EMPLOYERSEDGE
UNEMPLOYMENT COST CONTROL SOLUTIONS

State of Connecticut
Unemployment Compensation Claims Administration
Employer’s Edge, Third Party Administrator

Unemployment Claims Process, Roles and Responsibilities Summary

Separation

- Voluntary quit
- Discharge
- Lack of work

Claim

- Claim filed with state unemployment Dept.
- Edge receives claim notification
- Edge updates Edgewise claims administration system

Protest

- Edge contacts CT Dept. Agency
- Dept Agency provides Edge supporting documentation
- Edge writes protest and provides to state unemployment Dept.

Decision

- State unemployment Dept. provides to Edge and claimant
- Edge notifies Dept agency contact

Appeal

- Either party may appeal
- Dept Agency contact confer with Edge to determine next steps
- Edge files appeal

Hearing

- Edge coordinates hearing, assists in preparation, and attends
- Appropriate Dept. Agency witness prepares and attends

Decision

- State Unemployment Dept provides to Edge and claimant
- Edge notifies Dept Agency contact

Appeal

- Either party may appeal
- Dept Agency contact confer with Edge to determine next steps
- Edge files appeal

Board of Review

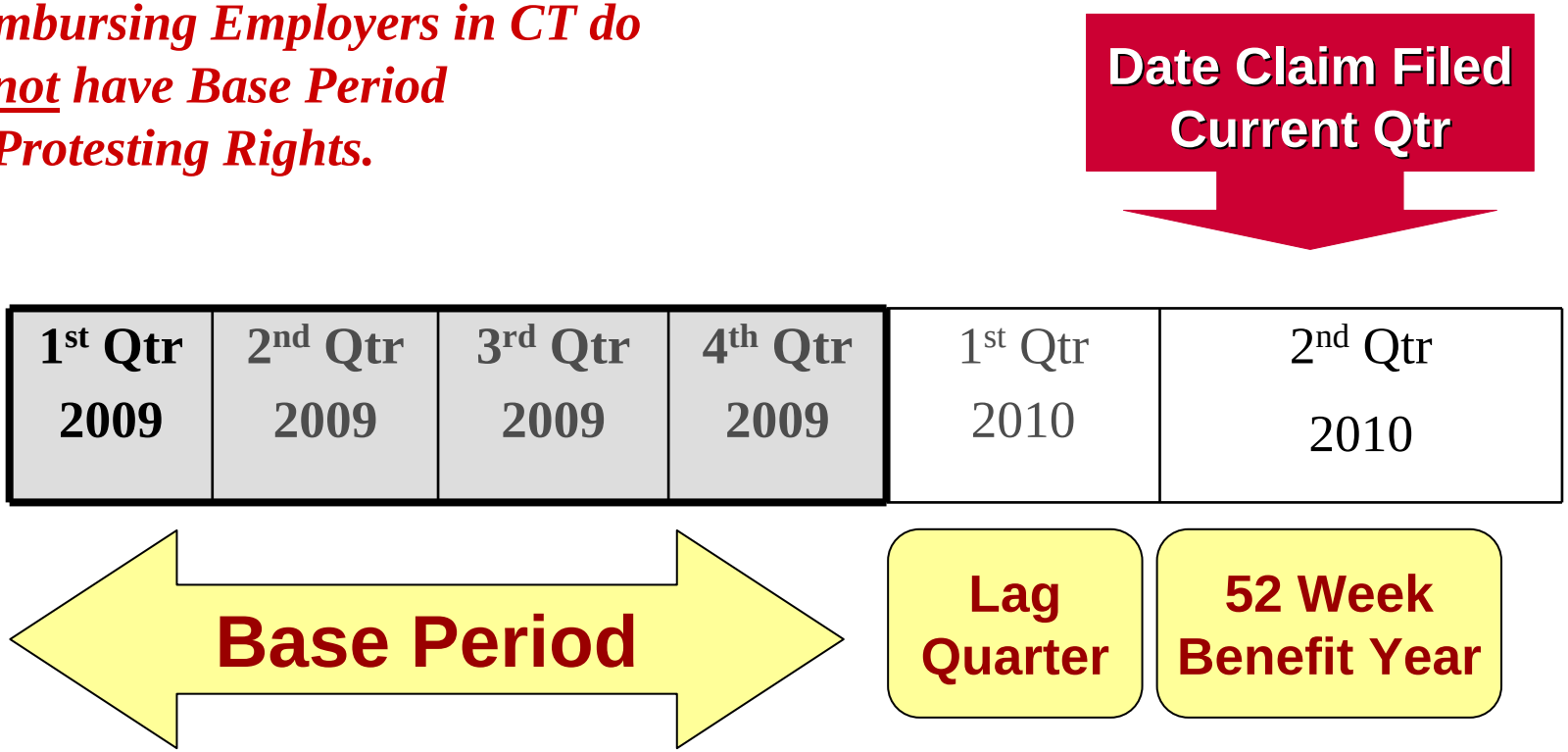
- Dept. Agency contact confer with Edge
- Edge prepares written brief
- No new evidence or testimony allowed
- State notifies Edge of decision

State of Connecticut

- State Agencies reimburse the Department of Labor for all unemployment dollars collected by former and sometimes current employees.
- Denied certain protest rights due to the reimbursing status.

Base Period

Reimbursing Employers in CT do <u>not</u> have Base Period Protesting Rights.



Base period is the first four of the last five completed calendar quarters

Controlled by the date claim is filed

Roles and Responsibilities – Employers Edge

- **Process Claims**
  - Manage process start to finish
  - Provide fast response on claims and hearings, provide maximum lead time to respond when needed.
    - Employers Edge will request separation information from State of Connecticut Department Agency Contacts within 24 hours of receipt of the unemployment claim.
    - State Unemployment adjudicator calls will require a fast turnaround – 24-48 hours.
  - Communicate with Dept Agency Contacts to gather information for claim response.
  - Provide the specific and detailed separation information/claim response to the state unemployment agencies - includes a protest if applicable.
    - A detailed/complete response MUST be communicated to the state unemployment agency or the Department Agency risks loss of all appeal rights.
    - Employers Edge MUST respond to the states unemployment agencies by mandated due dates. Failure to respond timely will result in loss of all appeal rights.
- **Provide Hearing Representation and Support**
  - Includes Pre-Hearing Conference and attendance at the hearing as permitted by state law.
  - Communicate hearing results to Dept Agency and determine whether to file appeal if applicable.
  - Staff will write a comprehensive, detailed appeal if needed.
- **Client Education on Unemployment Issues & Strategies**
  - Monthly tips
  - Training webinars on unemployment cost control
    - **Angie Hansen will coordinate with agencies – 720-891-4900, ext 216**

Roles and Responsibilities – State of Connecticut

- Respond to Claims
  - Employer's Edge will contact Agency once employee files an unemployment claim
  - Agency will provide specific and detailed separation information to Employers Edge such as type and reason for separation.
  - Agency will include all supporting documentation prior to due date provided by Employers Edge.
  - Agency must respond within 24 hours for requests from Adjudicators.
  - If Agency receives claims notices/documents directly from the State Dept of Labor, immediately fax or email to Employers Edge. Fax to Lara Campbell at: (720) 891-4900, ext. 113 or email to l.campbell@employersedge.com.

- Decision/Appeals
  - Employers Edge will notify Dept Agency of Claim Decision.
  - Dept Agency will confer with Employers Edge to determine whether to file an appeal for an unfavorable decision.

- Prepare for Hearing
  - Witness(es) notified
  - Gather documents or copies of company policies relating to infractions
  - Review file from the States' hearing Dept (Edge to provide)
  - Attend hearing

Employers Edge Claim & Hearings Operations

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State of Connecticut – Additional Information

Additional information can be obtained by reviewing the Comptrollers website….

- http://www.osc.state.ct.us/empret/indxhlth.htm
  - Monthly Unemployment Tips/News Letters
  - Separation Checklists for Discharge and Voluntary Quits
  - Contact Information at Employers Edge
  - Copy of PowerPoint Presentation