

BAPTIST HEALTH COLLEGE LITTLE ROCK

STUDENT SERVICES

IDENTITY VERIFICATION AND PROTECTION

Policy Number: 307	Effective Date: August 2009
Authorized by: Joel Hicks, EdD, RT(R)	Edited Date: February 2024

PURPOSE: To protect the confidential and financial information of our students and Baptist Health College Little Rock.

POLICY: The intent of this policy is to clearly outline procedures for handling possible identity theft using information created and maintained at Baptist Health College Little Rock (BHCLR). All computer software and web sites are governed by both the Baptist Health Privacy and Security Policies. This policy is not intended to usurp or replace these policies, but instead to better define the BHCLR obligations and scope where an individual's identity is at risk.

PROCEDURE:

I. Identifying Individuals

New Students

New students must provide two (2) forms of identification; one must be a photo ID, prior to enrollment. The picture identification will be verified to be sure it is the actual individual presenting the identification. The address, date of birth, social security number and physical characteristics will be verified with the employee.

Verification

No confidential information will be discussed over the telephone. In cases where an individual has presented in person to discuss their information, the employee will verify the individual. If the student is currently enrolled, their BHCLR student ID will serve as their identification. If the individual is not currently enrolled, their identity will be verified by another form of picture ID or through a series of questions intended to insure that the appropriate person is conducting business. Identifying elements such as 1) Name; 2) Date of birth; 3) Social Security Number; 4) Student ID; or 5) Address and Telephone number; should be used in combination to confirm the individual's identity. Anyone giving conflicting information should be reported immediately to a supervisor on duty. The supervisor will review the situation and determine whether or not the incident should be reported or further action should be taken. If further action is indicated, the supervisor will report the incident to the BH Corporate Compliance office.

Individuals wishing to conduct business in the BHCLR office must present photo identification prior to any transaction or discussion of an account.

Outside notification of identity theft

Any employee receiving information from an outside or internal source accusing or stating that an identity has been stolen or used by an inappropriate party, should immediately report all details to their supervisor. The supervisor will gather all documentation and together with the Director, the Compliance office will be contacted.

II. Training

All employees will complete Red Flag Alert and FERPA training as a new hire and each year thereafter that they are employed by BHCLR. Failure to complete training will result in disciplinary action.