buckconsultants

Dependent Eligibility Verification
Security - Frequently Asked Questions

Who is conducting this verification process and how do I know my personal information is safe?
The verification is being conducted by Buck Consultants (Buck). Your information is treated as private and confidential. Administrative, physical, and technological safeguards are adhered to throughout and after the dependent eligibility verification to ensure the confidentiality of your personal information.

What administrative procedures are in place to ensure the confidentiality of my personal information?
All Buck employees are thoroughly trained in regulated compliance procedures (HIPAA and Gramm-Leach Bliley Act) for working with personal health information (PHI) and financial information.

What physical safeguards are in place to ensure my personal information is not compromised?
Non-Buck personnel cannot access Service center operations. The building that Buck is located is a secured, locked facility requiring all guests to be let in and registered by Buck a staff member. In addition, only service center staff has access to the areas where personal information is stored and all Buck employees operate under a "Clean Desk" policy. This means that all work is off the desk and stored in a locked filing cabinet when the employee is away from their workstation.

What technological safeguards are in place to protect electronic information?
Only service center employees have computer access to personal electronic information. All Buck computers automatically revert to password protection mode if no activity has occurred within fifteen minutes.

What should I do to protect my documentation before I mail it?
Before mailing, please review your documentation for any personal and financial information that you do not want to share with Buck Consultants. We request that you mark out all financial information. The rule of thumb is that we only need to see the information necessary to prove the dependent's relationship to the employee, including names and addresses. As is pertains to financial information, **<u>"When in doubt, mark it out!"</u>**. In addition, Social Security Numbers may be phoned in to customer service for collection purposes in the event you prefer to not provide this information by mail or fax.

How is my information treated once it arrives at Buck Consultants?
Once your mail arrives at our facility, it is sorted in our distribution center and then delivered directly to a designated data processor, who then enter your information into the computer system.

Is my information immediately entered upon receipt by the data processor? If not, what security procedures are in place to protect my information?
Data processors are limited to no more than 50 files at one time to ensure timely entry of information and eliminate processing errors. If a data processor must temporarily stop working, they are required to close out of the program they are working in, and move all files to a locked cabinet located in their workstation. After your information is entered, it is transferred and locked in a designated cabinent.

How do I know that data processors are following secure data procedures?
The Buck Consultants Service Center's team leaders monitor the activity of all service center employees, including customer service representatives to ensure that procedures are being followed. All service center employees are bound by a "Clean Desk" policy when away from their workstation.

How is my personal documentation handled after the verification process is over?
Buck Consultants adheres to HIPAA rules and regulations for the end-of-life disposal and destruction of confidential paper documents. An independent, licensed document destruction service issues a certificate of destruction to Buck Consultants on a monthly basis as an assurance of HIPAA compliant documentation destruction.

What if I have questions regarding the safety of my personal information?
Buck has a dedicated toll-free helpline to assist you with any questions related to the verification process. Please refer to your information packet for the helpline phone number and hours of operation.

How does the service center verify that I am the correct person calling in?
All service center employees use a "Rule of Three" prior to discussing any information with you. You will be required to answer three questions to verify your identity. You will be asked for your zip code, last four digits of your Social Security number and the date-of-birth of your spouse or dependent.