

Providing the Right Information at the Right Time: Avoiding Unnecessary Appeals and Overpayments



New pressures on state unemployment insurance (UI) agencies, prompted by high claims volumes and tighter budgets, may not be apparent to employers, but we know things are changing. In recent years, UI administrators have been directed to improve quality and reduce errors and benefit overpayments. In turn, these administrators are more demanding of employers, and can seemingly be unforgiving of lapses in employer obligations to the UI program.

Failure to cooperate and participate in providing information requested by state UI agencies may yield painful consequences, as evidenced by fines, audits, harsh rulings and regulatory constraints.

In addition, administrators are holding agent companies representing employers to tougher standards, as incentive to get their employer clients to better engage in the unemployment process. Employers are encouraged to "step up to the plate" and meet their responsibilities as a participant in UI matters.

TALX would like to provide you with the following best practices reminders for avoiding unnecessary appeals and benefit overpayments.

- Promptly supply your TALX representative with well documented records containing facts and details to enable the State agency to make the proper decision at the initial stage.
- Information and supporting documentation must clearly and sequentially recount the events, reasons and actions that lead up to an individual's separation from employment.
- Providing all the facts to TALX at the claim level is desirable because it's the best time to obtain a disqualification and avoid a hearing. In addition to saving money and lost productivity caused by hearings, if complete and timely information is not provided at the claim level some states will not allow you to participate in a hearing.
- Employers who consistently present the full facts at hearings, but fail to provide details at the claim stage, may lose favor with the presiding judge.