

## FAQs for Signing in to Medicaid Web Tool with ID.me

### **I received/saw an email message saying there is a new way to log in to the South Carolina Healthy Connections Medicaid Web Tool. What do I need to do?**

Starting Feb. 16, 2026, providers will utilize ID.me to log in to the South Carolina Department of Health and Human Services' (SCDHHS') Medicaid Web Tool at [www.scdhhs.gov/providers](http://www.scdhhs.gov/providers). You will need to register for a free ID.me account to access the web tool.

### **What is ID.me?**

ID.me provides secure digital identity verification to government agencies and other partners to make sure you are you—and not someone pretending to be you. SCDHHS also works with ID.me to verify the identify of those who apply for Medicaid coverage online.

<https://id.me/about>

### **Do I need to make an ID.me account?**

Yes. Starting Feb. 16, 2026, an ID.me account is required to access online services available through the Medicaid Web Tool.

This account lets you:

- Enter and submit claims
- Check SCDHHS member eligibility
- Review and download remittance advice
- Reset your password through ID.me

### **I do not have an ID.me account. How do I make one?**

If you are creating an ID.me account for the first time:

1. Go to [www.scdhhs.gov/providers](http://www.scdhhs.gov/providers) and click on “Log in to Medicaid Web Tool.”
2. Click the Log in button in the top right.
3. Select the check box to read and agree with the terms of using ID.me.
4. Then select Sign in with ID.me button.
5. Select Create an ID.me account link.
6. Follow the options to set up your account.

### **If I already have an ID.me account, can I use that account for the Medicaid Web Tool?**

Yes, you can and should use your existing ID.me account if you have one. You must consent to share info with SCDHHS. The first time you sign into your new online account, it will ask you if you want to share your data with SCDHHS. You must select yes to use your ID.me login with SCDHHS. You may need to update the info on your ID.me account if your account has not been verified with ID.me before. Follow the steps below.

The email address registered with the Medicaid Web Tool must be the same email that is on the ID.me account. If the email address on your ID.me account is different from the registered web tool email address, you can simply add the email you use for the web tool to your existing ID.me account. You do not have to create another account.

Steps to take:

1. Go to [www.scdhhs.gov/providers](http://www.scdhhs.gov/providers) and click on “Log in to Medicaid Web Tool.”
2. Click the Log In button in the top right and log in with your existing account.
3. Select **Verify with ID.me**, then sign in with your ID.me account and complete multi-factor authentication (MFA).
4. If required, follow the prompts to provide any additional information.
5. From the Authorize screen, review the information SCDHHS will receive and then select “Allow to Consent” to share that information with them.

### **What documents do I need to create an ID.me account?**

You will need two primary IDs or one primary and two secondary IDs. You can view a list of accepted documents [here](#). You can verify your identity with ID.me using self-service or on a video call with an ID.me agent. Be sure to have these documents on hand before joining the video call. You will need the following for both options:

- A mobile phone that has a camera or a computer with a webcam
- Email address
- Government-issued photo ID
- Social Security number

### **Why was my identity verification attempt unsuccessful?**

There are a few reasons why an identity verification attempt may fail. One reason may be the info provided did not match with the sources used to verify your identity. Also, it may not work if a user entered wrong info or if additional documents are needed to verify your identity. If your first three attempts fail, click on the “Verify identity on a video call” button. This will let you join a video call with ID.me staff. This staff member is trained to verify who you are.

### **ID.me is not processing the photos of my government ID. What should I do?**

When taking a picture of your ID:

- Make sure all four corners are visible
- Turn off your flash to reduce glare
- Place your document on a dark surface
- Match the direction to the document (e.g., use landscape for driver’s licenses).

If you’re still having problems, click the “Verify Identity on a Video Call” button. This lets you join a video call to get help. For additional troubleshooting tips, visit the ID.me Help Center under [Identity Verification](#).

### **I need help logging in to the Medicaid Web Tool, what do I do?**

If you need help to log in to the Web Tool, please call the Provider Service Center. The phone number is (888) 289-0709. They are open Monday through Thursday from 7:30 a.m. to 5 p.m. and Friday from 8:30 a.m. to 5 p.m.

### **Why do I need to consent to share my info with SCDHHS?**

When you use ID.me to create an account, ID.me shares your personal info with SCDHHS. You must consent to share this info. This includes your full name and email address.

### **I received an error saying that I have already verified my identity. What should I do?**

This error is usually because you have another ID.me account. An account may already exist for you and there can only be one user per account.

Try signing into your verified ID.me account to continue. If you do not recall having an ID.me account or do not know your login, please visit [help.id.me](https://help.id.me) for help.

### **What do I do if I forget my ID.me password and user ID?**

1. For help with password reset, navigate to the ID.me sign in page [Sign in to ID.me - ID.me](#) and select "Forgot Password."
2. Enter the email address on your ID.me account and select "Continue."
3. Check your email for a reset email titled "ID.me - Your password reset link." It may take up to 10 minutes to receive it.
4. In the email, select "Reset your Password" or copy and enter the code into the previous browser screen and select "Confirm."
5. Enter your new password twice, then select "Continue."
6. A message will confirm that your password reset was successful. You will be redirected to the ID.me sign-in page.

If you can't access the email address linked to your ID.me account or are unsure what it is, you may be able to sign in using multifactor authentication. [See How-To here.](#)

### **If I can't set up an ID.me account or I do not complete the process, can I still use the Medicaid Web Tool?**

No. You must sign in to the Medicaid Web Tool using an ID.me account starting Feb. 16, 2026.

### **Will ID.me sell my information?**

ID.me will not sell, rent or trade your personal information. [ID.me Privacy Center](#)

### **Can I verify my identity in a language other than English (Haitian Creole, Spanish, Chinese, etc.)?**

ID.me supports more than 20 languages in self-service and over 240 languages in its video chat. [See link here.](#)

### **Can I have more than one ID.me account?**

No, you can only have one verified ID.me account. It's tied to you as an individual, like having one driver's license or Social Security number. If you think you have multiple accounts, you can troubleshoot here: [What to do if you have a duplicate account.](#)

### **How do I know if I successfully verified my identity?**

After you complete the verification process for the first time, you'll receive an email from ID.me confirming your identity has been successfully verified. If you used your existing ID.me login to share your identity information with a new organization, you'll receive a text message from ID.me confirming you used your account to access an organization.

## **How do I contact ID.me for help?**

If you have questions about verifying your identity or need help with your ID.me account, visit the [ID.me Help Center](#) to submit a ticket. ID.me can help if you have trouble with the identity verification process. Common issues include account sign-in issues, uploading identification documents or selfies and fixing documents that were rejected.

For next steps after you complete the verification process or for questions about your benefits or services, contact SCDHHS. Call the Provider Service Center at (888) 289-0709. They are open Monday through Thursday from 7:30 a.m. to 5 p.m. and Friday from 8:30 a.m. to 5 p.m.