

## Learn About Data Matching Issues/Inconsistencies (DMI) at Pennie

When Pennie cannot verify customers information, a DMI is opened, and the customer receives 'conditional' eligibility to enroll in coverage through Pennie.

### **Pennie's most common eligibility DMIs include:**

Those who are verifying citizenship and have gone through the naturalization process, often U.S Social Security Administration (SSA) and Systematic Alien Verification for Entitlements (SAVE).

Common income DMIs include change in job or hours, change in household composition and if IRS data is up to two years old.

### **There are two main reasons a client might get a DMI:**

The first reason is that the data may not be available through the federal data hub to verify attestations for some applicants. Example of this includes:

- Applicants who haven't filed taxes in past years
- Individuals who become U.S. citizens after completing the naturalization process
- Recent graduates new to the workforce

The second reason is that information in the hub may not be "reasonably compatible" with an applicant's attestations in situations. Example of this includes:

- Changes in employment
- Changes in household composition

### **Below are a few examples of documents customers can submit to resolve their DMIs:**

#### **Change of Address within PA**

- Copy of lease and record of most recent rent payment
- Mortgage deed showing primary residence

#### **An Immigrant Non-Citizen or a Non-Immigrant Visa Holder**

- I-551 resident alien card (green card)
- Temporary I-551 resident alien card (temporary green card)
- I-766 employment authorization card
- Proof of current visa status (for example, a stamp in your passport, or an approval letter from United States Citizenship and Immigration Services (USCIS))

#### **Income**

- Paycheck stubs
- 1040 federal or state tax return from previous year
- Wages and tax statements
- Monthly Benefit Statements
- W-2 form

To view the full list of DMIs and for more information visit the [Data Matching Issues Resolution Guide](#).

For more information on DMIs at Pennie, visit [pennie.com](https://pennie.com)!

Customer Call Center Line – 1-844-844-8040

Pennie Broker/Assister Call Center Line – 1-844-844-4440