

UI SIDES

State Information
Data Exchange System

UI SIDES Update

UWC Conference

June 2016

Background Information

IPIA FFY 2015 National UI Integrity Rates

- UI benefits Paid: \$ 31.1 billion
- Benefits Overpaid: \$ 3.1 billion (10.06%)

Top Causes of Overpayments:

- Working While Receiving Benefits
 - 34.30% of overpayments
 - \$1.1 billion dollars
- Work Search
 - 29.87% of overpayments
 - \$935.2 million dollars
- Incorrect Initial Eligibility Determinations (Reason for job loss)
 - 16.16% of overpayments
 - \$506.1 million overpaid due to separation issues

Initial Eligibility Determination Performance

Separation Determination Quality **CY 2015**

- Determinations scoring 95 points or more: 71.2%.
(Criterion 75%)
- 20 States failed to meet the quality criterion

Separation Determination Timeliness **CY 2015**

- Separation determinations issued within 21 days: 65.2%*.
- 37 states did not meet the 21 day timeliness for separations

*Nonmonetary Determination Timeliness ALP = 80%

What is SIDES?

Computer to Computer Exchange:

- Web Services – **SIDES**
- Web Site – **SIDES E-Response**



Single Point of Contact

Secure Exchange

- Authentication certificates
- Encrypted records and files

Data Standards

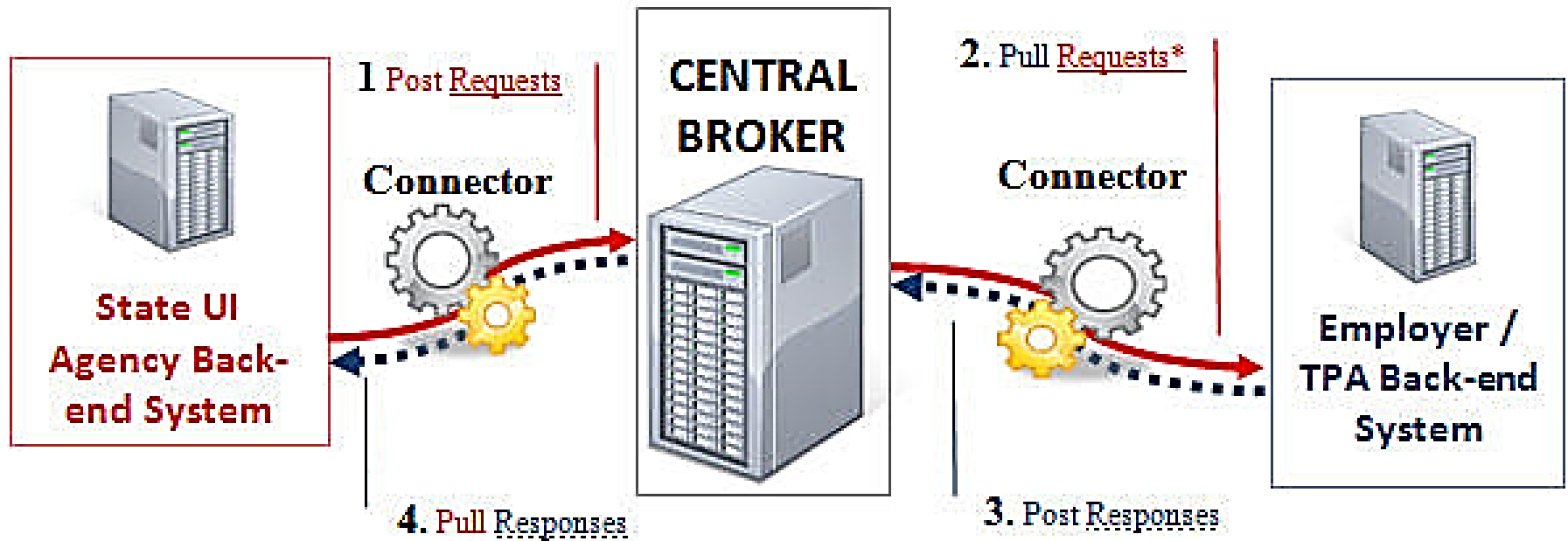
- Standard formats for data elements
- Edits, validations, business rules



Goals of SIDES

- National standard format
- Quality and timely information
- Significant % of determinations possible made w/o further contact (i.e. telephone)
- Single point of contact for both states and employers
- Fewer unnecessary appeal hearings and overpayments

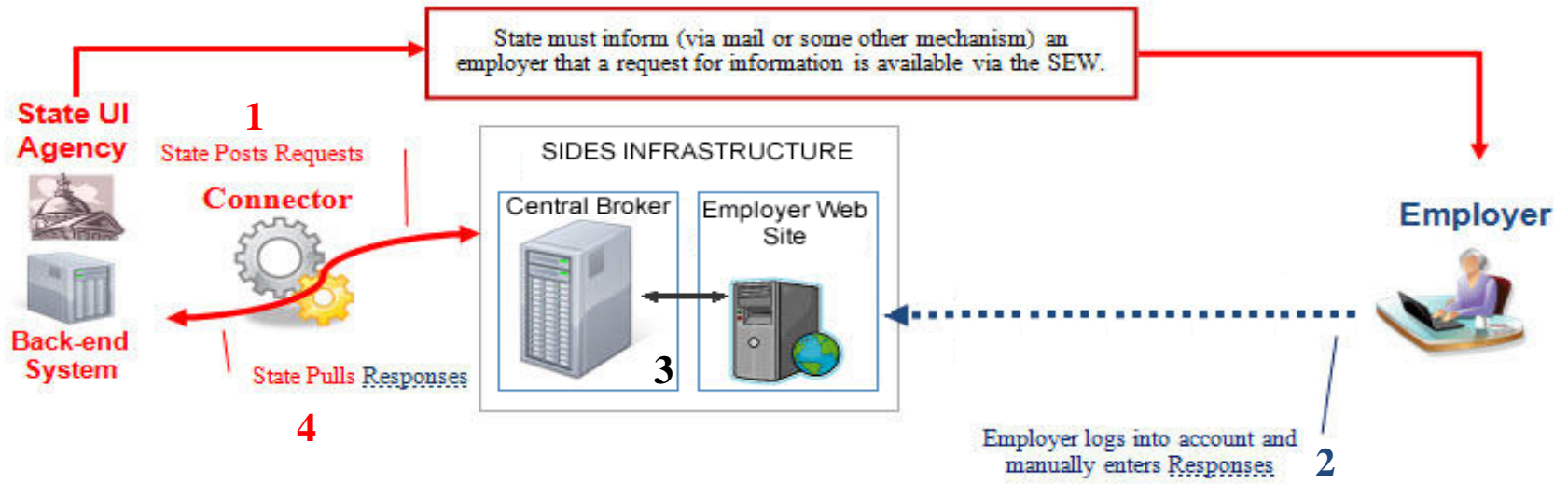
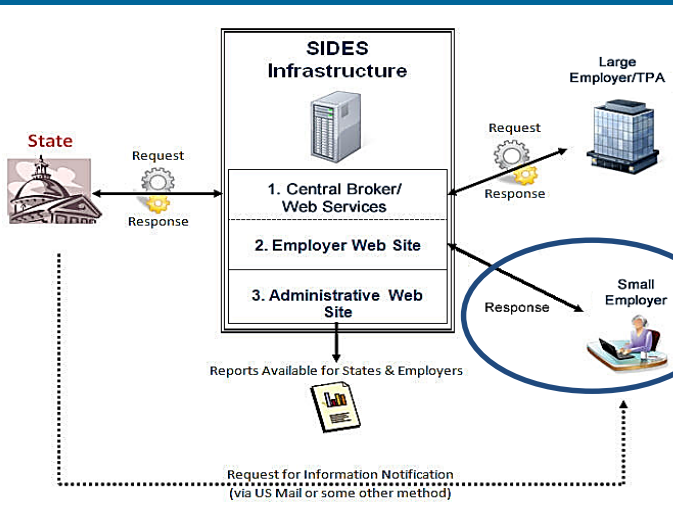
SIDES – Web Service Applications



UI SIDES

State Information
Data Exchange System

SIDES E-Response – Web Site Application



SIDES – System Highlights

- Confirmation of receipt of submission
- Metrics reporting and logging
- Transaction time stamp (Eastern Standard Time)
- Data center facility:
 - 99.9% system availability
 - Secure and redundant services
 - 24 hour system administration and support desk
 - Disaster recovery and COOP services

Benefits of UI SIDES

- Single point of contact for both states and employers
- Standardization of information Requests – One format for states and employers
- Reduce follow-up phone calls – Significant % of determinations made w/o further contact
- Faster transit times (outbound and inbound) → reduces time pressure for both states and employers
- Improves timeliness and completeness of UI responses, potentially
 - saving millions \$ in overpayments,
 - erroneous employer charges, and
 - ultimately UI tax rates

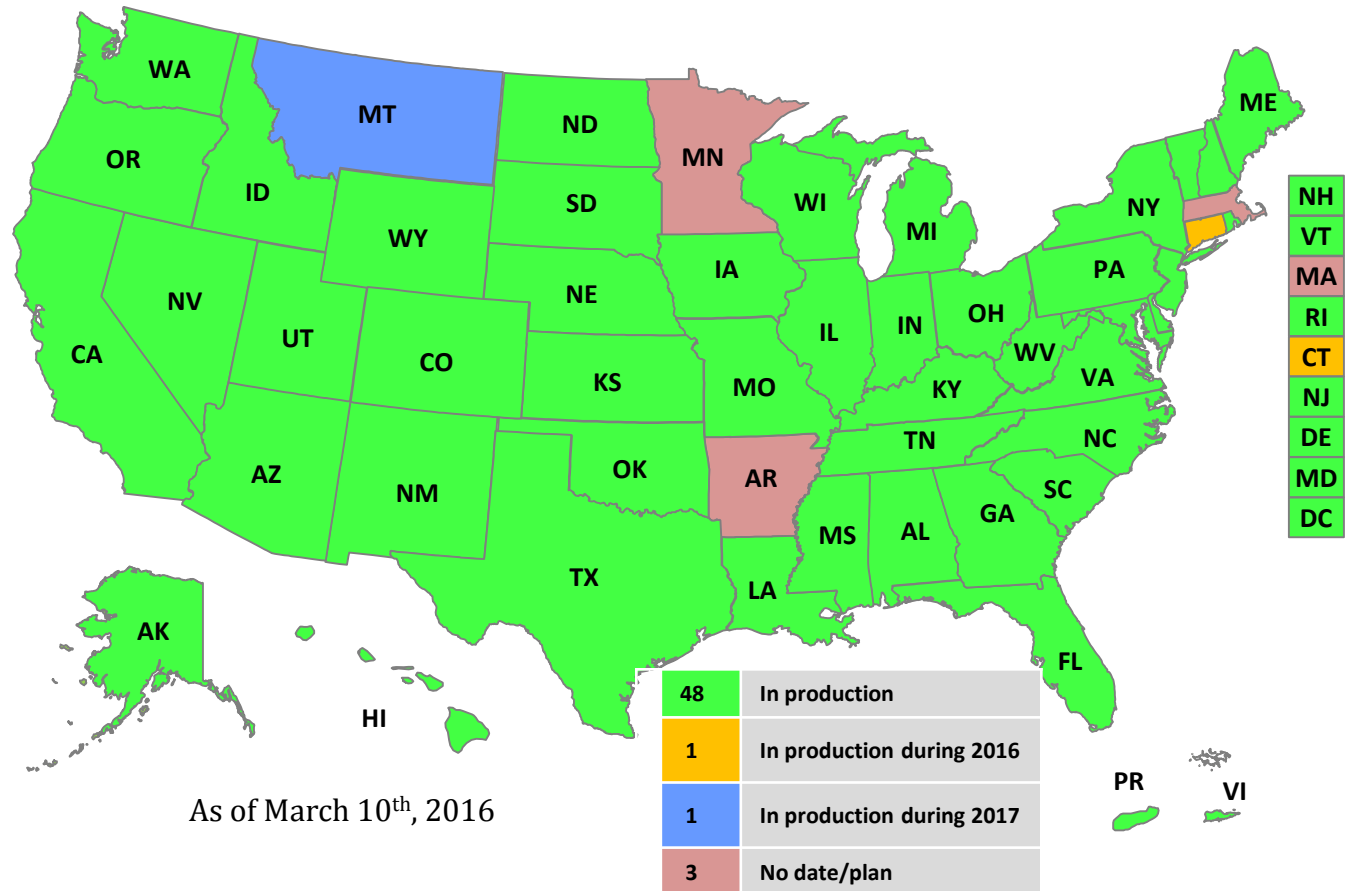
Benefits of UI SIDES (cont.)

- Electronic storage & retrieval
 - Reduced amount of postage
 - Reduced amount of paper generated
 - Reduced staffing to handle paper forms
 - Reduced scanning/imaging expenses
- Eliminates legibility concerns of manual forms
- Reduces the number of appeals file
- Reduced overpayments due to hidden separations
- Reduced reconsidered determinations

UI State Information Data Exchange System (SIDES) Separation Information Exchange

Multi-State Third Party Administrators and Employers

-
- Equifax
 - ADP St. Louis
 - Employers Edge
 - Personnel Planners
 - Thomas and Thorngren
 - Caterpillar
 - Corporate Cost Control
 - Price Waterhouse Coopers
 - Intelligent Employee Solutions
 - ADP New Hampshire
 - AZ Labor Force
 - People Systems
 - Ernst and Young
 - Premier Employee Solutions
 - Dunn Corporate Resources
 - Barnett Associates
 - Sedgwick CMS



As of March 10th, 2016

UI SIDES

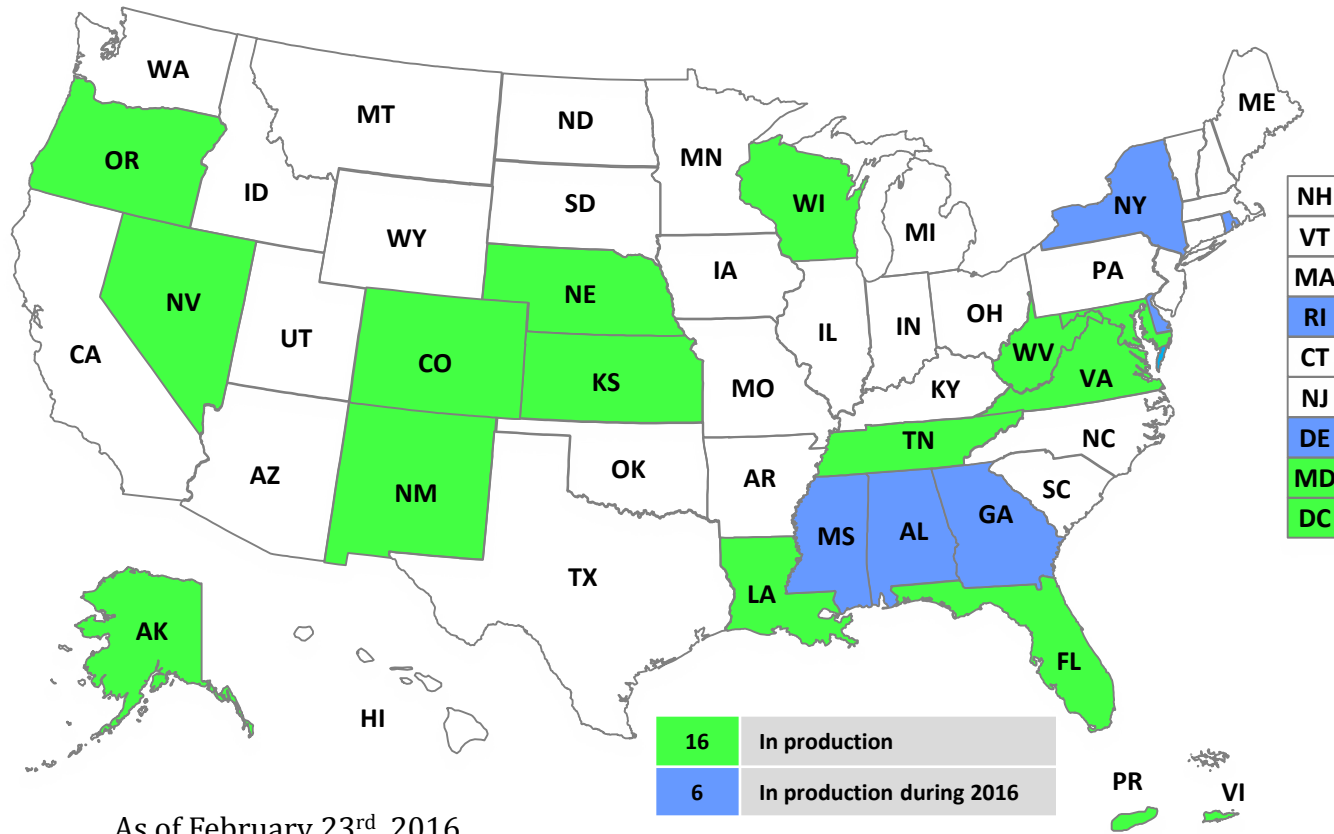
State Information
Data Exchange System



UI State Information Data Exchange System (SIDES) Earnings Verification Exchange

Multi-State Third Party
 Administrators and
 Employers

 None

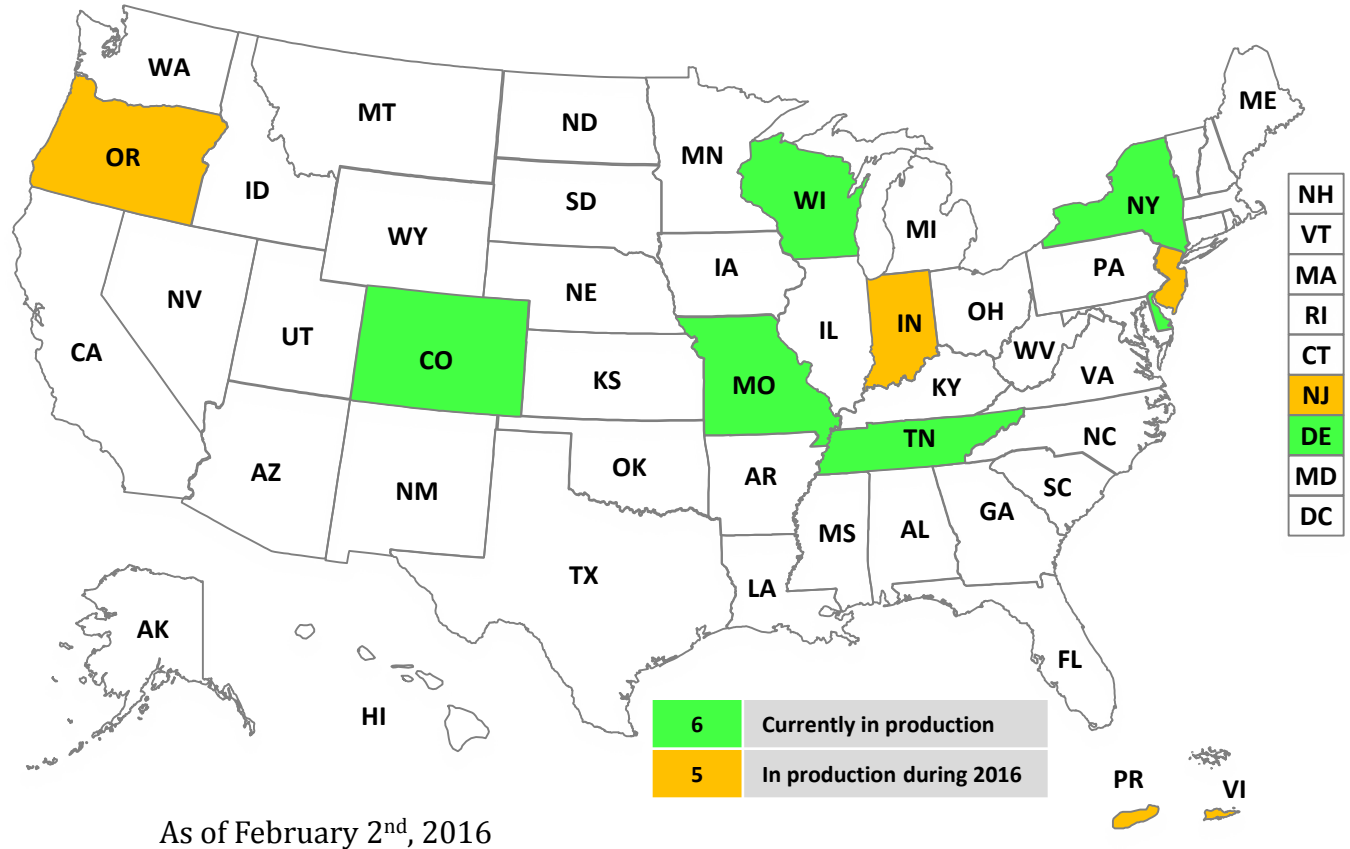


As of February 23rd, 2016

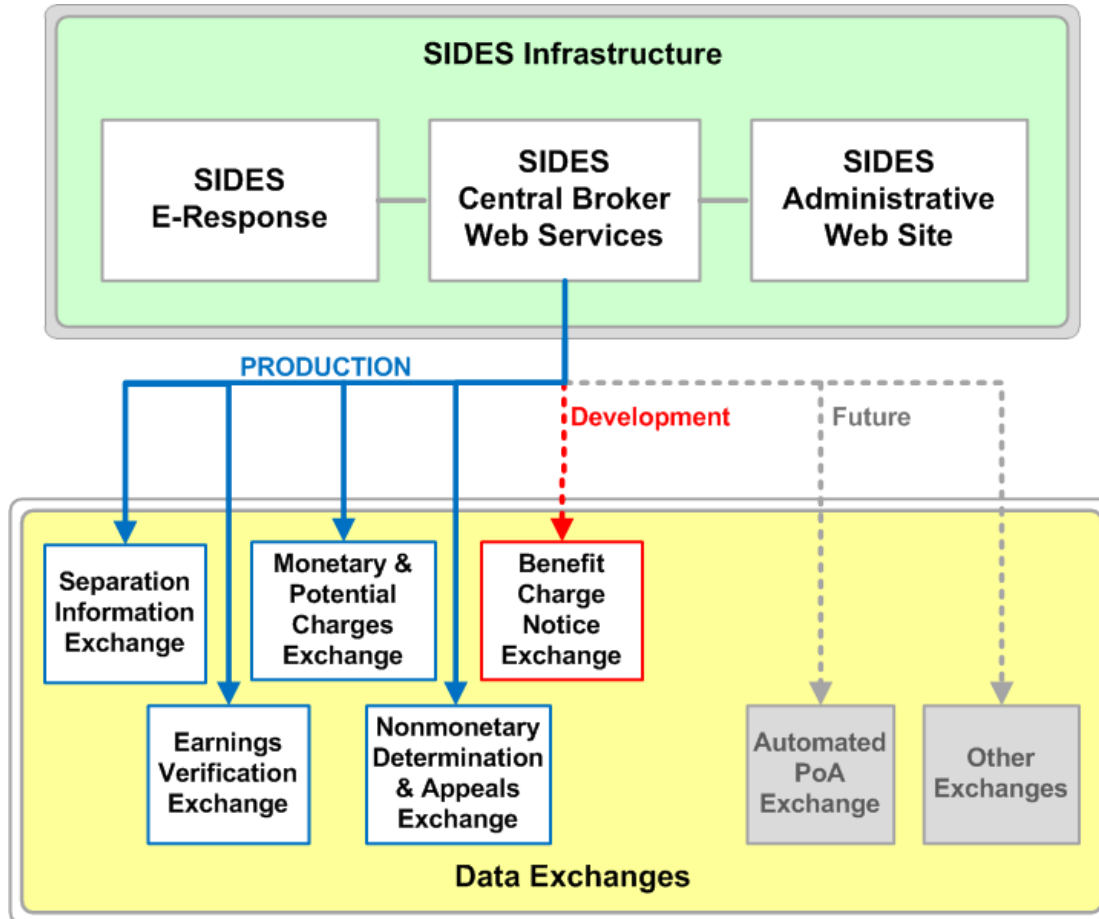
UI State Information Data Exchange System (SIDES) Monetary and Potential Charges Exchange

Multi-State Third Party Administrators and Employers

People Systems
Equifax
ADP St. Louis
Thomas and Company



UI SIDES Infrastructure and Data Exchange Applications



SIDES Data Exchanges

- Separation Information
- Earnings Verification
- Monetary & Potential Charges
- Determinations and Decisions
- Benefit Charges (**in development – target release September 2016**)

Separation Information

One of the leading causes of improper UI benefit payments

- Second only to working while collecting UI
- Contributing factor to the President's Executive Order on improper payments
- First SIDES exchange

Who:

- Last Employer
- Last Bonafide (subject to UI) Employer
- Base Period Employer

What:

- Request for Info on reason for Job Loss
- Notice of Claim (attachment)

Monetary & Potential Charges

Who:

- Chargeable Employers
- Interested Employers

What is included:

- Monetary Determination of Eligibility for UI
- Notifications of Potential Charge to Employer

Earnings Verification

Working While Receiving Benefits is the largest cause of Overpayments

- 34.30% of overpayments
- \$1.1 billion dollars

Who:

- Any employer

Why:

- National Directory of New Hire
- State Directory of New Hire
- Interstate Cross Match of Benefits & Wages
- State Quarterly Cross Match of Ben. & Wages
- Tips

Determinations & Decisions

Who

- Employers who are interested parties

What:

- Non Monetary Separation Determinations, Redeterminations, Revisions, & Withdrawals
- Non Monetary Non Separation Determinations, Redeterminations, Revisions, & Withdrawals
- Lower Level Appeal Decisions
- Higher Authority Appeal Decisions

Benefit Charges

Who

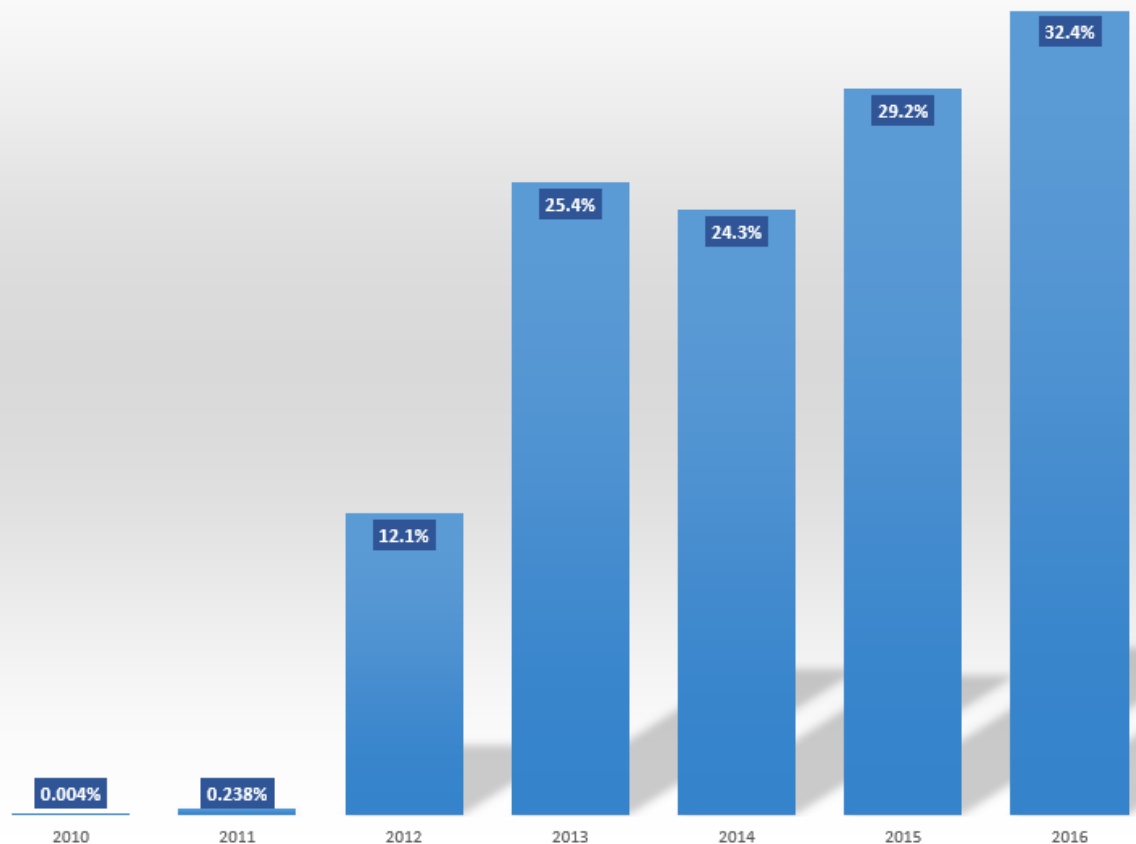
- Employers who are interested parties

What:

- Benefit charge notice to employer
- Benefit charge notice to non-reimbursable employer
- Transmittal of attachments
 - ✓ Invoice, action required by employer
 - ✓ Actionable attachment
 - ✓ Informational only – no action required
- Depending upon the UI Agency's rules, employers may be able to 'Protest/Appeal/Question' their notice

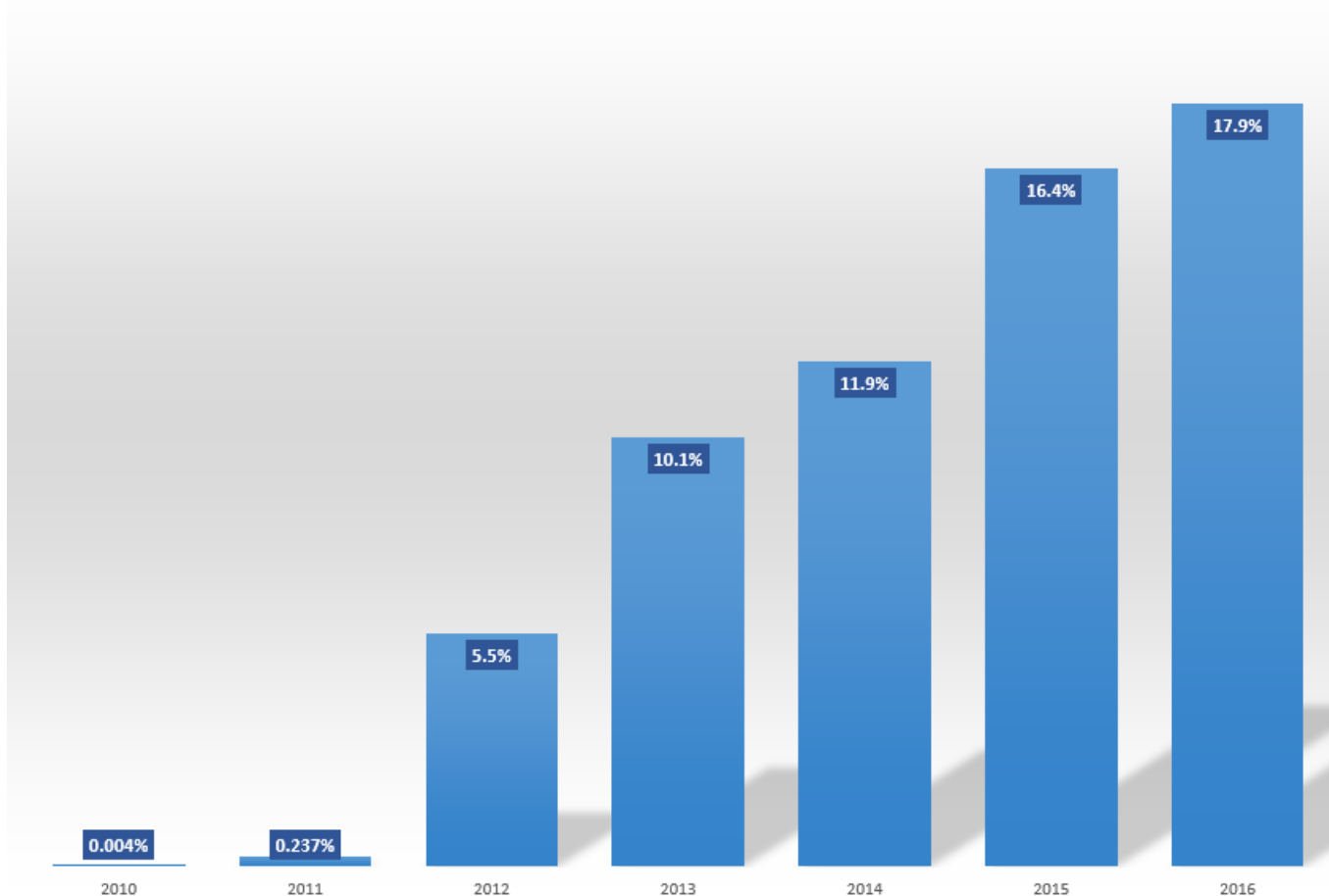
SIDES Workload History – 2010 through January 2016

SIDES Requests vs. National UI Claims Total



SIDES Workload History – 2010 through January 2016

SIDES Responses vs. National UI Claims Total



How to implement SIDES

How to decide which version?

- <http://info.uisides.org>
- Select “General Information and Fact Sheet”
- “SIDES and SIDES E-Response Comparison Table”



Which Version of SIDES?

	SIDES E-Response	SIDES
How it Works	<p>A secure website through which employers and third party administrators (TPAs) submit electronic responses to UI information requests.</p> <p>Employers and TPAs receive a request for UI information from the participating state UI agency by mail or secure email that includes a PIN to log on to SIDES E-Response and enter the requested information in a standard format.</p>	<p>An automated computer-to-computer interface for employers and TPAs to receive and respond electronically to UI information requests.</p> <p>Information requests from the state and responses from employers are all in the same standard format.</p> <p>SIDES produces performance metrics and provides audit controls.</p>
What it Requires	<ul style="list-style-type: none"> • A working internet connection • An employee who will enter the requested UI information • NO programming is required to implement • NO charge for its use 	<ul style="list-style-type: none"> • Internal IT system integration technical support is available • Model Connector available FREE OF CHARGE • NO other costs for using SIDES
Best Suited For	Employers and TPAs with a limited number of annual UI claims.	Employers and TPAs who typically handle a large volume of UI information requests or multi-state employers and TPAs.

Which Version (continued)

Deciding factors:

- UI separation request workload
- Single state presence or multi-state
- Ability of company to fund and complete IT project to connect your system to the SIDES Broker
- Model Connector – free of charge
- Third Party Administrator or Employer?



How to implement SIDES Web Services

Implementation plan (high level)

- Form internal SIDES team (business and IT staff)
- <http://info.uisides.org>
- Select “SIDES”
- “Introductory Guide” and “Implementation Guide”
- After thorough examination of these two documents, contact SIDES Director or Operations Director to set up initial meeting with National SIDES Team

How to implement SIDES E-Response

Implementation plan (high level)

- SIDES E-Response registration/participation handled on a state-by-state basis
- <http://info.uisides.org>
- Select “E-Response Assistance”
- Contact/registration/assistance information provided by state available on document

Contact Information

Jerry Pectol

SIDES Director

918-213-0029

405-203-0137

Jerry.Pectol@itsc.org

Tom Byerley

SIDES Operations Director

503-303-4156

503-508-3907

Tom.Byerley@itsc.org