

Overview

These release notes are Enroller-focused for the CalHEERS 25.6 release that is scheduled to go live on June 16, 2025.

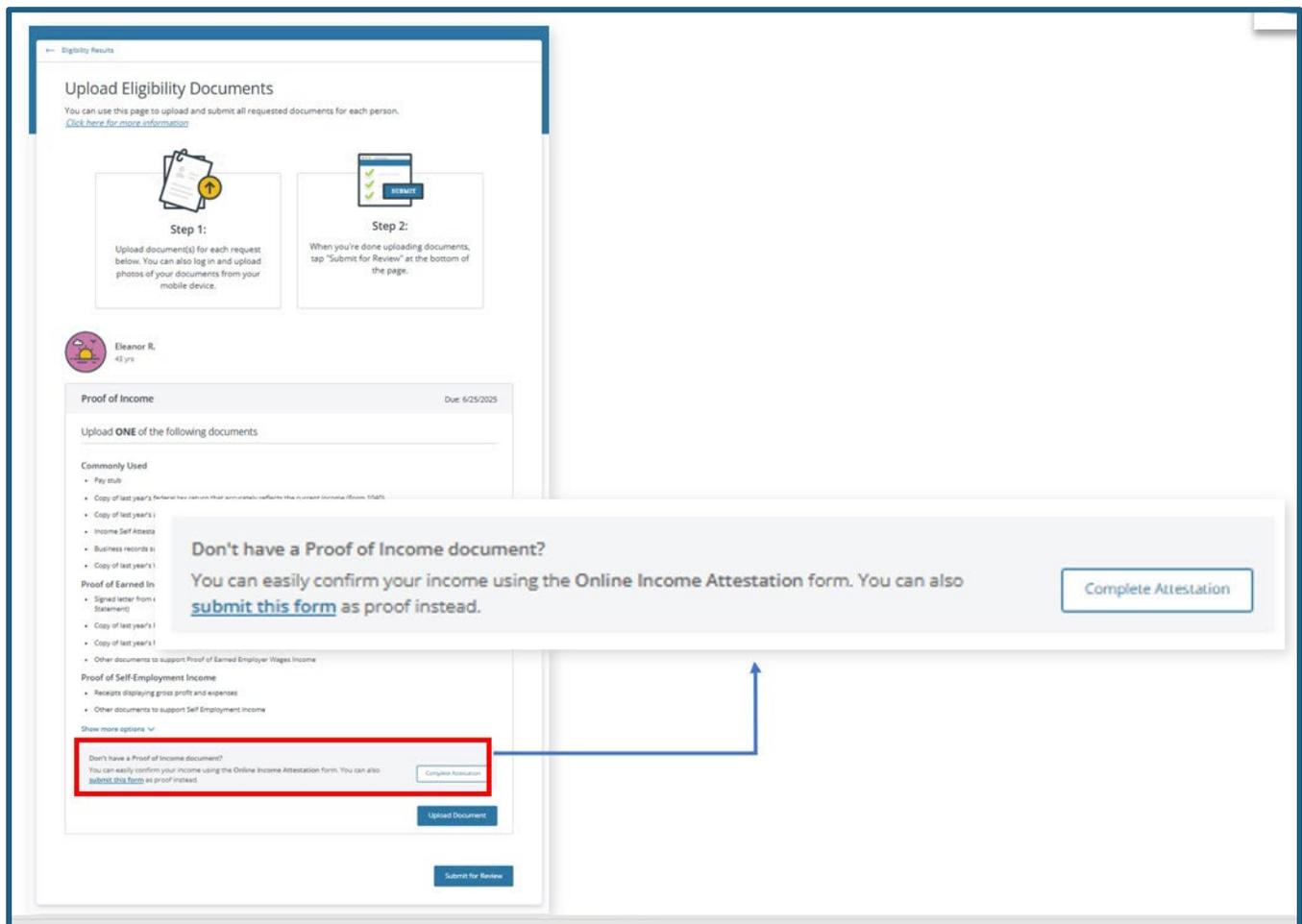
Intelligent Document Processing Updates

Income Verification

CalHEERS expands the Intelligent Document Processing (IDP) functionality for the consumer document upload process.

The new *Income Attestation* form is accessed from the *Proof of Income* section of the *Upload Eligibility Documents* page.

- The **Submit this form** link opens a PDF of the Income Attestation.
- The **Complete Attestation** button navigates the user to the new *Confirm Your Income* page to complete the Income Attestation.

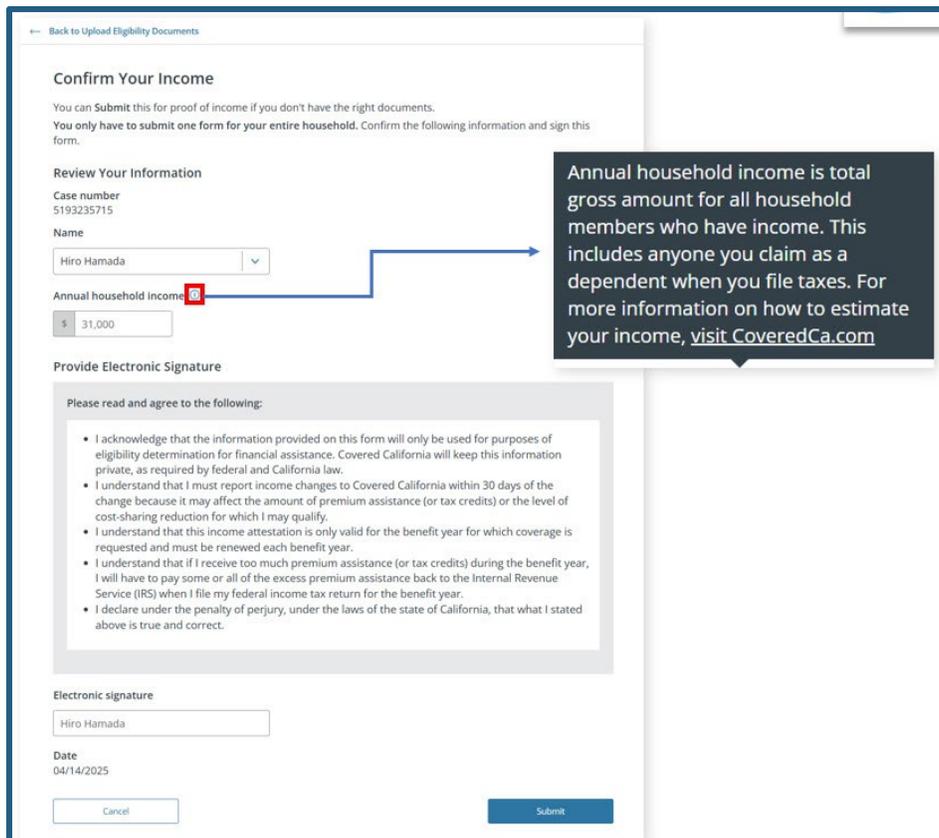


The screenshot displays the 'Upload Eligibility Documents' interface. At the top, it shows 'Step 1: Upload document(s) for each request below...' and 'Step 2: When you're done uploading documents, tap "Submit for Review" at the bottom of the page.' Below this, a user profile for 'Eleanor R.' is shown. The 'Proof of Income' section is highlighted, with a due date of 6/25/2025. It lists 'Commonly Used' documents like 'Pay stub' and 'Copy of last year's Federal tax return'. A large overlay box asks 'Don't have a Proof of Income document?' and offers the 'submit this form' link as an alternative. A red box highlights the 'submit this form' link in the bottom left, with a blue arrow pointing to the 'Complete Attestation' button in the top right of the overlay.

The new *Confirm Your Income* page allows consumers to attest to household income when they do not have access to income verifications. Only one HHM needs to attest to the household income.

- **Name** dropdown – Displays the HHM with pending income verification
- **Annual household income** is editable and defaults to the income reported on the application
- **Tooltip** – Includes the visit CoveredCa.com link
- **Cancel** button – Cancels the attestation
- **Submit** button – Completes the income attestation and navigates the user to the Upload Eligibility Documents page

Note: Changing the annual income does not update the income reported on the application. The income attestation is subject to IDP review for compatibility.



The screenshot shows the 'Confirm Your Income' page. At the top, it says 'Back to Upload Eligibility Documents'. The main heading is 'Confirm Your Income'. Below that, it states: 'You can Submit this for proof of income if you don't have the right documents. You only have to submit one form for your entire household. Confirm the following information and sign this form.'

The 'Review Your Information' section includes:

- Case number: 5193235715
- Name: Hiro Hamada (dropdown menu)
- Annual household income: \$ 31,000 (input field)

A tooltip points to the 'Annual household income' field with the text: 'Annual household income is total gross amount for all household members who have income. This includes anyone you claim as a dependent when you file taxes. For more information on how to estimate your income, visit CoveredCa.com'

The 'Provide Electronic Signature' section includes:

- Please read and agree to the following:
 - I acknowledge that the information provided on this form will only be used for purposes of eligibility determination for financial assistance. Covered California will keep this information private, as required by federal and California law.
 - I understand that I must report income changes to Covered California within 30 days of the change because it may affect the amount of premium assistance (or tax credits) or the level of cost-sharing reduction for which I may qualify.
 - I understand that this income attestation is only valid for the benefit year for which coverage is requested and must be renewed each benefit year.
 - I understand that if I receive too much premium assistance (or tax credits) during the benefit year, I will have to pay some or all of the excess premium assistance back to the Internal Revenue Service (IRS) when I file my federal income tax return for the benefit year.
 - I declare under the penalty of perjury, under the laws of the state of California, that what I stated above is true and correct.
- Electronic signature: Hiro Hamada (input field)
- Date: 04/14/2025
- Buttons: Cancel, Submit

The *Upload File* popup is renamed to the *Upload Document* popup. The popup is dynamic based on IDP results and displays the following new messaging:

- System-categorized document name



- Not a password protected document bullet
- Other details for uploading a document: section

Upload Document

Proof of Income

Document needs to meet the following:

- Maximum document size: 10 MB
- Accepted document formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF, PNG, GIF or JFIF
- Not a password protected document

Other details for uploading a document:

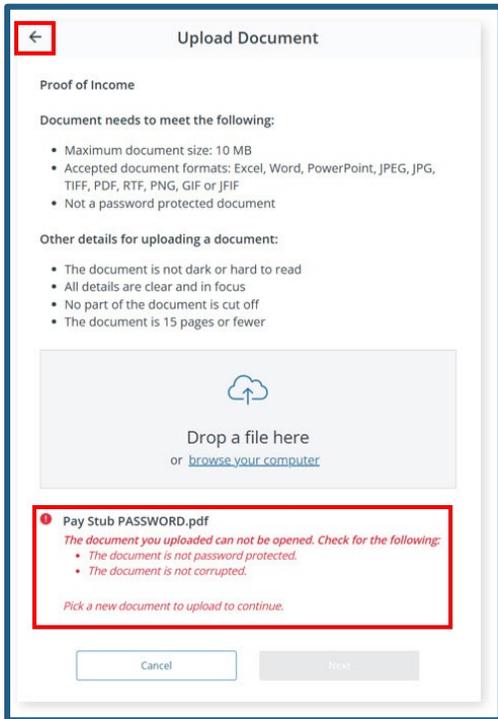
- The document is not dark or hard to read
- All details are clear and in focus
- No part of the document is cut off
- The document is 15 pages or fewer



Drop a file here
or [browse your computer](#)

The *Upload Document* popup displays new dynamic elements:

- **Back arrow** icon – Displays when uploading *Proof of Income* documents and more than one HHM requires income verification
- Clicking displays the existing Upload Document choose people popup
- Error messaging displays when a password protected or corrupted document is selected for upload



The existing *Upload Document* manual classification popup displays when a document is uploaded to the initial *Upload Document* popup and the IDP is unable to automatically classify the document.

Upload Document

Choose the type of document you are uploading

- Pay stub
- Signed letter from employer that displays the gross income, payment frequency, and date of paycheck (Employer Statement)
- Other documents to support Proof of Earned Employer Wages Income
- Bank statement
- Investment account statement
- Payment records (notes and mortgages)
- Other documents to support Proof of Interest Income
- Lease or sales agreement
- Records such as gross rents and expense receipts
- Other documents to support Proof of Rental Income
- Receipts displaying gross profit and expenses
- Business records such as profit and loss statements
- Other documents to support Self Employment Income
- District Attorney/Family Support (DAFS) records
- Other documents to support spousal income and child support
- Most Recent Social Security Administration Cost-of-Living Adjustment Letter

The *Upload Document* popup for citizenship displays when IDP is unable to detect the document type.

This streamlined process enables users to see all citizenship document options in one popup. Clicking the links below expands citizenship verification options:

- **Option 1 Documents**
- **Option 2 Documents**

Upload Document

Proof of Citizenship
Choose your Citizenship document from the following list of options.

Option 1 Documents

- U.S. Passport or U.S. Passport Card, current or expired (issued without limitation)
- Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Document on Tribal letterhead, issued under the signature of the appropriate Tribal official
- Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Certificate of Degree of Indian Blood
- Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Tribal census document
- Certificate of Naturalization (Form N-550, Form N-570)
- Certificate of U.S. Citizenship (Form N-560, Form N-561)
- Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Tribal enrollment or membership identification card

Option 2 Documents

Upload Document

Proof of Citizenship
Choose your Citizenship document from the following list of options.

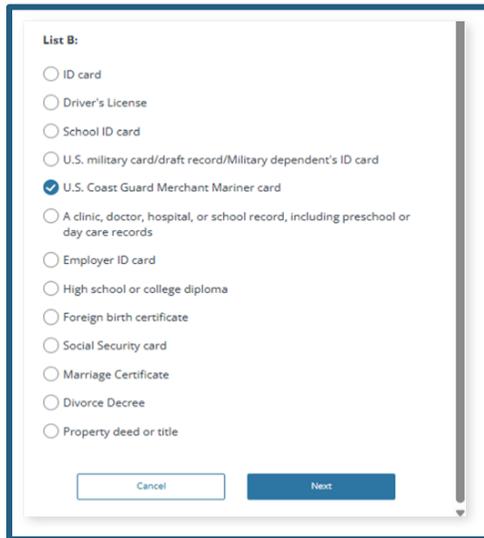
Option 1 Documents

Option 2 Documents

List A:

- Consular Report or Certificate of Child Born Abroad (Form FS-545, Form FS-240, Form DS-1350)
- U.S. Public Birth Certificate
- U.S. citizen identification card
- Federal or State census record
- A Northern Mariana Identification Card
- A final adoption decree
- U.S. military records
- Evidence of U.S. Civil Service employment before June 1, 1976
- U.S. Medical records with child's name and indicating a U.S. place of birth.
- U.S. Insurance records indicating a U.S. place of birth.
- School records showing the child's name and U.S. place of birth
- Official religious records recorded in the U.S.

- **Cancel** button – Cancels the upload and closes the popup
- **Next** button – Enables when a selecting a document type and displays the *Review Document* popup



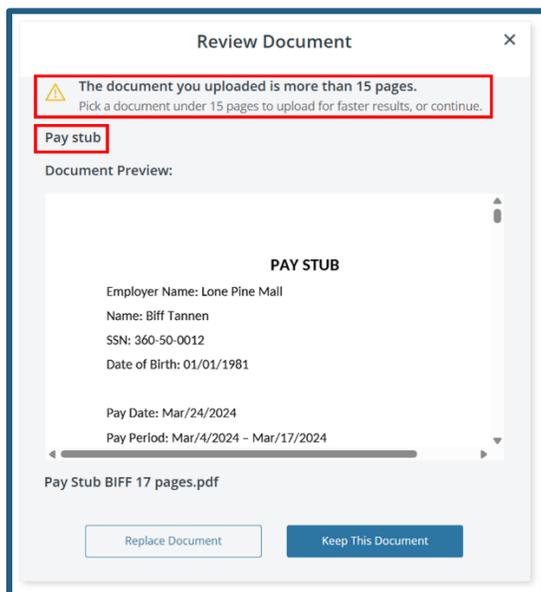
List B:

- ID card
- Driver's License
- School ID card
- U.S. military card/draft record/Military dependent's ID card
- U.S. Coast Guard Merchant Mariner card
- A clinic, doctor, hospital, or school record, including preschool or day care records
- Employer ID card
- High school or college diploma
- Foreign birth certificate
- Social Security card
- Marriage Certificate
- Divorce Decree
- Property deed or title

Cancel Next

The *Review File* popup is renamed to Review Document and displays with the following updates:

- New document exceeds 15 pages message
- The document type
- **Replace Document** button – Discards the document
- **Keep This Document** button – Displays the:
 - *Upload Document* successful popup
 - *Upload Document* dynamically displays based on uploaded document and IDP review results



Review Document [X]

⚠ The document you uploaded is more than 15 pages.
Pick a document under 15 pages to upload for faster results, or continue.

Pay stub

Document Preview:

PAY STUB

Employer Name: Lone Pine Mall
 Name: Biff Tannen
 SSN: 360-50-0012
 Date of Birth: 01/01/1981

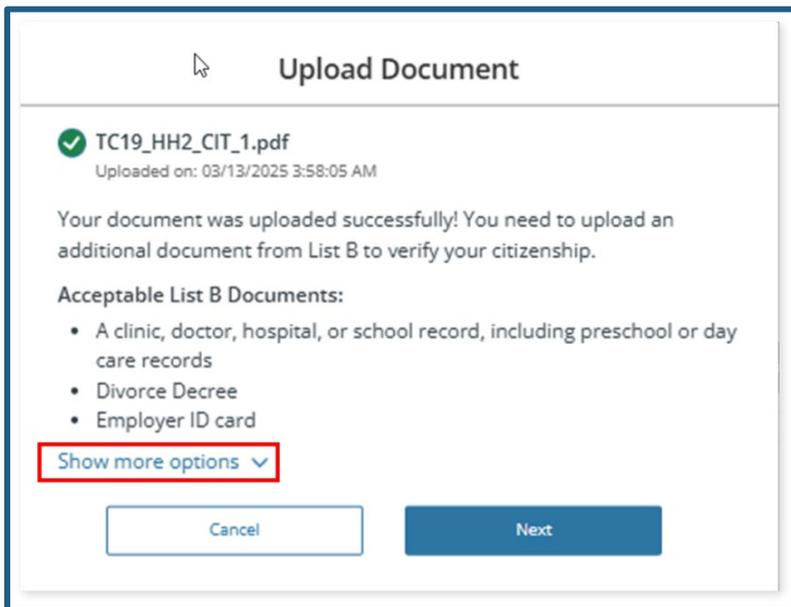
Pay Date: Mar/24/2024
 Pay Period: Mar/4/2024 - Mar/17/2024

Pay Stub BIFF 17 pages.pdf

Replace Document Keep This Document

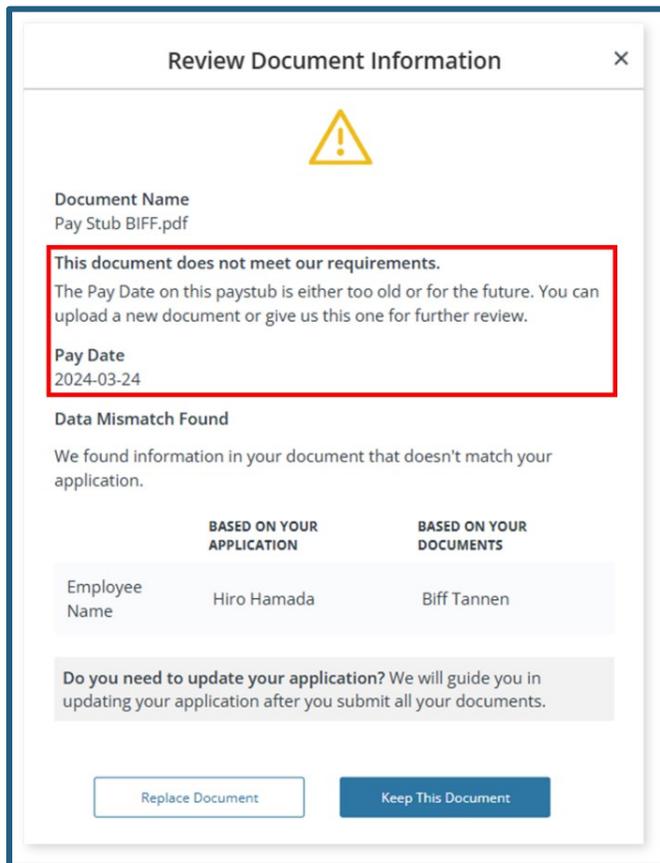
The *Upload Document* popup for citizenship displays when IDP detects that a second citizenship document is required and allows the user to upload a second document from the required list.

- **Show more options** link – Expands to display the complete list of *Acceptable List [A/B] Documents*
- **Cancel** button – Closes the popup
- **Next** button – Continues with the upload process



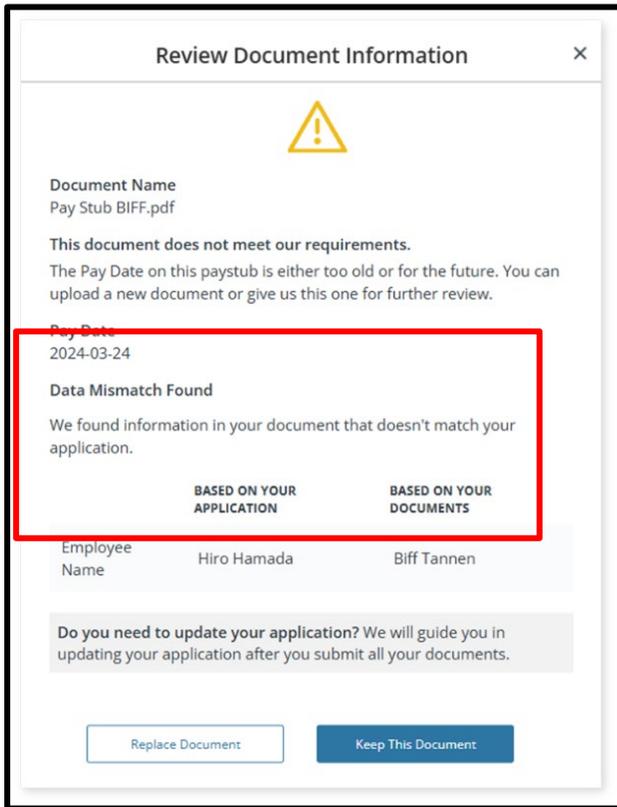
A new *Review Document Information* popup displays when the uploaded document does not meet verification requirements.

- This document does not meet our requirements – Displays dynamic messaging
- Replace Document button – Displays the Upload Document popup to upload a new document
- Keep This Document button – Displays the:
 - Existing Upload Document successful popup when no other actions are required
 - Upload Document secondary citizenship popup when a citizenship document was uploaded and another document is required

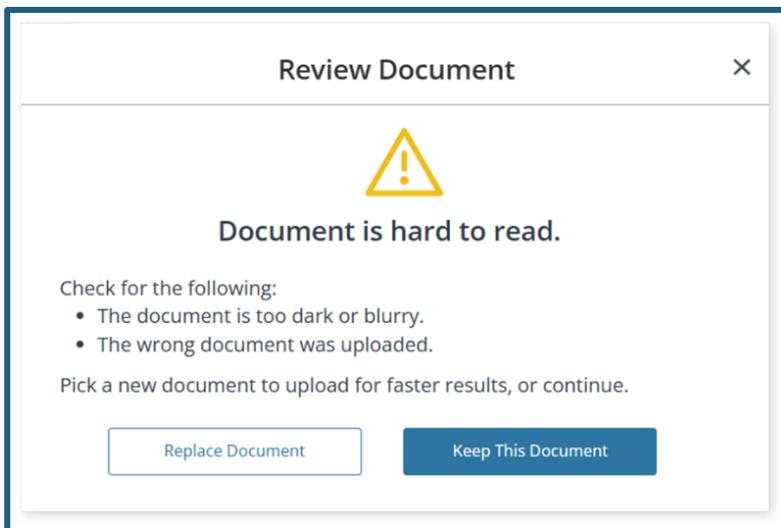


The *Review Document Information* popup also displays when IDP detects discrepant information.

- *Data Mismatch Found* section – Displays discrepant data between the application and the uploaded document
- A link is added to allow the user to correct the application



The *Review Document* popup dynamically displays the reason that IDP is unable to review the uploaded document.



The new *Missing Proof of Income Documents* popup displays when:

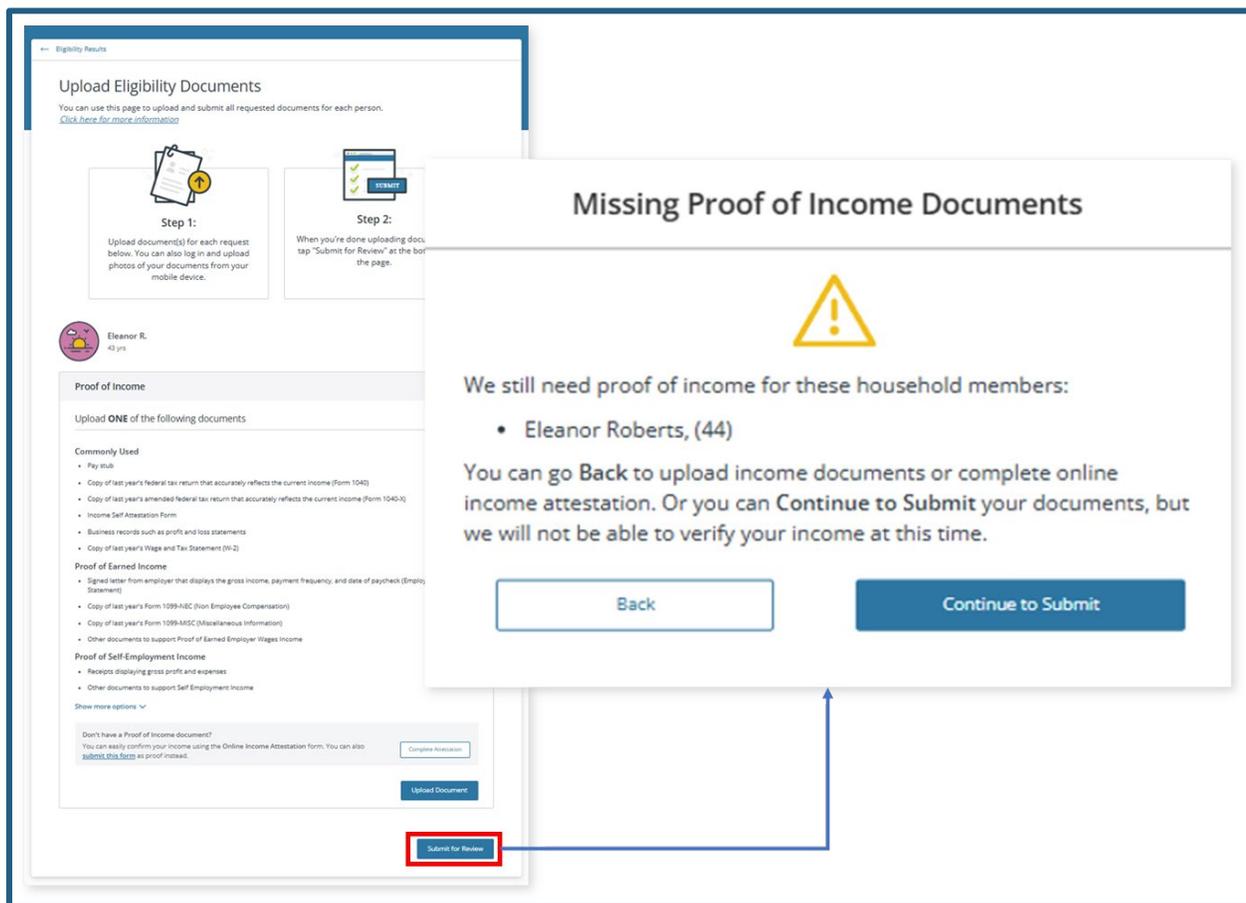
- A user clicks the Submit for Review button on the Upload Eligibility Documents page

AND

- There is at least one HHM that is missing Proof of Income documents

The popup includes the following:

- Detailed messaging about which HHM(s) is missing *Proof of Income*
- **Back** button – Closes the popup
- **Continue to Submit** button – Submits the uploaded documents for review and navigates the user to the new *Your information does not match* page when the IDP detects information discrepancies.



The new *Your information does not match* page displays when the document does not resolve the verification request.

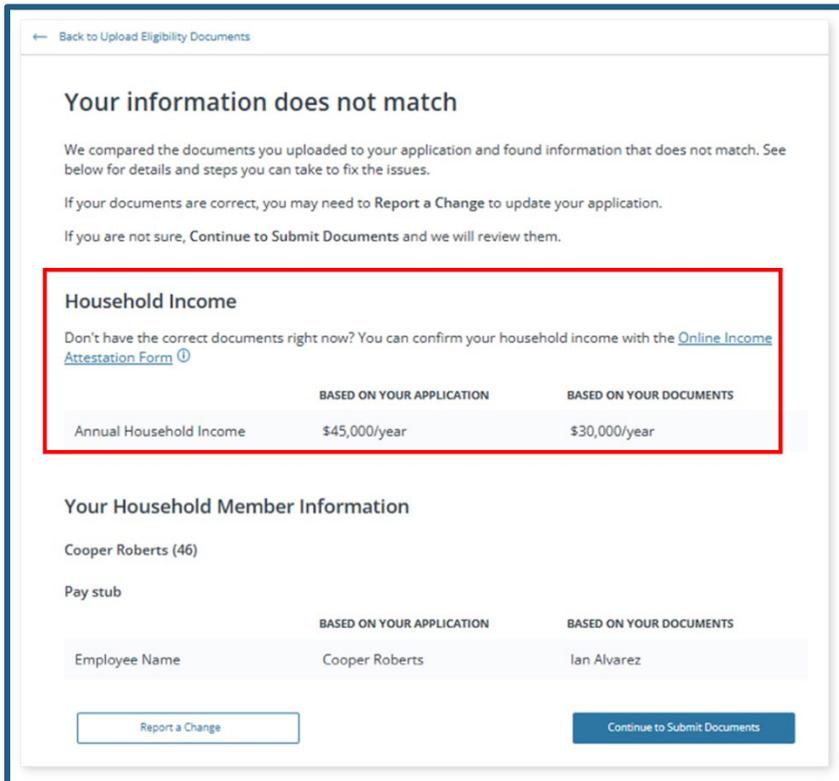
Messaging displays that there is a mismatch between the entered income and verification.

The *Household Income* section displays the mismatched data with the **Online Income Attestation Form** link.

- Clicking the link navigates the user to the *Confirm Your Income* page

Your Household Member Information section – Displays when there is a mismatch between HHM application information and uploaded document

- Clicking the **Report a Change** button navigates the user to the Consumer Home page to initiate a RAC
- Clicking the **Continue to Submit Documents** button submits the document for review and navigates the user to the *Upload Eligibility Documents* page



← Back to Upload Eligibility Documents

Your information does not match

We compared the documents you uploaded to your application and found information that does not match. See below for details and steps you can take to fix the issues.

If your documents are correct, you may need to **Report a Change** to update your application.

If you are not sure, **Continue to Submit Documents** and we will review them.

Household Income

Don't have the correct documents right now? You can confirm your household income with the [Online Income Attestation Form](#) ⓘ

	BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
Annual Household Income	\$45,000/year	\$30,000/year

Your Household Member Information

Cooper Roberts (46)

Pay stub

	BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
Employee Name	Cooper Roberts	Ian Alvarez

Identity Verification

The *Great! Now we need to verify [HHM]'s identity* page displays a prioritized list of documents in *List A* and *List B* columns when selecting the **Yes** radio button.

A new **Show more options** link displays to expand the document list.

Great! Now we need to verify Julius's identity.

We only ask these questions about the Primary Contact. If you do not know the answers, you may want to choose a different Primary Contact.

I attest that I have visually confirmed this person's identity.

Yes No

Upload one document from List A or two documents from List B to confirm Julius's identity. You can only upload one document at a time.

List A
Upload 1 document from this list

- Driver's license issued by state or territory
- Identification card issued by the federal, state, or local government
- U.S. passport
- Foreign passport
- Identification card issued by a foreign embassy or consulate that contains a photograph (Consular ID Card)

List B
Upload 2 documents from this list

- Social Security Card
- Notice from a public benefits agency
- U.S. Public Birth Certificate
- Employer identification card
- Marriage certificate

[Show more options](#) ▾

Document needs to meet the following:

- Maximum document size: 10 MB
- Accepted document formats: Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, RTF, PNG, GIF or JFIF
- Password protected documents not accepted
- Document must be less than 15 pages

List A
Upload 1 document from this list

- Driver's license issued by state or territory
- Identification card issued by the federal, state, or local government
- U.S. passport
- Foreign passport
- Identification card issued by a foreign embassy or consulate that contains a photograph (Consular ID Card)
- Employment Authorization Document that contains a photograph (Form I-766)
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Certificate of Naturalization (Form N-550 or N-570)
- Certificate of U.S. Citizenship (Form N-560 or N-561)
- School identification card
- Voter registration card
- Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Tribal enrollment or membership identification card
- Documentary evidence issued by a federally-recognized American Indian or Alaska Native Tribe: Certificate of Degree of Indian Blood
- U.S. military card (Military identification card)
- U.S. military draft record
- Military dependent's identification card
- U.S. Coast Guard Merchant Mariner card

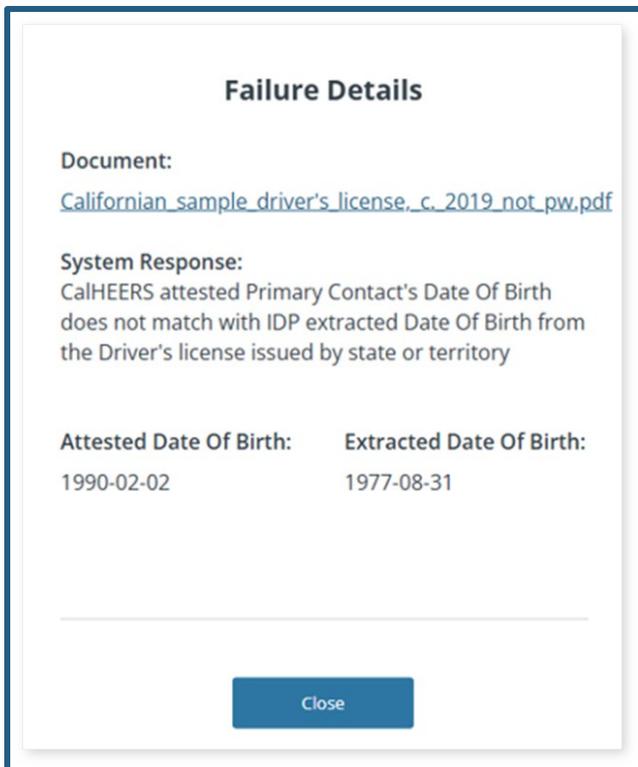
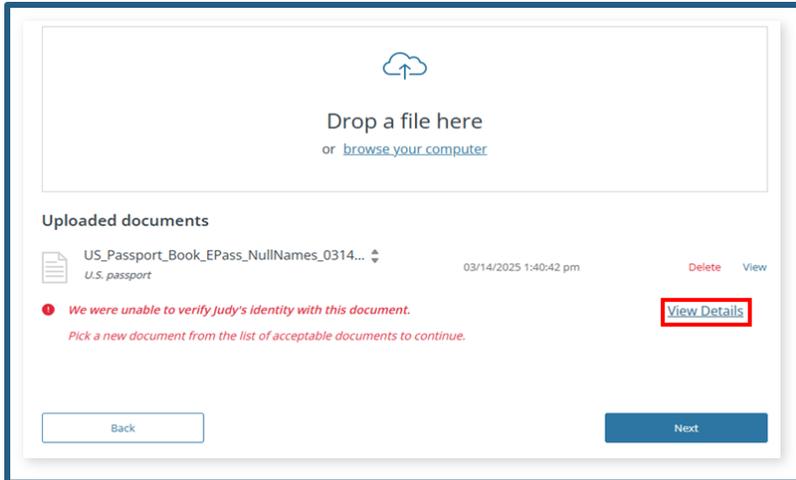
List B
Upload 2 documents from this list

- Social Security Card
- Notice from a public benefits agency
- U.S. Public Birth Certificate
- Employer identification card
- Marriage certificate
- Foreign school record with a photo
- Union or worker center ID card
- High school or college diploma (including high school equivalency diplomas)
- Property deed or title
- Divorce decree
- Adoption decree for the adoptee

[Show fewer options](#) ▲

The *Uploaded Documents* section displays a new **View Details** link when an uploaded document fails identity verification.

- Clicking the link displays the *Failure Details* popup



The new *Review Document Information* popup displays a new question when the application requires updating: *Do you need to update your application? You can update the Name or Date of Birth of your Primary Contact in **Build Household** section of your application.*

- Clicking the *Build Household* link navigates the user to the *Welcome to Your Household Eligibility Results Summary* page

Review Document Information ×



Document Name
MarriageCertificate_V1_DOB Mismatch.pdf

Data Mismatch Found

We found information in your document that doesn't match your application.

	BASED ON YOUR APPLICATION	BASED ON YOUR DOCUMENTS
Date Of Birth	1990-04-07	Primary Contact details do not match
First Name	Darry	Primary Contact details do not match
Last Name	Mitchell	Primary Contact details do not match

Do you need to update your application? You can update the Name or Date of Birth of your Primary Contact in [Build Household](#) section of your application.

Remote Identity Data Proofing (RIDP) Updates

CalHEERS updates to a new RIDP solution improving the success rate of identity proofing for consumers based on the information entered for the Primary Contact in the application.

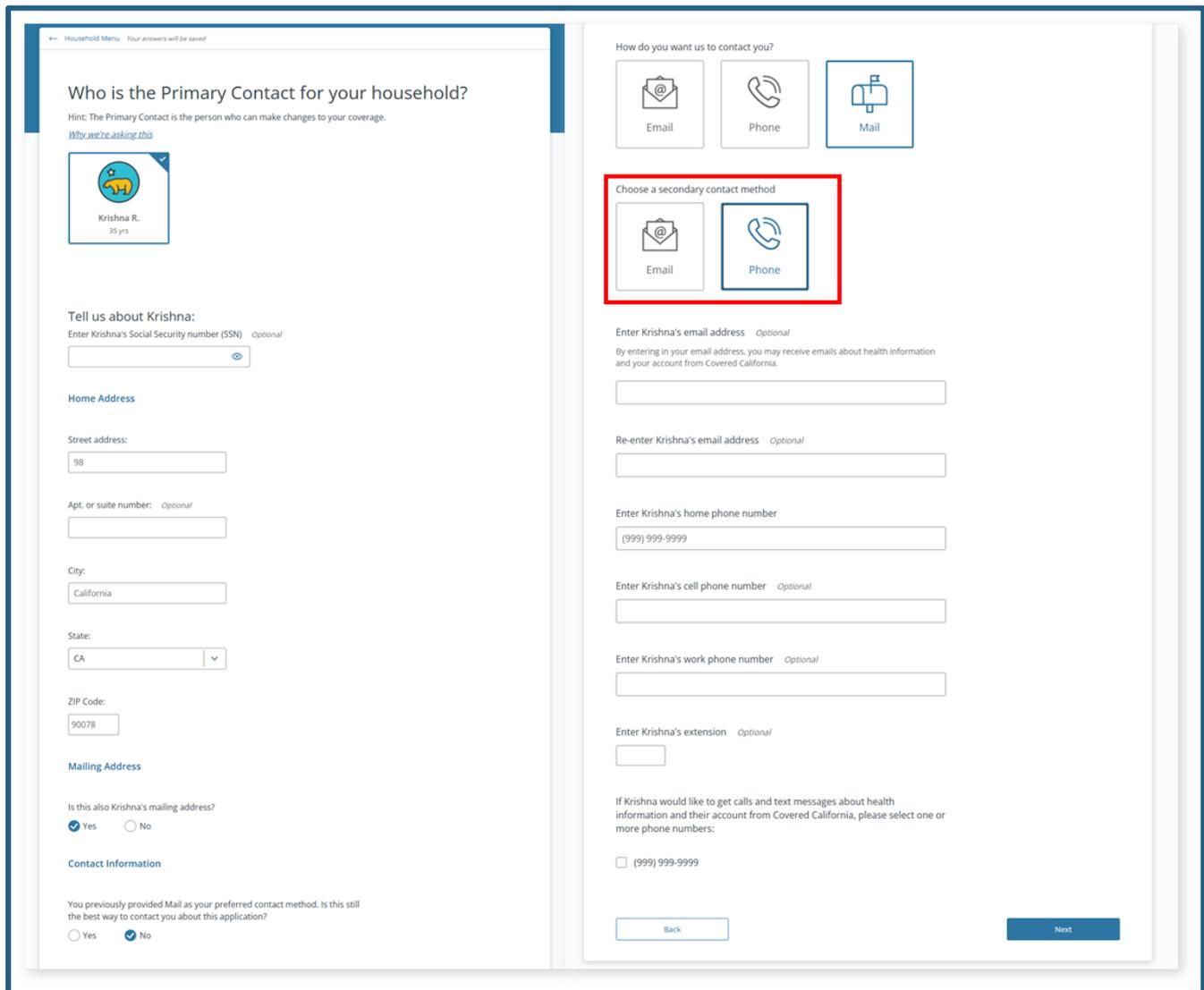
RIDP is updated by automating the classification of identity documents when the initial step is not successful based on the Primary Contact information.

- The following pages are updated:
 - Who is the Primary Contact to your household?
 - Great! Now we need to verify [HHM]'s identity
- Adds the following new pages:
 - Continue on a smartphone or tablet
 - Send a link to verify identity
 - We need more information to verify the Primary Contact

A new *Choose a secondary contact method* section displays when clicking the **Mail** tile on the *Who is the Primary Contact for your household?* page:

- **Email** – Requires an email
- **Phone** – Requires a phone number

Note: Email and phone auto populate when entered during account creation.



Household Menu Your answers will be saved

Who is the Primary Contact for your household?

Hint: The Primary Contact is the person who can make changes to your coverage.
[Why we're asking this](#)

Krishna R.
35 yrs

Tell us about Krishna:

Enter Krishna's Social Security number (SSN) Optional

Home Address

Street address:
98

Apt. or suite number: Optional

City:
California

State:
CA

ZIP Code:
90078

Mailing Address

Is this also Krishna's mailing address?
 Yes No

Contact Information

You previously provided Mail as your preferred contact method. Is this still the best way to contact you about this application?
 Yes No

How do you want us to contact you?

Email Phone Mail

Choose a secondary contact method

Email Phone

Enter Krishna's email address Optional
 By entering in your email address, you may receive emails about health information and your account from Covered California.

Re-enter Krishna's email address Optional

Enter Krishna's home phone number
 (999) 999-9999

Enter Krishna's cell phone number Optional

Enter Krishna's work phone number Optional

Enter Krishna's extension Optional

If Krishna would like to get calls and text messages about health information and their account from Covered California, please select one or more phone numbers:
 (999) 999-9999

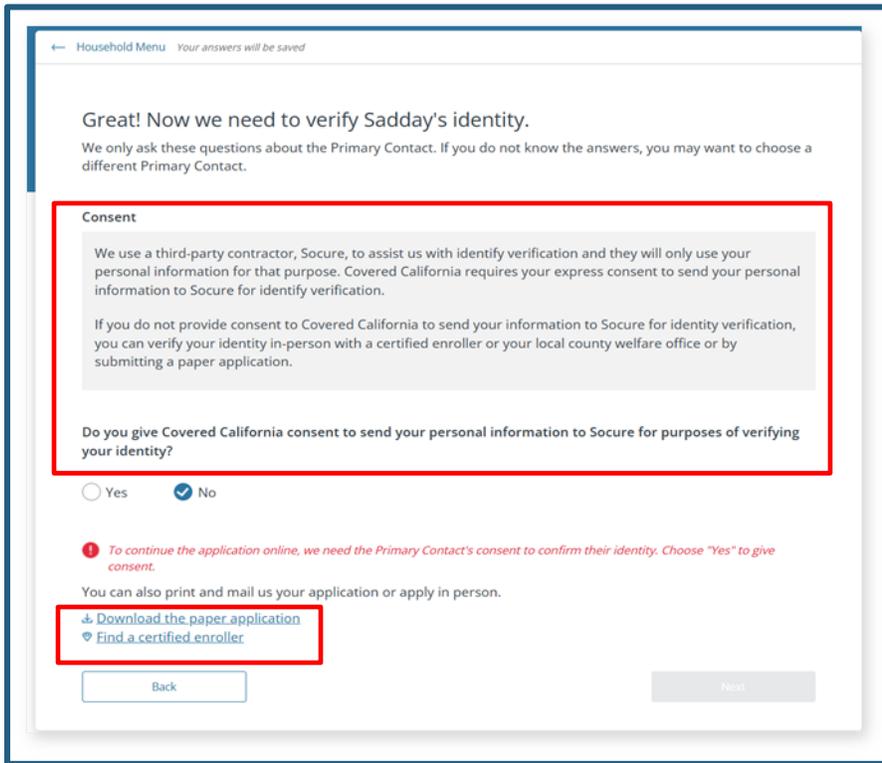
Back Next

The *Great! Now we need to verify [HHM]'s identity* page displays the following new info and links:

- *Consent section*
- **Download the paper application** – Downloads a PDF
- **Find a certified enroller** – Navigates the user to the Covered CA

Clicking the **Next** button displays the *Please wait while we verify [HHM]'s identity* popup.

Note: The *Click here to learn more* has been removed from this page.

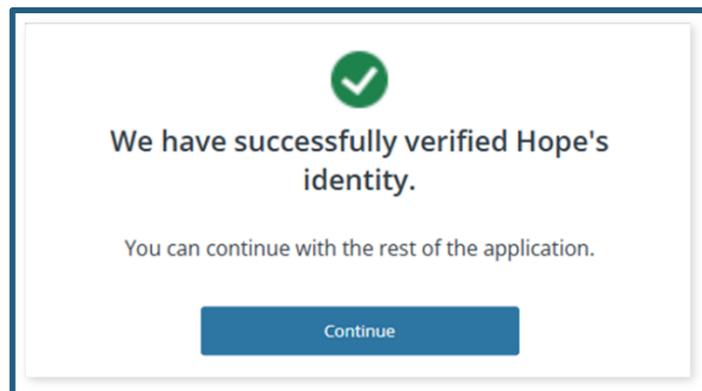
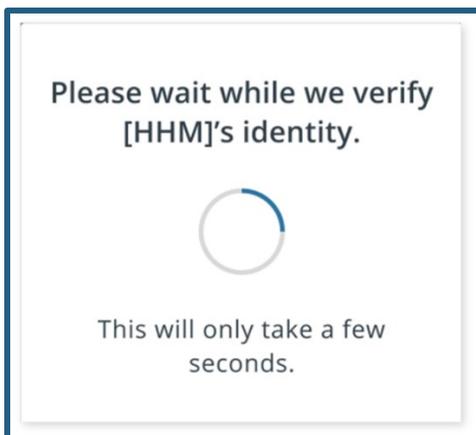


A new *Please wait while we verify [HHM]'s identity* popup displays briefly when verifying identity.

A new *We have successfully verified [HHM]'s identity!* popup displays when verification is successful:

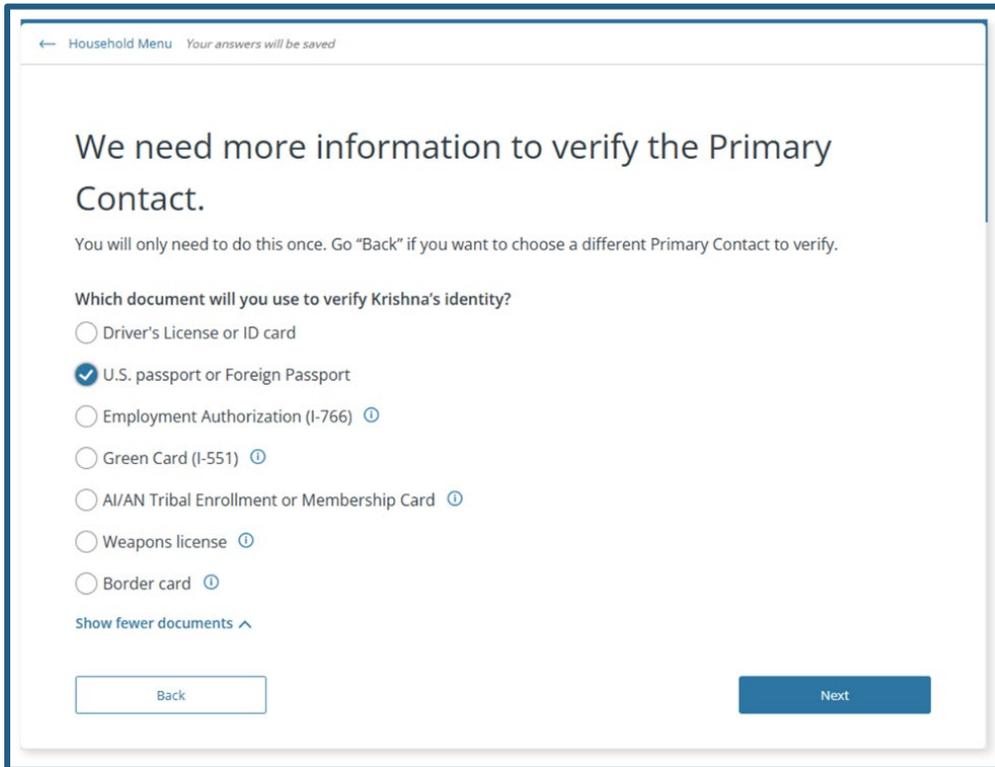
- Clicking the **Continue** button navigates the user to the *Select all household members who do not live with [Primary Contact]* page

A *We need more information to verify the Primary Contact* page when the verification is unsuccessful.



A new *We need more information to verify the Primary Contact* page displays when verification is unsuccessful with a list of options.

- **Back** button – Navigates the user to the Who is the Primary Contact for your household? page
- **Next** button – Navigates the user to the Send a link to verify identity. Page



← Household Menu Your answers will be saved

We need more information to verify the Primary Contact.

You will need to do this once. Go "Back" if you want to choose a different Primary Contact to verify.

Which document will you use to verify Krishna's identity?

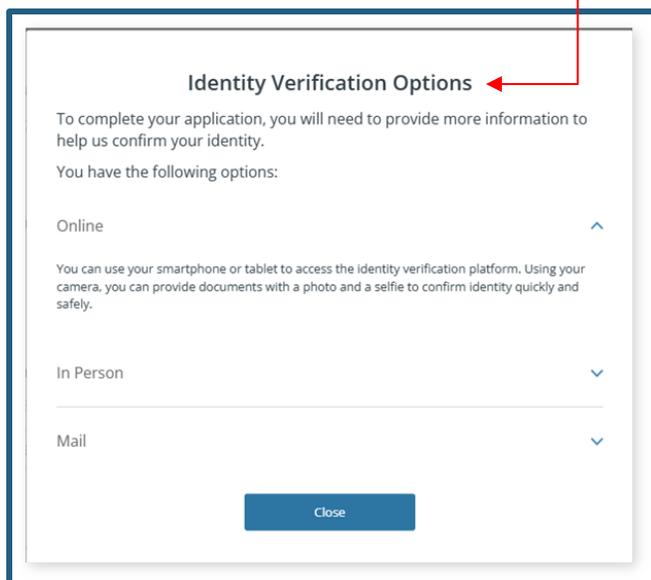
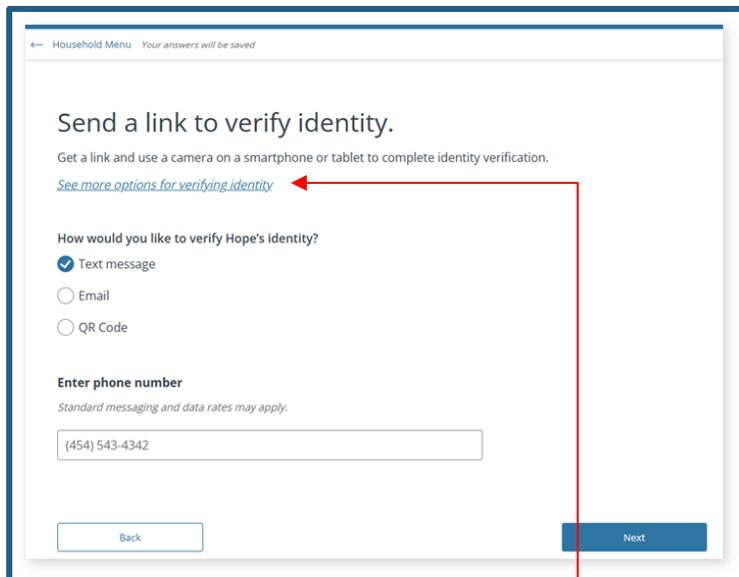
- Driver's License or ID card
- U.S. passport or Foreign Passport
- Employment Authorization (I-766) ⓘ
- Green Card (I-551) ⓘ
- AI/AN Tribal Enrollment or Membership Card ⓘ
- Weapons license ⓘ
- Border card ⓘ

Show fewer documents ^

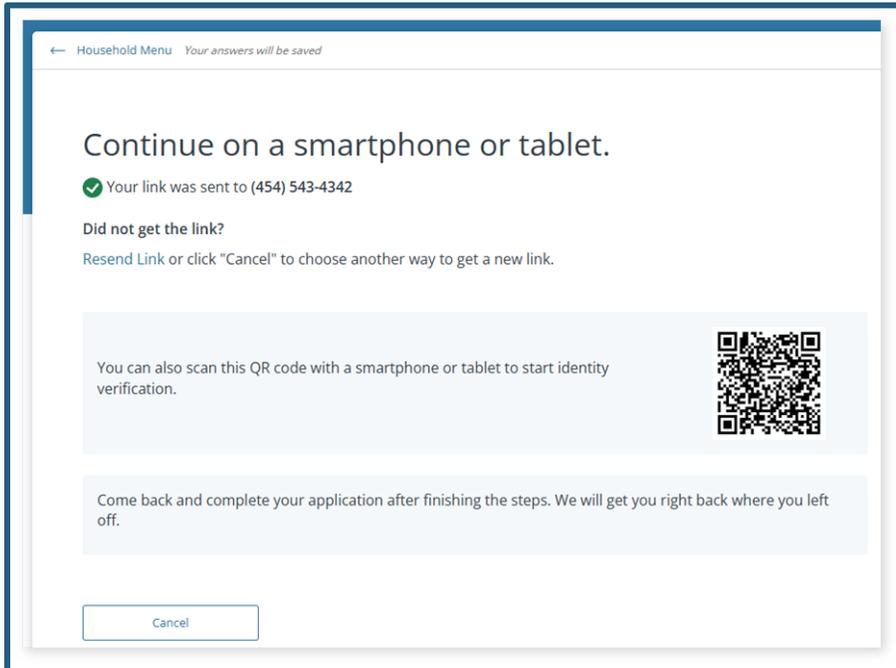
Back Next

A new *Send a link to verify identity* page displays with the following:

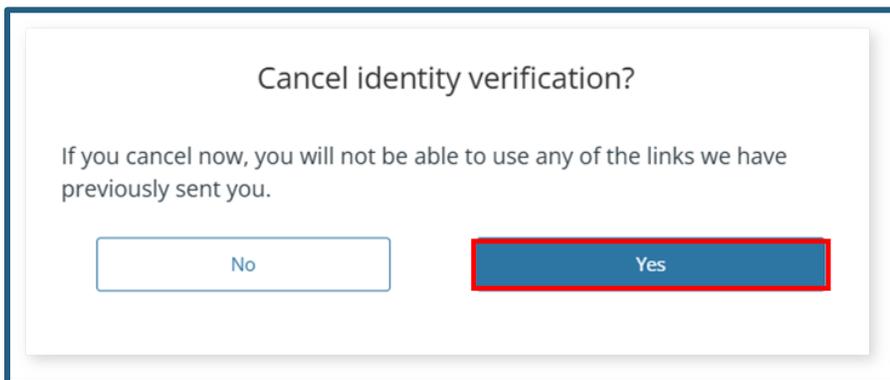
- **See more options for verifying identity** link – Displays the *Identity Verification Options* popup
- *How would you like to verify [HHM]'s identity?* question with **Text message**, **Email**, and **QR Code** radio buttons which dynamically display:
 - **Enter phone number**
 - **Enter email address**
- **Back** button – Navigates the user to the *We need more information to verify the Primary Contact* page
- **Next** button – Navigates the user to the *Continue on a smartphone or a tablet* page



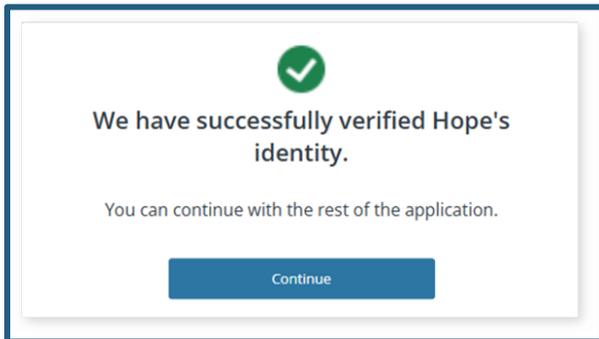
The new *Continue on a smartphone or tablet* page displays a **Resend link** when the user selects **Text** or **Email** on the *Send a link to verify identity* page. The link to verify identity is sent to the consumer's choice of smartphone or tablet, which has the ability to upload identity documents and selfies that connect to the vendor.



- **Cancel** button – Displays the new *Cancel identity verification?* popup
 - Clicking the **No** button closes the popup
 - Clicking the **Yes** button cancels the identity process



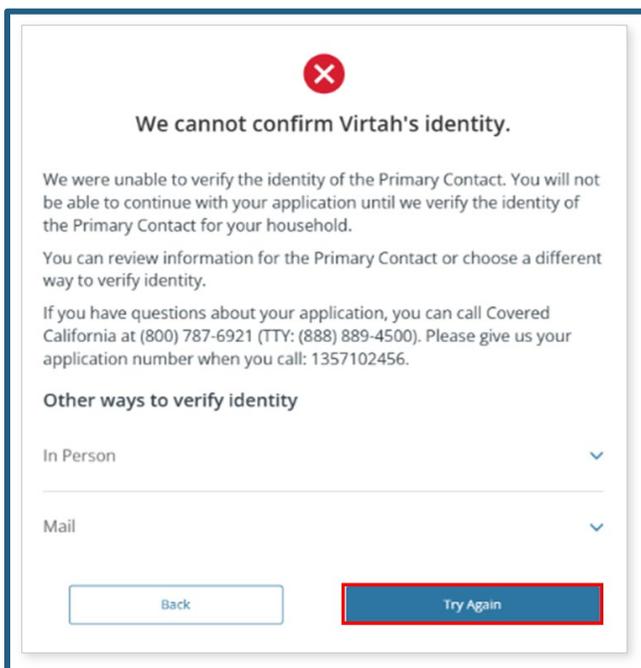
We have successfully verified [HHM]'s identity! popup displays when verification is successful.

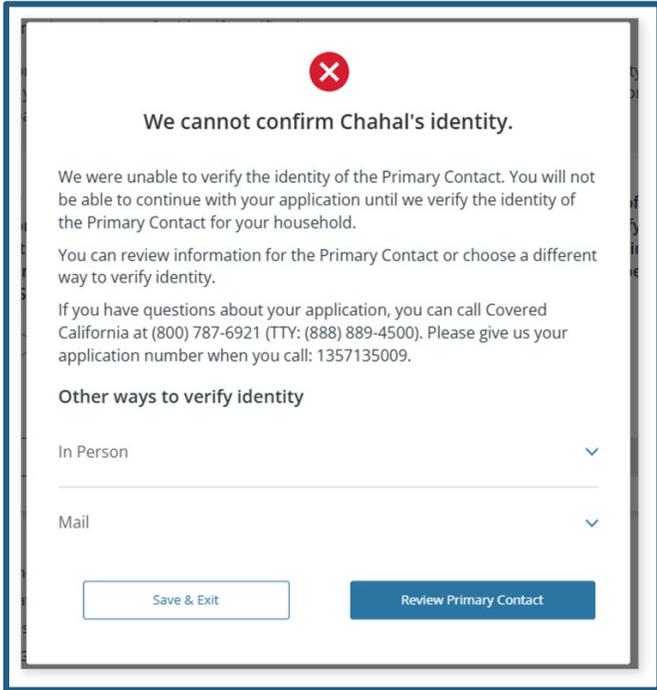


A *We cannot confirm [HHM]'s identity* popup displays when the verification is unsuccessful:

- Clicking the **Try Again** button navigates the user to the *We need more information to verify the Primary Contact* page
- Clicking the **Review Primary Contact** button navigates the user to the *Who is the Primary Contact for your household?* page

The button displays when the user has exhausted the three attempts to verify identity.



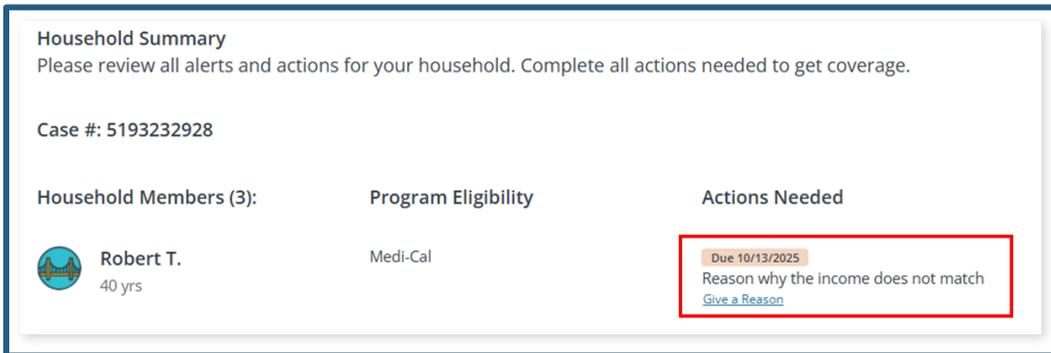


Inclusion of Reasonable Explanation to CalHEERS

CalHEERS adds a new *Tell us why the income does not match* page for consumers to select a Reasonable Explanation when attested income could not be electronically verified.

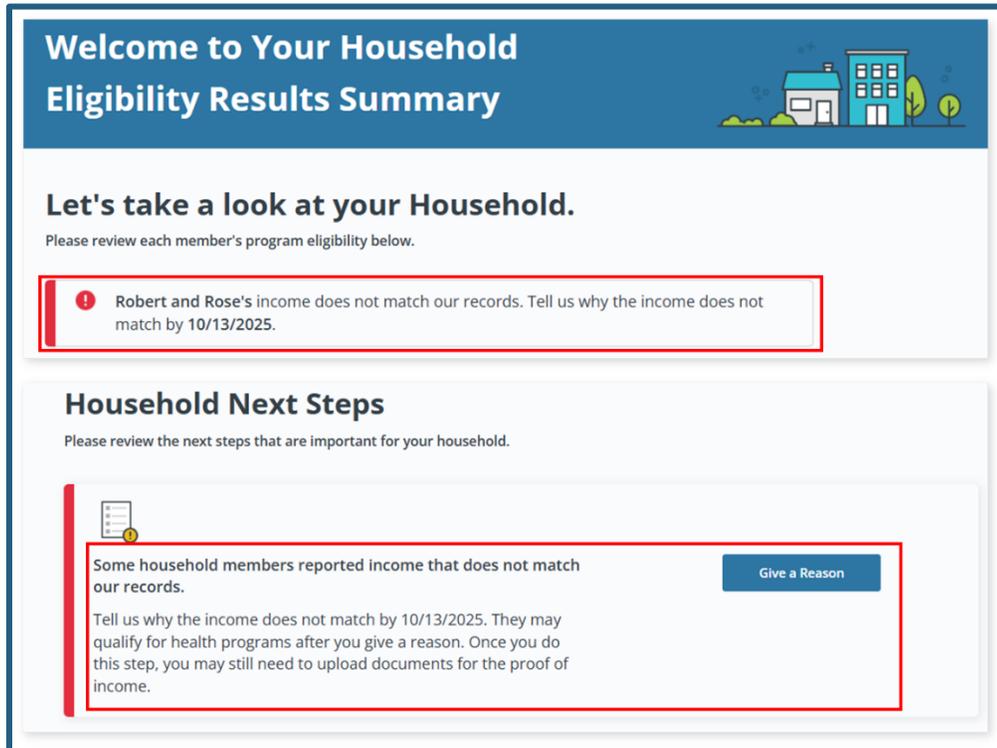
The *Household Summary* popup displays a new messaging in the *Actions Needed* column with a **Give a Reason** link:

- Clicking the **Give a Reason** link navigates the user to the *Tell us why the income does not match* page



The *Welcome to Your Household Eligibility Results Summary* page displays banner messaging in the following sections:

- *Let's take a look at your Household*
- *Household Next Steps* section:
 - Clicking the **Give a Reason** button navigates the user to the *Tell us why the income does not match* page



Welcome to Your Household Eligibility Results Summary

Let's take a look at your Household.
Please review each member's program eligibility below.

! Robert and Rose's income does not match our records. Tell us why the income does not match by 10/13/2025.

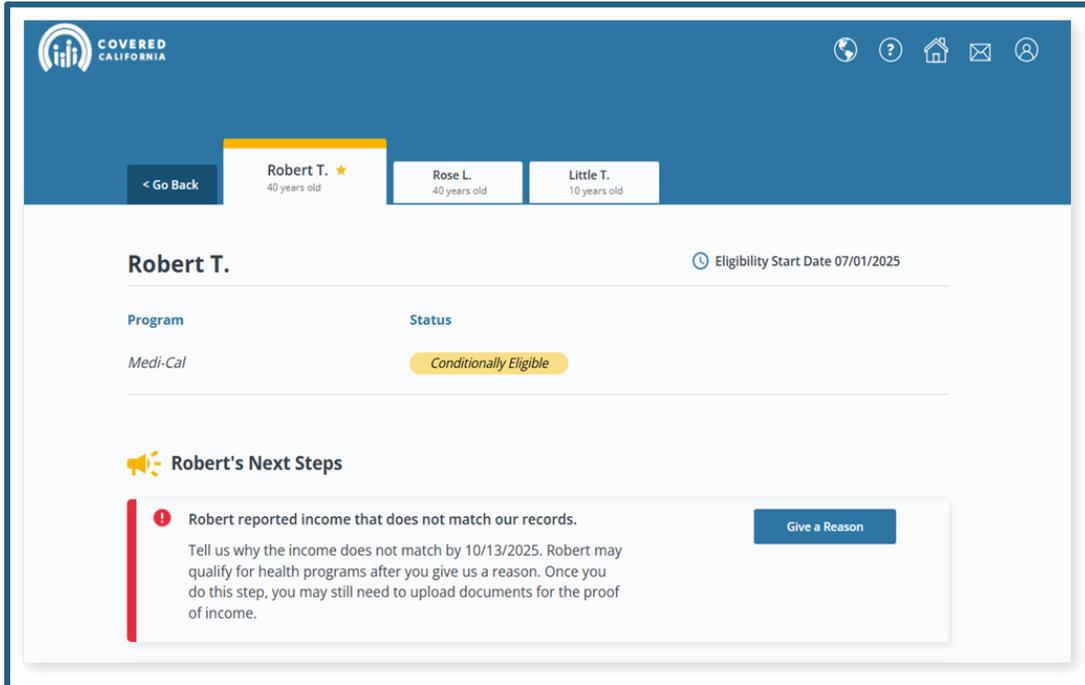
Household Next Steps
Please review the next steps that are important for your household.

! Some household members reported income that does not match our records. [Give a Reason](#)

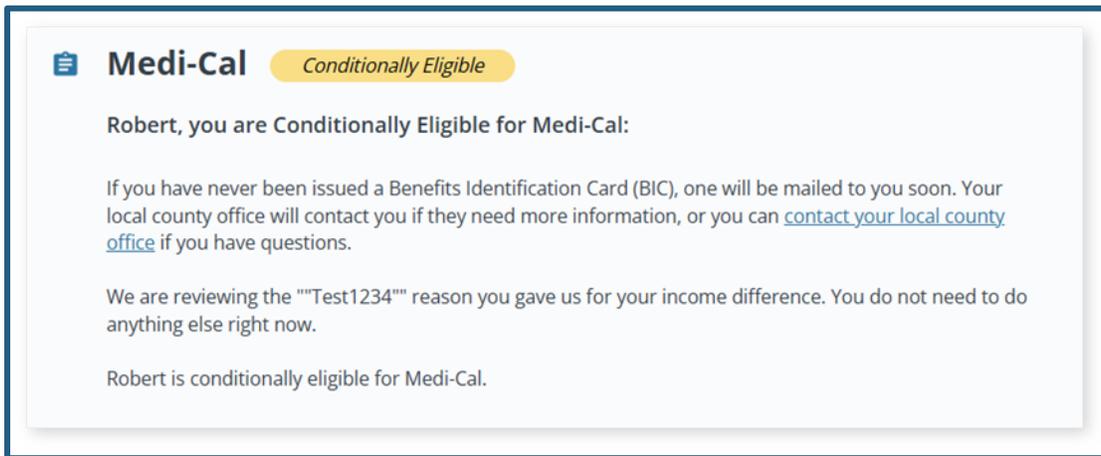
Tell us why the income does not match by 10/13/2025. They may qualify for health programs after you give a reason. Once you do this step, you may still need to upload documents for the proof of income.

The *See Full Details* page displays a new message in the [HHM]'s *Next Steps* and program eligibility when the HHMs income does not match:

- Clicking the **Give a Reason** button navigates the user to the *Tell us why the income does not match* page



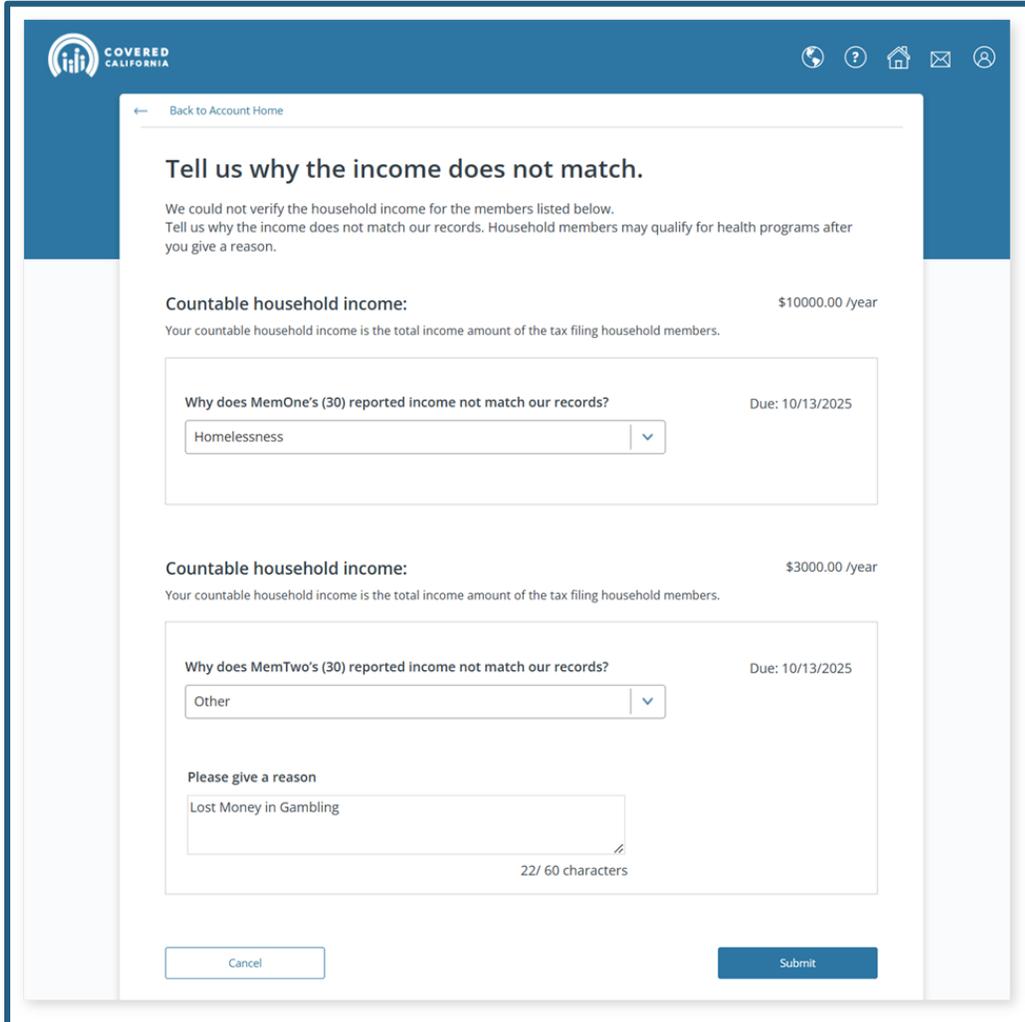
The screenshot shows the user profile for Robert T. (40 years old). The status is 'Conditionally Eligible' for Medi-Cal. An 'Eligibility Start Date' of 07/01/2025 is shown. Under 'Robert's Next Steps', a red notification bar states: 'Robert reported income that does not match our records. Tell us why the income does not match by 10/13/2025. Robert may qualify for health programs after you give us a reason. Once you do this step, you may still need to upload documents for the proof of income.' A 'Give a Reason' button is visible next to the notification.



The screenshot shows the 'Medi-Cal' notification page. It features a header with a menu icon, the text 'Medi-Cal', and a yellow 'Conditionally Eligible' badge. The main content reads: 'Robert, you are Conditionally Eligible for Medi-Cal: If you have never been issued a Benefits Identification Card (BIC), one will be mailed to you soon. Your local county office will contact you if they need more information, or you can [contact your local county office](#) if you have questions. We are reviewing the ""Test1234"" reason you gave us for your income difference. You do not need to do anything else right now. Robert is conditionally eligible for Medi-Cal.'

The new *Tell us why the income does not match* page displays for consumers to enter the reason for income discrepancies and persists until a reason is submitted.

- Selecting **Other** displays a *Please give a reason* field with a 60 characters limit.
- Clicking the **Cancel** button navigates the user to the previous page.
- Clicking the **Submit** button navigates the user to the *Welcome to Your Household Eligibility Results Summary* page.



The screenshot shows a web interface for Covered California. At the top left is the logo and 'COVERED CALIFORNIA'. At the top right are icons for globe, help, home, mail, and user. Below the header is a navigation bar with a back arrow and 'Back to Account Home'. The main heading is 'Tell us why the income does not match.' followed by explanatory text: 'We could not verify the household income for the members listed below. Tell us why the income does not match our records. Household members may qualify for health programs after you give a reason.'

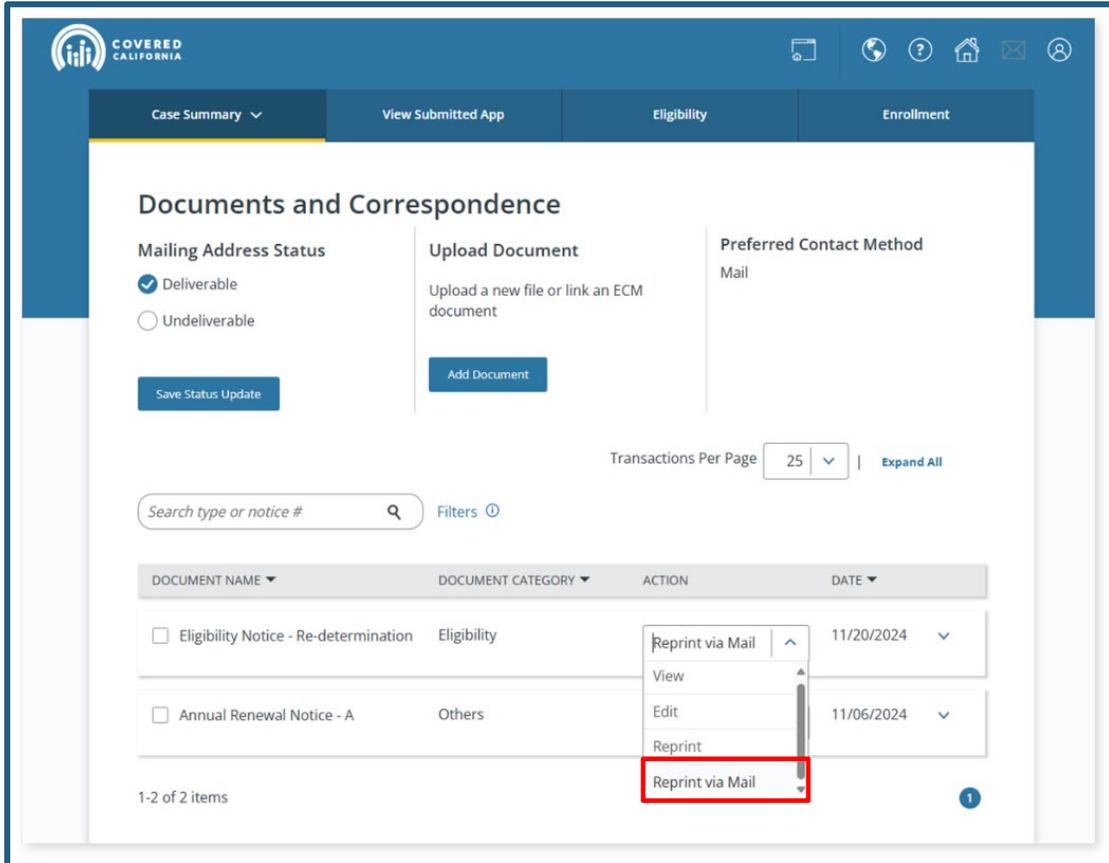
The first section is for 'MemOne's (30)'. It shows 'Countable household income: \$10000.00 /year' and a sub-note: 'Your countable household income is the total income amount of the tax filing household members.' Below this is a question: 'Why does MemOne's (30) reported income not match our records?' with a due date of '10/13/2025'. A dropdown menu is set to 'Homelessness'.

The second section is for 'MemTwo's (30)'. It shows 'Countable household income: \$3000.00 /year' and the same sub-note. The question is 'Why does MemTwo's (30) reported income not match our records?' with a due date of '10/13/2025'. A dropdown menu is set to 'Other'. Below this is a text field labeled 'Please give a reason' containing 'Lost Money in Gambling' and a character count '22/ 60 characters'.

At the bottom are two buttons: 'Cancel' and 'Submit'.

Reprint via Mail for Notices

A **Reprint via Mail** dropdown option in the *ACTION* column on the *Documents and Correspondence* page sends a notice via mail to the consumer’s address on file, regardless of their preferred method of communication.



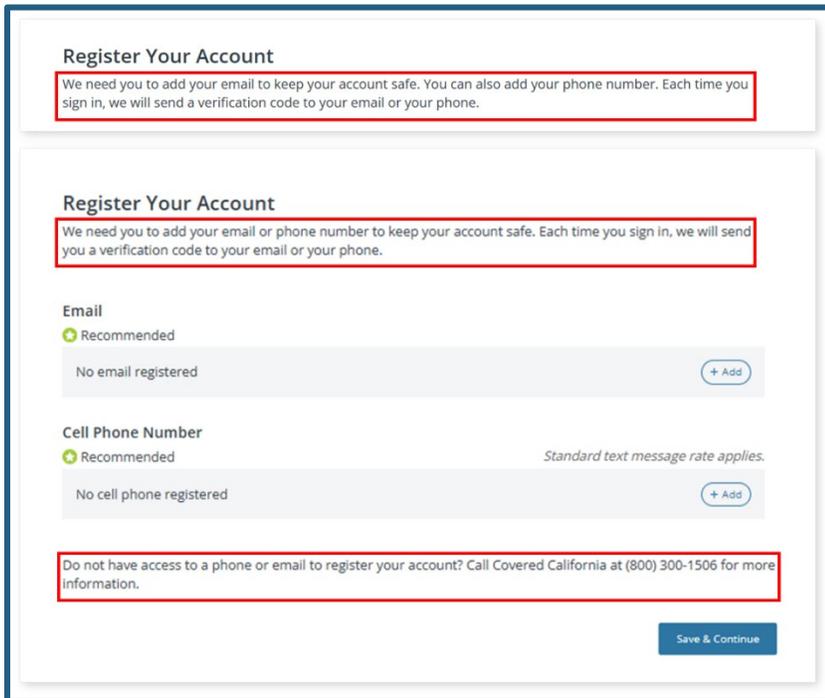
The *Reprint Notice* popup displays when selecting the **Reprint via Mail** option.



Multifactor Authentication for Consumers

CalHEERS updates Multi-Factor Authentication to all users, including consumers and Authorized representatives.

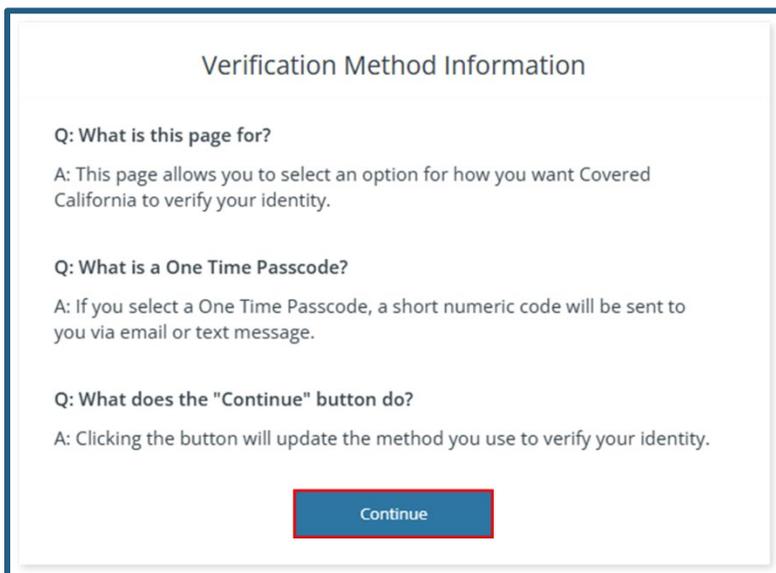
The *Register Your Account* page displays updated messaging to inform consumers and Authorized Representatives that a cell phone or email is required and displays new messaging providing guidance for consumers that do not have access to a phone or email.



The screenshot shows the "Register Your Account" page with the following elements:

- Register Your Account** (Section Header)
- Message:** "We need you to add your email to keep your account safe. You can also add your phone number. Each time you sign in, we will send a verification code to your email or your phone." (highlighted in red)
- Email** (Section Header)
- Recommended:** (indicated by a green plus icon)
- No email registered** (Text) with a **+ Add** button.
- Cell Phone Number** (Section Header)
- Recommended:** (indicated by a green plus icon)
- No cell phone registered** (Text) with a **+ Add** button.
- Standard text message rate applies.* (Text)
- Message:** "Do not have access to a phone or email to register your account? Call Covered California at (800) 300-1506 for more information." (highlighted in red)
- Save & Continue** button.

The button on the *Verification Method Information* popup is renamed from **Close** to **Continue**.



The screenshot shows the "Verification Method Information" popup with the following elements:

- Verification Method Information** (Section Header)
- Q: What is this page for?**
- A: This page allows you to select an option for how you want Covered California to verify your identity.**
- Q: What is a One Time Passcode?**
- A: If you select a One Time Passcode, a short numeric code will be sent to you via email or text message.**
- Q: What does the "Continue" button do?**
- A: Clicking the button will update the method you use to verify your identity.**
- Continue** button (highlighted in red)

The *Register Your Email* page is renamed to *Add Your Email*.

Add Your Email

Once you enter your email, click on Send One Time Passcode for us to send a verification code to your email to register your account.

The email address connected to your account is below. If this is not the best email address, update it now.

Enter your email address

Re-enter your email address

The *Register Your Cell Phone* page is renamed to *Add Your Cell Phone*.

Add Your Cell Phone

Once you enter your cell phone number, click on Send One Time Passcode for us to send a verification code to your cell phone to register your account.

Enter your cell phone number
Standard text message rate applies.

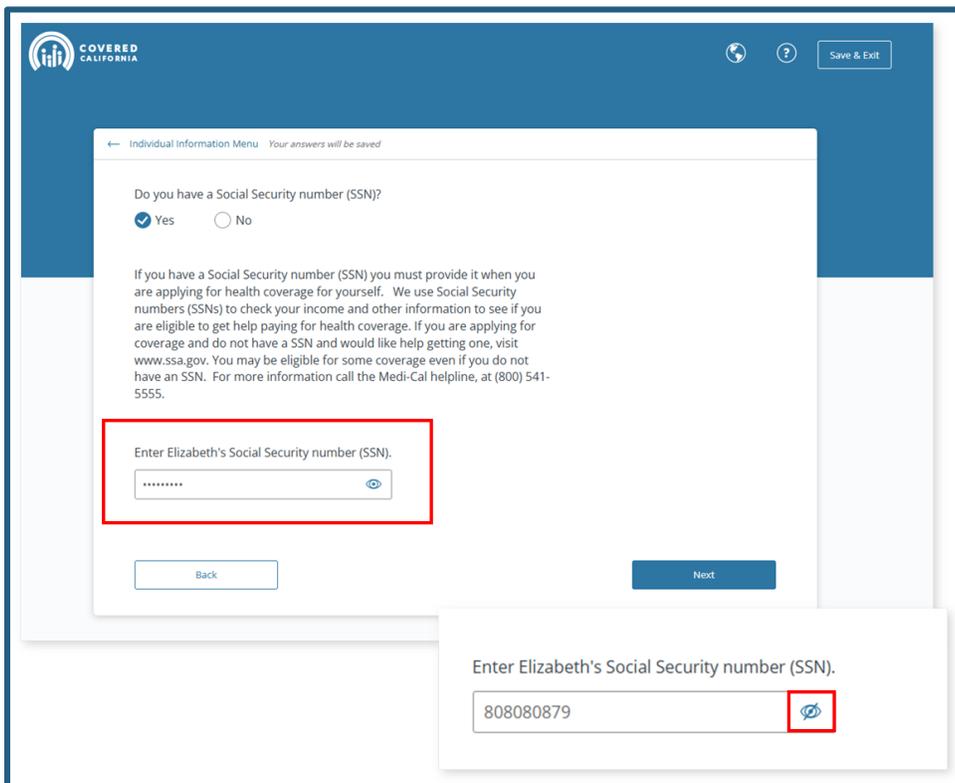
Masking Sensitive Data Elements

CalHEERS masks sensitive identification data and displays a new **eye** icon to unmask characters.

The following sensitive data elements may be masked when entered:

- Alien/USCIS Number
- ITIN/ATIN
- I-94/I-94A Number
- Passport Number
- SEVIS ID
- SSN

Clicking the **eye** icon unmask all characters.

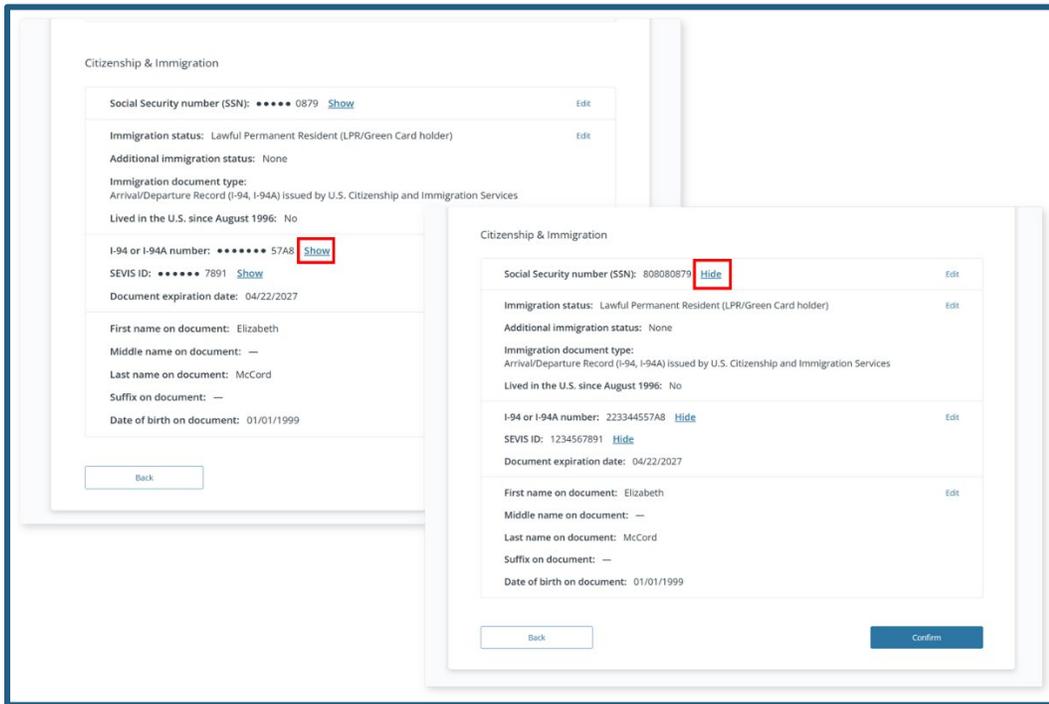


The screenshot shows a web form titled "Individual Information Menu" with the subtext "Your answers will be saved". The form asks "Do you have a Social Security number (SSN)?" with radio buttons for "Yes" (selected) and "No". Below this is explanatory text about SSNs. The form then asks to "Enter Elizabeth's Social Security number (SSN)".

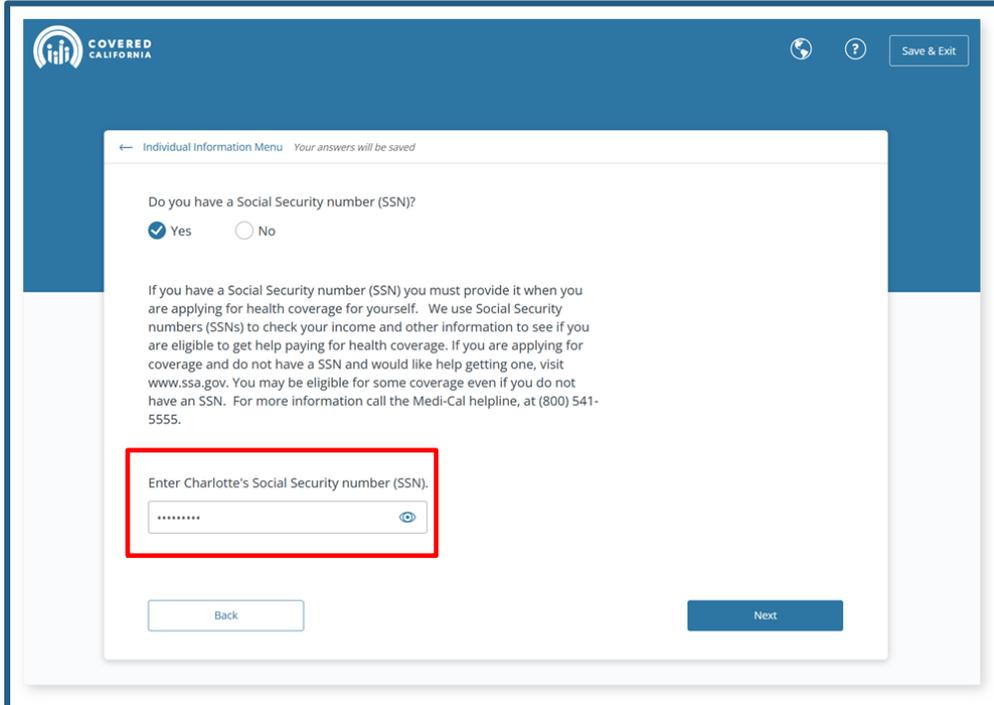
The first instance of the input field shows a masked SSN with asterisks and a "Show" icon (an eye with a slash) to the right. The second instance shows the unmasked SSN "808080879" and a "Hide" icon (an eye with a slash) to the right. Both icons are highlighted with red boxes.

A new **Show** or **Hide** link displays next to sensitive information.

- **Show** link – Displays all characters and a Hide link
- **Hide** link – Masks all but the last four characters



The SSN, ITIN, and ATIN input field display as one field versus multiple fields.





Do you have a Social Security number (SSN)?

Yes No

If you have a Social Security number (SSN) you must provide it when you are applying for health coverage for yourself. We use Social Security numbers (SSNs) to check your income and other information to see if you are eligible to get help paying for health coverage. If you are applying for coverage and do not have a SSN and would like help getting one, visit www.ssa.gov. You may be eligible for some coverage even if you do not have an SSN. For more information call the Medi-Cal helpline, at (800) 541-5555.

Why does Charlotte not have an Social Security number (SSN)?

Enter Charlotte's Individual Taxpayer Identification Number (ITIN). ⓘ

Or

Enter Charlotte's Adopted Taxpayer Identification Number (ATIN). ⓘ