

How to Respond to Imposter Claims and Improve Investigation

06/30/2022



A photograph of two women in an office environment. The woman on the right, wearing glasses and a yellow jacket, is smiling and looking at a tablet computer. The woman on the left is also smiling and looking towards the first woman. The background shows a window with blinds and a laptop on a desk. The text 'Identify Fraud Efficiently' is overlaid in white on the image.

Identify Fraud Efficiently



Qualified Participants

Layoffs

01;

Unemployment Services views itself as just that, a service to our internal business. That includes expediting claims stemming from reductions in force.

Reduced Hours

02;

Similar to layoffs, when we reduce someone's hours due to a change in position or due to availability of work, we should expedite those claims to support the associates.

Job Performance without Misconduct

03;

If we have no history of good performance and no misconduct, these are performance issues typically no fault of the claimant and should also be expedited to get through the unemployment process quickly and hassle-free.

Timely Response

04;

Given pandemic era increases, we established a process to at minimum provide responses that verified if the claimant ever worked for us and if they continue to work for us, if they appear to have seen changes.



Unqualified Participants

Disqualified Discharges

Identified Fraud

Imposter Claims

Wage Audits



Fraud Detection and Prevention

Claimants with No Work History



Centralized model of working claims accompanied by a centralized HR system allows for you to quickly validate if no work history exists. Where it does not, these should be presumed fraud but efficiently verify and report back to the state.

Fraudulent Claims

Current Employees with No Wage Changes



If not terminated, determine if the hours or wages have changed. If hours have changed, determine if it is due to company or employee. If no changes, verify with employee.

Imposter Claims

Reporting to State & Local Authorities



Report all fraud and imposter claims to the State UI Agencies. Have the employee report to credit bureaus, national agencies, and local authorities. Many of the fraud rings move in and out but do tend to focus on one area for a period of time. Local authorities can do more.

Timely Reporting

Create Red Flag System



Based on regular reporting via SIDES, many states have access to data provided by employers that allow states to see Work History and Wage Changes without employer intervention. If states could establish red flags based on the data, it would allow for additional verification to be gathered from claimant before initiating payments.

Leverage Data

A photograph of two women in an office environment. The woman on the right, wearing a yellow jacket and glasses, is smiling and looking at a tablet computer. The woman on the left is also smiling and looking towards the first woman. The background shows a window with blinds and some office equipment. The text 'Proactive Measures' is overlaid in white on the image.

Proactive Measures

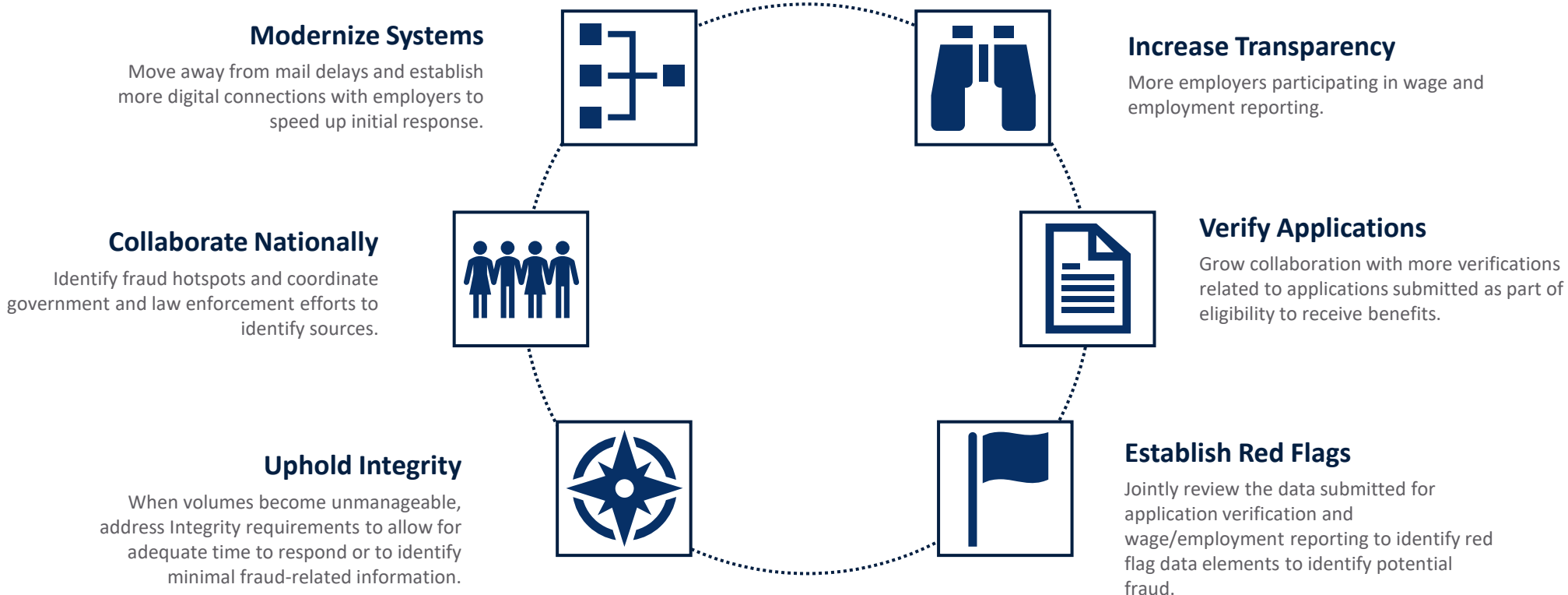


Ongoing Wage Reporting to States





Government-Industry Collaboration



Thank you!();

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