



# State & Employer/TPA Communication

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# NH Methods of Communication

- Paper
- Email notification
- NHUIS – Benefit Payment System
- SIDES – File exchange
- E-Response – website that mimics file exchange
- NH EWI – Employer Wage Intake
- WEBTAX – Wages, tax & new hires
- EDL – Dedicated employer line

# Claims & Benefits

- Notice of Claim & Verification Request
- Fact-finding
- Request for Quarterly Wage Information
- Request for Weekly Work & Earnings
  - Requalifying Wages
  - Concurrent work
  - Unreported work & earnings
    - Non-fraud
    - Fraud

# SIDES & E-Response

- Standard format for all
- USDOL initiative
  - 100% (53 State/territories) participation
  - Full implementation - 100% TPA onboarding & active E-Response
  - $\geq 35\%$  E-Response participation
  - $\geq 50\%$  participation in total



# EWI –Employer Wage Intake

- Wage & hours information needed to process a claim or verify accuracy of benefits paid
- On-line response “only” implemented 3/30/2017
- Paper upon request

# WHY? Unnecessary or Duplicated Notifications

- Accuracy of claimant-supplied information on initial claim for benefits
  - Employer name
  - Employer location
  - Dates of employment
  - Reason for separation
- Automation
  - Computers can't THINK!!

# Delays and Follow-up Calls

- Incomplete claimant and/or employer information during initial fact-finding process
  - Mismatched dates of employment
  - Mismatched reason for separation
  - Differing recall of final incident
  - Deductible income details

# USDOL Measurement Pressure

- USDOL DLA's  
(Desired Level of Achievement)
  - Timeliness of adjudication
  - Timeliness of payment
  - Quality of decision
    - BTQ
    - BAM



# Wage Audit – WHY ME?

- Random selection
- 1099 number & frequency
- Successorship
- EAM adjustment
  - USDOL Effective Audit Measure

# Wage Audits

- Type and ownership of business
- Record keeping
- Reported wages
  - Total payroll to reported total wages
  - Excess wages
  - Reported to correct state
- Misclassified workers
- New Hire reporting



# TPA/Employer method of Communication

- Paper – US Mail
- Email
- TPA Portal
- Telephone
- Fax
- State Online system
- SIDES

## However we get it, It's All Data

- Dates of Employment
- Date of last incident
- Reason for Separation (code)
- Supervisor's name
- Days worked
- Earnings
- Continuing pay

# Challenges for TPAs and Employers providing information

- Short timeframe (especially for mailed claims).
- Documentation housed in different facility.
- Manager on night shift, vacation or out of town.
- Person taking action no longer with the company.
- No SSN on request from State

# What is the best form of communication? (maybe the most primitive)

- Getting to the right person
- Not just satisfying the minimum requirements
- Back up documentation
- Answering all questions in one attempt if possible.
- Follow up questions

# Are Codes enough?

- Code 37 (discharge attendance) vs.
- “The claimant called in on the last day but it was 2 hours after the start of his shift and he said he overslept. He got a written warning on 5/12/17 (which he acknowledged) for the same thing telling him he would be terminated if it happened again”
- Are we sacrificing detail & accuracy for expediency?




# What's the Bottom Line?

- We all want the same thing.
- Acknowledge that there are challenges on both sides.
- Work together to improve processes.
  - Involve each other in modernization efforts and significant changes.
  - Utilize forums like UWC to come together.

The single biggest problem  
in communication is the  
illusion that it has  
taken place.

*George Bernard Shaw*



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