UI AUTOMATED SYSTEM DEVELOPMENTS AND IMPACTS ON EMPLOYERS
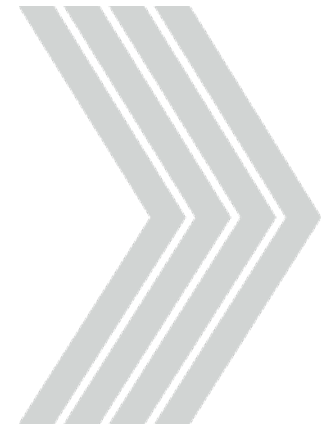
System Outcomes from a TPA Perspective

UWC National UI Issues Conference 2016

INFORM ❯ ENRICH ❯ EMPOWER™

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 …

INFORM › ENRICH › EMPOWER™

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
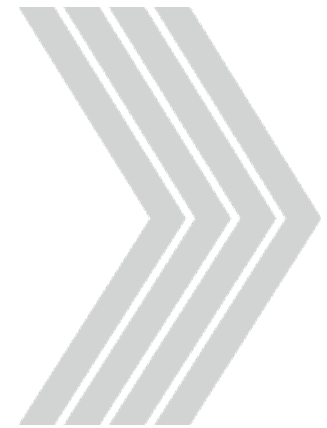
CaseBuilder's Many Benefits

CaseBuilder provides improved claims results and fewer hearings

Providing visibility, simplicity and control in an otherwise complex and challenging claims process
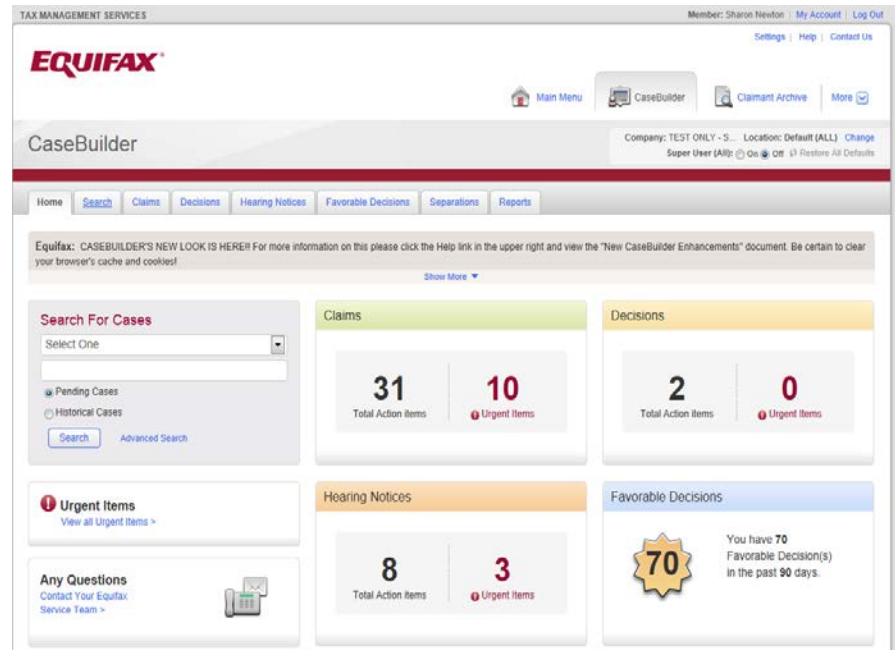
See everything you are responsible for in one simple, easy to use dashboard

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

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

■ Before CaseBuilder ■ After CaseBuilder

- Company A: 8.73% / 4.03%
- Company B: 54.70% / 11.44%
- Company C: 0.00% / 0.00%

Protest Rate

■ Before CaseBuilder ■ After CaseBuilder

- Company A: 74.00% / 81.00%
- Company B: 15.47% / 37.76%
- Company C: 65.00% / 78.00%
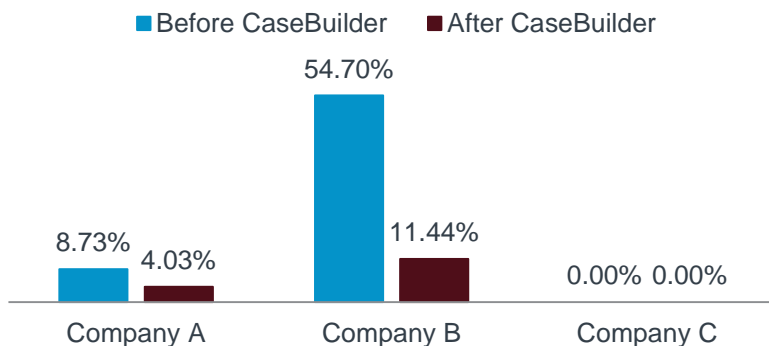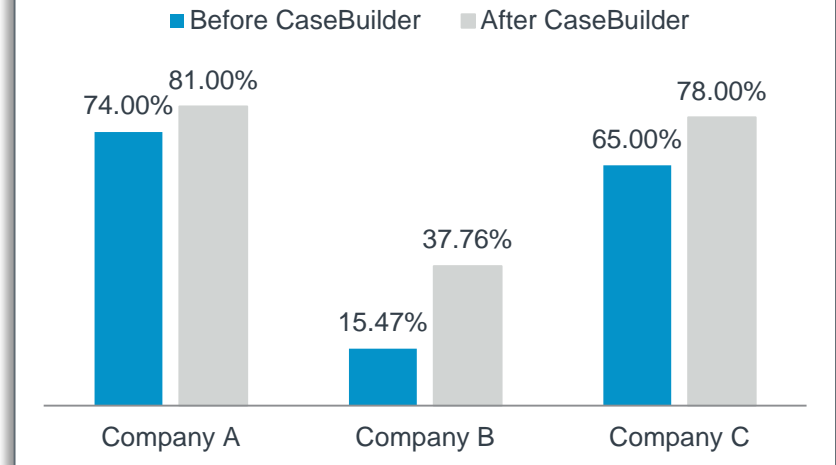
For these 3 clients, we reduced employer liability on an additional 178 claims by using CaseBuilder. This avoided over $375,000 in benefit payments from being made.

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

STATE AGENCY RESPONSE PORTAL (SARC)

Concept Review
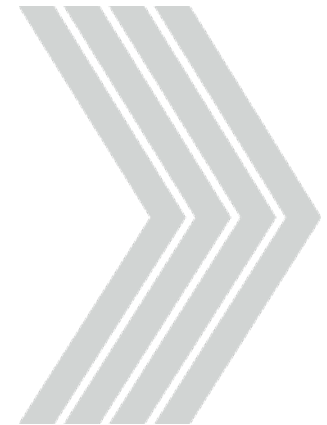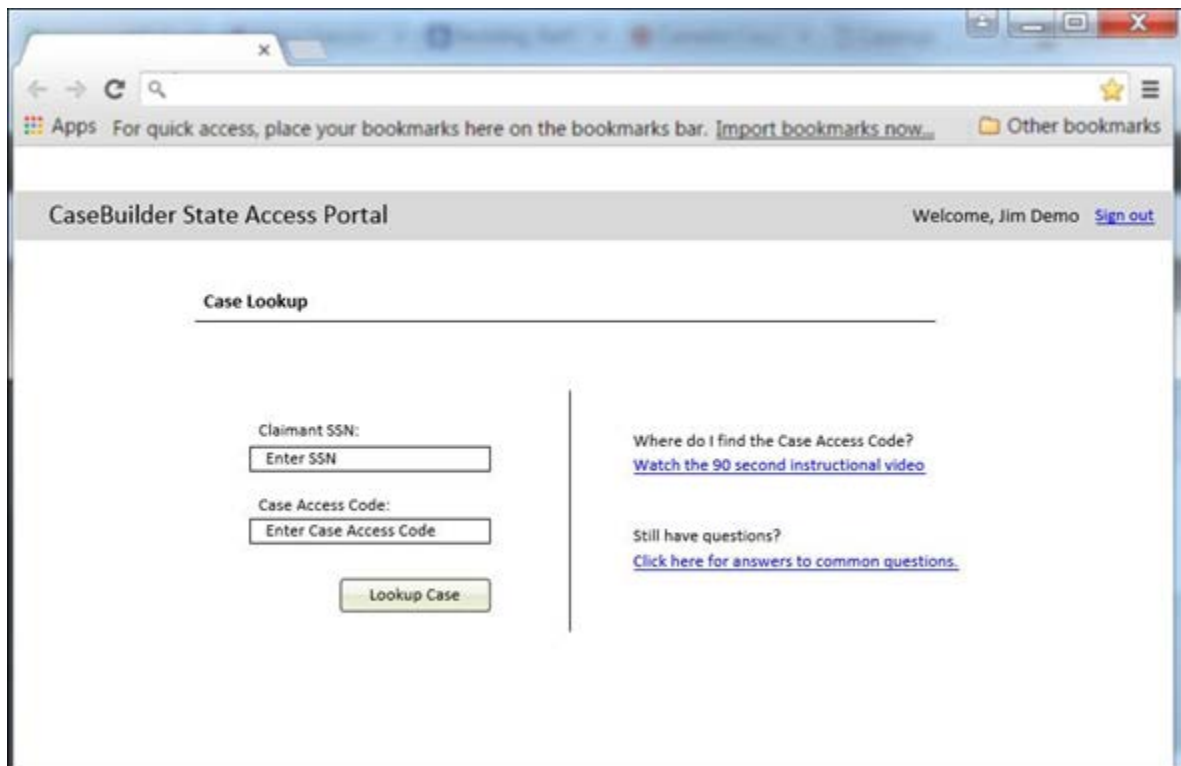
Initial Login Screen
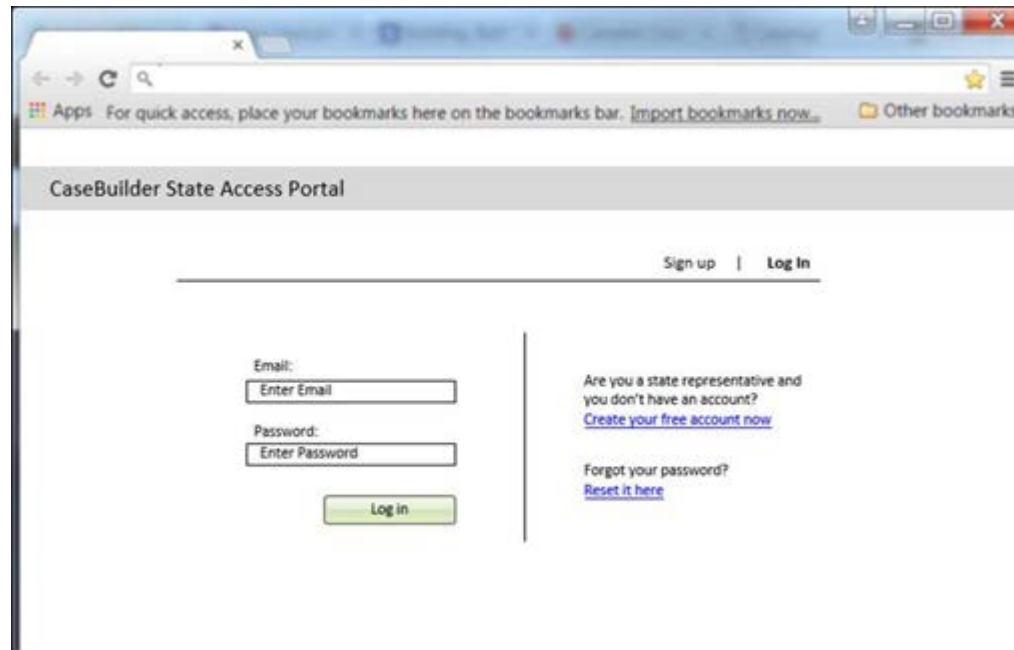
The initial login screen links to a self-registration page for first time users

Case Lookup Screen

- 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

Request Additional Information

Requesting Additional Information

STATE WORKFORCE AGENCY POSITIVE OUTCOME

WorkSourceWA.com – State of Washington Employment Security Dept.
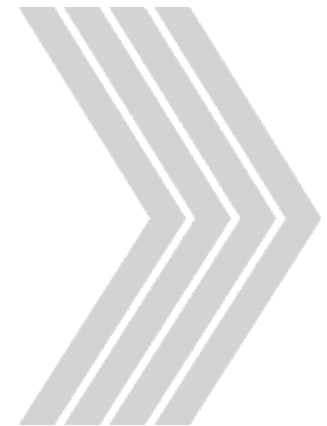
WorkSource
A partner of the americanjobcenter network

Employment Security's new website

WorkSourceWA.com

- 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

WorkSource

My WorkSource   Career tools   Resources   About us

Select language

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??