



UI AUTOMATED SYSTEM DEVELOPMENTS AND IMPACTS ON EMPLOYERS

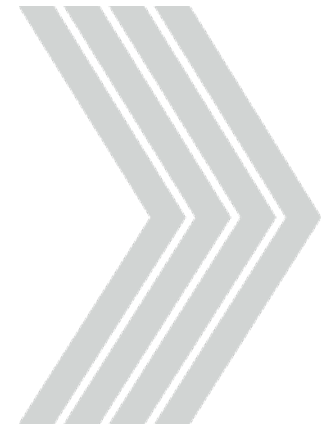
System Outcomes from a TPA
Perspective



UWC National UI Issues Conference
2016

DEAR “EMPLOYER”; “THIRD PARTY ADMINISTRATOR”; ...

This letter is to notify you that your state workforce agency has made changes to our UI system that will go live ...



Pitfalls

- › Little or no advance notice to Employer or TPA community
- › Little or no Collaboration with Stakeholders
- › No Phase-In
 - Attempts to roll-out an end to end system all at once
 - Phase-In but with no pre-testing or feedback from Stakeholders.
- › No Plan “B”
 - We will not be able to complete requests for transfers of business until we fully switch to the new system ... We are doing everything possible to ensure a smooth transition ... We are sorry for the disruption and inconvenience.
- Redaction or Elimination of SSN on Employer/TPA facing Communications
 - UIPL 21-05



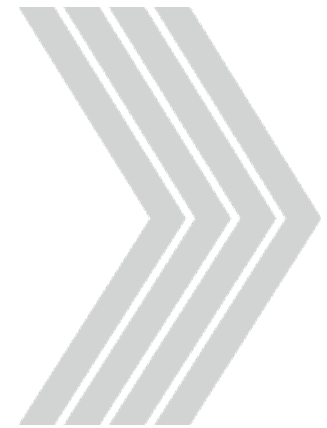
Better Practices

- › Let the Employer and TPA community know your objectives before RFP
- › Communicate well in advance: Let TPAs and employers know what is changing and what impact the system may have on them.
- › Solicit Feedback from Stakeholders via UIAC or invites to topic-specific meetings.
- › Trial data-runs partnering with TPA or employer that has a database that can challenge your system.
 - Attempts to roll-out an end to end system all at once
 - Phase-In but with no pre-testing or feedback from Stakeholders.
- › Offer training on the new system via webinars.
 - Consider establishing a “Hotline” number for TPAs and employers before the go live date.



TPA RESPONSE TO UI SYSTEM AUTOMATION

CaseBuilder & The State Agency
Response Portal



CaseBuilder's Many Benefits

CaseBuilder provides improved claims results and fewer hearings

See everything you are responsible for in one simple, easy to use dashboard

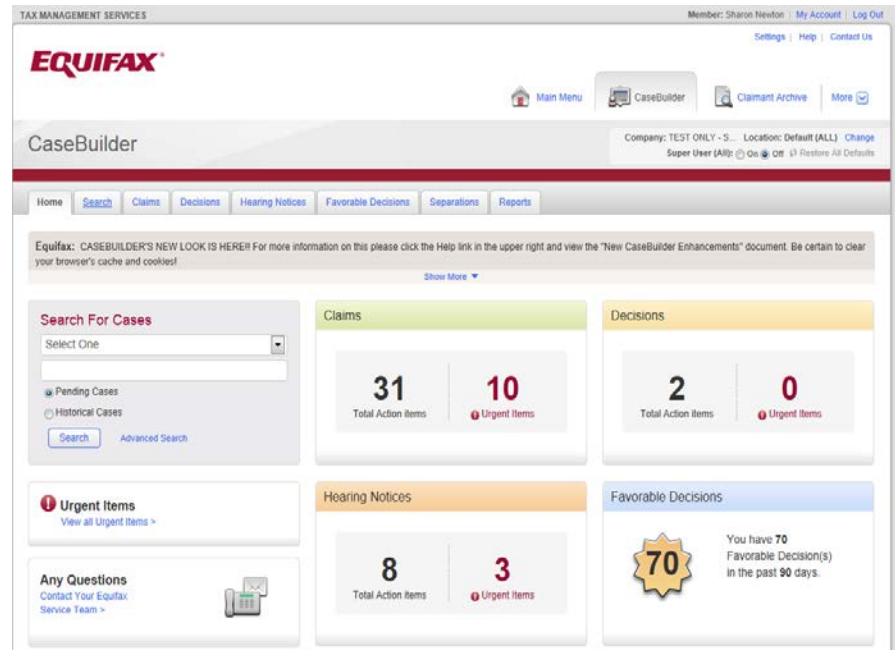
Flexibility is built in – You control what is urgent and can sort cases to fit the way you work

Easy to use system allows you to assign a case to another user per the needs of your business

Full access to the case history within the system allows you to review each case with complete transparency

Get help or advice when you need it, upload documentation, or request hearing representation – all within one system

Providing visibility, simplicity and control in an otherwise complex and challenging claims process



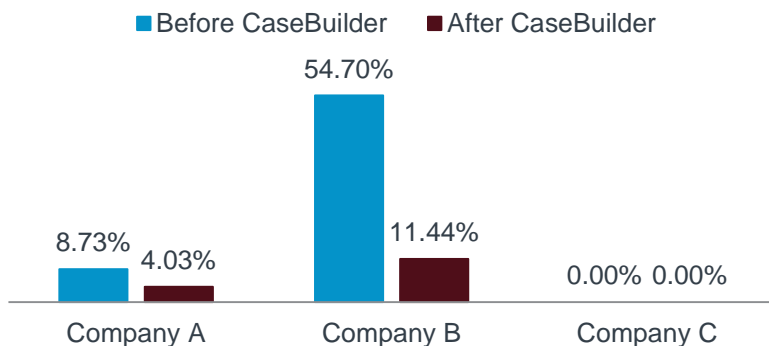
The CaseBuilder Dashboard

CaseBuilder case study- amazing results

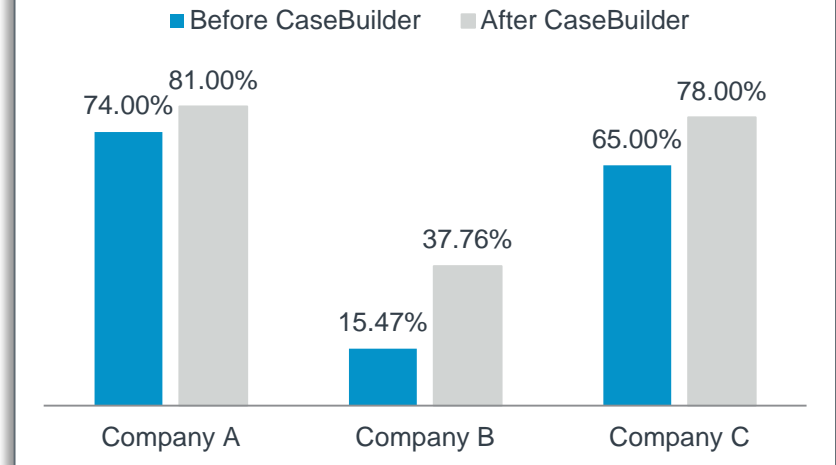
CaseBuilder provides improved claims results and fewer hearings

The greatest impact on UI Integrity will be seen when the employers who fail to respond in a timely manner or with complete information start to provide information up-front

Untimely Response to Request for Separation Information



Protest Rate

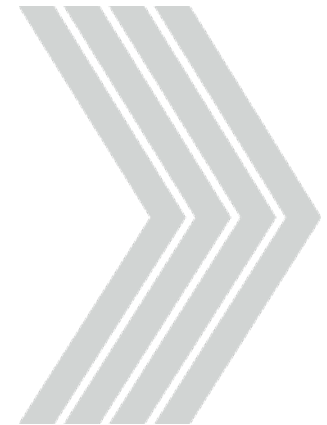


For these 3 clients, we reduced employer liability on an additional 178 claims by using CaseBuilder. This avoided over \$375,000 in benefit payments from being made.

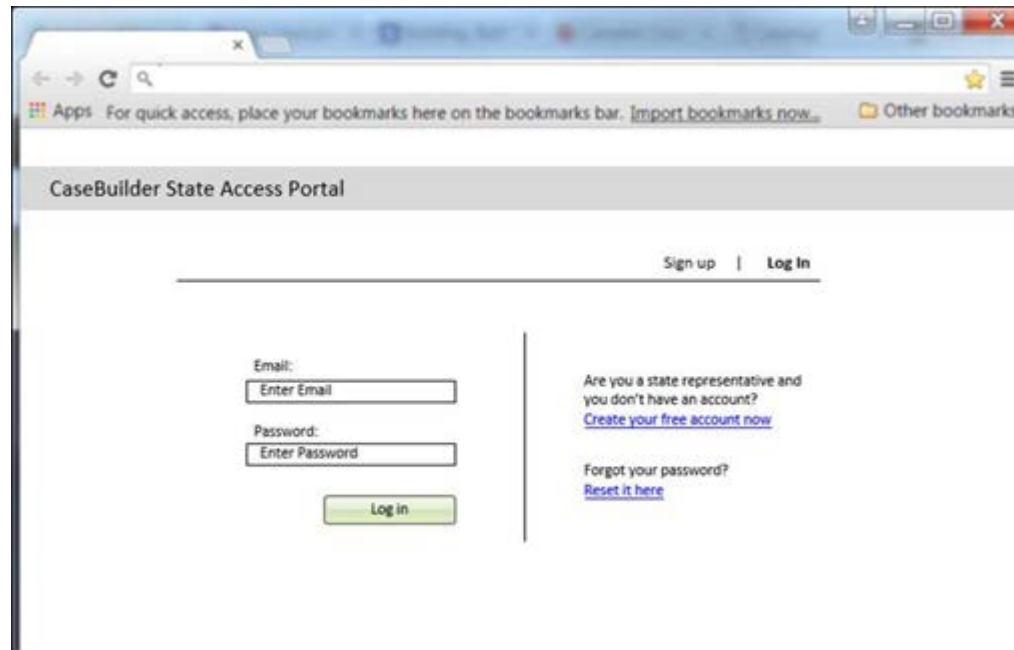
An average client's percentage on relief of charging increases 3 to 5% after implementing the application.

STATE AGENCY RESPONSE PORTAL (SARC)

Concept Review

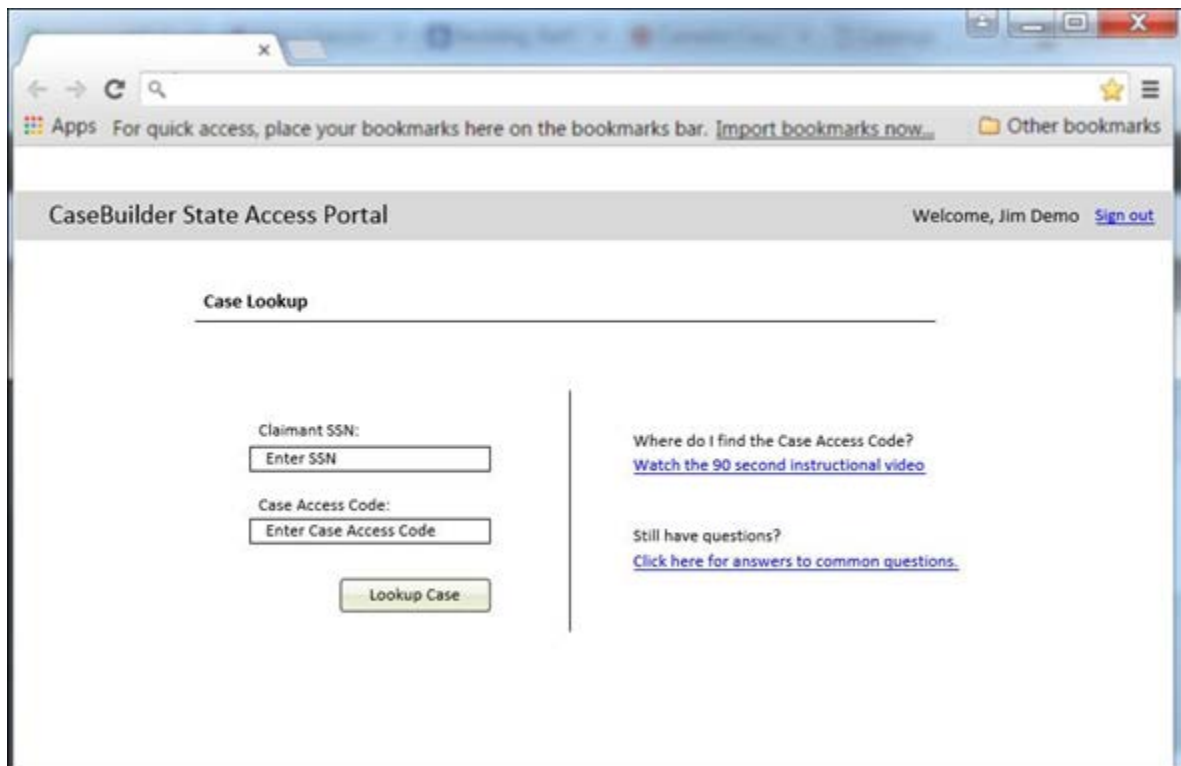


Initial Login Screen



The initial login screen links to a self-registration page for first time users

Case Lookup Screen



The screenshot shows a web browser window displaying the 'CaseBuilder State Access Portal'. The page title is 'CaseBuilder State Access Portal' and the user is logged in as 'Jim Demo' with a 'Sign out' link. The main heading is 'Case Lookup'. On the left side, there are two input fields: 'Claimant SSN:' with a text box containing 'Enter SSN', and 'Case Access Code:' with a text box containing 'Enter Case Access Code'. Below these fields is a 'Lookup Case' button. On the right side, there is a vertical line separating the input area from the help text. The help text includes: 'Where do I find the Case Access Code?' with a link to 'Watch the 90 second instructional video', and 'Still have questions?' with a link to 'Click here for answers to common questions'.

- Once logged in, the user will have access to the case look up function.
- The user must have an auto-generated access code for the case. The code would be provided with Equifax's initial claim response.
- This is a security requirement

Case Information Screen

Upon proper credentialing case information will be displayed to the user

- Q and A information
- Attached documentation
- State agent can subscribe to receive notifications of any updates to the case

The screenshot displays the CaseBuilder State Access Portal interface. At the top, it says "CaseBuilder State Access Portal" and "Welcome, Jim Demo". The main content area is titled "Case Lookup | Case# 3433434 - Claimant Thompson".

Case Information

Employer:	Corporation International, Inc [33344555]
Claimant:	Claimant Thompson [xxx-xx-4324]
BYB:	1/1/2016
Employer Disp:	Employee Resigned - No Benefits
Case Alert:	Not Subscribed Email me directly when new information is available!

Case Documentation

1/4/2016 10AM	Signed Company Policy
1/4/2016 10AM	Resignation Letter

Employer Q&A

quick search Sort by [Most Recent First](#)

Q32. Did the claimant provide a reason why they quit? If so, please explain.
Pending response. Due tomorrow by 5pm.

Q31. If there was a resignation letter, was it delivered in person by the claimant?
1/10/2016 2PM No it was not, it was emailed.

Q30. Please explain the circumstances of the separation.
1/4/2016 10AM Ms Thompson didn't show up to work for two scheduled days. Then on 12/12 she sent an email stating that her grandmother was sick and she needed to quit so she could take care of her.

(additional questions would be displayed here... not shown in the mockup)

[Load next 20](#)

Request Additional Information

Ask questions directly in application

The screenshot displays a web browser window with the 'CaseBuilder State Access Portal' interface. The page title is 'CaseBuilder State Access Portal' and the user is logged in as 'Jim Demo'. The current case is identified as 'Case# 3433434 - Claimant Thompson'. A modal window titled 'Request Additional Information' is open, containing a text input area with the placeholder text 'Type or paste your questions here.' and a note: 'Please separate multiple questions with line breaks'. To the right of the input area, there is a link for 'First time user? Watch the 90 second instructional video'. Below the input area are two buttons: 'Parse Request' and 'Cancel'. The background shows a breadcrumb trail 'Case Lookup | Case# 3433434 - Claimant Thompson' and a link 'Details of the case still not clear?'. At the bottom of the page, a question 'Q30. Please explain the circumstances of the separation.' is visible.

Requesting Additional Information

CaseBuilder State Access Portal

Welcome, Jim Demo [Sign out](#)

Case Lookup | Case# 3433434 – Claimant Thompson

Details of the case still not clear?

Request Additional Information

Your 4 Additional Questions.

- Q1. Tell me about this.
- Q2. Tell me about that.
- Q3. What was the last day worked?
- Q4. When was the resignation email sent and when was it received?

Response Deadline

Contact Information

First and Last Name (123) 456-7890

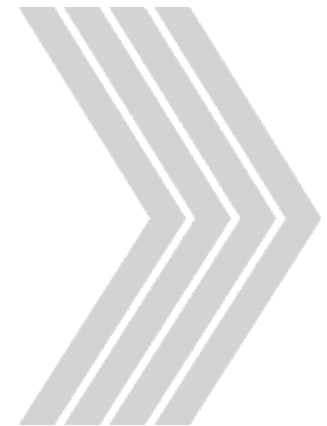
email@ email.gov

First time user?
[Watch the 90 second instructional video](#)

Q30. Please explain the circumstances of the separation.
1/4/2016 10AM Ms Thompson didn't show up to work for two scheduled days. Then on 12/12 she sent an email stating that her grandmother was sick and she needed to quit so she could take care of her.

STATE WORKFORCE AGENCY POSITIVE OUTCOME

WorkSourceWA.com – State of
Washington Employment Security Dept.





A partner of the american  jobcenter network

Employment Security's new website

WorkSourceWA.com



A partner of the americanjobcenter network

- Power of Monster.com
- Free job posting and applicant matching
- Ranking and comparisons of applicants
- Largest talent database in the state
- Thousands of jobs
- A new and improved resume builder
- Advanced job-search tools to find jobs more easily
- Occupational data for career decisions



JOB SEEKER
Find the right
opportunity. ▶

WELCOME TO
WORKSOURCE
WASHINGTON

◀ **EMPLOYERS**
Find the right
candidate.

Connect to important resources



Workshops
& job fairs



Washington
HealthPlanFinder



Earned Income
Tax Credit



Unemployment
benefits



WorkSource
sites



[Employer Video Link](#)

Questions, Thoughts or Reactions??

