

Demakis, Paul (EOL)

From: Hennen, Heidi
Sent: Friday, July 9, 2021 1:40 PM
To: DET-DL-DUA Employees; DET-DL-Call Center Seasonal Staff; Lavin, Jennifer A (DWD); Lafortune, Cristy (DFML); Linda Pugh; Sara Tremaine; Stephanie A Parker; Kris Araki; Maggie Gleason; Tristian Hall; landerson@fhcann.com; Thomas E. Mathews
Subject: ID.me
Attachments: ID.me info- 3-3-21.pdf; ID.me letter for existing claimants Ver 2.docx; FAQ_ID_me_2021.03.05.v.1.pdf

Good afternoon,

This is a reminder of the ID.me process. Claimants should not be instructed to verify their identity in ID.me unless they receive notification from the Department of Unemployment Assistance that they are required to do so.

Thank you,

Heidi Hennen
UI Policy and Performance
Department of Unemployment Assistance
Executive Office of Labor and Workforce Development
heidi.a.hennen@detma.org

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From: Patronick, Emmy (DWD) <Emmy.Patronick@DETMA.ORG>
Sent: Friday, March 5, 2021 4:45 PM
To: DET-DL-DUA Employees <DET-DL-DUAEmployees@MassMail.State.MA.US>; DET-DL-Call Center Seasonal Staff <DET-DL-CallCenterSeasonalStaff@MassMail.State.MA.US>; Cristy Lafortune <clafortune@savilinx.com>; Lavin, Jennifer X (DWD) <Jennifer.X.Lavin@DETMA.ORG>; Linda Pugh <lpugh@savilinx.com>; Sara Tremaine <stremaine@fhcann.com>; Stephanie A Parker <sparker@fhcann.com>; Kris Araki <karaki@gentax.com>; Maggie Gleason <mgleason@gentax.com>; Tristian Hall <thall@savilinx.com>
Cc: Muradian, Jessica (EOLWD) <jessica.muradian@mass.gov>; Bennett, Charles (DWD) <Charles.Bennett@DETMA.ORG>; Foley, Sandra (EOL) <Sandra.Foley@DETMA.ORG>; Disla-Shannon, Norca (EOL) <Norca.Disla-Shannon@DETMA.ORG>; Teixeira, Helder (EOL) <Helder.Teixeira@DETMA.ORG>; Snyder, Carol (EOL) <Carol.Snyder@DETMA.ORG>; Goguen, Beth (EOL) <Elizabeth.M.Goguen@DETMA.ORG>; Sweeney, Alice (EOL) <Alice.Sweeney@DETMA.ORG>; Messina, Ken (EOL) <Ken.Messina@DETMA.ORG>
Subject: Re: Important Information: Introducing ID.me

Good afternoon,

This is a reminder regarding the launch of ID.me. Claimants should start receiving notifications today, through Monday. Attached is previous information that was previously sent, but a new FAQ is also included. As we get additional questions, we will add to the FAQ and re-issue. Thank you,

Emmy Patronick
Director of UI Policy and Performance
Department of Unemployment Assistance

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From: Patronick, Emmy (DWD) <Emmy.Patronick@DETM.A.ORG>
Sent: Wednesday, March 3, 2021 5:25 PM
To: DET-DL-DUA Employees <DET-DL-DUAEmployees@MassMail.State.MA.US>; DET-DL-Call Center Seasonal Staff <DET-DL-CallCenterSeasonalStaff@MassMail.State.MA.US>; Cristy Lafortune <clafortune@savilinx.com>; Lavin, Jennifer X (DWD) <Jennifer.X.Lavin@DETM.A.ORG>; Linda Pugh <lpugh@savilinx.com>; Sara Tremaine <stremaine@fhcann.com>; Stephanie A Parker <sparker@fhcann.com>; Kris Araki <karaki@gentax.com>; Maggie Gleason <mgleason@gentax.com>; Tristian Hall <thall@savilinx.com>
Cc: Muradian, Jessica (EOLWD) <jessica.muradian@mass.gov>; Bennett, Charles (DWD) <Charles.Bennett@DETM.A.ORG>; Foley, Sandra (EOL) <Sandra.Foley@DETM.A.ORG>; Disla-Shannon, Norca (EOL) <Norca.Disla-Shannon@DETM.A.ORG>; Teixeira, Helder (EOL) <Helder.Teixeira@DETM.A.ORG>; Snyder, Carol (EOL) <Carol.Snyder@DETM.A.ORG>; Goguen, Beth (EOL) <Elizabeth.M.Goguen@DETM.A.ORG>; Sweeney, Alice (EOL) <Alice.Sweeney@DETM.A.ORG>; Messina, Ken (EOL) <Ken.Messina@DETM.A.ORG>
Subject: Important Information: Introducing ID.me

Good afternoon,

Please see updated information on the launch of ID.me, which will be live within the next couple days. Starting at the end of this week, claimants with a pending Identity issue will receive the attached letter, via their correspondence preference.

It is important for the Claims Agents in all call centers to let claimants know that the letter is legitimate and that they should follow the instructions on the letter. Thank you,

Emmy Patronick
Director of UI Policy and Performance
Department of Unemployment Assistance

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From: Patronick, Emmy (DWD) <Emmy.Patronick@DETM.A.ORG>
Sent: Wednesday, February 24, 2021 7:03 PM
To: DET-DL-DUA Employees <DET-DL-DUAEmployees@MassMail.State.MA.US>; DET-DL-Call Center Seasonal Staff <DET-DL-CallCenterSeasonalStaff@MassMail.State.MA.US>; Cristy Lafortune <clafortune@savilinx.com>; Lavin, Jennifer X (DWD) <Jennifer.X.Lavin@DETM.A.ORG>; Linda Pugh <lpugh@savilinx.com>; Sara Tremaine <stremaine@fhcann.com>; Stephanie A Parker <sparker@fhcann.com>; Kris Araki <karaki@gentax.com>; Maggie Gleason <mgleason@gentax.com>; Tristian Hall <thall@savilinx.com>
Cc: Muradian, Jessica (EOLWD) <jessica.muradian@mass.gov>; Bennett, Charles (DWD) <Charles.Bennett@DETM.A.ORG>; Foley, Sandra (EOL) <Sandra.Foley@DETM.A.ORG>; Disla-Shannon, Norca (EOL) <Norca.Disla-Shannon@DETM.A.ORG>; Teixeira, Helder (EOL) <Helder.Teixeira@DETM.A.ORG>; Snyder, Carol (EOL)

<Carol.Snyder@DETM.A.ORG>; Goguen, Beth (EOL) <Elizabeth.M.Goguen@DETM.A.ORG>; Sweeney, Alice (EOL) <Alice.Sweeney@DETM.A.ORG>; Messina, Ken (EOL) <Ken.Messina@DETM.A.ORG>

Subject: Important Information: Introducing ID.me

Good morning,

DUA has contracted with the security vendor **ID.me**, a federally certified identity verification provider that specializes in digital identity protection. ID.me will provide additional identity verification measures to address the continued surge of fraudulent claim attempts. This is another layer of identity verification that will help protect the integrity of the system and allow DUA to issue payments on legitimate claims in a timely manner. This is expected to be implemented within the next couple weeks. The information attached provides introductory information about ID.me. Details regarding further processes with ID.me will be sent as it becomes available. Thank you,

Emmy Patronick
Director of UI Policy and Performance
Department of Unemployment Assistance

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