

#### **Overview**

Remote identity proofing allows the applicant to use the federal Remote Identity Proofing (RIDP) services over the phone to which CalHEERS connects online; if assisting the applicant, the enroller must obtain the applicant's consent to access their identity information over RIDP.

#### **Tips for successful RIDP**

Primary Contact information should be complete and include the following:

- Legal first and last name (matches government-issued ID)
- Date of birth
- Current address
- Valid phone number
- Email address
- Social Security number (optional). If this field is included, it improves the chances of the RIDP process being successful.

#### **Remote Identity Proofing Option (RIDP) Steps**

When assisting the consumer during the Remote Identity Proofing process, you will be asked to first obtain the consumer's consent to access their identity, and then affirm. A set of questions will then appear specific to the consumer's identity displays.

1. During the application process, the *Great!* Now we need to verify [HHM]'s identity page displays with the question: *I attest that I have visually confirmed this person's identity*.

OVERED	\$	?	Save & Exit
← Household Menu Your answers will be saved			
Great! Now we need to verify Alexander Joseph's identity. We only ask these questions about the Primary Contact. If you do not know the answers, y different Primary Contact.	you may want to choose	e a	
I attest that I have visually confirmed this person's identity.			
Back			

Covered California Outreach and Sales Division <u>OutreachandSales@covered.ca.gov</u>



2. If you are not able to visually confirm a consumer's identity, select **No** to continue with Remote Identity Proofing (RIDP).

The RIDP consent page displays informing the user that a third party, Socure, will assist with identity verification.



- 3. Click Yes to proceed.
  - If no was selected, a red alert displays and provides other options to verify identity.



at! Now we need to verify Happy's identity. nly ask these questions about the Primary Contact. If you do not know the answers, you may want to choose a ent Primary Contact.
nly ask these questions about the Primary Contact. If you do not know the answers, you may want to choose a ent Primary Contact.
st that I have visually confirmed this person's identity.
es 🦪 No
ent
vered California uses a third-party contractor, Socure, to assist with identify verification and they will only your personal information for that purpose. Covered California requires your express consent to send your sonal information to Socure for identify verification.
ou do not provide consent to Covered California to send your information to Socure for identity verification, J can verify your identity in-person with a certified enroller or your local county welfare office or by mitting a paper application.
e informed the consumer about the identity verification process, including the disclosure of their Personal iffable Information (PII) to a third-party service, Socure, specifically for the purpose of verifying their ity. I have thoroughly explained the necessity of sharing their PII with Socure and, after doing so, have ned the consumer's explicit consent for Covered California to proceed with sending their personal mation to Socure for identity verification purposes.
o continue the application online, we need the Primary Contact's consent to confirm their identity. Choose "Yes" to give onsent. an also print and mail us your application or apply in person. wnload the paper application
d a certified enroller

- 4. Fill out the application with the Primary Contact's details.
  - If identity was successfully verified, a popup message displays.
  - Clicking the **Continue** button allows the user to continue the application.





- If identity was not successfully verified, a prompt will display for more information.
  - **Show more documents** link expands the list of identity documents that can be submitted.
  - Back button allows the user to select a different Primary Contact to verify.



Hover over the (i) icon for a description of the document type.

	3	?	Save & Exit
← Household Menu Your answers will be saved		_	
We need more information to verify the Primary Contact.			
You will only need to do this once. Go "Back" if you want to choose a different Primary Contact to verify. Which document will you use to verify Legal first's identity? Driver's license or I U.S. passport or For that contains a photograph (form I- bic (FAD). C Employment Authorization (I-766) ① Green card (I-551) ① Al/AN Tribal enrollment or membership card ① Border card ① Show fewer documents ヘ			
Back			

- 5. Select the document to upload and click **Next** to continue.
  - Clicking the **Back** button goes back to the attestation question.



The Send a link to verify identity page displays.

6. Select the Primary Contact preference so they can retrieve the link to continue the identity verification process.



• If email address was entered in the incorrect format, an error message will display.

DVERED LITOPHIA	\$	?
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 yearify Legal first's identity?		
Text message		
✓ Email		
QR Code		
Enter email address Standard data rates may apoly		
hhm1atemail.com		
Please enter a valid email address. For example, accenyz.com.		
Back		

Once the radio button and correct format were entered, select Next.
 Covered California
 Outreach and Sales Division
 <u>OutreachandSales@covered.ca.gov</u>
 Page 5 of 9



← H	susehold Menu Your answers will be saved
	Send a link to verify identity.
12	Set a link and use a camera on a smartphone or tablet to complete identity verification.
	ee more options for verifying identity
10	low would you like to verify Legal first's identity?
	) Text message
	S Email
	QR Code
0	inter email address
	Standard data rates may apply.
	hhm1@email.com
	centre - new content

The *Continue on a smartphone or tablet page* displays. A message will display that the link was sent and a QR code is available to scan to continue on a smartphone or tablet.

້ 🕡 ະ	DVERED	\$	?	Save & Exit
	← Household Menu Your answers will be saved			
	Continue on a smartphone or tablet. ♥Your link was sent to hhm1@email.com			
	Did not get the link? Resend Link or click "Cancel" to choose another way to get a new link.			
	Scan the QR code or click "Cancel" to choose another way to get a new link.			
	Come back and complete your application after finishing the steps. We will get you righ off.	nt back where you left		
	Cancel			



• If **Cancel** was selected, a question displays asking if the user is sure they want to cancel.



The Primary Contact will be notified to upload an acceptable document and a selfie to verify identity.

When accessing the link from a cell phone or tablet, a message will appear: *Let's get you verified*. It takes about two minutes.

- 8. Click the **Start Verification** button.
- 9. Upload identity document(s) from the list.
- 10. Take a selfie with a headshot that is readable and glare-free.
- 11. Click Submit.
  - If the selfie is not clear, a **Retake** button allows the user to try again.

12.





If identity verification is successful, the Primary Contact will be notified and the user is able to continue the application.

If identity verification is unsuccessful on the first attempt, CaptureApp prompts the user to resubmit the identity document. A message will display after the third unsuccessful attempt and [provide user with other options.

<b>(i:ii)</b> :	OVERED ALIFORNIA		G	
	Continu	We cannot confirm Leo's identity.	T	
	Your link was Did not get the li	We were unable to verify the identity of the Primary Contact. You will no be able to continue with your application until we verify the identity of the Primary Contact for your household.	t	
	Resend Link or cl	You can review information for the Primary Contact or choose a different way to verify identity. If you have questions about your application, you can call Covered California at (800) 787-6921 (TTY: (888) 889-4500). Please give us your	nt.	
	You can also so verification.	application number when you call: 1357052144. Other ways to verify identity In Person		
	Come back and off.	Mail	∽ ere you lef	
		119 Again		

Click the **Back** button until returned to the *Who is the Primary Contact for your household?* page. Choose a different Primary contact from the household members and proceed.

Socure steps are triggered.



The consumer completes the RIDP process and identity is successfully verified.

Click the **Continue** button to proceed to the next page of application.

(idi) S	VERED Soor & Det
	Hexativelit Meru - Inter-answers with a sense     Great! Now we need to verify Emily's identity.     We only ask these questions about the Primary Contact. If you do not know the answers, you may want to choose a     withere the interval
	Consent     More use a bind-party contractor. Source, to assist us with identify wrification and they will only use your personal information for future your express concent to and your personal information for future your express concent to and your personal information to Source for identify wrification.   Myou do not provide consent to Covered California requires your express concent to and your personal information to Source for identify wrification.   Myou do not provide consent to Covered California to send your information to Source for identify verification.   you do not provide consent to Covered California to send your information to Source for identify verification.   working a paper   We have successfully verified Emily's information.   Yes   Yes   Yes   No   Contraction.   Lentity.
	Page Id: 4.0.2.3   Page Name Confirmidently Emily Avia Application R: 1357060262 Trimshinel Jack 1107:0205 +40;49 pm-07:00 User entoemansiphilinges: GROUP_Individual bail for shar RRU_VINT_TTAT_ACIE privilege: face Build Version Id

If identity verification is unsuccessful after the Socure process upload, the consumer can seek assistance from an Enroller who can attempt to visually verify the consumer's identity. Please see the <u>Identity Documents to Verify Identity Quick Guide</u>.