

WEBB Corey * OED

From: KALJUK Inna * OED
Sent: Thursday, September 30, 2021 12:19 PM
To: KALJUK Inna * OED
Subject: ID Verification on ALL New Claims is Live (ID.me)
Attachments: DLF69_Suspense_Letter.pdf; ID.me_email_EN&SP.pdf; ID.me_OCS.pdf

Email sent to OED_DL_ALL_STAFF

If you do not work with claimants or claims, please disregard.

Good Afternoon,

Effective September 29, 2021, ALL new claims are required to have their identity verified through ID.me. Until now, only PUA claims have been directed to ID.me to verify their identity. We now require everyone that files a new claim to go through this process. New claims will have a DLF 69-IDME VERIFICATION set from the First Effective Week (FEW) and a claim comment entered indicating they need to go through ID.me. An email will be sent to the claimant with the information about ID.me as well as a suspense letter will be sent if they claim a week and have still not completed the process. They must complete the identity verification process with ID.me before any benefits can be paid out. **Please do not inactive the DLF.**

We have added information on the Online Claim System (OCS) screen and in the Internet Initial Claim (IIC) regarding ID.me. Claimants are provided the information and the link to ID.me at the end of their IIC application. (See attached with some screens where the ID.me information has been added)

ID.me is available online in English and Spanish. **As with the other ID verification processes, please DO NOT inactivate this line flag.** These will be addressed as claimants complete the verification process. For those that need help in a language other than English or Spanish or do not have internet access, please direct them to call:

- Portland 503-570-3700
- Eastern/Central Oregon or Bend 541-383-1399.
- Toll free 1-833-448-3700

Please do not direct claimant to this number if they do **NOT** need assistance in a language other than English or Spanish or have internet access.

If you receive calls with questions about the email or letter and why they are receiving it, please let them know this is part of the application process and direct them to ID.me to complete the process. If they indicate they are having issues with the process online, let them know they are able to speak to someone with ID.me with very limited to no wait times (which is on the ID.me website).

Attached you will also find a copy of the email and the suspense letter that is sent.

Hope everyone has a wonderful rest of your week and **THANK YOU** for all the work you are doing!

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