



Acceptable Documents to Verify Identity for Eligibility Determination

Verification of a consumer's identity is a legally required step in eligibility determination. Identity proofing can be done by visual verification, remote identity proofing, or paper application.

- **Visual verification** requires the applicant to mail, fax, or upload acceptable document(s); if done in person, the enroller must scan and upload the acceptable document(s).
- **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 and then ask a set of questions with multiple choice answers specific to the applicant's identity displays.
- Last, the applicant can complete and mail a **paper application** to the Covered California Service Center for processing; the applicant's signature on the application qualifies as proof of identity.

When assisting the consumer during **visual verification**, there are several types of acceptable identification documents that must be uploaded to the system during the application process. Within the application, you will be asked to first attest to visually identifying the consumer's identity and then click on [one of two lists](#) to begin the document upload process.

Note: Bypassing identification verification by uploading a "placeholder" image instead of acceptable documentation is unlawful and may result in suspension of business with Covered California.

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

Yes No

Confirm Chris's Identity

Please click on one of the lists below to start uploading document(s). You may select one document from List A or two documents from List B to confirm Chris's identity.

List A

Upload 1 document from this list

- Military dependent's identification card
- Identification card issued by federal, state or local government
- U.S. passport
- Native American Tribal document
- School identification card
- U.S. military card or draft record
- U.S. Coast Guard Merchant Mariner card
- Driver's license issued by state or territory
- Certificate of Naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Employment Authorization Document that contains a photograph (Form I-766)
- Foreign passport, or identification card issued by a foreign embassy or consulate that contains a photograph
- Voter registration card

List B

Upload 2 document from this list

- Birth certificate
- Social Security Card
- Marriage certificate
- Divorce decree
- Employer identification card
- High school or college diploma (including high school equivalency diplomas)
- Property deed or title
- Adoption decree for the adoptee
- Union or worker center ID card
- Foreign school record with a photo
- Notice from a public benefits agency



Acceptable Documents to Verify Identity for Eligibility Determination

When assisting the consumer during **Remote identity proofing**, 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. Ask the consumer for their answer to each question; the submitted answers are then interfaced with the Federal Data Services Hub, which verifies the data, and returns the results to CalHEERS.

Great! Now we need to verify Chris'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.

[Click here to learn more](#)

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

Yes No

I have the consumer's consent to access their identity information through the Federal Data Services Hub Remote ID Proofing Service.

Yes No

Which one of the following retail credit cards do you have? If there is not a matched retail credit card, please select "NONE OF THE ABOVE".

ARDING AND HOBBS

THE PARAGON

TOPEKA

PEAPOD

NONE OF THE ABOVE

Please select the county for the address you provided.

LAKE

SONOMA

YUBA

CONTRA COSTA

NONE OF THE ABOVE