



## CITIZENSHIP AND LAWFUL PRESENCE; REQUEST FOR VERIFICATION FAQ

### **Why do I have to provide information about citizenship and immigration status?**

The law requires that everyone who enrolls in health insurance through Covered California show proof they are “lawfully present” in the country in order to be eligible to get insurance.

All information you provide to us about immigration status will be kept secure and private and will not be used by any immigration agency for the purpose of immigration enforcement.

### **Who is considered “lawfully present”?**

A lawfully present person in the United States generally includes:

- A U.S. citizen or U.S. national
- A lawful permanent resident (or “green card holders”)
- A lawful temporary resident
- Persons fleeing persecution, including refugees and asylees
- Other humanitarian immigrants, including those granted temporary protected status.

### **What kind of documents show that I am “lawfully present” as either a U.S. citizen or immigrant eligible for coverage?**

Examples to prove U.S. citizenship include:

- A copy of a U.S. passport
- Certificate of Naturalization (N-550/N-570)
- Certificate of Citizenship (N-560/N-561)
- A U.S. birth certificate and photographed identification card

A complete list of qualifying documents can be found on [www.coveredca.com](http://www.coveredca.com).

### **I got a notice from Covered California asking for my citizenship or immigration documents. What do I do?**

Check the list of acceptable immigration documents on [www.coveredca.com](http://www.coveredca.com)

Collect the required documents you need to send. Once you have your documents, you should upload, fax, or mail your documents to Covered California. Uploading is the fastest way to send us your documents, but you may also mail or fax them to us. You may need to send more than one document.

## UPLOAD documents:

Scan or take a photo of the document you want to upload. Save it to your computer.

- Log on to your account.
- Click on the "Manage Verifications" link located on the right, below "Actions."
- Click "Submit Verifications." This will take you to the Submit Verifications page.
- Click the upload link on the Submit Verifications page.
- Select the "Document Category" for the document you want to upload.
- Select the "Document Type" in the dropdown menu. If you do not see your document type in the dropdown menu, choose "U.S. Passport" and continue.
- Click the "Browse" button to find the proof document that you want to upload.
- Click "Upload."
- To confirm that your document uploaded, look for the text in light green that says, "File uploaded successfully."
- You can click the "View" option to be sure you uploaded the right document.

- OR -

FAX copies to: 1-888-329-3700

If you fax paper copies of your documents, please include the "Here's My Proof" cover page in the letter you received or download it from [www.coveredca.com](http://www.coveredca.com). This helps Covered California match your documents to the correct case number.

- OR -

MAIL copies to:

Covered California  
P.O. Box 989725  
West Sacramento, CA 95798-9725

If you mail paper copies of your documents, please include the "Here's My Proof" cover page in the letter you received or download it from [www.coveredca.com](http://www.coveredca.com). This helps Covered California match your documents to the correct case number.

**PLEASE DO NOT SEND ORIGINAL DOCUMENTS.** Please send us paper or electronic copies only.

## Where can I get help?

If you got help from a Covered California Certified Enrollment Counselor or Certified Insurance Agent during enrollment, you can contact them again to get one-on-one help. They can help you figure out the documents you need. They can also help you create an account or electronically upload the documents to your CoveredCA.com account. To find an enrollment counselor or agent near you, go to [www.CoveredCA.com](http://www.CoveredCA.com) and click on "Find Help Near You" or call the Covered California Document Upload Helpdesk at 800-909-6822. For TTY call (888) 889-4500.

**What should I do if I have already uploaded or sent documents?**

You may have already sent documents, but we could not check your citizenship or immigration status using the documents we received. Please make sure that your documents are on the list and resend them by September 30, 2014.

**When are the documents due?**

Documents are due by September 30, 2014.

**What happens if I do not send documents?**

It is very important to send us your documents. If we do not get your documents, Covered California must cancel your health insurance along with the federal tax credit you may be using to lower your monthly premiums. If you have received tax credits and your health insurance is canceled, you will have to repay those tax credits. You may also have to pay a tax penalty.

**More Questions?**

If you got help from a Covered California Certified Enrollment Counselor or Certified Insurance Agent during enrollment, you can contact them again to get one-on-one help. To find an enrollment counselor or agent near you, go to [www.CoveredCA.com](http://www.CoveredCA.com) and click on "Find Help Near You." If you have created a CoveredCA.com account, log on to your account at [www.CoveredCA.com](http://www.CoveredCA.com). You can also call the Covered California Document Upload Helpdesk at 800-909-6822 or for TTY, call 1-888-889-4500. Covered California Service Center hours are Monday through Friday 8 a.m. to 6 p.m. and Saturdays 8 a.m. to 5 p.m. The call is free.

