

Streamlining UI Information Exchanges

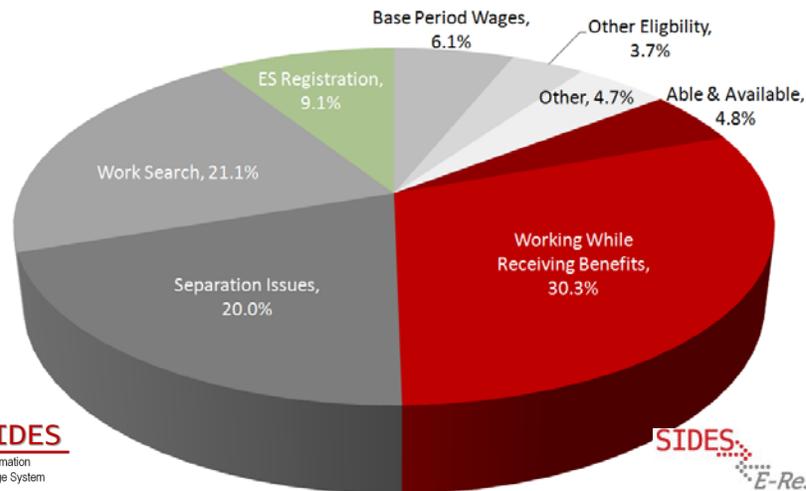
Understanding the Benefits of SIDES and SIDES E-Response

[Date]

UI Information Exchanges: Today's Landscape

- Information exchanges between state UI agencies and employers are a slow, manual, paper-based mail process
- Each state has its own forms to request and exchange UI information
- Reliance on postal mail creates time pressures on states and employers
- Lack of complete and timely information results in millions of dollars in improper payments
 - In fiscal year 2011, the UI system paid \$117 billion in federal and state UI benefits to 18.7 million beneficiaries. The U.S. Department of Labor estimates that 12 percent of these benefits were paid improperly.

FY 2011 Causes of UI Overpayments



UI SIDES
State Information
Data Exchange System

UI SIDES
State Information
Data Exchange System

SIDES
E-Response

SIDES
E-Response

A Solution: SIDES & SIDES E-Response

- State Information Data Exchange System (SIDES) and SIDES E-Response are two web-based options developed through a partnership between the U.S. Department of Labor and state UI agencies to simplify and streamline responses to UI information requests
- Both SIDES and SIDES E-Response use a nationally standardized, electronic formats to process UI information exchanges

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Why Use SIDES or SIDES E-Response?

- Streamlines information exchanges by:
 - Using electronic, nationally-standardized formats
 - Providing more time to gather information and make decisions
 - Providing a single point of contact
- Helps employers by:
 - Ensuring information exchanges are complete and timely
 - Reducing improper payments and unnecessary employer charges
 - Reducing follow up phone calls, paper handling, and postage costs

The Facts About SIDES

| | |
|-------------------------|---|
| How It Works | <p>SIDES is an automated computer-to-computer interface to respond electronically to UI information requests.</p> <p>UI information requests and responses are in nationally-standardized formats.</p> <p>SIDES produces performance metrics and provides audit controls.</p> |
| What It Requires | <p>Employers and TPAs will be required to integrate SIDES into their internal IT system which will entail changes to current systems and processes.</p> <p>Technical guidance and implementation training are available.</p> |
| Best Suited For | <p>SIDES is best suited for employers and TPAs that typically handle a large volume of UI information requests.</p> |

How SIDES Works

SIDES UI Information Flow Process



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The Facts About SIDES E-Response

| | |
|-------------------------|--|
| How It Works | <p>Employers and TPAs receive a request for UI information from the state agency by mail or secure email.</p> <p>Request includes an authorization code to log on to SIDES E-Response and enter the requested information.</p> <p>All information is submitted in an electronic, nationally-standardized format.</p> |
| What It Requires | <p>Only requires a working internet connection and an employee who will enter the requested UI information.</p> <p>There is no cost to use SIDES E-Response and no programming is required.</p> |
| Best Suited For | <p>SIDES E-Response is best suited for employers and TPAs with a limited number of UI claims.</p> |

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How SIDES E-Response Works

SIDES E-Response UI SIDES State Information Data Exchange System

Separation Information Application Response Entry

To respond to your separation information request(s), please login using the instructions provided by the State Agency.

* State: ?

* Federal Employer Identification Number: ?

* State Employer Identification Number: ?

* Identification Number/Access Code: ?

Cancel Login

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A Secure Exchange of Information

SIDES E-Response State of New Jersey DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

Announcement: Welcome to UI SIDES SEV. Sign out

Search by SSN (Omit Dashes) Search

Separation Information Requests

| Request ID | Name | Response Status | Actions |
|-------------|-----------------------|-----------------|------------|
| 000-88-8484 | WHEELLOCK, PHILIPPE M | Not Started | View/Print |
| 007-79-8283 | ROMILLO, OSMIN | Not Started | View/Print |
| 001-24-1802 | JOHNSON, ALLER | Not Started | View/Print |
| 001-29-3283 | BRUNTZ, AMANDA | Not Started | View/Print |

No separation requests found for other PNs.

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Claimant and Employer Identification

The screenshot displays the 'Claimant and Employer Identification' form within the SIDES E-Response interface. The form is organized into several sections:

- Responding State:** Includes fields for State (dropdown), Agency (dropdown), Program (dropdown), and Fee (dropdown).
- Claimant Personal Information:** Includes fields for Title, Date of Birth, Name, Social Security Number, Date of Last Work, and Date of Separation.
- Employer Information:** Includes fields for Employer Name, State Employer Identification Number, Federal Employer Identification Number, and Employer Information of Employees (with a plus sign icon).
- Information on Request:** Includes a checkbox for 'Check here if claimant is not the employer' and a checkbox for 'Check here if this, including the request date, is not approved by employer'.
- Request Information:** Includes a dropdown for 'How is processing this request?' and a checkbox for 'Is the employer in this state for the voluntary claim?'. Below this are several text input fields for 'Name of the person processing this request?', 'If you are of the person processing this request?', 'Requester is independent contractor (also contractor) (Only apply, when applicable, describe on separate page)', and 'Requester is the worker? (Only apply, when applicable, describe on separate page)'. There are also 'Previous' and 'Next' buttons.

Benefits of SIDES and SIDES E-Response

- ✓ Saves time and money
- ✓ Available for FREE
- ✓ Safe and secure
- ✓ Reduces paper work
- ✓ Helps keep UI rates as low as possible by reducing overpayments
- ✓ Provides an electronic, nationally standardized data format
- ✓ Includes data checks to ensure exchange of complete and valid information
- ✓ Provides tools for a healthier bottom line
- ✓ Helps reduce overpayment
- ✓ Reduces follow up requests and phone calls

Assessing Which Option to Use

SIDES

- Useful for larger employers with many potential UI claims
- Requires integration between an employer's internal IT systems and SIDES
- Provides an automated data exchange interface between employers and TPAs and state UI agencies

SIDES E-Response

- Useful for employers and TPAs with limited number of UI claims
- Only requires an internet connection and staff to input data

Costs of SIDES E-Response and SIDES

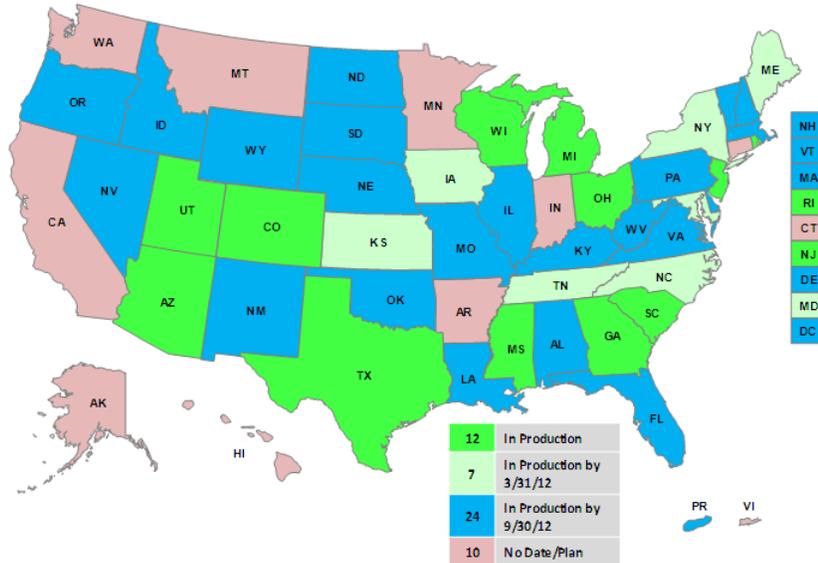
SIDES

- Available free of charge
- Will require changes to internal IT systems to integrate with SIDES
- Internal costs will vary based on existing system design

SIDES E-Response

- Available free of charge
- Requires a working internet connection
- Requires an employee to enter the requested information

SIDES States

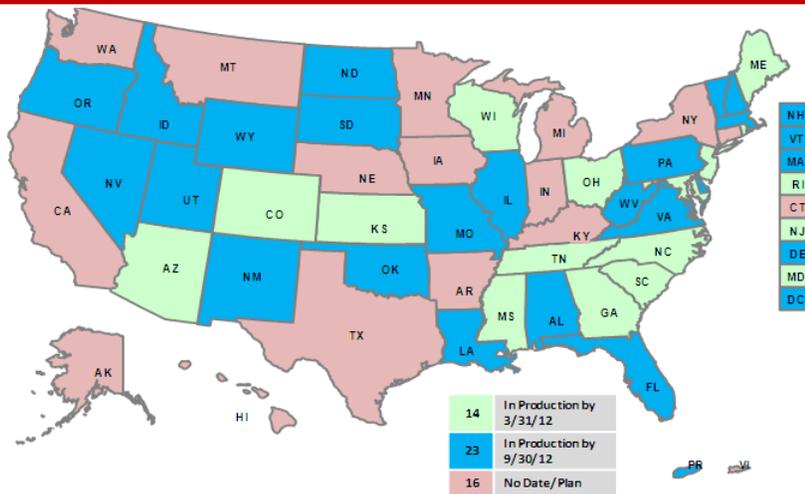


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As of January 31, 2012
(For an updated map, visit <http://info.uisides.org>
and click on SIDES State Status)

SIDES
E-Response

SIDES E-Response States



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Additional Resources

More information is available

- [Insert URL for state UI agency website]
- [Insert name and contact information for a representative within the state UI agency]
- <http://info.uisides.org>

Questions and Discussion

