

| #                    | Category | Name         | Description                                                                                                                                                           | Responsible | Notes 1/8/21                          |
|----------------------|----------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------|
| <b>Initiation</b>    |          |              |                                                                                                                                                                       |             |                                       |
| 1                    |          | Claim types  | Include the following claims in the ID.me process<br>- Valid claims only<br>- NEW regular UI claims,<br>- All new PUA claims<br>- All new MEUC claims                 | Bus         | Final decision not yet made           |
|                      |          | Claim types  | Exclude claimants who have <b>completed</b> the ID.me process in the past 12 months                                                                                   |             |                                       |
|                      |          | Claim types  | Include all active PUA claims (one time at the time of project implementation)                                                                                        |             |                                       |
|                      |          | Claim types  | Exclude transitional claims from this process                                                                                                                         |             |                                       |
|                      |          | Claim types  | Exclude IC's filed within 4 weeks of an exhausted claim if the claimant completed the ID.me process on the exhausted claim                                            |             |                                       |
| 6.8                  |          | Claim types  | Claim must be valid before setting line flag.                                                                                                                         | IT          |                                       |
| 2                    |          | Line flag    | The system will automatically put a line flag on claims described in Claim Type requirements filed beginning 1/26/21                                                  | IT          |                                       |
| 3                    |          | Line flag    | Put line flag on Active PUA claims back to Week 6 2020                                                                                                                | IT          |                                       |
| 4                    |          | Line flag    | Business to determine which line flag to use. Will reuse a line flag that is not being used and change the message.                                                   | Bus         |                                       |
| 8.4                  |          | Line flag    | The line flag will prevent payment on the claim                                                                                                                       | IT          |                                       |
| 4                    |          | Line flag    | Flag must not generate normal suspense letter (will generate a different email)                                                                                       | IT          |                                       |
| 5.2                  |          | Line flag    | Line flag will generate email to claimant if the claimant has an email address                                                                                        | IT          |                                       |
|                      |          | Line flag    | If claimant does not have an email address no communication is sent on IC                                                                                             |             |                                       |
|                      |          | Line Flag    | When an invalid claim becomes valid, the line flag is added.                                                                                                          | IT          | Must be flagged before claim is paid. |
| 11                   |          | Line Flag    | The line flag cannot be removed by users                                                                                                                              | IT          |                                       |
| 12                   |          | Line Flag    | Business will develop process to send authorized requests to IT remove line flag                                                                                      | Bus         |                                       |
| 13                   |          | Line Flag    | Business can request line flag be added in cases of suspected fraud                                                                                                   | IT/Bus      | Process TBD                           |
|                      |          | Line Flag    | Line flag an be removed only through automated process or authorized request from the business                                                                        | IT/Bus      | Process TBD                           |
| <b>Communication</b> |          |              |                                                                                                                                                                       |             |                                       |
| 6                    |          | Email        | Business will develop verbiage to be emailed when line flag set                                                                                                       | Bus         |                                       |
|                      |          | Letter       | All claimants with the line flag will get a suspense letter mailed to them when they file their first week of benefits. (this notifies those without email addresses) | IT/Bus      |                                       |
|                      |          | Letters      | Business will develop verbiage for suspense letter sent when first week if filed                                                                                      | Bus         |                                       |
|                      |          | Web Pages    | Process pages will be updated to advise claimants of the ID verification process.                                                                                     | IT/Bus      |                                       |
| 14                   |          | Web Pages    | The initial claim advices presented at the end of online initial claim will be updated to advise claimants of the ID verification process.                            | IT/Bus      |                                       |
| <b>Verification</b>  |          |              |                                                                                                                                                                       |             |                                       |
| 16                   |          | Landing page | ID.me will provide landing page for OED claimants                                                                                                                     | vendor      |                                       |
| 16                   |          | Verification | ID.me will send <b>Redacted</b> file of successful verifications to OED                                                                                               | vendor      |                                       |

|                   |               |                                                                                                                                                                                                                                                                                                                |                 |                                                                                                |
|-------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------|
| 17                | Verification  | ID.me will provide successful verifications to OED daily                                                                                                                                                                                                                                                       | vendor          |                                                                                                |
| 18                | Verification  | IT will upload <b>Redacted</b> data to mainframe                                                                                                                                                                                                                                                               | IT              |                                                                                                |
| 19                | Verification  | IT will remove line flag when data received from ID.me is uploaded                                                                                                                                                                                                                                             | IT              |                                                                                                |
|                   | Verification  | Removal of line flag will allow the claim to continue as it normally would                                                                                                                                                                                                                                     | IT              |                                                                                                |
| 20                | Fraud         | <b>Redacted</b>                                                                                                                                                                                                                                                                                                | <b>Redacted</b> | <b>Redacted</b>                                                                                |
| 20                | Fraud         | <b>Redacted</b>                                                                                                                                                                                                                                                                                                | <b>Redacted</b> | <b>Redacted</b>                                                                                |
| 21                |               | <b>Redacted</b>                                                                                                                                                                                                                                                                                                | <b>Redacted</b> | <b>Redacted</b>                                                                                |
| 22                | Fraud         | <b>Redacted</b>                                                                                                                                                                                                                                                                                                | <b>Redacted</b> | <b>Redacted</b>                                                                                |
| <b>Closeout</b>   |               |                                                                                                                                                                                                                                                                                                                |                 |                                                                                                |
| 24                | Deny Decision | Claims that have had line flag for <b>XX</b> days will be identified for deny process.                                                                                                                                                                                                                         | IT              |                                                                                                |
| 24                |               | If ID is not verified within <b>XX</b> number of days, the claim will be denied                                                                                                                                                                                                                                | Bus             |                                                                                                |
| 25                |               | Business to determine denial process and reasons to use                                                                                                                                                                                                                                                        | Bus             |                                                                                                |
| <b>26 Reports</b> |               |                                                                                                                                                                                                                                                                                                                |                 |                                                                                                |
|                   | Data          | IT will develop a table to hold data on the line flag                                                                                                                                                                                                                                                          | IT              |                                                                                                |
| 27                | Reports       | The following data will be retained for this process:<br>- claimants sent to ID.me<br>- date line flag added<br>- date line flag removed<br>- result of verification (whether ID was verified or not)<br>- suspected fraud sent to ID.me<br>- result of verification on fraud (whether ID was verified or not) | IT              |                                                                                                |
| 28                | Reports       | Report will be provided to validate charges<br>- Number of claimants sent to ID.me<br>- Number verified                                                                                                                                                                                                        | vendor          | Data will be compared to charges from ID.me                                                    |
| <b>Contract</b>   |               |                                                                                                                                                                                                                                                                                                                |                 |                                                                                                |
|                   | Charges       | OED will only be charged if the ID is verified                                                                                                                                                                                                                                                                 |                 |                                                                                                |
| 29                | Charges       | OED will only be charged for verification of the claimants sent to ID.me                                                                                                                                                                                                                                       | vendor          |                                                                                                |
| 30                | Charges       | Other users accessing the OED landing page will not be charged to OED                                                                                                                                                                                                                                          | vendor          | If other users access OED landing page for some reason other than because OED sent them there. |
| 31                | Charges       | If user was already verified by another agency, OED will be charged half price                                                                                                                                                                                                                                 | vendor          | i.e. Veterans use ID.me                                                                        |
|                   | Charges       | If a claimant is sent to ID.me on two different claims (i.e., IC and PUA), vendor will only charge for one verification                                                                                                                                                                                        |                 |                                                                                                |
|                   | Charges       | Bulk purchase of verifications will be discounted from price of individual verifications                                                                                                                                                                                                                       |                 |                                                                                                |
|                   |               |                                                                                                                                                                                                                                                                                                                |                 |                                                                                                |