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March 24, 2015

Medi-Cal Eligibility Division Information Letter No.: I 15-10

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
MEDS COORDINATORS

SUBJECT: REMOTE IDENTITY PROOFING PROCESS RESOURCE  
MATERIALS  
(Reference: Medi-Cal Eligibility Division Information Letter  
No.: I 14-02)

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide supplemental guidance and resource materials for county eligibility workers (CEWs) on the new Remote Identity Proofing (RIDP) process implemented in the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS).

**BACKGROUND**

Currently, there are three options for an applicant to initiate identity proofing in CalHEERS with assistance from a CalHEERS user, such as a CEW, certified enrollment counselor, certified enrollment entities, or certified insurance agent.

- 1) Visual Verification – The applicant can mail in or upload a digital copy of identity verification document(s), which a CalHEERS user can then visually verify (this is also known as Administrative User Attestation); or, if in-person, the CalHEERS user can scan and upload the document(s) received from the applicant.

RIDP – Either the applicant, or a CalHEERS user on behalf of the applicant, can utilize the RIDP process in which CalHEERS connects to the Federal Data Services Hub (FDSH) to initiate electronic identity verification processing. RIDP is a required process mandated by the federal government for in-person, online or telephonic health insurance affordability program applications in which the applicant does not have the approved identity verification documents or does not provide a paper

application. The Centers for Medicare and Medicaid Services contracted with Experian Information Solutions, Inc. to provide this service through FDSH.

- 2) Signature – The applicant can complete and send a paper application to the County for processing. The applicant’s signature on an application qualifies as proof of identity when a CEW, or other CalHEERS user, processes the application.

### **RIDP Guide and Reference Sheets**

The attached RIDP guide (attachment 1) is intended to provide further guidance to CEWs on the new RIDP process released in CalHEERS on August 4, 2014. The guide for CEWs is a compilation of other CalHEERS and Covered California RIDP job aids. Please refer to CalHEERS Information Transmittal (CIT) # 0127-14 dated July 22, 2014, for further details, which can be found on the CalHEERS SharePoint Link under the CIT Folder or by contacting the Primary Project contact, Jane Watson, by telephone at (916) 999-3755 or via email at [jane.a.watson@calheers.ca.gov](mailto:jane.a.watson@calheers.ca.gov).

Additionally, two reference sheets are provided with this letter to further assist CEWs in addressing additional questions and concerns regarding implementing the new RIDP process:

- 1) RIDP Implications for Counties (attachment 2), produced by the County Welfare Directors Association.
- 2) Identity Proofing & Verification Definitions (attachment 3) produced by the Department of Health Care Services.

If you have any comments, questions, or if we can provide further information, please contact Michelle Marean-Williams at (916) 341-3968 or by email at [michelle.marean-williams@dhcs.ca.gov](mailto:michelle.marean-williams@dhcs.ca.gov).

Original Signed By

Alice Mak, Acting Chief  
Medi-Cal Eligibility Division

Attachments (3)

## Remote Identity Proofing (RIDP) Process Guide

### Background

This guide provides further guidance to County Eligibility Workers (CEWs) on the new RIDP process released on August 4, 2014, in the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) and is a compilation of other CalHEERS and Covered California (Covered CA) job aids. This process guide may also be useful to other CalHEERS users responsible for enrollment of an applicant in-person or over the phone in Covered CA (e.g., Certified Enrollment Counselor (CEC), Certified Enrollment Entity (CEE), Certified Insurance Agent (CIA), etc.).

The Centers for Medicare and Medicaid Services (CMS) has contracted with Experian Information Solutions, Inc. to provide this service through the Federal Data Sharing Hub (FDSH).

### Summary

The RIDP Process Guide provides the following:

**\* Scenario 1:**

Applicant calls or comes into a County office requesting Medi-Cal, Medi-Cal Access Program (formerly known as Access for Infants and Mothers) or Covered CA coverage.

**\* Scenario 2:**

Applicant calls in after starting an online Covered CA application and is receiving a message on the Confirm Identity Page indicating that their identity could not be confirmed. The message instructs them to call Experian but they do not want to call Experian and instead calls or visits their CEC, CEE, CEW or CIA.

**\* Scenario 3:**

Applicant calls back to continue the Covered CA application process after calling Experian.

**\* Scenario 4:**

Applicant calls a Service Center Representative at the Covered CA call center to report a change or update to their Primary Contact Information. This also applies to the County or any authorized representative accessing CalHEERS and making changes to the Primary Contact Information screen.

## FAQs

### Scenario 1

Applicant calls or comes into a County office requesting Medi-Cal, Medi-Cal Access Program (formerly known as Access for Infants and Mothers) or Covered CA coverage. This also applies to applicants appearing in-person or speaking over the phone with a CEC, CEE or a CIA to enroll in Covered CA.

1. For CEWs, enter Primary Contact information into the Statewide Automated Welfare System to determine eligibility for Medi-Cal, or other benefit programs. (For CECs, CEEs or CIAs, enter information into CalHEERS only.)
  - a. First and Last Name
  - b. Date of Birth
  - c. Social Security Number (SSN) is only required if Primary Contact is applying for coverage; however, if the Primary Contact is applying on behalf of someone else, be sure to tell them they do not have to give their SSN and, therefore, the RIDP process will not be triggered.
  - d. Home Phone Number
  - e. Home Address
  - f. Email Address
2. If eligible for Medi-Cal, or other benefits, follow existing processes and procedures based on the program(s) the applicant qualifies for.
3. For Covered CA, the CEW needs to explain to the applicant that we need to prove their identity that they are who they say they are. Use words like, "As part of the Federal requirement, I need to prove your identity and will need to ask you several personal questions but before we can continue, I need to upload your picture Identification Document (ID) (or two other documents)." The CEW needs to select Document Type and browse for the approved document types, click on it so the Document Name field shows the name of the selected file and then click on Upload. The CEW needs to click on the "Yes or No" radio button on the CalHEERS screen stating "I attest that I have visually verified this person's identity".
4. If applicant does not have any ID document(s) with them, the CEW can advise them that the application process can begin now, but they will need to email, fax, mail, or bring the documents back into the office at a later date to complete the processing for any type of benefits. However, if they are only applying for Covered CA and have access to a computer, they can finish the application

online by uploading the required identity verification document(s) or having someone else upload the document(s) for them.

5. If the applicant does not have the approved identity verification document(s) or does not provide a completed paper application with signature, then the new RIDP process can be used to verify the applicant's identity. RIDP is triggered when CalHEERS sends the information through FDSH and an inquiry is forwarded to Experian. For RIDP to verify that the applicant is who he/she says they are as inputted on the household Primary Contact screen on the Covered CA website, the applicant must agree to let the CEW access their identity information provided by Experian. On the CalHEERS screen, the CEW will need to click on the "Yes or No" radio button stating "I have the consumer's consent to access their identity information through FDSH Remote ID Proofing Service". (If Consumer says "NO", please refer to FAQ#6)
6. Once the CEW clicks "Yes" to RIDP on the Covered CA screen, Experian will return a set of "challenge" questions regarding the applicant which the CEW must read to the applicant and have them provide the appropriate responses which the CEW will complete online and hit "Continue" after completing all of the challenge questions for the applicant and process the remainder of the Covered CA application.
7. If Experian is unable to verify identity of an applicant, the Confirm Identity screen page will provide an Experian Help Desk phone number and Referral ID, both of which the CEW will need to provide to the applicant. In addition, they will provide the Applicant with their Application ID number because they will need it to resume their application at a later date. The Consumer can then call the Experian Help Desk and, with their Referral ID, can go through an alternative proofing process with an Experian representative. Once Experian successfully verifies identity, the applicant or CalHEERS user can sign back into CoveredCA.com using the Application ID number and continue the application process by clicking the Resume button.
8. The RIDP may be unsuccessful for specific reasons, captured in the Hub Response Code table below (Refer to FAQ#6).

## **Scenario 2**

Applicant calls the County after starting an online Covered CA application and is receiving a message on the Confirm Identity screen page indicating that their identity could not be confirmed and instructing them to call Experian, but they do not want to call Experian and decide to call or visit their CEC/CEE/CEW/CIA.

1. Ask the applicant for the Referral ID and offer to call Experian with them on the telephone. Explain to them the new RIDP process and answer any questions they may have.
2. Ask the applicant for their Application ID number and review the application to confirm the appropriate identification has been uploaded into the CalHEERS system.
3. Continue the process beginning at Step 5 of Scenario 1.

## **Scenario 3**

Applicant calls the County back to continue the Covered CA application process after calling Experian.

1. Find the applicant's application in CalHEERS by Application ID number, verify identification using the appropriate identifying elements.
2. CalHEERS will resume at the same point in which the application process was terminated in a prior session. Continue with the rest of the application by phone if the applicant does not want to complete it online themselves.

## **Scenario 4**

Applicant calls to report a change or update to their Primary Contact Information. This also applies to the County or any other department accessing CalHEERS and making changes to the Primary Contact Information screen. (Any information can be changed on the individual "Persons" screens without triggering the RIDP process.)

If the application was created prior to the implementation of RIDP, then any changes to the Primary Contact Information screen on the Covered CA website or any changes to the Primary Contact information in CalHEERS will automatically trigger the new RIDP process. However, once a Primary Contact person has been verified through the RIDP process, they will not need to go through the process again.

1. Continue the process beginning at Step 3 of Scenario 1.

## RIDP FAQs

1. What is approved identity verification documentation for Visual Verification?
  - A. A copy of one of the following documents:
    - Driver's license issued by state or territory
    - School ID
    - Voter Registration Card
    - United States (U.S.) Military Card or draft record
    - ID card issued by federal, state or local government, including a U.S. passport
    - Military Dependent's ID card
    - Native American Tribal document
    - U.S. Coast Guard Merchant Mariner card
    - Affidavit signed by a third party under penalty of perjury when the applicant cannot produce a document (i.e. homeless person)
  - B. Consumer does not have one of the documents listed in 1.A., what else can the Consumer provide for Visual Verification? The Consumer can submit two of the following documents:
    - Birth Certificate
    - Social Security Card
    - Marriage Certificate
    - Divorce Decree
    - Employer ID
    - High school or college diploma
    - Property deed or title
2. Why do Applicants need to go through the new RIDP process?
  - A. It is required by the Federal government.
  - B. It helps make sure no one else can get your personal information.
  - C. It prevents an unauthorized person from creating an online account and applying for health coverage pretending to be you without your knowledge.
  - D. Your participation in RIDP will not affect your eligibility for health coverage, other benefit programs or harm your immigration status.
  - E. The personal information you provide and the information verified during the RIDP process will not be shared with any other government agencies

outside of the county, Covered CA and the Department of Health Care Services.

- F. RIDP uses an outside company, Experian, to do the Identity Proofing by using your credit history to help confirm your identity. Experian will generate some “challenge” questions that only the consumer will know the answers to.
3. Applicant asks, “Will this new RIDP process through Experian hurt my credit or credit score?”
    - A. This process does not harm your credit in any way. It is known as a “soft inquiry” and may show up on your credit report as “CMS Proofing Services” and will automatically be removed after 25 months.
    - B. If the Applicant wants additional information regarding their report, they may contact Experian at 866-578-5409.
  4. What if Applicant has little to no banking or credit history?
    - A. Experian may still be able to verify your identity by generating some “challenge” questions that only the applicant will know the answers to.
    - B. If this process is unsuccessful, Experian will provide a reason code and the applicant will be directed back to the Covered CA Service Center or the county to complete their application.
  5. Applicant asks, “How often do I have to go through the RIDP process?”
    - A. The Primary Contact listed on the Covered CA application will only need to go through this “once”, either during the initial application process, during renewal or due to a redetermination if their identity has not previously been verified through the RIDP process.
  6. Applicant does not want to use the new RIDP process through FDSH (which involves Experian identity verification) and asks, “What other processes can I use to apply for Covered CA?”
    - A. The applicant can either: 1) mail in or upload a digital copy of an identity verification document(s), whereby a CalHEERS user can then visually verify (this is also known as Administrative User Attestation) or, if in person, the CalHEERS user can scan and upload the document(s) received from the applicant; or 2) email, fax or mail in a paper application with their

signature. The paper application can either be downloaded from online or provided by the county office, CEC or CIA. The applicant's signature on the paper application qualifies as proof of identity when a Service Center Representative (SCR), CEW or other CalHEERS user processes the application.

7. FDSH Hub Response Codes

<b><u>Hub Response Code</u></b>	<b><u>Hub Response Description Text</u></b>	<b><u>CEW Action Required</u></b>
HE200001	Consumer is a minor.	Confirm Date of Birth (DOB) of person on the Primary Contact Information Screen. If DOB is correct in CalHEERS, then inform applicant that they will need to provide an identity verification document.
HE200002	Information on the inquiry was reported as fraud by the consumer.	Confirm the fields on the Primary Contact Information Screen and, if correct, then inform applicant that they will need to provide an identity verification document.
HE200003	Invalid surname or less than two characters in length.	Confirm the fields on the Primary Contact Information Screen and, if correct, then inform applicant that they will need to provide an identity verification document.
HE200004	One or more requested reports unavailable at this time. Please resubmit later.	Ask the applicant to resubmit their application in 1-2 hours.
HE200005	Components of checkpoint system temporarily unavailable. Please resubmit.	Ask the applicant to resubmit their application in 1-2 hours.

HE200008	Not all data available for Experian Detect evaluation.	Ask the applicant if they would like to call Experian with them on the telephone and do they give you their consent to access their identity information to rectify the issue with Experian. If not, then inform applicant that they will need to provide an identity verification document.
HE200009	Experian Detect temporarily unavailable.	Ask the applicant to resubmit their application in 1-2 hours.
HE200010	Precise ID system temporarily unavailable.	Ask the applicant to resubmit their application in 1-2 hours.
HE200013	Social Security Number (SSN) required to access consumer's file.	The Primary Contact is listed as a Person applying for health benefits on the application; therefore their SSN is required to proceed with RIDP. Complete the SSN entry on the Primary Contact Information Screen.
HE200014	Unable to standardize current address.	Confirm the address fields on the Primary Contact Information Screen and if the address fields are incorrect, correct them and resubmit the application electronically. If the address fields are correct, then inform the applicant that they will need to provide an identity verification document.

<b><u>Hub Response Code</u></b>	<b><u>Hub Response Description Text</u></b>	<b><u>CEW Action Required</u></b>
HE200015	Current address exceeds maximum length (68 characters for street address and 38 characters for city).	Confirm the address fields on the Primary Contact Information Screen and if the address fields are incorrect, correct them and resubmit the application electronically. If the address fields are correct, then inform the applicant that they will need to provide an identity verification document.
HE200016	Input validation error.	Confirm the fields on the Primary Contact Information Screen and if the fields are incorrect, correct them and resubmit the application electronically. If the address fields are correct, then inform the applicant that they will need to provide an identity verification document.
HE200018	Session timeout (for Knowledge Intelligence Quotient (KIQ) product options only). Note: 710 may also be returned if the Session ID does not exist (for KIQ product response only).	Ask the applicant to resubmit their application in 1-2 hours.
HE200020	Other Precise ID system error.	Ask the applicant if they would like you to call Experian with them on the telephone and do they give you their consent to access their identity information to rectify the issue with Experian. If they do not agree, then inform the applicant that they will need to provide an identity verification document.

<b>Hub Response Code</b>	<b>Hub Response Description Text</b>	<b>CEW Action Required</b>
HE200050	<p>Cannot formulate questions for this consumer. Please contact Experian Customer Service.</p> <p>Note: This code will be received for the following scenarios:</p> <ul style="list-style-type: none"> <li>• User is reported as deceased</li> <li>• User does not exist in Experian’s system</li> <li>• User is blocked</li> </ul>	<p>Ask the applicant if they would like you to call Experian with them on the telephone and do they give you their consent to access their identity information to rectify the issue with Experian. If they do not agree, then inform the applicant that they provide the identity documents in person, upload them to the Covered CA website or complete a paper application.</p>

8. Applicant asks, “Does someone speak (one of the 12 primary) languages?” Experian offers English and Spanish speaking service representatives to assist. However if the applicant speaks one of the other 12 primary languages, then the Covered CA bilingual call center staff can call Experian and stay on the line with the applicant to interpret the questions for the consumer in their language. If the applicant indicates “yes”, the CEW should access the following Covered CA website page: “<http://www.coveredca.com/fact-sheets>” which provides dedicated toll free 800 numbers based on the 12 primary languages spoken in California other than English. If they say no, then advise the Applicant of the other options for identity proofing (visual verification in person at a County office, upload the identity documents to the Covered CA website or provide a signature on a paper application).

For additional questions or comments, please contact:

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## Remote Identity Proofing Implications for Counties

### Purpose

This document will present the topics regarding Identification Documentation (ID) verification beyond California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) Information Transmittal #0127-14, CalHEERS Job Aid – Identity Proofing in CalHEERS. Based on the discussion with the County Welfare Directors Association, the following list of key points was created for counties to understand for Identity Proofing.

### Key Discussion Points

1. The county process of verifying ID is not the same as the CalHEERS ID proofing process. All the CalHEERS documentation on Remote Identify Proofing (RIDP) is focused only on the CalHEERS ID proofing process, and should not be read as applying to the county eligibility process. While the counties will continue to use their existing processes for ID verification, if the consumer (or the County Eligibility Worker (CEW)) goes to the CalHEERS portal and makes any changes to the Household Primary Contact page, the RIDP process will be triggered.
2. RIDP is **only** needed to submit an application or make certain changes on the CalHEERS portal. It is not a requirement for eligibility, and not completing RIDP, in and of itself, should not result in a negative action. It is not required for the Statewide Automated Welfare System access channel, as CEWs use existing processes to verify ID.
3. The language on the portal around RIDP refers to needing to complete and submit an application; however, it will be triggered for existing cases as well, when the Household Primary Contact page is updated. This may be very confusing to consumers, so CEWs may need to reassure them that this is a known issue and will not result in another application being submitted. A change request was developed to modify the language so it applies to both new applicants and existing cases.
4. The documentation in the CalHEERS job aide also focuses on applications, but it's important to understand that RIDP will also be triggered for existing cases when certain updates are made.
5. Any update to the Household Primary Contact page on CalHEERS will trigger the RIDP process. Data elements on this page include: name, address, Date of Birth, Social Security Number, language, phone numbers, and notice preferences. If the CEW updates this information while troubleshooting a case in CalHEERS, RIDP will be triggered.
6. A CEW can attest to visually verifying identity, but must upload a document to complete the ID proofing process. The following file extensions can be used for uploaded documents: JPEG, PGN, BMP, GIF, DocX, XML, and PDF.
7. Consumers may attempt to report a change on the portal, and not be able to complete the RIDP process successfully. If they report the change to the CEW and the CEW makes the change in SAWS and sends it to CalHEERS via eHIT, the transaction should be processed; however, this will not conclude the ID proofing process in CalHEERS.
8. CEWs can assist with the completion of the ID proofing process in CalHEERS by going into CalHEERS and attesting to the visual verification of identity and uploading a document. If the consumer has a credit history, they may also be able to assist the consumer in contacting Experian to complete the RIDP process.

# Identity Proofing & Verification

For Medi-Cal there are two layers of identity checks:

- A. **Identity Proofing** – a process to ensure that a person who is applying, or acting on behalf of another individual, is who they say they are. Identity Proofing is required to allow an application to be submitted for adjudication (e.g., to run EDBC or to complete a CalHEERS online application) or to allow certain record changes to be made (e.g., CalHEERS Primary Contact information changes).
- B. **Identity Verification** – a process to meet identity verification requirements as a condition of eligibility for Medi-Cal. These verification requirements include DRA requirements.

## **Identity Proofing**

There are three options for Identity Proofing:

1. **Signature** – The applicant can complete and send or deliver a paper application to the county or the Covered California Service Center for processing. The applicant's signature on an application qualifies as proof of identity when a Service Center Representative (SCR), other CalHEERS user, or county eligibility staff processes the application.
2. **Visual Verification** – The applicant can mail in or upload a digital copy of an identity verification document, which a SAWS or CalHEERS user can then visually verify (this is also known as Administrative User Attestation). Or, if in person, the SAWS or CalHEERS user can scan and upload the document received from the applicant. Visual Verification can be accomplished via the "Medi-Cal Identification" process described under "Identity Verification" below.
3. **Remote Identity Proofing** – (CalHEERS ONLY) This process is used when using the electronic/phone signature process (e.g., while applying online via CalHEERS or over the phone via Covered CA). Either the applicant or the CalHEERS user can use the Remote Identity Proofing (RIDP) service to which CalHEERS connects through the Federal Data Services Hub (FDSH).
  - a. To complete the RIDP process for phone and online applications, do the following:
    - ✓ Consumer will complete an electronic check through Experian using CalHEERS
    - ✓ County "completes an ex parte review of any prior case or current CalFresh case in the county system to determine if acceptable identity documentation is on file to serve as Proof of Identity. If so, the Identity Proofing requirement is met."
    - ✓ Consumer provides a copy of acceptable ID documentation, in person, by mail, or other means.
  - b. A telephonic or electronic application can be submitted to SAWS systems without Identity Proofing. However, Identity proofing must be completed prior to running EDBC.

## **Identity Verification**

There are three options for Identity Verification:

1. **CalHEERS Business Rules Engine (BRE)** – The CalHEERS BRE verifies identity and citizenship by employing the Federal Data Services Hub during a determination of eligibility (e.g., during an adjudication of an application). This process includes verifying an SSA match.
  - a. If identity and U.S. citizenship are verified through an SSA match (e.g., through the Federal Data Services Hub), both the original Medi-Cal Identification requirement (Title 22 of California Code of

# Identity Proofing & Verification

Regulations 50167(a)(6)) and DRA requirements are met, and remain met without subsequent verification.

2. **Medi-Cal Identification** - Original Medi-Cal regulations (Title 22 of California Code of Regulations 50167(a)(6)) require counties to verify the identity of a consumer. This verification is required from the primary applicant at every application. The idea is that the consumer verifies who they say they are. Verification can be at a low level (unless questionable).
  - a. This requirement is met by SSA Match which verifies citizenship (e.g., through the Federal Data Services Hub).
  - b. The following, or any other document that the County Welfare Director deems acceptable, can be used to verify identity:

✓ CA Driver's License or ID card issued by the DMV	✓ Marriage Record
✓ US citizenship or Alien Status document (e.g., passport)	✓ Work Badge
✓ Social Security Card	✓ School Identification Card
✓ Church Membership or Baptism/ Confirmation Record	✓ Birth Certificate
  - c. Requirement can be met with a photocopied document
  - d. Current and old information can be matched up: for example, there is an old picture ID in the case, and the signature on the current Statement of Facts matches.
3. **Deficit Reduction Act (DRA): Citizenship and Identity Verification** - The DRA passed in 2005 and in 2007 California introduced the requirement that every applicant alleging US Citizenship, adult and child, must prove Citizenship and Identity. In 2009, the SSA match was introduced so most individuals are verified electronically and only a few must provide the high level original documentation that is acceptable to meet DRA requirements when documentation of citizenship is required.
  - a. Always check MEDS to see if the DRA citizenship and identity requirements have already been met.
  - b. Do not pend for verification of citizenship and identity until an SSA match is attempted, per DHCS ACWDL 09-65 "The SSN Data match results should be used...prior to requesting acceptable documents."
  - c. Once DRA is met, it remains met. If the INQE screen shows that DRA requirements are met, keep a copy of INQE screen in the case record.
  - d. Photocopies are not acceptable; in cases where the SSA match fails, and DRA requirements were not otherwise met, the customer must present original documents to verify ID (and Citizenship) based on DRA citizenship and/or identity requirements. To pend a case for verification of citizenship and identity after an unsuccessful SSA match, use MC 239 DRA-6 with appropriate instructions from your SAWS.

# Identity Proofing & Verification

## In-Practice Scenarios

The following table summarizes examples of ID Proofing and ID Verification actions for various consumer access channels combined with citizenship and service support (e.g., self-service or assisted).

Channel	Citizen	Service	ID Proofing	ID Verification
<b>CalHEERS</b>	Yes	Self	<ul style="list-style-type: none"> <li>✓ Consumer performs RIDP</li> <li>✓ If RIDP Fails... follow alternative Proofing paths</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call verifies Identity</li> <li>✓ DRA is met by BRE SSA citizenship verification</li> </ul>
<b>CalHEERS</b>	No	Self	<ul style="list-style-type: none"> <li>✓ Consumer fails RIDP; Clicks on CalHEERS Link to find CEC nearby</li> <li>✓ CEC helps Consumer Scan/Submit required document to complete ID Proofing</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call pends for Citizenship</li> <li>✓ Perform Medi-Cal Identification</li> <li>✓ DRA is not appropriate for non-citizen</li> </ul>
<b>Paper App to CovCA</b>	Yes	Self	<ul style="list-style-type: none"> <li>✓ Signature on Paper App is sufficient</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call verifies Identity</li> <li>✓ DRA is met by BRE SSA citizenship verification</li> </ul>
<b>Paper App to CovCA</b>	No	Self	<ul style="list-style-type: none"> <li>✓ Signature on Paper App is sufficient</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call pends for Identity and Citizenship</li> <li>✓ Perform Medi-Cal Identification</li> <li>✓ DRA is not appropriate for non-citizen</li> </ul>
<b>Paper App to County</b>	Yes	Self	<ul style="list-style-type: none"> <li>✓ Signature on Paper App is sufficient</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call verifies Identity</li> <li>✓ DRA is met by BRE SSA citizenship verification</li> </ul>
<b>Paper App to County</b>	No	Self	<ul style="list-style-type: none"> <li>✓ Signature on Paper App is sufficient</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call pends for Identity and Citizenship</li> <li>✓ Perform Medi-Cal Identification</li> <li>✓ DRA is not appropriate for non-citizen</li> </ul>
<b>SAWS Portal App</b>	Yes	Assist	<ul style="list-style-type: none"> <li>✓ EW Visual Verification</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call verifies Identity</li> <li>✓ DRA is met by BRE SSA citizenship verification</li> </ul>
<b>SAWS Portal App</b>	No	Assist	<ul style="list-style-type: none"> <li>✓ EW Visual Verification</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call pends for Citizenship</li> <li>✓ Medi-Cal Identification completed with Visual Verification at ID Proofing</li> <li>✓ DRA is not appropriate for non-citizen</li> </ul>
<b>Phone Call to CovCA</b>	Yes	Self	<ul style="list-style-type: none"> <li>✓ Consumer performs RIDP</li> <li>✓ If RIDP Fails... follow alternative Proofing paths</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call verifies Identity</li> <li> <ul style="list-style-type: none"> <li>✓ DRA is met by BRE SSA citizenship verification</li> </ul> </li> </ul>

# Identity Proofing & Verification

Channel				
<b>Phone Call to CovCA</b>	No	Self	<ul style="list-style-type: none"> <li>✓ Consumer performs RIDP</li> <li>✓ If RIDP Fails... follow alternative Proofing paths</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call pends for Identity and Citizenship</li> <li>✓ Perform Medi-Cal Identification</li> <li>✓ DRA is not appropriate for non-citizen</li> </ul>
<b>Phone Call to County</b>	Yes	Assist	<ul style="list-style-type: none"> <li>✓ Phone Signature is sufficient</li> <li>✓ If No Phone Signature, follow Visual Verification proofing paths.</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call verifies Identity</li> <li>✓ DRA is met by BRE SSA citizenship verification</li> </ul>
<b>Phone Call to County</b>	No	Assist	<ul style="list-style-type: none"> <li>✓ Phone Signature is sufficient</li> <li>✓ If No Phone Signature, follow Visual Verification proofing paths.</li> </ul>	<ul style="list-style-type: none"> <li>✓ BRE Call pends for Identity and Citizenship</li> <li>✓ Perform Medi-Cal Identification</li> <li>✓ DRA is not appropriate for non-citizen</li> </ul>