



Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough



*Center for Consumer
Information and
Insurance Oversight
(CCIIO)*

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Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough

The screenshot shows a web application interface for Alabama. At the top, there is a dark blue header with 'Alabama' on the left and a 'HELP' button on the right. Below the header is a navigation bar with a back arrow, a folder icon, and the text '2014 application for Individuals & Families (ID#: 102718101)', followed by a 'View all applications' link. A left sidebar contains a list of menu items: 'My plans & programs', 'Eligibility & appeals', 'Applications details' (highlighted in blue), 'Report a life change', 'Communication preferences', 'Authorized users', and 'Exemptions'. The main content area is titled 'Application details' and includes the text 'Here's your current application information:'. Below this is a dark blue box with 'Status: Complete' and 'ID#: 102718101'. The next section, 'Your application is complete', contains a paragraph of text and two green buttons: 'VIEW ELIGIBILITY RESULTS' and 'REMOVE MY APPLICATION'. The 'Qualified Health Plan eligibility' section follows, with a paragraph of text and two light blue boxes. Each light blue box contains a title and a deadline: 'Verify John's citizenship or immigration status' with 'Submit before 12/2/2014', and 'Verify John's yearly income' with 'Submit before 11/27/2014'. To the right of each light blue box is a green 'VERIFY' button. A red arrow points to the first 'VERIFY' button.

Alabama HELP

< 2014 application for Individuals & Families (ID#: 102718101) View all applications

- My plans & programs
- Eligibility & appeals
- Applications details**
- Report a life change
- Communication preferences
- Authorized users
- Exemptions

Application details

Here's your current application information:

Status: Complete ID#: 102718101

Your application is complete [VIEW ELIGIBILITY RESULTS](#) [REMOVE MY APPLICATION](#)

Your Marketplace application is complete and has been processed. View your eligibility results to find out if you can enroll in health coverage.

Qualified Health Plan eligibility

You have unresolved inconsistencies. You need to provide additional documentation.

Verify John's citizenship or immigration status [VERIFY](#)
Submit before 12/2/2014


Qualified Health Plan eligibility

You have unresolved inconsistencies. You need to provide additional documentation.

Verify John's yearly income [VERIFY](#)
Submit before 11/27/2014

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

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- Applications details**
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- Authorized users
- Exemptions


Resolve inconsistencies

Inconsistencies are situations where we must confirm information that you submitted, or we need you to submit more information.

Verify John's citizenship or immigration status [Collapse -](#)


John - You need to provide more information on your application so the Marketplace can determine whether you are eligible for health coverage. Call 1-800-318-2596 (TTY: 1-855-889-4325) to get help answering questions on the application about your citizenship or immigration status.

Document type:

 **SELECT FILE TO UPLOAD**

Verify John's yearly income [Expand +](#)

TAKE ME BACK



Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

Alabama ? HELP

< **2014 application for Individuals & Families** (ID#: 102718101) View all applications

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Document type:

- Select
- U.S. passport
- U.S. public birth record
- Certification of Report of Birth
- Consular Report of Birth Abroad
- Certification of Birth Abroad
- U.S. Citizen Identification Card
- American Indian Card (I-872)
- Northern Mariana Card (I-873)
- Certificate of Naturalization
- Certificate of Citizenship
- Statement from adoption agency
- Evidence showing foreign born to U.S. citizen parent(s)

Verify John's yearly income

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

Alabama ? HELP

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Document type:

- Select
- U.S. passport
- U.S. public birth record
- Certification of Report of Birth
- Consular Report of Birth Abroad
- Certification of Birth Abroad
- U.S. Citizen Identification Card
- American Indian Card (I-872)
- Northern Mariana Card (I-873)
- Certificate of Naturalization
- Certificate of Citizenship**
- Statement from adoption agency
- Evidence showing foreign born to U.S. citizen parent(s)

Verify John's yearly inc

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Document type:

 **SELECT FILE TO UPLOAD**

Verify John's yearly income [Expand +](#)

TAKE ME BACK

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

The screenshot shows a file explorer window titled "My Documents" with a search bar "Search My Documents". The window displays a table of files:

Name	Date modified	Type	Size
JCarson Certification of Citizenship Test ...	08/29/2014 10:16 ...	Adobe Acrobat D...	27 KB
JCarson Pay Stub Test File .pdf	08/29/2014 10:16 ...	Adobe Acrobat D...	27 KB

Below the table, the "File name" field contains "JCarson Certification of Citizenship Test File.pdf" and the file type is set to "All Files". The "Open" button is highlighted.

In the background, a web form is visible with the label "Verify John's yearly income" and an "Expand +" link. A "TAKE ME BACK" button is located at the bottom right of the page.

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

Alabama ? HELP

< **2014 application for Individuals & Families (ID#: 102718101)** [View all applications](#)

- My plans & programs
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Verify John's citizenship or immigration status [Collapse -](#)

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Document type:

SELECT FILE TO UPLOAD

JCarson Certification of Citizenship Test File.pdf (26.3Kb)	Certificate of Citizenship	UPLOAD	REMOVE
---	----------------------------	---------------	---------------

Verify John's yearly income [Expand +](#)

TAKE ME BACK

If multiple documents are needed, select another document type from the drop down menu and then select file to upload.

Each file selection will show up with an individual Upload button.

Then upload each file.

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

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Verify John's citizenship or immigration status Collapse -

John - You need to provide more information on your application so the Marketplace can determine whether you are eligible for the program. Call 1-800-318-2596 (TTY: 1-855-889-4325) to get help answering questions on the application about your citizenship or immigration status.

Document type:

SELECT FILE TO UPLOAD

JCarson Certification of Citizenship Test File.pdf (26.3kb)	Certificate of Citizenship	UPLOAD	REMOVE
---	----------------------------	---------------	---------------

Verify John's yearly income Expand +

TAKE ME BACK

Please wait

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

The screenshot shows the Alabama Marketplace application interface. At the top, it says "Alabama" and "HELP". Below that, it says "2014 application for Individuals & Families (ID#: 102718101)" and "View all applications". On the left, there is a navigation menu with options: "My plans & programs", "Eligibility & appeals", "Applications details" (highlighted), "Report a life change", "Communication preferences", "Authorized users", and "Exemptions". The main content area is titled "Resolve inconsistencies" and contains the text: "Inconsistencies are situations where we must confirm information that you submitted, or we need you to submit more information." Below this, there is a section titled "Verify John's citizenship or immigration status" with a "Collapse -" link. The text says: "John - You need to provide more information on your application so the Marketplace can determine whether you are eligible for health coverage. Call 1-800-318-2596 (TTY: 1-855-889-4325) to get help answering questions on the application about your citizenship or immigration status." There is a dropdown menu for "Document type:" set to "Certificate of Citizenship" and a green button labeled "SELECT FILE TO UPLOAD". Below the button, a file upload list shows a file named "JCarson Certification of Citizenship Test File.pdf" (26.3Kb) with a green checkmark icon. Below the file list, there is a section titled "Verify John's yearly income" with an "Expand +" link. At the bottom right, there is a dark button labeled "TAKE ME BACK".

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Verify John's citizenship or immigration status Collapse -

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Document type:

SELECT FILE TO UPLOAD

<input checked="" type="checkbox"/>	JCarson Certification of Citizenship Test File.pdf (26.3Kb)	Certificate of Citizenship
-------------------------------------	---	----------------------------

Verify John's yearly income Expand +

TAKE ME BACK

Check shows upload was successful

If there are additional inconsistencies, use Expand to move on to the next one to upload documents. Or select Take Me Back to return to the Application Details.

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

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Application details

Here's your current application information:

Status: Complete ID#: 102718101

Your application is complete [VIEW ELIGIBILITY RESULTS](#)
[REMOVE MY APPLICATION](#)

Your Marketplace application is complete and has been processed. View your eligibility results to find out if you can enroll in health coverage.

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You have unresolved inconsistencies. You need to provide additional documentation.

Verify John's citizenship or immigration status Submit before 12/2/2014	SUBMITTED
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Qualified Health Plan eligibility

You have unresolved inconsistencies. You need to provide additional documentation.

Verify John's yearly income Submit before 11/27/2014	SUBMITTED
---	------------------

Resolving Data Matching Issues (or Inconsistencies): Document Upload Walkthrough (continued)

Example of the error if you try to upload an unsupported file type.

You can select file to upload again and pick a supported file type.

The screenshot shows the Alabama My Health My Way portal interface. At the top, there is a navigation bar with "Alabama" on the left and a "HELP" icon on the right. Below this is a breadcrumb trail: "2014 application for Individuals & Families (ID#: 102718101)" with a back arrow and a "View all applications" link. A left-hand sidebar contains a menu with the following items: "My plans & programs", "Eligibility & appeals", "Applications details" (highlighted in blue), "Report a life change", "Communication preferences", "Authorized users", and "Exemptions". The main content area is titled "Resolve inconsistencies" and includes the text: "Inconsistencies are situations where we must confirm information that you submitted, or we need you to submit more information." Below this is a section for "Verify John's citizenship or immigration status" with a "Collapse -" link. It contains a text block explaining the need for more information, a "Document type:" dropdown menu set to "Certificate of Citizenship", and a green "SELECT FILE TO UPLOAD" button. A red error banner below the button states: "Important: We weren't able to upload your document. The file you're uploading must be a .pdf, .jpeg, .jpg, .gif, .png, .tiff, or .bmp. Please try again." At the bottom of the section is a "Verify John's yearly income" section with an "Expand +" link. A "TAKE ME BACK" button is located at the bottom right of the page.

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Document type:

SELECT FILE TO UPLOAD

JCarson Certification of Citizenship Test File.pdf (26.3Kb) Certificate of Citizenship **UPLOAD** **REMOVE**

Verify John's yearly income Expand +

TAKE ME BACK

Error is removed upon selecting a supported document type for upload.