

 State of Oregon Employment Department	<b>Title:</b> Identification Verification Queue	
<b>Unit:</b> Unemployment Insurance Claims	<b>Subject Matter Expert:</b> Eduardo Rodriguez	
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### ***Preface***

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This Standard Operating Procedures (SOP) addresses operational responsibilities for the Identification (ID) Verification Queue. Management may revise these guidelines, as appropriate.

In order to be inclusive, all operational procedures are written in the first person and will not include the use of masculine and feminine pronouns.

### ***Purpose***

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Provide instruction for consistency on procedures the Business and Employment Specialist (BES) performs when working the ID Verification Queue.

### ***Scope***

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The Oregon Employment Department is working with ID.me, a trusted, secure, and federally certified identity verification provider to complete ID verification on all new claims filed.

### ***Prerequisites***

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The responsible person in this SOP will need access to the following systems or programs:

1. Business Intelligence (BI) Report
2. Cisco Finesse
3. Oregon Benefit Information System (i.e., Mainframe)

### ***Responsibilities***

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The BES is responsible for all operational procedures stated in this SOP.

## ***Procedures***

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### **ID Verification Queue**

Perform the following when assigned to the ID Verification queue:

1. Sign into Cisco Finesse.
2. Change status to the Ready code in order to receive calls.
3. When answering a call through the ID Verification queue, perform the appropriate procedures to validate a claimant's identity (i.e., at least five points of verification).
4. If the claimant is calling regarding the letter or email they received regarding ID.me, advise that they must follow all prompts on the letter or email.

**NOTE:** [ID.me Account](#) link may be used to provide the claimant with a step-by-step process on how to set up and protect their ID.me account.

- a. Advise the claimant that a camera is needed on their device (i.e., desktop computer, laptop, smartphone, tablet).

**WARNING: ID.ME REQUIRES ACCESS TO THE DEVICE'S COOKIES.**

**WARNING: COMPUTER STATIONS AT THE WORKSOURCE OFFICES MAY NOT HAVE THE APPROPRIATE SOFTWARE TO COMPLETE THE ID.ME PROCESS.**

**WARNING: ID.ME REQUIRES THE CLAIMANT TO SHARE THEIR COMPLETION WITH THE OREGON EMPLOYMENT DEPARTMENT.**

**WARNING: IF THE CLAIMANT CALLED THE ID VERIFICATION QUEUE IN ORDER TO BYPASS WAITING IN THE REGULAR PHONE QUEUES OR REQUESTS ADDITIONAL CLAIMS ASSISTANCE, ADVISE THE CLAIMANT THE ID VERIFICATION QUEUE IS ONLY TO ASSIST WITH THE ID.ME PROCESS AND ADVISE THEM TO CALL THE CLAIMS NUMBER (I.E., 877-345-3484).**

**WARNING: DO NOT TRANSFER THE CLAIMANT TO ANY OF THE OTHER CLAIMS CALL QUEUES.**

5. If the claimant experiences issues with submitting their ID verification, advise them to submit a "Contact Us" form on the [ID.me website](#).

**NOTE:** The claimant will receive communication via email for their "Contact us" submission. They will receive directions on how to engage a live "trusted referee" that will assist them with their technical difficulties.

6. Perform the following if the claimant does not have access to the internet:
  - a. Verify the claimant truly does not have internet access (e.g., check how their weekly claims are filed, how their initial claim was filed, if they are submitting Contact Us requests through Zendesk).

**NOTE:** In most cases, claimants may be hesitant to complete this process because they are not sure if it is legitimate.

- b. Re-direct the claimant to a location where they may have access to WI-FI to complete the ID.me process (e.g., friend or family's home, library, Worksource Office, coffee shop).
7. Perform the following if the claimant is a minor and is having issues with completing the ID.me process:

**NOTE:** ID.me does not work with claimants who are minor and need to be manually verified.

- a. Perform a phone interview with the claimant.
  - i. Verify the following information with the claimant.
    1. Full name.
    2. Full social security number (SSN) or Customer Identification Number (CID).
    3. Full date of birth.
    4. Full mailing address.

**WARNING: IF THE CLAIMANT RECENTLY MOVED, REQUEST TO VERIFY THE PRIOR ADDRESS ON RECORD BEFORE CHANGING TO THE CURRENT MAILING ADDRESS.**

- a. Update mailing address, if necessary.
5. Phone number.
  - a. Verify the number on the caller ID matches what is on record on the Mainframe screen.
    - i. If the number matches, ask the claimant if that is the best method of contact.
    - ii. If the number does not match, ask the claimant if the number they are calling from is the best method of contact.
      1. Update the phone number, if necessary.

**WARNING: IF ADDITIONAL POINTS OF IDENTITY VERIFICATION ARE NEEDED (E.G., IF FRAUD IS SUSPECTED), USE ADDITIONAL METHODS TO VERIFY THE CLAIMANT'S IDENTITY BEFORE SHARING ANY CLAIM RECORD DETAILS (E.G., LAST EMPLOYER, EMPLOYMENT DATES).**

- ii. Advise the claimant to submit a few documents for verification.

**NOTE:** Once documents are submitted and approved, the claimant's information may be entered in the verification look up in BI Report or the claimant's SSN will be on the ID Verification List on the next business day.

8. Perform the following if the claimant calls in and their claim is currently flagged for ID theft:

**WARNING: DO NOT ADVISE THE CLAIMANT THAT THEIR CLAIM IS FLAGGED FOR ID THEFT.**

- a. If the claimant is hesitant to complete the ID.me process, advise them that all new claims filed require ID verification in order to receive benefits.
- b. Advise the claimant to follow the prompts on their letter or email.

### Verification Look Up

Perform the following to look up if a claimant's ID.me verification was completed but still not paid out:

1. Enter the SSN in the BI Report Look Up module.
2. If data displays that the verification process was completed, perform the following:
  - a. Inactivate the D69 line flag on the NON-MONETARY screen (i.e., F18).
  - b. Enter an appropriate claim comment (e.g., INACTIVATED DLF69, WK WW/YY PER BI REPORT. CUSTOMER COMPLETED THE ID.ME VERIFICATION).

### ID Verification List

Perform the following when assigned to work the ID Verification List:

1. Once the list is received, enter the SSN into a Mainframe screen.
2. Navigate to the NON-MONETARY screen.
3. Inactivate the D69 line flag.
4. Enter an appropriate claim comment (e.g., INACTIVATED DLF69, WK WW/YY PER BI REPORT DATED MM/DD/YY. CUSTOMER COMPLETED THE ID.ME VERIFICATION).

**NOTE:** The BI Report contains SSNs of ID.me verifications completed on the previous business day.

**NOTE:** The Claims Workforce team is responsible for distributing the BI Report each day.

5. Perform the following if the SSNs on the list report that ID.me was not completed correctly:
  - a. Place an outbound call to the claimant via Cisco Finesse.
  - b. If you are able to reach the claimant, advise them that one of the verification documents was not sufficient and will need to be re-submitted.
    - i. Make at least 2-3 attempts to contact the claimant.

**NOTE:** Once the new document is submitted, the claimant will show up on the next business day's BI Report.

### ***Acceptable Documents for ID Verification***

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The following are acceptable documents for ID verification:

1. State Identification Card (front and back), not expired for more than one year
2. Driver's License or instruction permit (front and back), not expired for more than one year
3. US Passport, not expired for more than five years
4. US Passport Card (front and back), not expired for more than five years
5. US Territory Passport (front and back), not expired for more than five years
6. US Military Card (front and back)
7. Military Dependent's ID Card (front and back)
8. Permanent Resident Card (front and back)
9. Certification of Citizenship
10. Certificate of Naturalization
11. Employment Authorization Document
12. Foreign Passport containing English or with English translation, not expired more than five years
13. Birth Certificate

**WARNING: BOTH PROOF OF IDENTITY AND PROOF OF RESIDENCE IS REQUIRED.**

Additional acceptable documents can be found at the following website: [Acceptable forms of ID](#)

## ***Identity Verification Queue***

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### **PHONE NUMBERS**

Portland Area: (503) 570-3700

Eastern/Central Oregon/Bend: (541) 383-1399

### **LANGUAGE MENU OPTIONS**

Welcome to the Oregon Employment Department's identity verification line.

If you want to use the Oregon Employment Department's identity verification services in English, press 1. If you're calling from a rotary phone, please wait on the line for assistance.

**\*\*\*\*\* followed by language options in Spanish, Vietnamese, and Russian \*\*\*\*\***

If you want to use the Oregon Employment Department's verification services in any other language, press 5.

### **WELCOME SCRIPT**

The Oregon Employment Department's (OED) identity verification line is open from 8 a.m. to 5 p.m. Monday through Friday.

We have partnered with ID.me, a secure, and trusted technology partner that provides digital identity verification to make sure you're you – and not someone pretending to be you.

It is very important that you understand that to reduce the risk of fraud and identity theft, OED cannot make your claim available to you without first verifying your identity.

If you are calling because you need to verify your identity after filing an application for Unemployment Insurance (UI) or Pandemic Unemployment Assistance (P-U-A), the best way to do that is by going online to [www.id.me](http://www.id.me) and going to Oregon's verification page.

If you cannot access the ID.me website, please stay on the line. If you **can** access the ID.me site, we ask that you hang up and use the website at [id.me](http://id.me). That's I-D-dot-M-E. This line is only available for claimants without internet access, claimants who need assistance in languages other than English or Spanish, or claimants who are otherwise unable to use the ID.me site.

Please be ready to take notes as our staff may ask you to submit additional documents to the Employment Department to complete the verification process. Additional documents may include your Driver's License, Passport, Passport Card, State ID, or a selfie for verification of your identity.

If you are calling on another matter, we apologize for the inconvenience, but due to high call volume, we will not be able to transfer your call.

If you are calling for help with your UI claim but not ID verification, please hang up and call 1-877-345-3484.

If you are calling for help with your P-U-A claim but not ID verification, please hang up and call 1-833-410-1004.

If you need help that does not relate to identity verification, you can also use our Contact Us form at [unemployment.oregon.gov](https://unemployment.oregon.gov) to have a claim specialist reach out to you.

By providing information during this call, you are certifying under penalty of perjury that the information is true and accurate to the best of your knowledge. Giving false or misleading information on purpose to the Employment Department in order to get benefit payments you aren't actually eligible for may make you subject to criminal prosecution. Continuing with this call means that you understand this statement.

In order to ensure excellent customer service your call may be monitored or recorded.

#### **CLOSED HOURS SCRIPT**

You have reached the Oregon Employment Department identity verification line. Our office is currently closed. Our phone lines are open from 8:00 am to 5:00 pm Monday through Friday. Please call back during our normal office hours. Thank you for calling the Oregon Employment Department. Goodbye.

#### **HOLIDAY SCRIPT**

You have reached the Oregon Employment Department identity verification line. We are currently closed for the holiday. Please call back during normal business hours, Monday through Friday, 8:00 am to 5:00 pm, excluding holidays. Thank you for calling the Oregon Employment Department. Goodbye.