

FROM IPERS CALL CENTER MANUAL

IPERS strives to protect the confidentiality of information contained in a member's file.

Members must verify their identity by providing accurate confidential information that is consistent with the member's information in our computer records to verify his or her identity when asked.

IPERS staff may decline to provide information in any instance where they feel there is a confidentiality risk, or if the caller does not sufficiently verify his or her identity.

However, IPERS staff may respond to general inquiries and mail account information to current address on file without sufficient validation.

Initial steps to follow/remember when authenticating call:

- Ask for Member ID; **do not ask for SSN**
- If unable to provide Member ID, ask for Last/First Name and Middle Initial and initiate *Member Search*
- Verify Member's Zip Code

Once member's account is retrieved:

- Verify the last four numbers of Member's SSN
 - Verify Member's date of birth
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In the event caller is unable to verify account information or gives incorrect information, make final attempt to authenticate call.

Can caller verify the following:

- Phone number
 - Complete Mailing address
 - Email address currently on file (*if applicable*)
 - If retiree, monthly benefit amount they receive and bank to which deposit is being made (*if applicable*)
 - Current or most recent IPERS Covered employer
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If call authentication fails, IPERS Staff declines to provide account information and responds:

"I'm sorry. Without verifying your identity and for security purposes I'm unable to provide you any specific account information."

If caller continues to ask for information, Staff should end call and update call center with narrative: *"Unable to validate caller's identity"*.

In instances, an Authorized Representative, such as the *Trustee, Power of Attorney, Guardianship, Conservator, or Representative Payee* may call and request member account information. Verify supporting documents are on file prior to releasing any information. Authorized Representatives should also be reflected/updated in **World<Contacts** tab. Once verified, Staff will proceed in authenticating call.

If a Third Party is requesting information, verify we have received an *Authorization for Release of Information*. The information being requested is generally *'account specific'* requesting specific record(s) such as *Monthly Income Verification, Account Balance, or request for Pension Estimate*. Authorization will be valid for 90 business days. The member's signature authorizes IPERS to disclose requested information and authentication of account is not required.

If supporting documentation has not been received, Staff will decline to provide account information. Advise caller they must first submit proper documentation to IPERS prior to any information being released.

Don't be afraid to fail the call:

- We want to continue to provide great service to our members, but not help someone else defraud them.
- Follow procedure.
- Listen to your gut.
- Members can always show up in person with a photo ID, either here at our IPERS office or remotely at a training/counseling session.

Listen to background noise to help assess the situation:

- If it sounds like you are on speaker phone or someone else is in the room, bring it up with the caller. Ask if they have you on speaker. Ask who is in the room and if they are okay with that individual being on the call.