



FAQ ~ ID.me

Q1. Is the Program Integrity Supervisor line still adjudicating Identity Verification issues?

No, they are not adjudicating Identity Verification issues, even if fact finding is attached. Call center staff and Program Integrity staff on the Fraud line should all be aware of this.

Q2. Should claimants still be uploading their fact finding to pending Identity issues?

No. Claimants will receive notification on Monday directing them to the Massachusetts ID.me website in order to resolve the Identity issue on their claim.

If a claimant calls before they get their ID.me notification or with any questions about the notification, staff should refer the claimant to the website (<https://hosted-pages.id.me/ma-dua>) and instruct them to complete the process right away.

Staff should also let the claimant know that if they complete the ID.me process from now until Monday, they may still receive the notification letter.

Q3. If a claimant is claiming hardship and asks for the pending Identity issue to be resolved right away, should the call center still follow the escalation process and send to Program Integrity?

No! Claimants will receive notification on Monday directing them to the Massachusetts ID.me website in order to resolve the ID issue on their claim.

If a claimant calls before they get their ID.me notification or with any questions about the notification, staff should refer the claimant to the website (<https://hosted-pages.id.me/ma-dua>) and instruct them to complete the process right away.

Staff should also let the claimant know that if they complete the ID.me process from now until Monday, they may still receive the notification letter.



Q4. Should claimants or staff upload Identity fact finding to a previously determine disqualified ID issue?

No, if a claimant has an Identity Verification disqualification and wants to appeal it, our process has not changed yet and the claimant should appeal the determination. A review of ID.me and Hearings processes will take place next week.

Q5. Is the Document Processing dept still scanning in fact finding documents on pending Identity Verification issues that were previously mailed in?

No! They are no longer scanning these documents onto pending Identity Verification issues. Claimants have been instructed to complete the process on ID.me, even if they have previously submitted documentation.

Q6. How long does it take once the information is submitted to ID.me, assuming the claimant's information passes?

The passes will process daily at 8pm. As long as the claimant completes the process and receives a pass by 8pm, DUA will receive the information on the same day.

Q7. Even if a claimant has provided their documents to DUA already, do they still have to go to ID.me?

Yes, they must follow the ID.me process in order to resolve the Identity issue on their claim, or it could affect their unemployment benefits.