

The Commonwealth of 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/DCBS Staff to verify the identity of individuals they are assisting. Individuals typically verify their identity by completing the Experian Identity Proofing Process during the User Verification steps in KOG. If an individual is unable to verify their identity offline through Experian, then they must go through the Manual ID Proofing Process.



Please Note: This is different than Remote Identity Proofing (RIDP) for phone applications. RIDP is only done by the Department for Community Based Services (DCBS).

kynectors/DCBS Staff may use the following Manual ID Proofing steps to assist the Resident with the process.

Steps Needed to Complete Manual ID Proofing Request

1. Obtain a copy of a photo ID or one of the acceptable forms of ID.
2. Gather Contact Information, including the email address.
3. Email documents to the DMS ID Proofing Inbox and attach the ID Proofing Cover Letter.

The Department for Medicaid Services (DMS) office staff may contact the individual and/or supervisor for additional information before approval. This process is only available to kynectors, Certified Application Counselor agencies, and DCBS Staff. Please allow 2-3 business days for the process to be completed.

After completing the Manual Identity Proofing, kynectors may continue with the individual's application. Individuals who forget their KOG username and password may use the "Forgot Username?" and "Forgot Password?" links on the KOG Login screen.

kynectors should complete and submit the form below to complete a Manual ID Proofing Request:



Cover Sheet

Manual ID Request

Date: _____

Pages (including cover): _____

Email: DMS.IDProofing@ky.gov

Attention: Rebecca Hayden

kynector/DCBS Staff Name: _____

kynector/DCBS Staff Phone Number: _____

kynector/DCBS Staff Email: _____

Individual ID Proof Information

Individual Name as it appears in KOG: _____

Individual Username as it appears in KOG: _____

Individual Email Address as it appears in KOG: _____

Documentation attached:

- State School issued ID Card
- Birth Certificate
- Canadian Driver's license
- Foreign Passport
- Government issued photo ID card
- Identification Card for Use of Resident Citizen in the United States (Form I-179)
- Military dependent's ID Card
- Native American Tribal Document
- Permanent Resident Card (Form I-551)
- Social Security Card
- State Issued Photo ID Card (i.e. Driver's license)
- U.S. Citizen ID card (Form I-197)
- U.S. Military card or draft record
- U.S. Passport or U.S. Passport Card
- Voter's Registration Card
- Other

Signature of kynector/DCBS Staff:
