

What is Identity Proofing?

In order to secure the sensitive information in HEAplus all individuals accessing the system need to be ID Proofed to confirm they are authorized to view the information they are attempting to access.

Individuals requiring ID Proofing upon the first time they access HEAplus:

- Customers*
- State Workers
- Community Based Organizations (Assistors)
- Customer Support

*Customers with an active account in MyAHCCCS.com will be provided with questions specifically related to their application to validate their identity instead of being routed through the ID Proofing process.

There are two main services that are utilized for the identity proofing: Federal Data Services Hub and State Hub (alternate ID Proofing)

The process involves a series of multiple choice questions that are designed to be ones that only the person attempting to verify their identity should be able to answer. The questions and answers are based on information sources that are utilized by the Federal Data Services Hub and State Hub. Identity is considered verified if the user is able to answer the questions consistently with the information available to the sources utilized.

Please note that there are times when the services are not available. In such cases an alternate service may be used (for example, the Federal service may not be available 10pm – 2am. During this time period the State service will be used).

Verification Information and Consent to Verification

Upon the first time that an individual logs in to HEAplus they are initially directed to a user profile screen. It is critical the user validates that the name, address, and phone number for the person attempting to be ID Proofed is correct/accurate. This information is used in the process.

After this validation, the user is then automatically directed through the identity proofing process. The user will need to enter their Social Security Number, Gender and Date of Birth.

Select **Next** following entry of required information.

Verify My Identity – Additional Information Needed

Tell us more

Social Security Number

Gender Male Female 

Date of Birth 

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The user will then need to consent to having their identity verified. After reading the information, user needs to select the **I agree** box and then click on **Next** to proceed.

Consent to Verify My Identity

Proof of Your Identity

To do this, HEAplus will use your name, Social Security Number, Date of Birth and other private information. This will allow you to see private information (e.g. income and citizenship).

If you are a consumer,
Even if your identity is not proven, you can still use HEAplus system to apply for benefits. To get a decision on an application, you might still need to prove your identity. This may also make your application process quicker.

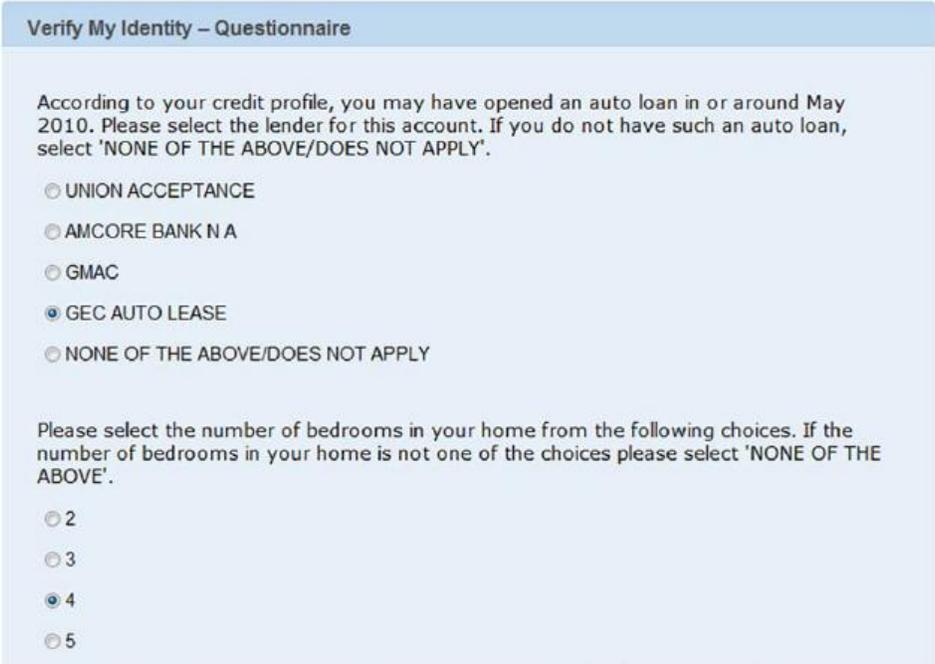
I agree to allow HEAplus to check information sources and prove my identity.

I do not allow HEAplus to prove my identity. I know that this could slow down the application process.

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Questionnaire

The user is then directed to begin the questionnaire process (sample below). The questions on each questionnaire are randomly selected. The user selects a response to each question and selects **Next** when completed.



The screenshot shows a questionnaire interface with a light blue header and a white body. The header text is "Verify My Identity - Questionnaire". The first question asks about an auto loan from May 2010, with five radio button options: "UNION ACCEPTANCE", "AMCORE BANK N A", "GMAC", "GEC AUTO LEASE" (which is selected), and "NONE OF THE ABOVE/DOES NOT APPLY". The second question asks for the number of bedrooms, with radio button options for "2", "3", "4" (which is selected), and "5".

First Questionnaire - The first questionnaire that is presented is provided by the Federal Data Services Hub assuming the process is being attempted during a time period that the service is available. The user will need to select an answer to each question.

- Match - If the answers provided match the information in the Federal Data Services Hub the person's identity is verified.
- Do Not Match - If the answers do not match the user is taken to a second questionnaire.

Second Questionnaire - The questions on this questionnaire are generated from sources utilized by the State Hub. Note: If the Federal Data Services Hub is not available the user will start with this questionnaire.

- Match - If the answers provided match the information in the State Hub the person's identity is verified.
- Do Not Match - If the answers do not match the user is taken to a third questionnaire.

Third Questionnaire – If the user was not matched using the second questionnaire another set of questions is generated by the State Hub.

- Match - If the answers provided match the information in the State Hub the person’s identity is verified.
- Do Not Match - If the answers do not match the user is referred to Experian.

Experian – If the user fails to be identity proofed via the questionnaires they will be advised to contact Experian. Experian is a service that the Federal Data Services Hub uses for alternative identity proofing processes. The user should contact Experian using the number provided and will need to have the reference number provided.

The Experian Help Desk is open Monday through Friday from 8:30 a.m. to 10:00 p.m., Saturday from 10:00 a.m. to 8:00 p.m., and Sunday from 11:00 a.m. to 8:00 p.m., Eastern Standard Time.

Verify Identity Information

Based on the information you provided, we could not verify the identity for
Identity verification is required to verify other information you provide during the application process.

Please contact the Experian Help desk using the phone number and the DHS reference number provided below to complete identity verification for Stacey Rochman on the phone.

Experian Help Desk Number : 1-866-578-5409
DHS Reference Number :

Verified Identity

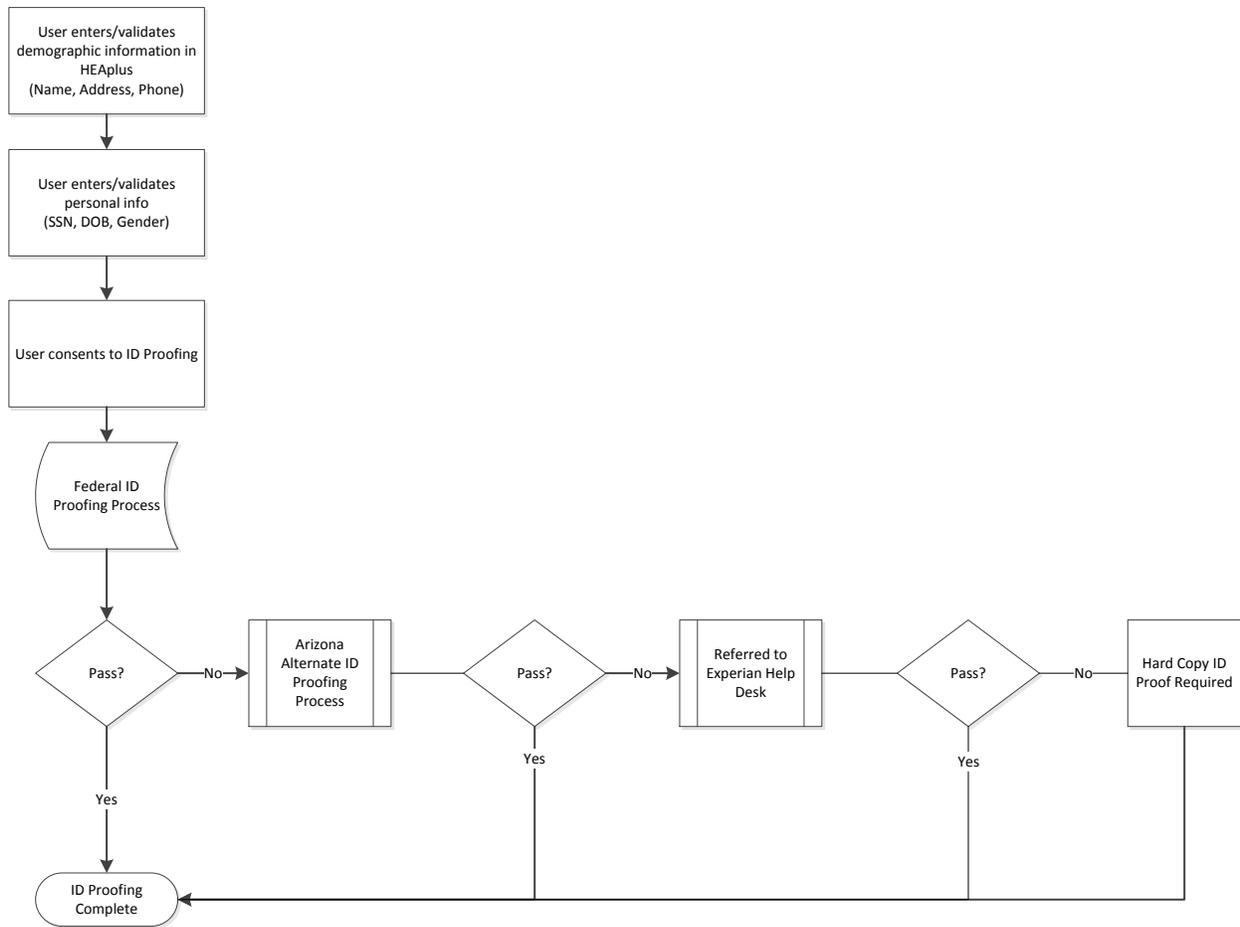
Once the identity is verified the Account Summary page will show that the process has been completed.

Account Summary

You have successfully created an account in HEAPlus

Check the information below. If you need to make any changes click Edit. [Edit](#)

About You	Edit
Name	Shannon J Bos Jr (ID Verified)
E-mail	
Cell Phone	
Home Phone	
Work Phone	
Message/Emergency Phone	



Tips

- Confirm information (Name, Address, Phone Number, Social Security Number, Gender and Date of Birth) is entered correctly.
 - Names – make sure to check for spelling and potential recent name changes (due to marriage, etc)
- Make sure to answer all of the questions that are prompted for you to answer.
- If the individual is not able to have their identity verified using either the series of questionnaires or by contacting Experian they will need to go through a manual process.