *Documents*
- **Cancel** button Closes the popup
- **Next** button Continues with the upload process

Upload Document
TC19_HH2_CIT_1.pdf Uploaded on: 03/13/2025 3:58:05 AM
Your document was uploaded successfully! You need to upload an additional document from List B to verify your citizenship.
Acceptable List B Documents:
 A clinic, doctor, hospital, or school record, including preschool or day care records
Divorce Decree Employer ID card
Show more options 🗸
Cancel Next

A new *Review Document Information* popup displays when the uploaded document does not meet verification requirements.

- This document does not meet our requirements Displays dynamic messaging
- Replace Document button Displays the Upload Document popup to upload a new document
- Keep This Document button Displays the:
 - Existing Upload Document successful popup when no other actions are required
 - Upload Document secondary citizenship popup when a citizenship document was uploaded and another document is required



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Document Nam Pay Stub BIFF.pr	ne df		
This document The Pay Date or upload a new do Pay Date 2024 02 24	does not meet our requ n this paystub is either to ocument or give us this o	irements. o old or for the future. You one for further review.	can
2027-03-27			_
Data Mismatch We found inforr application.	Found mation in your document BASED ON YOUR APPLICATION	that doesn't match your BASED ON YOUR DOCUMENTS	
Data Mismatch We found inforr application. Employee Name	Found mation in your document BASED ON YOUR APPLICATION Hiro Hamada	that doesn't match your BASED ON YOUR DOCUMENTS Biff Tannen	
Data Mismatch We found inforr application. Employee Name Do you need t updating your	Found mation in your document BASED ON YOUR APPLICATION Hiro Hamada o update your applicatio application after you sub	that doesn't match your BASED ON YOUR DOCUMENTS Biff Tannen Dan? We will guide you in mit all your documents.	

The *Review Document Information* popup also displays when IDP detects discrepant information.

- *Data Mismatch Found* section Displays discrepant data between the application and the uploaded document
- A link is added to allow the user to correct the application



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Document Nan Pay Stub BIFF.p	ne df		
This document The Pay Date of upload a new d	does not meet our requ n this paystub is either to ocument or give us this o	irements. o old or for the future. You ne for further review.	can
			_
Pay Date			
Pey Date 2024-03-24	Found		
Pay Data 2024-03-24 Data Mismatch	Found	that deers't match your	
Pay Data 2024-03-24 Data Mismatch We found inform application.	n Found mation in your document	that doesn't match your	
Pay Data 2024-03-24 Data Mismatch We found inform application.	n Found mation in your document BASED ON YOUR APPLICATION	that doesn't match your BASED ON YOUR DOCUMENTS	
Pay Data 2024-03-24 Data Mismatch We found infor application. Employee Name	n Found mation in your document BASED ON YOUR APPLICATION Hiro Hamada	that doesn't match your BASED ON YOUR DOCUMENTS Biff Tannen	
Pay Data 2024-03-24 Data Mismatch We found informa pplication. Employee Name Do you need t updating your	n Found mation in your document BASED ON YOUR APPLICATION Hiro Hamada to update your applicatio application after you sub	that doesn't match your BASED ON YOUR DOCUMENTS Biff Tannen n? We will guide you in mit all your documents.	

The *Review Document* popup dynamically displays the reason that IDP is unable to review the uploaded document.

Review Document	×			
\bigwedge				
Document is hard to read.				
Check for the following:The document is too dark or blurry.The wrong document was uploaded.				
Pick a new document to upload for faster results, or continue.				
Replace Document Keep This Document				

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The new *Missing Proof of Income Documents* popup displays when:

• A user clicks the Submit for Review button on the Upload Eligibility Documents page

AND

• There is at least one HHM that is missing Proof of Income documents

The popup includes the following:

- Detailed messaging about which HHM(s) is missing Proof of Income
- Back button Closes the popup
- Continue to Submit button Submits the uploaded documents for review and navigates the user to the new Your information does not match page when the IDP detects information discrepancies.

Eightly Heuris Upload Eligibility Documents You can use this page to upload and submit all requested Cluck here for more information	I documents for each person.	
Step 1: Uplead documentify for each request phones of your documents from your mobile device.	Step 2: When you're done uplaad ar dro bor upp 'Submit for Review'r ar bor Ube page.	Missing Proof of Income Documents
Eenana R. y ra Proof of Income Upload ONE of the following documents: Commany Used Proof of targear's fielded star ream the scoresely wherest Cogo of targear's fielded star fact and the scoresel's where Proof of Carrel Income	the summer income (films 1040) y reflects the current income (films 1040.0)	We still need proof of income for these household members: • Eleanor Roberts, (44) You can go Back to upload income documents or complete online income attestation. Or you can Continue to Submit your documents, but we will not be able to verify your income at this time.
Seesawd Copy of last year's from 1009-MCK for langing or going we cannot be Copy of last year's from 1009-MCK (Massimena University Copy of last year's from 1009-MCK (Massimena University Pool of Gene (Encopy)ergences to go the second of land to go the second of land to go the second displaying years profit and segments Pool of Gene (Encopy)ergences upport of frame One profit of landing to go the second displaying years profit and segments Pool of Gene (Encopy)ergences upport of landing to go the second displaying years profit and segments Pool of gene (Encopy)ergences upport of landing to go the second displaying years profit and segments Pool of gene (Encopy)ergences upport of landing to go the second displaying years profit and second as the second displaying years profit and second displaying years are profit on the second displaying years profit and displaying years profit and displaying years profit and second displaying years profit and di	stranger (Langer) ng (Langer) Is freeme Issession form, You can also	Back Continue to Submit
	lipbad D	



The new Your information does not match page displays when the document does not resolve the verification request.

Messaging displays that there is a mismatch between the entered income and verification.

The *Household Income* section displays the mismatched data with the **Online Income Attestation Form** link.

• Clicking the link navigates the user to the Confirm Your Income page

Your Household Member Information section – Displays when there is a mismatch between HHM application information and uploaded document

- Clicking the **Report a Change** button navigates the user to the Consumer Home page to initiate a RAC
- Clicking the **Continue to Submit Documents** button submits the document for review and navigates the user to the *Upload Eligibility Documents* page

Back to Upload Eligibility Documents		
Your information of	loes not match	
We compared the documents you below for details and steps you ca	uploaded to your application and fou n take to fix the issues.	nd information that does not match. See
If your documents are correct, you	a may need to Report a Change to upo	date your application.
If you are not sure, Continue to Su	ubmit Documents and we will review t	hem.
Allestation one	BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
	BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
Annual Household Income	\$45,000/year	\$30,000/year
Your Household Membe Cooper Roberts (46) Pay stub	er Information	BASED ON YOUR DOCUMENTS
Your Household Membe Cooper Roberts (46) Pay stub	Er Information BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
Your Household Member Cooper Roberts (46) Pay stub Employee Name	ER Information BASED ON YOUR APPLICATION Cooper Roberts	BASED ON YOUR DOCUMENTS Ian Alvarez



Identity Verification

The *Great! Now we need to verify [HHM]'s identity* page displays a prioritized list of documents in *List A* and *List B* columns when selecting the **Yes** radio button.

A new Show more options link displays to expand the document list.





If a document successfully uploaded, the Document preview popup displays, allowing the user to review with an option to **Replace Document** or **Keep the Document**.



Choosing **Keep** will provide a response that the identity verification was successful. Click the Continue button to proceed with the application.

	Save a. Det
← Household Menu Your answers will be swerd Great! Now we need to verify Alexander We only ask these questions about the Primary Contact different Primary Cont List that I have viss We have successful Joseph's You can continue with the Contact Upload one document only upload one document Upload 1 document from this list	r Joseph's identity. wu do not know the answers, you may want to choose a y verified Alexander identity. e rest of the application. s identity. You can
Driver's license issued by state or territory identification card issued by the federal, state, or local government, U.S. parsport Foreign passport identification card issued by a foreign embassy or consulate that contains a photograph (Consular ID Card)	Social Security Card Notice from a public benefits agency U.S. Public Birth Certificate Employer identification card Marriage certificate



The *Uploaded Documents* section displays a new **View Details** link when an uploaded document fails identity verification.

• Clicking the link displays the Failure Details popup

Drop a file here	
Drop a file fiele	
or <u>browse your computer</u>	
Uploaded documents	
US_Passport_Book_EPass_NullNames_0314 US_passport U.S. passport 03/14/2025 1:40:42 pm	Delete V
We were unable to verify Judy's identity with this document.	View Details
Pick a new document from the list of acceptable documents to continue.	
Back	Next
	1
Failure Details	
Document:	
bocament.	
<u>Californian_sample_driver's_license,_c2019_not_pw.pdf</u>	
System Response:	
CalHEERS attested Primary Contact's Date Of Birth	
does not match with IDP extracted Date Of Birth from	
the Driver's license issued by state or territory	
Attacted Data Of Dirth: Extracted Data Of Birth:	
Attested Date of Birth. Extracted Date of Birth.	
1990-02-02 1977-08-31	
Close	



The new *Review Document Information* popup displays a new question when the application requires updating: *Do you need to update your application?* You can update the Name or Date of Birth of your Primary Contact in **Build Household** section of your application.

• Clicking the *Build Household* link navigates the user to the *Welcome to Your* Household Eligibility Results Summary page

	Review Docum	nent Information ×
	4	\wedge
Document Na MarriageCerti	ime ficate_V1_DOB Misma	atch.pdf
Data Mismato	th Found	
We found info application.	ormation in your docu	ment that doesn't match your
	BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
Date Of Birth	1990-04-07	Primary Contact details do not match
First Name	Darry	Primary Contact details do not match
Last Name	Mitchell	Primary Contact details do not match
Do you need or Date of Bin your applicat	to update your appl rth of your Primary Co ion.	l ication? You can update the Name ontact in <u>Build Household</u> section of
Re;	place Document	Next



Remote Identity Data Proofing (RIDP) Updates

CalHEERS updates to a new RIDP solution improving the success rate of identity proofing for consumers based on the information entered for the Primary Contact in the application.

RIDP is updated by automating the classification of identity documents when the initial step is not successful based on the Primary Contact information.

- The following pages are updated:
 - Who is the Primary Contact to your household?
 - Great! Now we need to verify [HHM]'s identity
- Adds the following new pages:
 - Continue on a smartphone or tablet
 - Send a link to verify identity
 - We need more information to verify the Primary Contact

A new Choose a secondary contact method section displays when clicking the **Mail** tile on the Who is the Primary Contact for your household? page:

- **Email** Requires an email
- **Phone** Requires a phone number

Note: Email and phone auto populate when entered during account creation.



Hooshold Metry Tour assures will be saved	How do you want us to contact you?
Who is the Primary Contact for your household? Hin: The Primary Contact is the person who can make changes to your coverage.	Email Phone Mail
Krishna R. 35yrs	Choose a secondary contact method Email Choose a secondary contact method Phone
Tell us about Krishna: Enter Krishna's Social Security number (SSN) Optional	Enter Krishna's email address Optional By entering in your email address, you may receive emails about health information and your account from Covered California.
Home Address	
Street address: 98	Re-enter Krishna's email address optiona!
Apt. or suite number: Optional	Enter Krishna's home phone number (999) 999-9999
City: California	Enter Krishna's cell phone number Optional
State:	Enter Krishna's work phone number optional
ZIP Code: 50078 Mailing Address	Enter Krishna's extension Optional
Is this also Krishna's mailing address?	If Krishna would like to get calls and text messages about health information and their account from Covered California, please select one or more phone numbers:
Contact Information	(999) 999-9999
You previously provided Mail as your preferred contact method. Is this still the best way to contact you about this application?	

The *Great! Now we need to verify [HHM]'s identity* page displays the following new info and links:

- Consent section
- Download the paper application Downloads a PDF
- Find a certified enroller Navigates the user to the Covered CA

Clicking the Next button displays the Please wait while we verify [HHM]'s identity popup.

Note: The Click here to learn more has been removed from this page.



Great: No	w we need to verify Sadday's identity.
We only ask t different Prin	nese questions about the Primary Contact. If you do not know the answers, you may want to choose a lary Contact.
Consent	
We use a th personal in information	ird-party contractor, Socure, to assist us with identify verification and they will only use your formation for that purpose. Covered California requires your express consent to send your personal to Socure for identify verification.
If you do ne you can ver submitting	t provide consent to Covered California to send your information to Socure for identity verification, ify your identity in-person with a certified enroller or your local county welfare office or by a paper application.
your identity	No
To continu consent.	
To continu consent. You can also	rint and mail us your application or apply in person.

A *new Please wait while we verify [HHM]'s identity* popup displays briefly when verifying identity.

A new *We have successfully verified [HHM]'s identity!* popup displays when verification is successful:

• Clicking the **Continue** button navigates the user to the *Select all household members* who do not live with [Primary Contact]. page

A We need more information to verify the Primary Contact page when the verification is unsuccessful.

Please wait while we verify [HHM]'s identity.	
\bigcirc	We have successfully verified Hope's identity.
This will only take a few seconds.	You can continue with the rest of the application.



A new *We need more information to verify the Primary Contact* page displays when verification is unsuccessful with a list of options.

- **Back** button Navigates the user to the Who is the Primary Contact for your household? page
- Next button Navigates the user to the Send a link to verify identity. Page

We need n	nore inforr	mation to	verify the	Primary
Contact.				
ou will only need to d	lo this once. Go "Back'	" if you want to cho	oose a different Primary	Contact to verify.
Which document will	you use to verify Kris	hna's identity?		
Oriver's License or	ID card			
U.S. passport or Fo	oreign Passport			
Employment Author	orization (I-766) 🕕			
Green Card (I-551)	0			
AI/AN Tribal Enroll	ment or Membership	Card ①		
Weapons license	0			
Border card 🕕				
how fewer documents	^			

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A new Send a link to verify identity page displays with the following:

- See more options for verifying identity link Displays the *Identity Verification Options* popup
- *How would you like to verify [HHM]'s identity?* question with **Text message**, **Email**, and **QR Code** radio buttons which dynamically display:
 - Enter phone number
 - Enter email address
- **Back** button Navigates the user to the *We need more information to verify the Primary Contact* page
- **Next** button Navigates the user to the *Continue on a smartphone or a tablet* page

Household Menu Your answers will be saved	
Send a link to verify identity.	
Get a link and use a camera on a smartphone or tablet to complete identity verification.	
See more options for verifying identity]
How would you like to verify Hope's identity?	
Text message	
O Email	
○ QR Code	
Enter phone number	
Standard messaging and data rates may apply.	
(454) 543-4342	
Bark	Nevt
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The new *Continue on a smartphone or tablet* page displays a **Resend link** when the user selects **Text** or **Email** on the *Send a link to verify identity* page. The link to verify identity is sent to the consumer's choice of smartphone or tablet, which has the ability to upload identity documents and selfies that connect to the vendor.



- **Cancel** button Displays the new *Cancel identity verification?* popup
 - Clicking the **No** button closes the popup
 - o Clicking the Yes button cancels the identity process

Cancel identi	ity verification?
lf you cancel now, you will not be al previously sent you.	ble to use any of the links we have
No	Yes

We have successfully verified [HHM]'s identity! popup displays when verification is successful.





A We cannot confirm [HHM]'s identity popup displays when the verification is unsuccessful:

- Clicking the **Try Again** button navigates the user to the We need more information to verify the Primary Contact. page
- Clicking **the Review Primary Contact** button navigates the user to the *Who is the Primary Contact for your household?* page

The button displays when the user has exhausted the three attempts to verify identity.

's identity.
mary Contact. You will not we verify the identity of
ntact or choose a different
ou can call Covered 00). Please give us your 5.
~
~
Try Again



\otimes	
We cannot confirm Chahal's i	dentity.
We were unable to verify the identity of the Primary be able to continue with your application until we we the Primary Contact for your household.	Contact. You will not erify the identity of
You can review information for the Primary Contact way to verify identity.	or choose a different
lf you have questions about your application, you ca California at (800) 787-6921 (TTY: (888) 889-4500). Pl application number when you call: 1357135009.	an call Covered lease give us your
Other ways to verify identity	
In Person	~
Mail	~
Save & Exit Review	v Primary Contact

Inclusion of Reasonable Explanation to CalHEERS

CalHEERS adds a new *Tell us why the income does not match* page for consumers to select a Reasonable Explanation when attested income could not be electronically verified.

The *Household Summary* popup displays a new messaging in the *Actions Needed* column with a **Give a Reason** link:

• Clicking the **Give a Reason** link navigates the user to the *Tell us why the income does not match* page

Household Summary Please review all alerts and actions for your household. Complete all actions needed to get coverage.				
Case #: 5193232928				
Household Members (3):	Program Eligibility	Actions Needed		
Robert T. 40 yrs	Medi-Cal	Due 10/13/2025 Reason why the income does not match <u>Give a Reason</u>		



The *Welcome to Your Household Eligibility Results Summary* page displays banner messaging in the following sections:

- Let's take a look at your Household
- Household Next Steps section:
 - Clicking the **Give a Reason** button navigates the user to the *Tell us why the income does not match* page

Velcome to Your Household ligibility Results Summary	•
ease review each member's program eligibility below.	
Robert and Rose's income does not match our records. Tell us why the incomatch by 10/13/2025.	come does not
Household Next Steps Please review the next steps that are important for your household.	
Some household members reported income that does not match our records.	Give a Reason



The See Full Details page displays a new message in the [HHM]'s Next Steps and program eligibility when the HHMs income does not match:

• Clicking the **Give a Reason** button navigates the user to the *Tell us why the income does not match* page

		 © ®	8
< Go Back Robert T. * 40 years old	Rose L Little T. 40 years old 10 years old		
Robert T.		Iligibility Start Date 07/01/2025	
Program	Status		
Medi-Cal	Conditionally Eligible		
 Robert's Next Steps Robert reported income that Tell us why the income does n qualify for health programs af do this step, you may still nee of income. 	t does not match our records. not match by 10/13/2025. Robert may fter you give us a reason. Once you d to upload documents for the proof	Give a Reason	
B Medi-Cal Condition	nally Eligible		
Robert, you are Conditiona	ally Eligible for Medi-Cal:		
If you have never been issued a local county office will contact y <u>office</u> if you have questions.	a Benefits Identification Card (BIC vou if they need more informatio	.), one will be mailed to you soor n, or you can <u>contact your local (</u>	n. Your <u>county</u>
We are reviewing the ""Test123 anything else right now.	4"" reason you gave us for your i	income difference. You do not no	eed to do
Robert is conditionally eligible f	or Medi-Cal.		



The new *Tell us why the income does not match* page displays for consumers to enter the reason for income discrepancies and persists until a reason is submitted.

- Selecting **Other** displays a *Please give a reason* field with a 60 characters limit.
- Clicking the **Cancel** button navigates the user to the previous page.
- Clicking the **Submit** button navigates the user to the *Welcome to Your Household Eligibility Results Summary* page.

Each to Account Home Contraction of the income does not match. We could not verify the household income for the members listed below. Tel us why the income does not match our records. Household members may qualify for health programs after you give a reason. Countable household income Stoutonable household income is the total income amount of the tax filing household members. Why does MemOne's (30) reported income not match our records? Due: 10/13/2025 Homelessness Countable household income is the total income amount of the tax filing household members. Stout able household income Stout able household income is the total income not match our records? Due: 10/13/2025 Homelessness Countable household income is the total income amount of the tax filing household members. Stout countable household income is the total income amount of the tax filing household members. Countable household income is the total income amount of the tax filing household members. Why does MemTwo's (30) reported income not match our records? Stout countable household income is the total income amount of the tax filing household members. Why does MemTwo's (30) reported income not match our records? Due: 10/13/2025 Uther Due: 10/13/2025 Jother	ERED 08NIA	\$ 3
<section-header><form><form></form></form></section-header>	Here Back to Account Home	
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Sour sour sour sour sour sour sour sour s	Homelessness	
Why does MemTwo's (30) reported income not match our records? Due: 10/13/2025 Other Please give a reason Lost Money in Gambling 22/ 60 characters Cancel Submit	Countable boundhold income	\$2000.00.6/epr
Other Please give a reason Lost Money in Gambling 22/ 60 characters Cancel Submit	Countable household income: Your countable household income is the total income amount of the tax filing household mem	\$3000.00 /year nbers.
Please give a reason Lost Money in Gambling 22/ 60 characters Cancel Submit	Countable household income: Your countable household income is the total income amount of the tax filing household mem Why does MemTwo's (30) reported income not match our records?	\$3000.00 /year nbers. Due: 10/13/2025
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Cancel Submit	Countable household income: Your countable household income is the total income amount of the tax filing household mem Why does MemTwo's (30) reported income not match our records? Other Please give a reason Lost Money in Gambling	\$3000.00 /year nbers. Due: 10/13/2025
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Cancel Submit	Countable household income: Your countable household income is the total income amount of the tax filing household men Why does MemTwo's (30) reported income not match our records? Other Please give a reason Lost Money in Gambling 22/ 60 characters	\$3000.00 /year nbers. Due: 10/13/2025
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Reprint via Mail for Notices

A **Reprint via Mail** dropdown option in the *ACTION* column on the *Documents and Correspondence* page sends a notice via mail to the consumer's address on file, regardless of their preferred method of communication.

cuse summery v	View Submitted App	Eligibility	Enrollment
Documents an	d Correspondence		
Mailing Address Status Deliverable Undeliverable	S Upload Document Upload a new file or lin document Add Document	Pro Ma Ik an ECM	eferred Contact Method il
Search type or notice #	Q Filters ①	Transactions Per Pa	ge 25 🗸 Expand All
	DOCUMENT CATEGORY	 ACTION 	DATE 🕶
DOCUMENT NAME -			
DOCUMENT NAME Eligibility Notice - Re-	determination Eligibility	Reprint via M View	ail 11/20/2024 V

The Reprint Notice popup displays when selecting the Reprint via Mail option.





Multifactor Authentication for Consumers

CalHEERS updates Multi-Factor Authentication to all users, including consumers and Authorized representatives.

The *Register Your Account* page displays updated messaging to inform consumers and Authorized Representatives that a cell phone or email is required and displays new messaging providing guidance for consumers that do not have access to a phone or email.

sign in, we will send a verification code to your email or y	your phone.
Register Your Account	
Ne need you to add your email or phone number to kee you a verification code to your email or your phone.	ep your account safe. Each time you sign in, we will send
Email	
C Recommended	
No email registered	(+ Add
Cell Phone Number	
C Recommended	Standard text message rate applies.
No cell phone registered	(+ Add
Do not have access to a phone or email to register your information.	account? Call Covered California at (800) 300-1506 for more

The button on the Verification Method Information popup is renamed from Close to Continue.





The *Register Your Email* page is renamed to *Add Your Email*.

Once you enter your email, click on	Send One Time Passcode for us to send a verification code to your email to
register your account.	
The email address connected to you	ir account is below. If this is not the best email address, update it now.
Enter your email address	
RickBridges@mailinator.com	
Re-enter your email address	
Re-enter your email address RickBridges@mailinator.com	
Re-enter your email address RickBridges@mailinator.com	
Re-enter your email address RickBridges@mailinator.com Send One Time Passcode	
Re-enter your email address RickBridges@mailinator.com Send One Time Passcode	

The Register Your Cell Phone page is renamed to Add Your Cell Phone.

Once you enter your cell cell phone to register you	phone number, click ur account.	on Send One Time F	asscode for us to send a	verification code to your
Enter your cell phone nu	mber			
Standard text message r	ate applies.			
Send One Time Passcode				



Masking Sensitive Data Elements

CalHEERS masks sensitive identification data and displays a new **eye** icon to unmask characters.

The following sensitive data elements may be masked when entered:

- Alien/USCIS Number
- ITIN/ATIN
- I-94/I-94A Number
- Passport Number
- SEVIS ID
- SSN

Clicking the eye icon unmasks all characters.

COVERED CALIFORNIA	🔇 🕑 Save & Ext
← Individual Information Menu Your answers will be saved	
Do you have a Social Security number (SSN)? Yes No	
If you have a Social Security number (SSN) you must are applying for health coverage for yourself. We us numbers (SSNs) to check your income and other info are eligible to get help paying for health coverage. If f coverage and do not have a SSN and would like help www.ssa.gov. You may be eligible for some coverage have an SSN. For more information call the Medi-Cal SSSS. Enter Elizabeth's Social Security number (SSN).	provide it when you e Social Security rmation to see if you you are applying for getting one, visit even if you do not helpline, at (800) 541-
Back	Next
	Enter Elizabeth's Social Security number (SSN).
	808080879

A new **Show** or **Hide** link displays next to sensitive information.

- Show link Displays all characters and a Hide link
- Hide link Masks all but the last four characters



Social Security number (SSN): ••••• 0879 Show	Edit
Immigration status: Lawful Permanent Resident (LPR/Green Card holde Additional immigration status: None Immigration document type: Arriva/Departure Record (1-94, 1-94A) issued by U.S. Citizenship and Immi	r) tdi: gration Services
Lived in the U.S. since August 1996: No	Citizenship & Immigration
SEVIS ID: •••••• 7891 Show	Social Security number (SSN): 808080879 Hide
Document expiration date: 04/22/2027	Immigration status: Lawful Permanent Resident (LPR/Green Card holder)
First name on document: Elizabeth Middle name on document: — Last name on document: McCord Suffix on document: —	Additional immigration status: None Immigration document type: Arrival/Departure Record (I-94, I-94A) issued by U.S. Citizenship and Immigration Services Lived in the U.S. since August 1996: No
Date of birth on document: 01/01/1999	1-94 or 1-94A number: 223344557A8 <u>Hide</u>
	Document expiration date: 04/22/2027
UN.5.	First name on document: Elizabeth I Middle name on document: — Last name on document: McCord Suffix on document: — Date of birth on document: 01/01/1999

The SSN, ITIN, and ATIN input field display as one field versus multiple fields.

	RE D BNIA		\$ Save & Exit
*	Individual Information Menu Your answers will be saved		
	Do you have a Social Security number (SSN)?		
	If you have a Social Security number (SSN) you must provide it when you are applying for health coverage for yourself. We use Social Security numbers (SSNs) to check your income and other information to see if you are eligible to get help paying for health coverage. If you are applying for coverage and do not have a SSN and would like help getting one, visit www.ssa.gov. You may be eligible for some coverage even if you do not have an SSN. For more information call the Medi-Cal helpline, at (800) 541- 5555.		
	Enter Charlotte's Social Security number (SSN).		
		Most	



Do you have a Social Security number (SSN)? Yes No
If you have a Social Security number (SSN) you must provide it when you are applying for health coverage for yourself. We use Social Security numbers (SSNs) to check your income and other information to see if you are eligible to get help paying for health coverage. If you are applying for coverage and do not have a SSN and would like help getting one, visit www.ssa.gov. You may be eligible for some coverage even if you do not have an SSN. For more information call the Medi-Cal helpline, at (800) 541- 5555.
Why does Charlotte not have an Social Security number (SSN)?
Religious exemption Individual Taxpayer Identification Number (ITIN)
Adoption Taxpayer Identification Number (ATIN) Does not qualify for an SSN
I do not have an SSN, but have applied for one.
Enter Charlotte's Individual Taxpayer Identification Number (ITIN).
Or
Enter Charlotte's Adopted Taxpayer Identification Number (ATIN). ①
Back Next