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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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) 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**

**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:**

- Student Issued ID
- Birth Certificate
- Canadian Driver’s License
- Government Issued Photo ID Card
- Military Dependent’s ID Card
- Native American Tribal Document
- Permanent Resident Card (Form I-551)
- Identification Card for Use of Resident Citizen in the United States (Form I-179)
- 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

**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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