

As of July 21, 2014: When an applicant is unable to be identity proofed through the on-line application, CACs and Navigators should follow the following procedure.



Contact the designated group of individuals within **New York State of Health for manual identity proofing: (Fax) 518-560-5102**

**Identity proofing documents should no longer be submitted to the Department of Health either by fax or by email.**

Applicants may either provide a **copy of one document from List A or two documents from List B, along with a copy of form DOH-5088, Verifying Your Identity, completed and signed by the applicant.**



If the applicant is unable to provide a copy of one document from List A or two documents from List B, they may submit form **DOH-5090, Attestation of Identity Form**, completed and signed by the applicant.

1 of List A	OR	2 of List B
U.S. Passport book or card		Birth certificate
Driver's license		Social Security card
Official Government Identification card		Marriage certificate
School Identification card		Divorce decree
U.S. military card or draft record		Employer Identification card
Military dependent's Identification card		High school diploma
Native American Tribal Document		College diploma
U.S. Coast Guard Merchant Mariner card		High school equivalency diploma
Certificate of Naturalization (N-550 or N-570)		Property deed or title
Certificate of U.S. Citizenship (N-560 or N-561)		

**Note for Submission:** The assistor should fax the appropriate completed and signed form (**Verifying Your Identity, Children Age 16 or Under, or Attestation of Identity**), applicant's documents from list A or B, and the provided **Fax Cover ID Proofing**. Please remember to write the primary account holder's NYSOH account number on **each page** that you send via fax. Account number format is as usually follows: ACXXXXXXXXXX

Include the following on fax cover sheets:

- **Assistors Full Name**
- **Assistors Organization**
- **A telephone number where we can reach the assistor should we have any questions about the documents.**

*Please note submission of incorrect or incomplete documents may cause a delay in processing.*

### **Friendly Reminders for Identity Proofing:**

- Each individual request for identity proofing requires a separate fax. Only assistors should be faxing to 518-560-5102, please do not instruct applicants to fax documents to this number.
- Navigators, if you complete the manual identity proofing process for an applicant over the phone with the New York State of Health. Please follow this same process described above and fax the documents to 518-560-5102.
- Ensure you have assisted the applicant to the point in the application where they have received the message “We could not confirm your identity, please call the Marketplace.” Submitting identity proofing documents for someone who has not yet been unsuccessful in being identity proofed through the on-line process or an account which is missing gender, date of birth and/or social security number (if applicable) will not be manually identify proofed.
- Families who are seeking coverage for their children still need to list the adult as the head of household. This applies regardless if the adults and/or children are undocumented. This applies even if that adult is not seeking coverage. That adult will still need to undergo the identity proofing process, which may require manual identity proofing. The only exception to this rule would be an undocumented foster child, or a minor who is on their own, in which case the child or minor would be listed as the head of household and use form DOH-5091, Identity Verification Form (Children 16 and Under) if they need to go through the manual identity proofing process.
- Once the account has been manually identity proofed the options next to the applicants name on your dashboard will change from “Enroll” to “Manage.”
- When assisting applicants in creating an application on the Marketplace by adding them to your dashboard rather than having them create their own account, there is an additional step you must take to give the applicant access to their application. After you have completed the identity proofing process be sure to click “invite” so that the applicant has access to their own account. By clicking “invite” an email will be generated to the applicant to set up an NY.GOV account and enter an invitation code that will give them access to the same application you created for them on your dashboard.
- It is recommended that you do not delete applicants from your dashboard. If applications are deleted from your dashboard, you will lose your access to this application and it could be difficult to continue assisting this applicant in the future.
- Please note: this process is only for Identity Proofing. Citizenship verification, income verification, and other types of verification must be processed by sending the documents to 855-900-5557 or by uploading the documents to the applicants account.

Thank you in advance for your cooperation.

New York State Department of Health  
Office of Health Insurance Programs