PROTECTING OUR MEMBER'S DATA

FREDDIE VERZOSA
MEMBER SERVICES
Protecting Our Member’s Data

• Service Choices:
  – Call in (800-786-6464)
  – Email (welcome@lacera.com)
  – Write in
  – My LACERA Web Portal
  – Member Service Center

• Outside Agencies

• Confidential Documents
Protecting Our Member’s Data

• Call In
  – Basic Validation = General Information
  – High Risk Validation (HRV) = Account Specific Information
  – Personalized questions

• Email and Write in
  – Address verified before mailing
  – General information only
  – Barcode

• My LACERA Web Portal
  – High Risk Validation (HRV)
  Several fails (3) and/or suspicious behavior/activity is reported to Internal Audit and/or Confirmation of Identity
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• Member Service Center
  – Current Photo I.D. required
  – Driver’s license
  – L.A. County badge
  – Military I.D.
  – U.S. Passport

• No Valid I.D.
  – High Risk Validation (HRV)
  – Confirmation of identity form (government agency verification)

• No member-specific data for off-site Workshop/Field Events
  Suspicious behavior is reported to Internal Audit and or confirmation of identity (ICS Merrill – Investigative Services)
Protecting Our Member’s Data

• Outside Agencies
  – Eg: Credit Unions, LTC Carriers, RELAC, SEIU, et al.
  – Masking Social Security Numbers
  – Secure delivery method

• Confidential Documents
  – Lock box (shredded)
  – Paperless