



# Remote Identity Proofing (RIDP) Task Guide for Enrollers

## 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

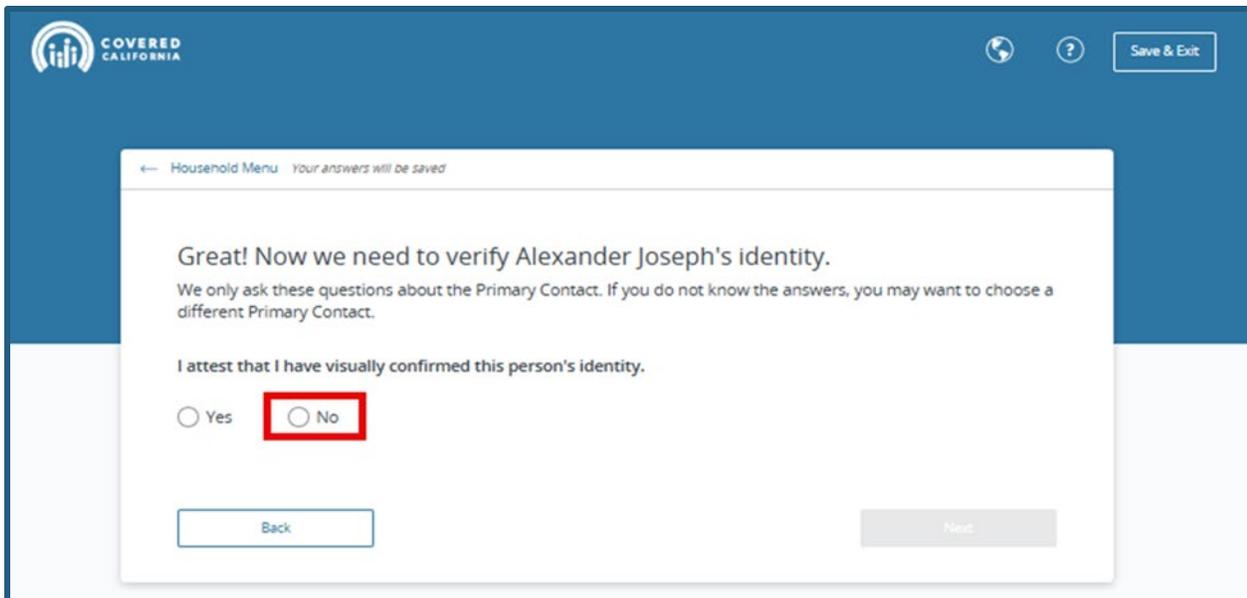
Primary Contact information should be complete and include the following:

- 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

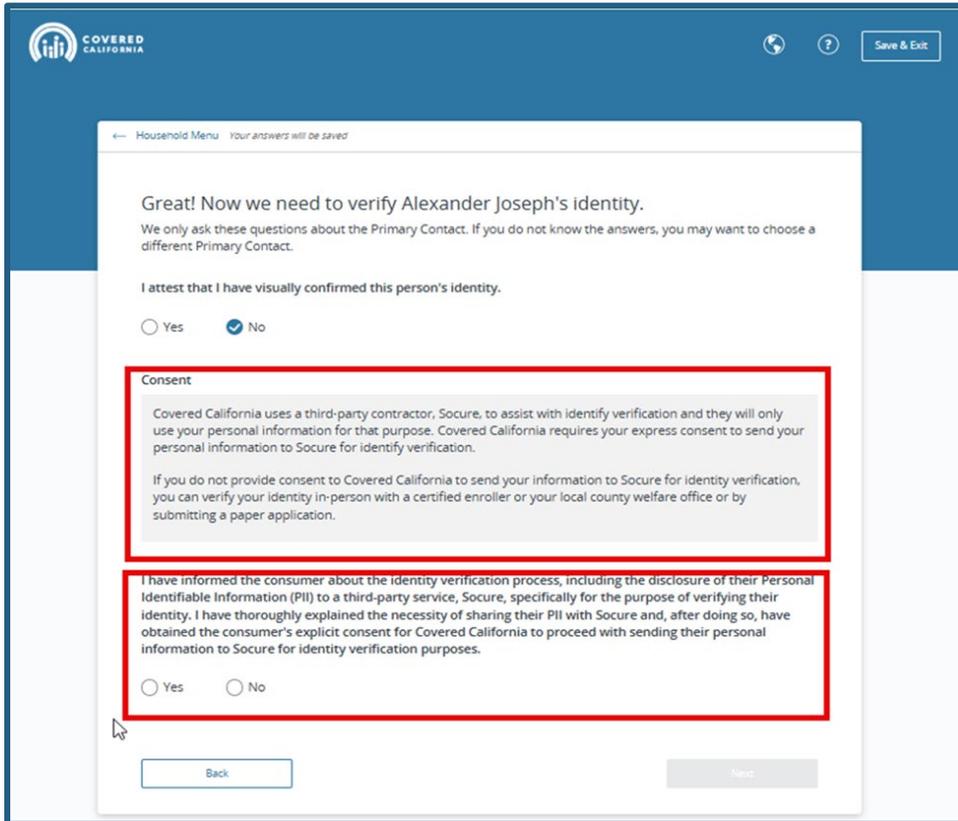
When assisting the consumer during the Remote Identity Proofing process, you will be asked to first obtain the consumer's consent to access their identity, and then affirm. A set of questions will then appear specific to the consumer's identity displays.

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.*

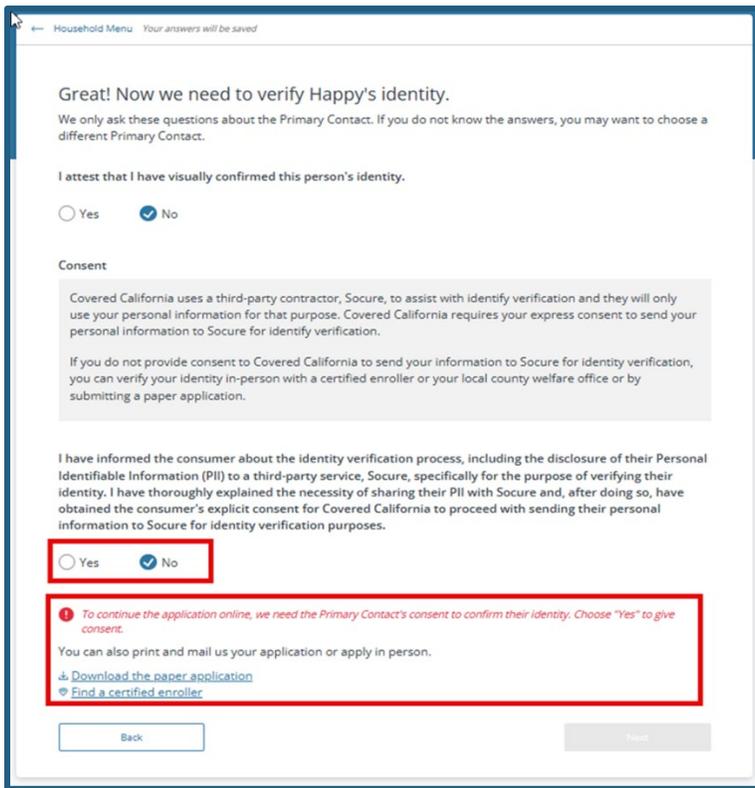


2. If you are not able to visually confirm a consumer's identity, select **No** to continue with Remote Identity Proofing (RIDP).

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.



Household Menu Your answers will be saved

Great! Now we need to verify Happy's identity.

We only ask these questions about the Primary Contact. If you do not know the answers, you may want to choose a different Primary Contact.

I attest that I have visually confirmed this person's identity.

Yes  No

Consent

Covered California uses a third-party contractor, Socure, to assist with identify verification and they will only use your personal information for that purpose. Covered California requires your express consent to send your personal information to Socure for identify verification.

If you do not provide consent to Covered California to send your information to Socure for identity verification, you can verify your identity in-person with a certified enroller or your local county welfare office or by submitting a paper application.

I have informed the consumer about the identity verification process, including the disclosure of their Personal Identifiable Information (PII) to a third-party service, Socure, specifically for the purpose of verifying their identity. I have thoroughly explained the necessity of sharing their PII with Socure and, after doing so, have obtained the consumer's explicit consent for Covered California to proceed with sending their personal information to Socure for identity verification purposes.

Yes  No

**To continue the application online, we need the Primary Contact's consent to confirm their identity. Choose "Yes" to give consent.**

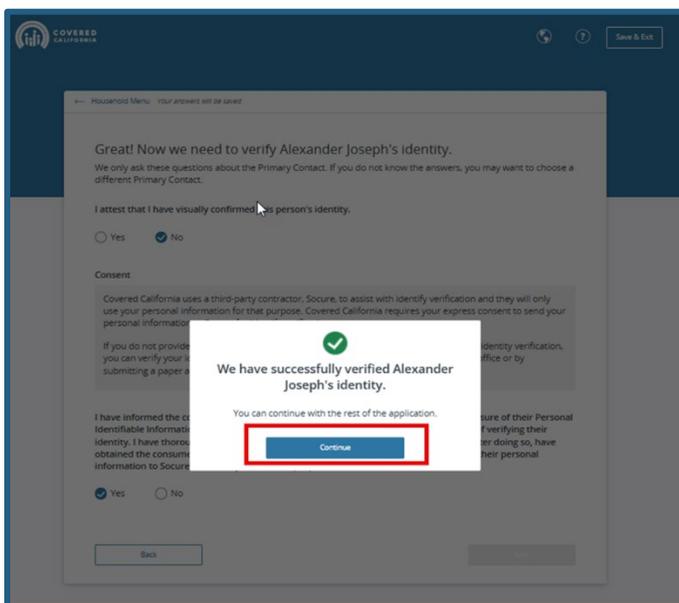
You can also print and mail us your application or apply in person.

[Download the paper application](#)

[Find a certified enroller](#)

Back Continue

- 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.



COVERED CALIFORNIA

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, you may want to choose a different Primary Contact.

I attest that I have visually confirmed this person's identity.

Yes  No

Consent

Covered California uses a third-party contractor, Socure, to assist with identify verification and they will only use your personal information for that purpose. Covered California requires your express consent to send your personal information to Socure for identify verification.

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I have informed the consumer about the identity verification process, including the disclosure of their Personal Identifiable Information (PII) to a third-party service, Socure, specifically for the purpose of verifying their identity. I have thoroughly explained the necessity of sharing their PII with Socure and, after doing so, have obtained the consumer's explicit consent for Covered California to proceed with sending their personal information to Socure for identity verification purposes.

Yes  No

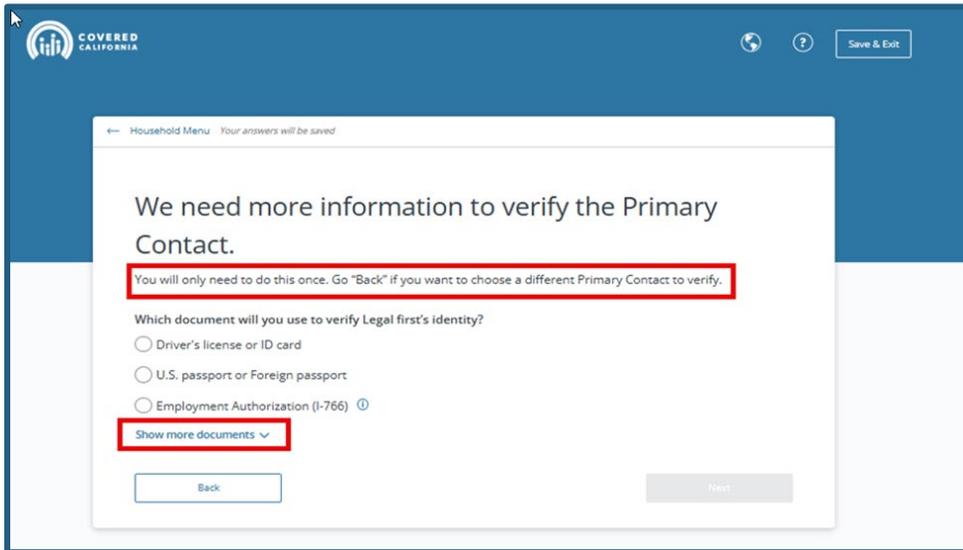
Back Continue

**We have successfully verified Alexander Joseph's identity.**

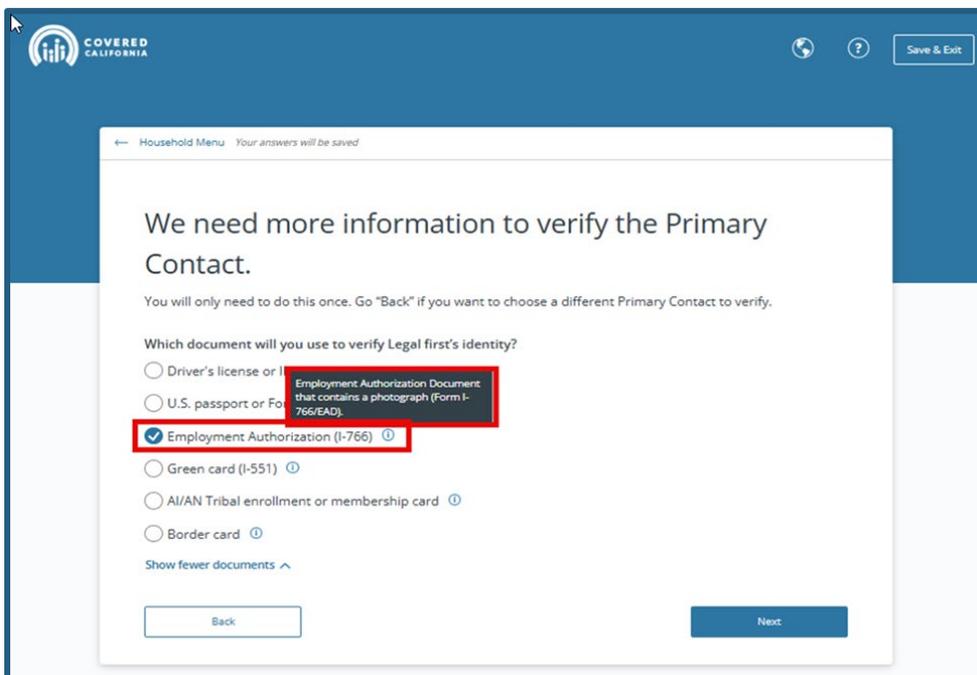
You can continue with the rest of the application.

Continue

- 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.



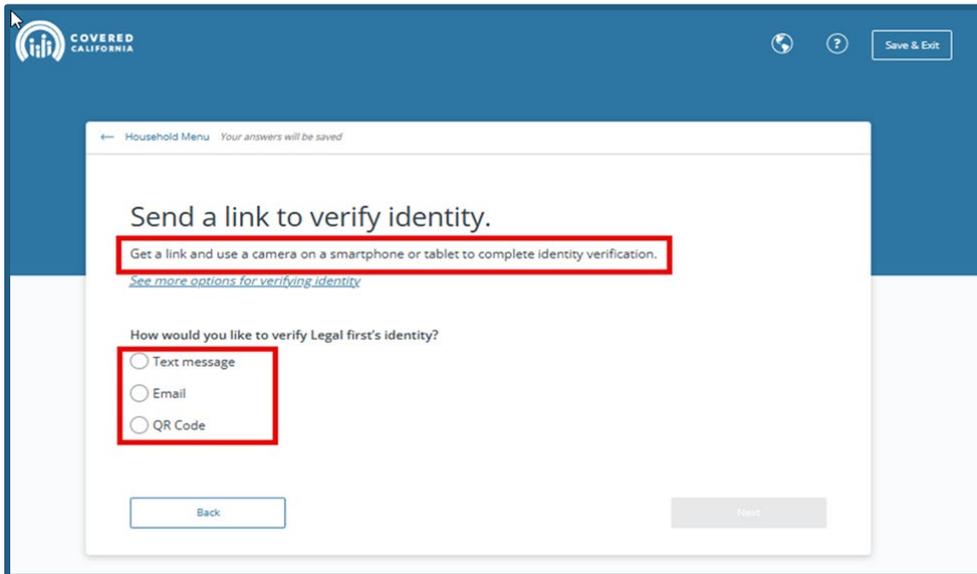
Hover over the (i) icon for a description of the document type.



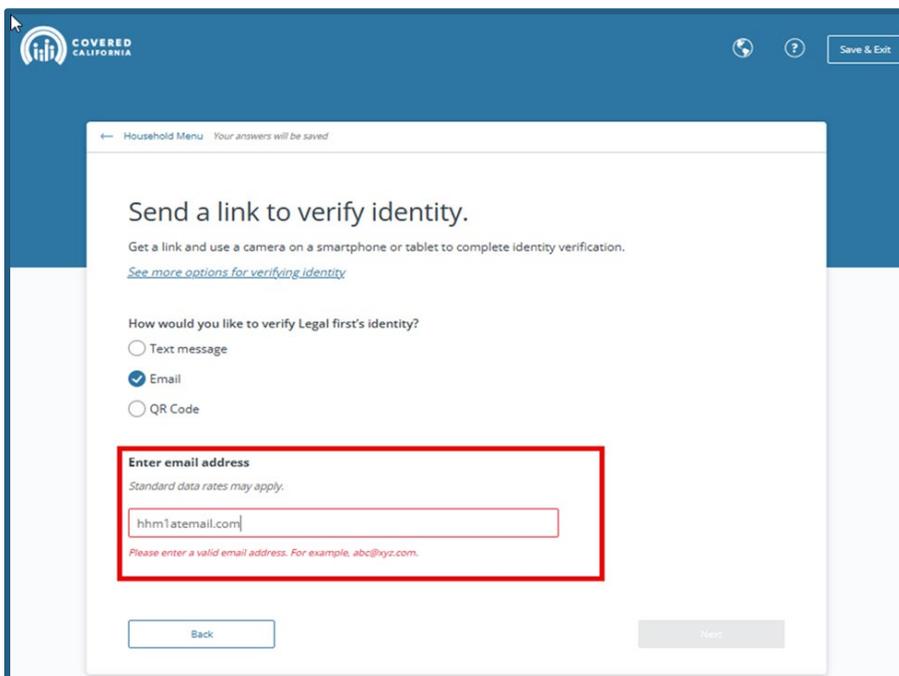
5. Select the document to upload and click **Next** to continue.
  - Clicking the **Back** button goes back to the attestation question.

The *Send a link to verify identity* page displays.

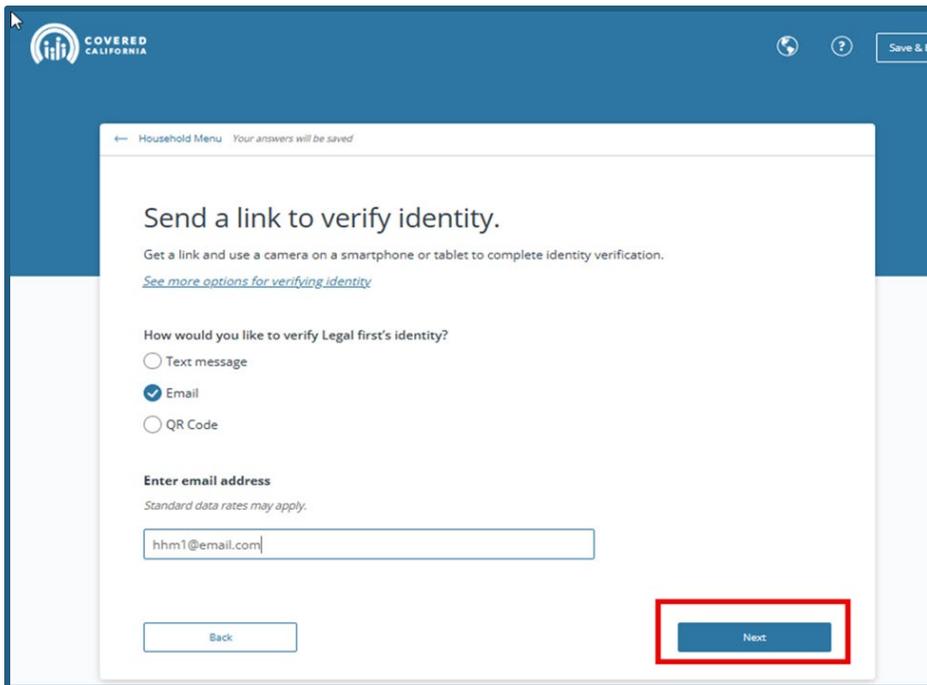
6. Select the Primary Contact preference so they can retrieve the link to continue the identity verification process.



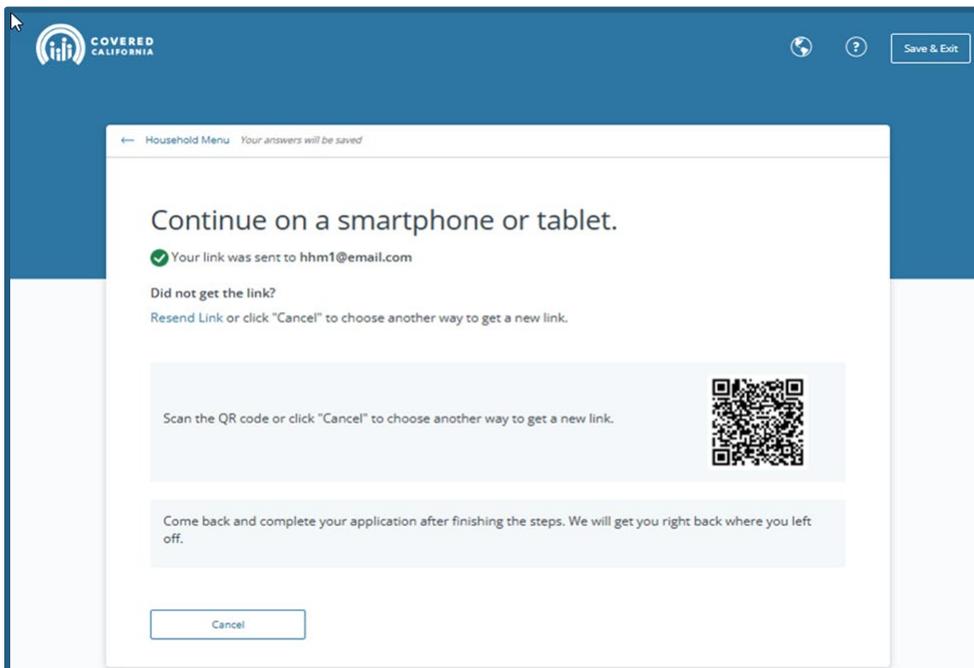
- If email address was entered in the incorrect format, an error message will display.



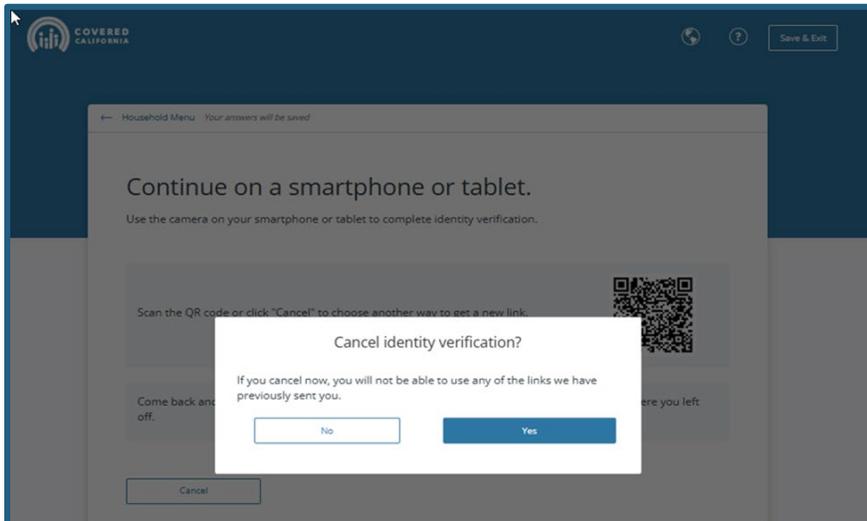
7. Once the radio button and correct format were entered, select **Next**.



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.



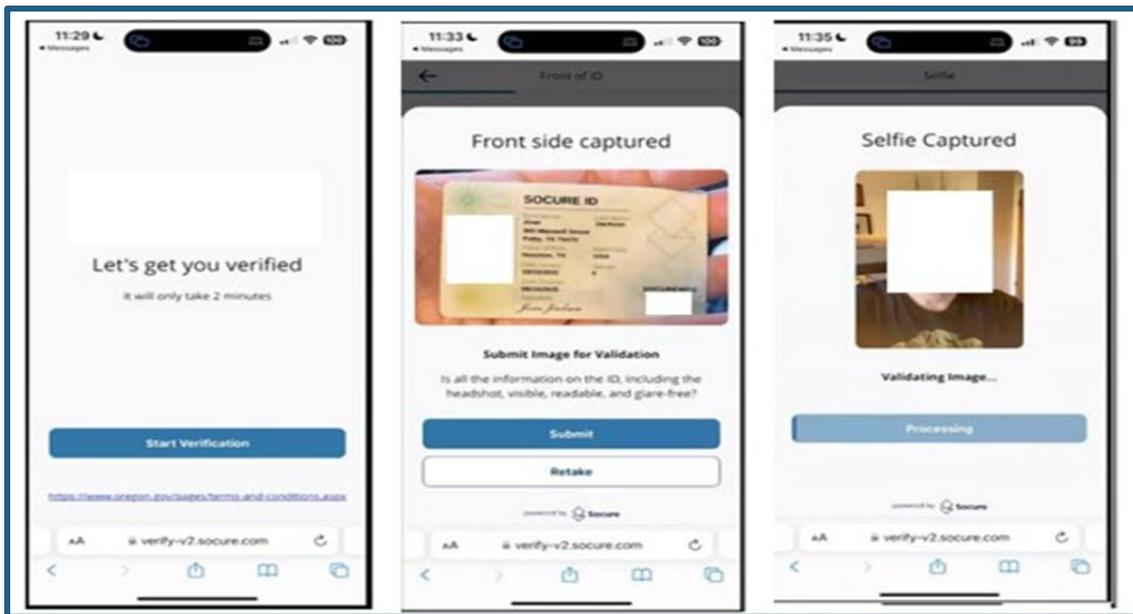
- If **Cancel** was selected, a question displays asking if the user is sure they want to cancel.



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

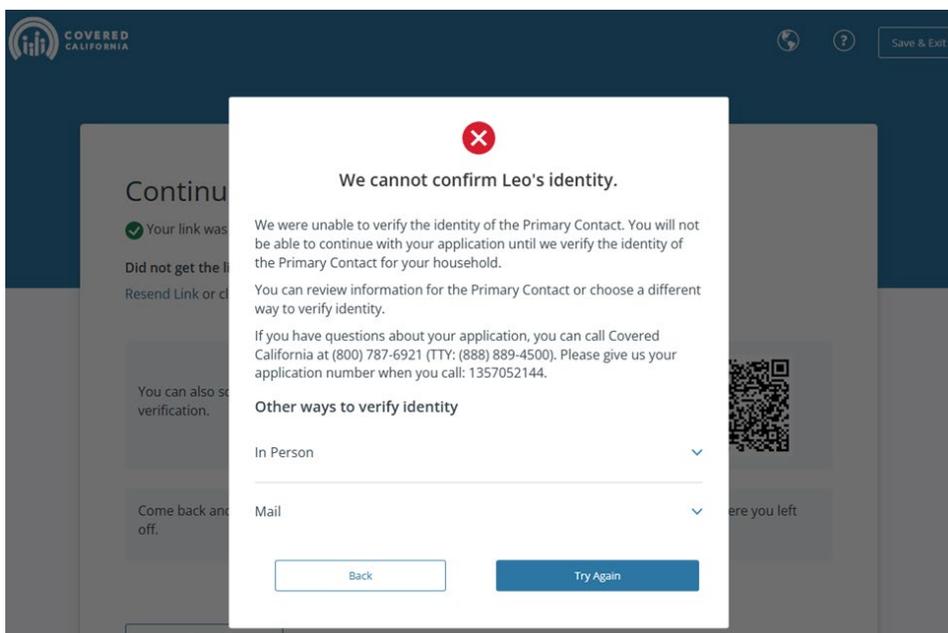
When accessing the link from a cell phone or tablet, a message will appear: *Let's get you verified.* It takes about two minutes.

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].



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.

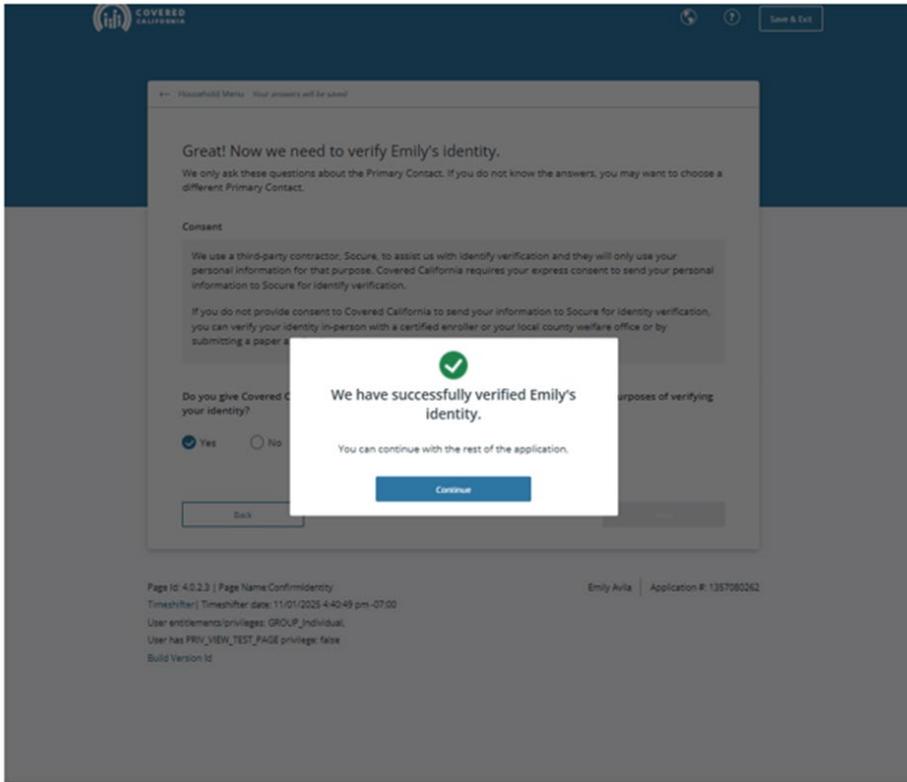
Secure steps are triggered.



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

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



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 [Identity Documents to Verify Identity Quick Guide](#).