

The Commonwealth of Kentucky



**kynect**

Together for a better Kentucky

**Quick Reference Guide**  
**Manual ID Proofing and Next Steps**





**This Quick Reference Guide is designed to help users complete the necessary steps for Manual Identity Proofing to verify the identity of users with KOG Accounts that have previously failed the Remote Identity Proofing process.**

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## Manual ID Proofing Overview

Personally Identifiable Information (PII) is extremely important. It is critical for kynectors, Agents, or DCBS Staff to verify the identity of individuals they are assisting.

There are two reasons Manually Identity Proofing may be completed:

- There was a failed attempt with Experian Identity Proofing when creating a KOG account.
- Remote Identity Proofing that failed or is not triggered for phone-in applications. Currently, RIDP is only done by the Department for Community Based Services (DCBS) for phone-in interviews.

If an individual's identity cannot be verified offline through Experian, they must go through the Manual ID Proofing Process.

kynectors, Agents, DCBS Staff, may use the following Manual ID Proofing steps.

### Steps Needed to Complete Manual ID Proofing Request

1. Obtain a copy of a photo ID or one of the acceptable forms of ID, listed on the cover sheet below.
2. Gather Contact Information, including the email address used for the Resident's Kentucky Online Gateway account.
3. Email documents to the DMS ID Proofing Inbox ([DMS.IDProofing@ky.gov](mailto:DMS.IDProofing@ky.gov)) and attach the ID Proofing Cover Letter.

The Department for Medicaid Services (DMS) office staff may contact the kynector, Agent, DCBS Staff, Supervisor (if applicable), for additional information before approval. Please allow 2-3 business days for the process to be completed.

After completing the manual Identity proofing, the individual may continue with the application.



**Please Note:** Individuals that forget their KOG username and password may use the Forgot Username? and Forgot Password? links on the KOG Login screen.



Complete the form below to complete a Manual ID Proofing Request:

## Cover Sheet

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### Manual ID Request

Date:

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Pages (including cover):

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Attention: DMS.IDProofing@ky.gov, Rebecca Hayden

### Individual ID Proof Information

Individual Name as it appears on KOG:

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Individual Username as it appears on KOG:

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Individual email address as it appears on KOG:

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### Documentation attached:

- |  |   |
|--|---|
| <input type="checkbox"/> Student Issued ID   | <input type="checkbox"/> Social Security Card                               |
| <input type="checkbox"/> Birth Certificate   | <input type="checkbox"/> State Issued Photo ID Card (i.e. Driver's License) |
| <input type="checkbox"/> Canadian Driver's License   | <input type="checkbox"/> U.S. Citizen ID Card (Form I-197)                  |
| <input type="checkbox"/> Government issued photo ID card   | <input type="checkbox"/> U.S. Military Card or Draft Record                 |
| <input type="checkbox"/> Military Dependent's ID Card  | <input type="checkbox"/> U.S. Passport or U.S. Passport Card                |
| <input type="checkbox"/> Native American Tribal Document   | <input type="checkbox"/> Voter's Registration Card                          |
| <input type="checkbox"/> Permanent Resident Card (Form I-551)  | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Identification Card for Use of Resident Citizen in the United States (Form I-179) |   |

To be completed by kynector, Agent, DCBS Staff only:

kynector/Agent/DCBS Staff Phone Number:

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kynector/Agent/DCBS Staff Email:

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