

HealthCare.Gov Screenshots

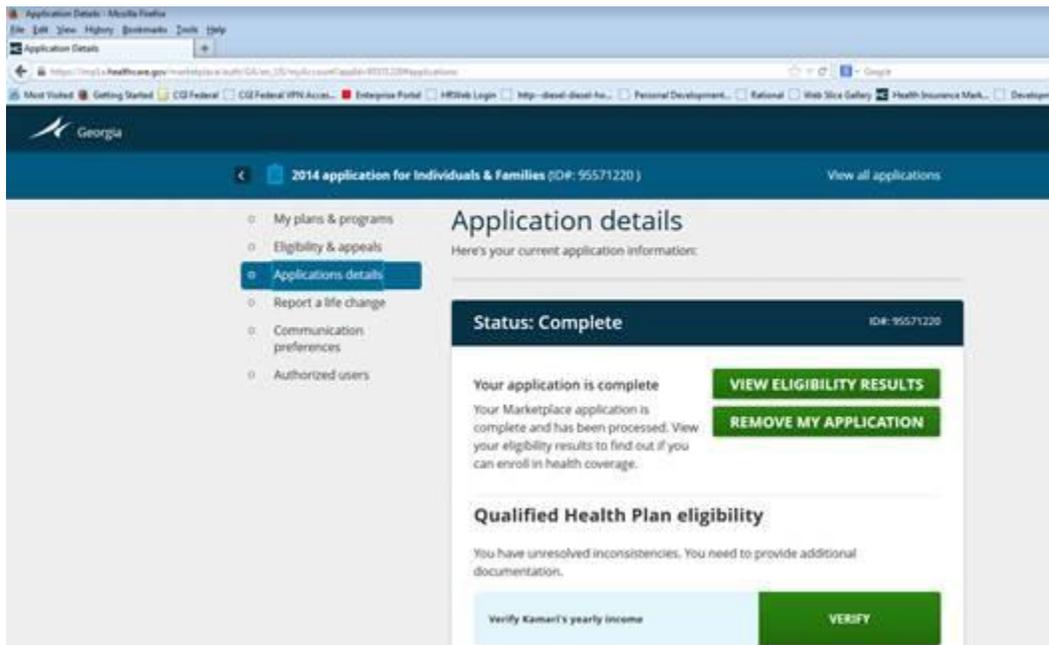
Below is a list of items where we have screenshots to help Assistors as they assist consumers with enrollment. These can be distributed to states with active CA programs.

1. Issue: How to locate the field to upload verification documents through healthcare.gov (Page 1)
2. Issue: ID Proofing Failures; Steps for the Online Identify Verification Process and the Manual Identity Verification Process if the Electronic Identity Proofing process is Unsuccessful (Page 3)
3. Instructions for Green Card entry to address incorrect Medicaid Eligibility (Page 14)

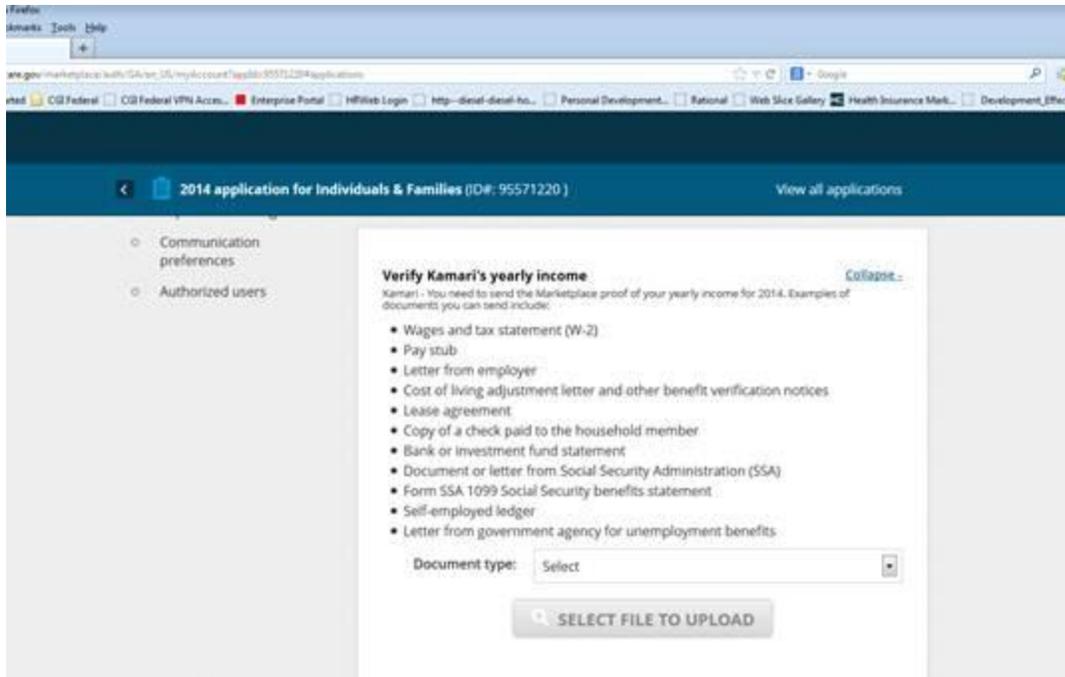
1. Issue: How to locate the field to upload verification documents through healthcare.gov

See below:

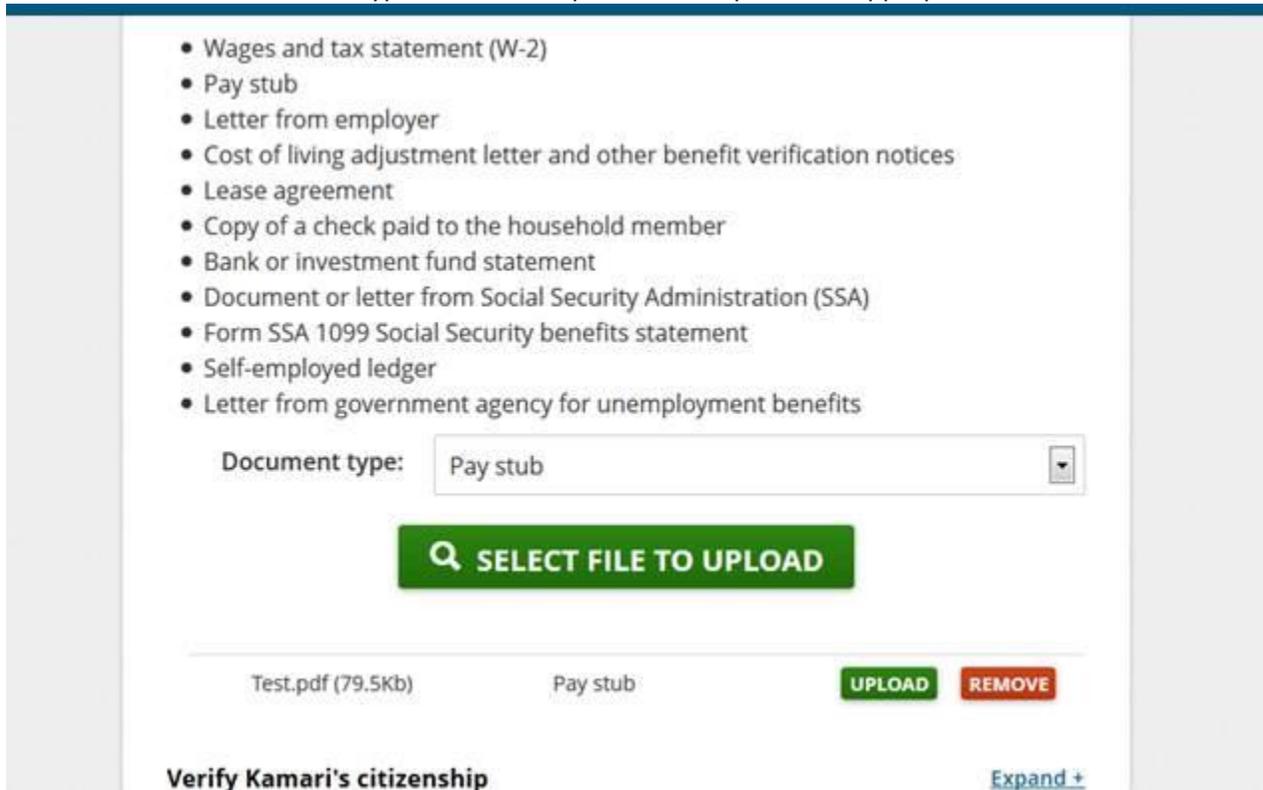
1. Navigate to Application Details page



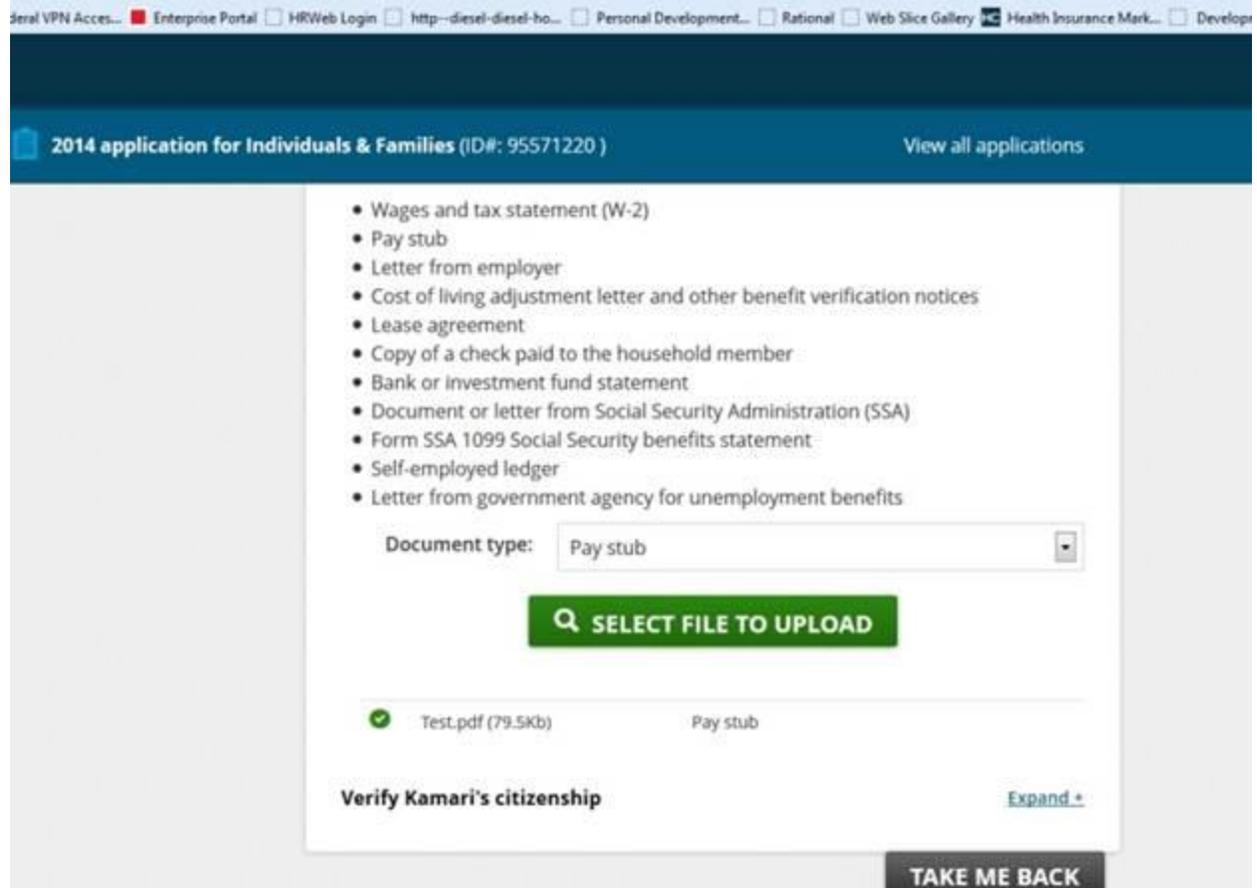
2. Click "Verify" beside the inconsistency you want to upload documents for



3. Select the document type from the drop down and upload the appropriate document



4. Click "Upload" button beside the document (when it is successfully uploaded there will be a green checkmark beside the document name)



2. Issue: ID Proofing Failures; Steps for the Online Identify Verification Process and the Manual Identity Verification Process if the Electronic Identity Proofing process is Unsuccessful

Question: Why are some application filers unable to have their identities verified online? What steps do they need to take get through their application?

Answer: The online identity verification service is supported by Experian, which is a commercial data source commonly used to verify identities. Experian is only able to verify an individual's identity when it has access to data on that individual. The data Experian has access to verify an application filer's identity does not necessarily include 100% of the population. Certain segments of the population, such as non-citizens, may be under represented in the data used to verify identities electronically. In cases where the electronic process is unable to verify an individual's identity, a process exists for the individual to submit copies of paper documentation, either uploaded through the website or mailed to the FFM, for identity verification to be completed.

Below are screenshots describing the online identity verification process. The following are the steps in that process:

1. Create an account on healthcare.gov
2. Login
3. Two ways to get identity verified through ID proofing:
 - a. Click My Profile and then click "verify now"
 - b. After logging in, click "start an application"

4. Enter consumer information, then click “save and continue”
5. If the ID proofing is unsuccessful 2 times, a screen is displayed with a reference code to use when calling Experian
6. Click “I have called Experian”
 - a. If the consumer does not click “I have called Experian” they can return to my account in the future and access their reference code
7. Enter consumer information, press save and continue
8. If the ID proofing process is unsuccessful 2 times again, a screen is displayed to upload documents for manual verification of their identity
9. Click upload document button
10. Drop down link appears with a list of document types
11. Choose the accurate document type
12. Upload the appropriate document(s) and click “finish”

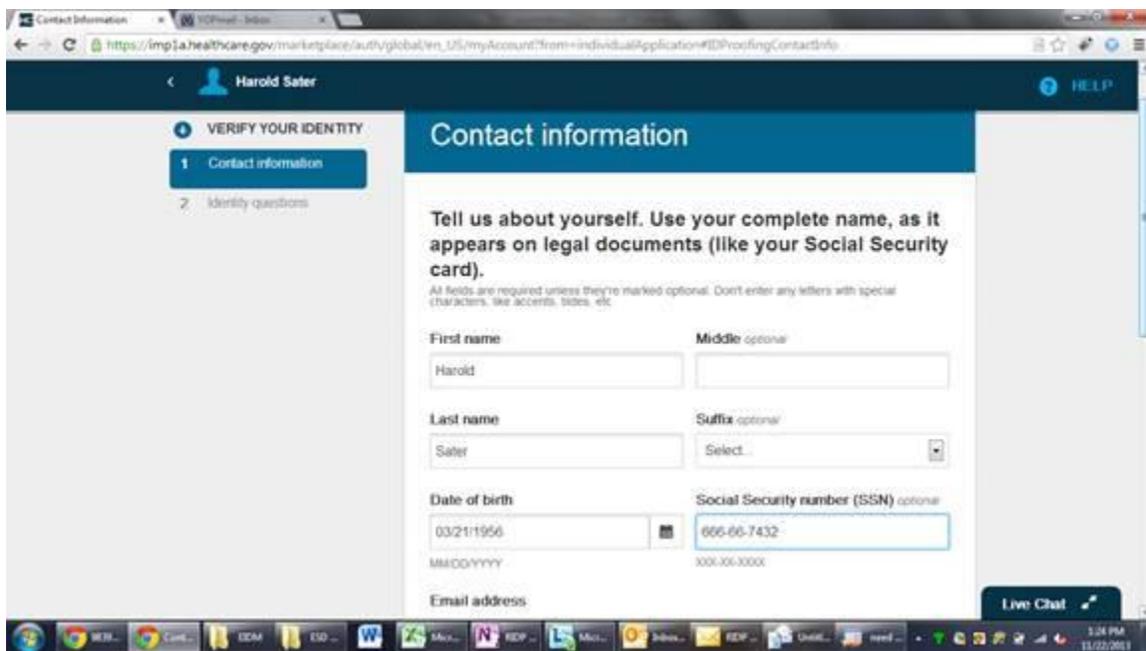
The following describes the manual identity verification process if the electronic identity proofing process is unsuccessful:

An individual can submit a copy of one of the following documents to the Marketplace, state Medicaid agency, or state CHIP agency, provided that such document has either a photograph of the individual or other identifying information of the individual such as name, age, sex, race, height, weight, eye color, or address. Submission can occur through mail or via an electronic upload process.

- Driver’s license issued by state or territory
- School identification card
- Voter registration card
- U.S. military card or draft record
- Identification card issued by the federal, state, or local government, including a U.S. passport
- Military dependent’s identification card
- Native American Tribal document
- U.S. Coast Guard Merchant Mariner card

If an individual cannot provide a copy of one of these documents, he or she can also submit two of the following documents that corroborate one another: a birth certificate, Social Security card, marriage certificate, divorce decree, employer identification card, high school or college diploma (including high school equivalency diplomas), and/or property deed or title. A Marketplace, state Medicaid agency, or state CHIP agency may accept additional documents, provided that these documents are described in the Marketplace/agency’s security artifacts. The Marketplace, state Medicaid agency, and state CHIP agency should clearly explain to applicants that they should not submit original documents, and should be able to answer questions regarding acceptable documentation and the identity proofing process. Further, if one of the above documents or combination of documents has been accepted by another state agency, the Marketplace, State Medicaid agency, or State CHIP agency may use this as the basis to upgrade an account to CMS assurance level 2.

Identity verification process



Contact Information

Harold Sater

Sater Select

Date of birth Social Security number (SSN) optional
MM/DD/YYYY 000.000.0000

Email address

Street address Apt./Ste #, optional

City State ZIP code
00000-0000

Phone number Ext. optional Phone type (Select one.) optional

Live Chat

Identity Questions

Harold Sater

2 Identity questions

Answer these questions so we can verify your identity.

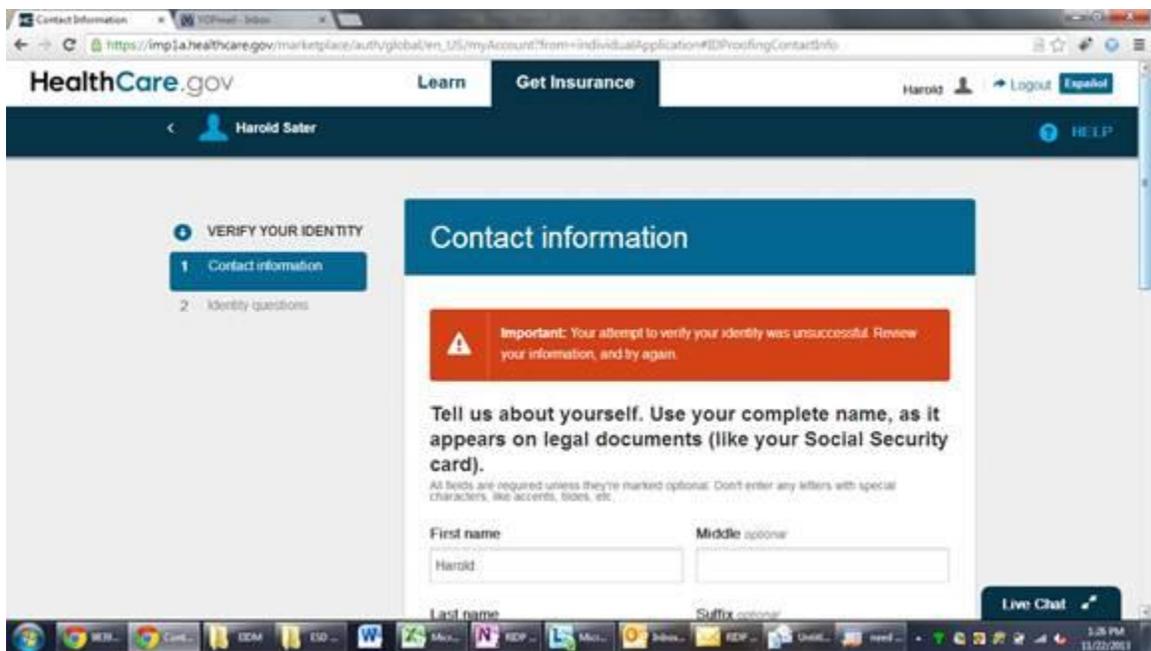
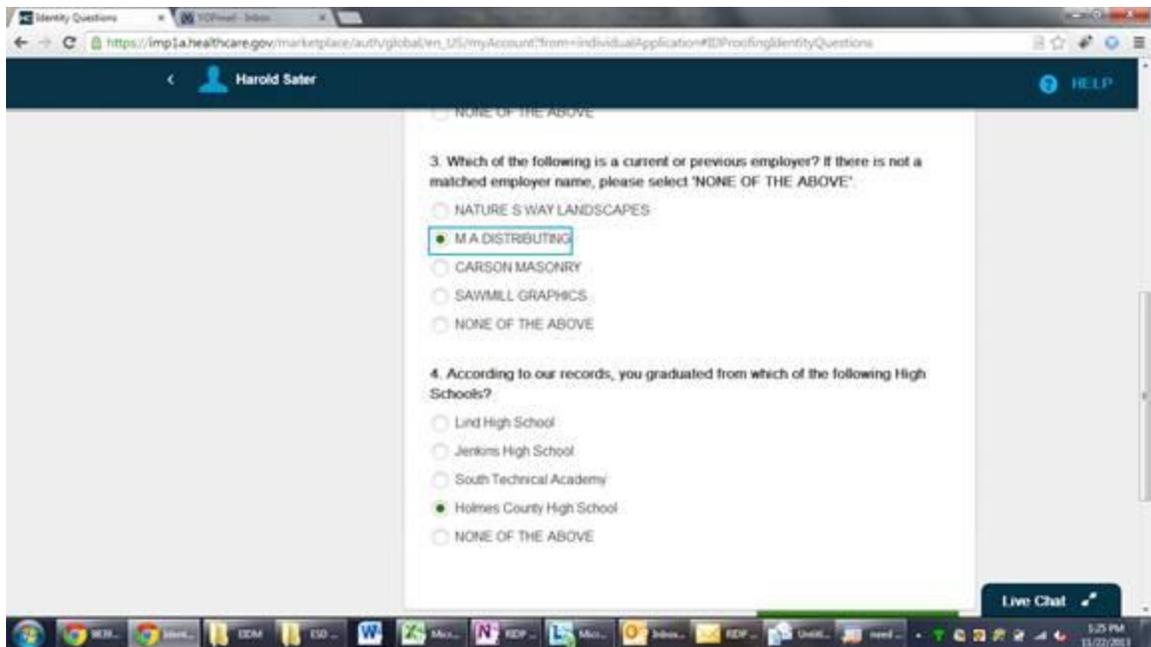
1. Please select the county for the address you provided.

- LICKING
- COLUMBIANA
- STARK
- CUYAHOGA
- NONE OF THE ABOVE

2. According to our records, you previously lived on (1246 E 144TH). Please choose the city from the following list where this street is located.

- BEDFORD
- BEACHWOOD
- OLMSTED FALLS
- BRECKSVILLE
- NONE OF THE ABOVE

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DEFECT?-- should this have cleared these fields when I failed ID proofing the first time?

Contact Information | Harold Sater | HELP

XXXXXX-XXXX-XXXX-XXXX

Email address
ajezenofa-7537@yopmail.com

Street address **Apt./Ste #, optional**

City **State** **ZIP code**

Phone number **Ext., optional** **Phone type (Select one.)**

CONTINUE

Live Chat

Contact Information | Harold Sater | HELP

XXXXXX-XXXX-XXXX-XXXX

Last name **Suffix, optional**

Date of birth **Social Security number (SSN), optional**

MM/DD/YYYY | XXX-XX-XXXX

Email address
ajezenofa-7537@yopmail.com

Street address **Apt./Ste #, optional**

City **State** **ZIP code**

30000-XXXX

Phone number **Ext., optional** **Phone type (Select one.)**

Live Chat

Identity Not Verified | Harold Sater | HELP

VERIFY YOUR IDENTITY

- Contact information
- Identity questions

Your identity wasn't verified.

You won't be able to submit your application for health coverage until your identity is verified.

Call the Experian help desk.

Call (866) 578-5409 and use the code below to verify your identity over the phone. You'll speak to someone who'll ask you more questions. You may have to make changes on the next page based on your call. **You won't see the code again after you leave this page, so please write it down now.**

Your code is: **1967646-H533C86E46**

I HAVE VERIFIED MY IDENTITY OVER THE PHONE

If you aren't able to call now, [click here to continue to my application.](#)

Live Chat

Contact Information | Harold Sater | HELP

VERIFY YOUR IDENTITY

- Contact information
- Identity questions

Contact information

You may need to change information on this page based on your phone call with Experian. Make any necessary changes then click the "Continue" button.

Tell us about yourself. Use your complete name, as it appears on legal documents (like your Social Security card).

All fields are required unless they're marked optional. Don't enter any letters with special characters like apostrophes, hyphens, etc.

First name Optional	Middle Optional
<input type="text" value="Harold"/>	<input type="text"/>
Last name Optional	Suffix Optional
<input type="text" value="Sater"/>	<input type="text" value="Select..."/>
Date of birth Optional	Social Security number (SSN) Optional
<input type="text" value="07/18/1985"/>	<input type="text" value="..."/>

XXXXXXXX

XXXXXXXX

Email address

Live Chat

https://imp1a.healthcare.gov/marketplace/auth/Oh/en_US/myAccount/from=myProfile#IDProofingContactInfo

Harold Sater

Last name
Suffix optional

Date of birth
Social Security number (SSN) optional

Email address

Street address
Apt./Ste # optional

City
State
ZIP code

Phone number
Ext. optional
Phone type (Select one.) optional

CONTINUE

[Live Chat](#)

https://imp1a.healthcare.gov/marketplace/auth/Oh/en_US/myAccount/from=myProfile#IDProofingContactInfo

Harold Sater

VERIFY YOUR IDENTITY

- 1 **Contact information**
- 2 Identify questions

Contact information

You may need to change information on this page based on your phone call with Expert. Make any necessary changes then click the "Continue" button.

Tell us about yourself. Use your complete name, as it appears on legal documents (like your Social Security card).

All fields are required unless they're marked optional. Don't enter any letters with special characters, like apostrophes, hyphens, etc.

First name
Middle optional

Last name
Suffix optional

Date of birth
Social Security number (SSN) optional

Email address

Street address
Apt./Ste # optional

[Live Chat](#)

Contact Information

https://imp1a.healthcare.gov/marketplace/auth/Oh/en_US/myAccount/from=myProfile#IDProofingContactInfo

Harold Sater

HELP

Last name: Sater

Suffix: Select

Date of birth: 07/16/1986

Social Security number (SSN): optional

Email address: s4carnota-7537@gmail.com

Street address: 1349 E 150TH ST

Apt./P.O. #: optional

City: Cleveland

State: Ohio

ZIP code: 44022

Phone number: 4408216231

Ext.: optional

Phone type (select one): Select

CONTINUE

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3:23 PM 11/22/2013

Identity Not Verified

https://imp1a.healthcare.gov/marketplace/auth/Oh/en_US/myAccount/from=myProfile#IDProofingResultsE102

HealthCare.gov

Learn Get Insurance

Harold Sater

HELP

VERIFY YOUR IDENTITY

- Contact information
- Identity questions

Your identity wasn't verified.

You won't be able to submit your application for health coverage until your identity is verified.

Submit documents that prove your identity.

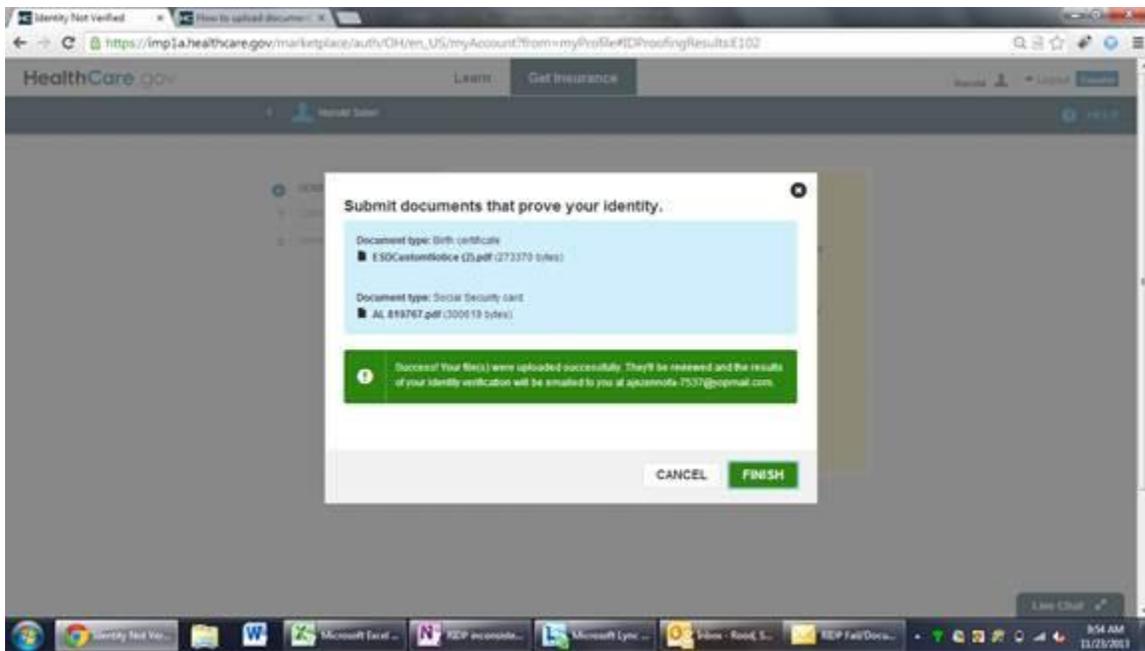
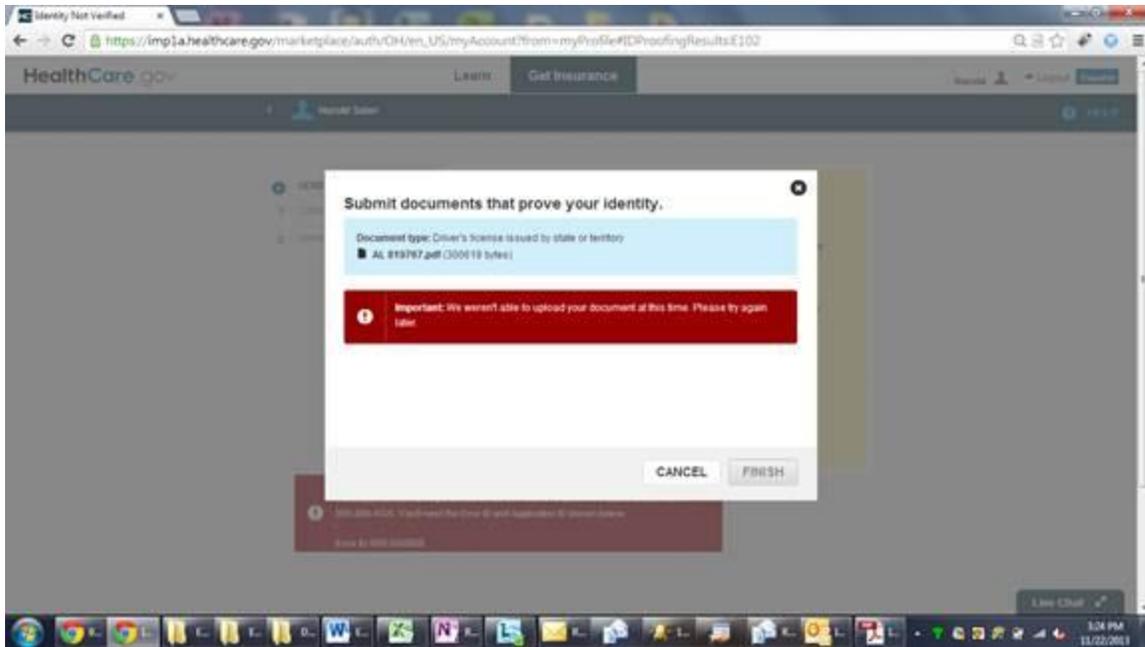
Once you upload your documents, they'll be reviewed. The results of your identity verification will be emailed to you at s4carnota-7537@gmail.com.

UPLOAD DOCUMENTS

If you aren't able to upload your documents now, [click here to return to My Profile.](#)

Live Chat

3:23 PM 11/22/2013



My Profile

https://imp1.a.healthcare.gov/marketplace/auth/v/global/en_US/myProfile/settings

HealthCare.gov Learn Get Insurance Harold Sater Logout

Harold Sater

MY APPLICATIONS & COVERAGE

MY PROFILE

You have a notice available about your identity verification. [Click here](#)

My Profile

All fields are required unless they're marked optional. Don't enter any letters with special characters, like accents, tildes, etc.

Your profile contains your basic information. You can make changes here.

Name	Harold Sater	Verification under review
Username	COOKIES123	
Password	*****	EDIT
Email address	apcamnufa-7537@ropmat.com	EDIT
Phone number	4406216231	EDIT

Live Chat

9:31 AM 11/19/2013

3. Instructions for Green Card entry to address incorrect Medicaid Eligibility

Below are screenshots and directions.

If a consumer has a Green Card, they should enter the Alien number AND the I-551 or Green Card number into the application. We are already editing the screen text to reflect that both the Alien number AND the Green Card number are needed. This screenshot depicts the place in the online application to put these numbers:

Application ID: 95302293

- GET STARTED
- FAMILY & HOUSEHOLD
 - 1 Patrick Barnes**
 - 2 More about this household
 - 3 Summary
- INCOME
- ADDITIONAL INFORMATION
- REVIEW & SIGN

You don't have to be a U.S. citizen or U.S. national to qualify for health coverage. Select "no" to view a list of other eligible immigration statuses, and choose the status that best describes yours.

Is Patrick Barnes a U.S. citizen or U.S. national?

Learn more about immigration status

Yes

No

Check here if Patrick Barnes has eligible immigration status

If this person's immigration status isn't listed here, he or she may still be able to get help paying for emergency services, including for labor and delivery if they have a baby. In some states, pregnant women may also be able to get health care coverage.

Document type *(Select one)*

Learn more about document types

Permanent Resident Card ("Green Card", I-551)

The I-551 Permanent Resident Card, or "Green Card", is issued to immigrants who enter the U.S. to reside permanently. Enter the Alien number (starts with an "A," followed by 7-9 digits) and card number, as listed on the card.

Alien number *optional*

Card number *optional*

AXXXXXXXXX XXXXXXXXXXXXXXXX

Note that the notice that was produced for these applicants advised them that they need to return to the FFM to provide additional information regarding citizenship or immigration status. If they wish to immediately obtain eligibility for enrollment in a QHP, they should create a new account and a new application, or contact the call center and submit a new application. When they apply, they should be sure to provide a card number.