

GUIDE

Troubleshooting Failed Identity Verification on HealthCare.gov

When creating a new account on HealthCare.gov, individuals are required to verify their identity by answering a series of questions based on information in their credit report, such as former addresses, the bank where they have a mortgage or auto loan, or the year they signed up for a specific credit card. HealthCare.gov allows two attempts to verify identity, if the individual fails both attempts they will not be allowed to submit their application until their identity can be verified.

Follow these steps to troubleshoot a failed identity verification.

1 Step 1

After two failed attempts to answer the identity verification questions, you will see this screen, which will allow you to upload documents that verify your identity immediately, such as a license or green card.

If the individual didn't bring identity verification documents to the appointment and needs to come back with their documents, you can upload the documents later by logging into their account, clicking on "My Profile," and then clicking on "Verify Now."

2 Step 2

Click "Upload Documents" and then select the type of identity verification document you intend to submit from the dropdown list. Upload the document and then click "Finish."

3 Step 3

Click "Return to My Profile." On this screen, you'll see a message that says "Identity verification pending." Next, select "My Applications & Coverage."

Identity questions

Answer these questions so we can verify your identity.

- 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."
 - DUNNES STORES
 - GO FISHER
 - ALLIS COLLINS
 - LEATHERTREE
 - NONE OF THE ABOVE/DOES NOT APPLY
- Please select the county for the address you provided.
 - COOK
 - RANDOLPH
 - PEDRIA
 - PULASKI
 - NONE OF THE ABOVE/DOES NOT APPLY
- Which of the following is a previous phone number of yours? If there is not a matched phone number, please select "NONE OF THE ABOVE."
 - (217)234-4132
 - (217)237-0578
 - (217)238-5268
 - (217)232-7411
 - NONE OF THE ABOVE/DOES NOT APPLY

Your identity wasn't verified.

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

Once you upload your documents, they'll be reviewed. The results of your identity verification will be emailed to you.

UPLOAD DOCUMENTS

MY APPLICATIONS & COVERAGE

MY PROFILE

MESSAGES (1)

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 Jane Doe

Identity wasn't verified - Verify now

Submit documents that prove your identity.

What type of document do you want to upload?

Select

- 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
- U.S. passport or U.S. passport card
- 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-200)
- Employment Authorization Document that contains a photograph (Form I-766)
- Military dependent's identification card
- Native American Tribal document
- U.S. Coast Guard Merchant Mariner card
- Foreign passport, or identification card issued by a foreign embassy or consulate that contains a photograph
- Birth certificate
- Social Security card
- Marriage certificate
- Divorce decree
- Employer identification card
- High school or college diploma (including high school equivalency diplomas)

Your identity is still being verified.

The documents you submitted are still being reviewed.

The results of your identity verification will be emailed to you.

RETURN TO MY PROFILE

MY APPLICATIONS & COVERAGE

MY PROFILE

MESSAGES (2)

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 Jane Doe

Identity verification pending

Verification under review

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Step 4:

Fill in the year and state, then click "Apply or Renew."

Complete the first two sections of the application.

Section 1: Address and contact information

Section 2: Tax and income information


Once you get to Section 3 of the application, "Coverage & Changes," **stop** and move on to Step 5.

Jane, what would you like to do?

Get coverage for:

2021 | IL | **APPLY OR RENEW**


Section 1



Set up your application

Questions about checking for cost savings, basic contact details, and who needs coverage.

Section 2



Enter personal & household information

Details like your household's tax information, Social Security Numbers, and income.

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Step 5:

Call the marketplace call center at (800) 318-2596.

Ask the client to authorize you to speak to the call center representative.

Tell the representative that you are working with a client whose identity cannot be verified.

Note that you have already uploaded verification documents to the client's account and have completed most of the application.

Ask the representative to open the application on their end and complete it.

Once the representative has completed and submitted the application, you will be able to hang up and resume the enrollment process with the client.

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Step 6:

Log into the client's account and select "My Applications & Coverage." Click on the submitted application and then click on "Resume Enrollment." Now you'll be able to view the eligibility notice and help your client enroll.

MY APPLICATIONS & COVERAGE

Jane, what would you like to do?

Get coverage for:

Select Year | Select State | **APPLY OR RENEW**

Don't see your state? Visit the website of your state-based Marketplace, or call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325). [Find your State's website.](#)

Your existing applications:

[2021 Illinois application for Individual & Family Coverage](#) | Status: **Submitted** | ID#: 3830996290 | REMOVE

2021 application for Individuals & Families

- My plans & programs
- My plan profile
- Eligibility & appeals
- Applications details
- Report a life change

APPLICATION STATUS

Enrollment incomplete

You must finish all enrollment tasks to get health coverage.

RESUME ENROLLMENT

Alternatively, you can help your client complete the entire application with the call center and then use the [See Plans and Prices](#) tool on HealthCare.gov to help them compare plan options.

For more resources, visit www.healthreformbeyondthebasics.org