

**UNEMPLOYMENT INSURANCE (UI)
ROLES AND RESPONSIBILITIES
UCPATH CENTER AND LOCATIONS**

UNIVERSITY
OF
CALIFORNIA

UCPath

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Terms, Definitions, Acronyms

ALJ	Administrative Law Judge
Appeals	Workers and employers seeking to challenge decisions made by EDD
CaseBuilder	Centralized Secure Online Database to manage claims submission Online
EDD	Employment Development Department
Equifax	Third Party Vendor for Unemployment Insurance
UC	University of California
UCPath	UCPath Center
UCM	University of California Merced
UCOP	University of California Office of The President
UI	Unemployment Insurance

Introduction

The UCPath Center will facilitate aspects of the Unemployment Insurance (UI) process between location and Employment Development Department (EDD). This process requires daily communication with locations in order to gather additional information related to requests received from EDD. This document provides a communication strategy between Locations and The UCPath Center to ensure process efficiency and compliance with State and Federal regulations.

Unemployment Insurance Team

The UCPath Center has a UI team that specializes in managing confidential information pertaining to Unemployment Insurance management. The UI Team will collaborate with all UC locations and will handle all UI Claims, Hearings, and Decisions in a uniform manner, allowing locations to operate effectively and successfully.

UI Integrity

To improve the integrity of the Unemployment Insurance System and reduce the prevalence of improper payments, a federal mandate was developed (October, 2013) to address the timeliness and accuracy of employer response to state requests. This new legislation also known as Unemployment Insurance Integrity, requires employer to improve quality of information provided to state unemployment agencies at the front end of the Unemployment Insurance claim process, rather than waiting until after the initial determination to perfect their response.

The UCPath Center will meet and follow the Federal Mandate, with an effort to provide, complete and timely response to Employment Development Department (EDD).

Point of Contact

Locations and departments are advised to provide a point of contact to the UI team in order to improve efficiency of Unemployment Insurance claims handling. This Point of contact will assist the UI team in providing the information and documentation requested and/or forwarding to the responsible person for that claim. Providing a Point of Contact has a direct impact on the Unemployment Insurance process as it will provide more time for the location to gather the necessary information about a claim.

If no respond is received within 24 hours of the reach out, a follow up email is sent to the backup point of contact or department lead. Please note that being unable to reach the correct individual limit the time locations have to respond to the request.

Claims Process

The Claims process begins when an unemployment insurance claim is filled by an employee through the state Employment Development Department (EDD). The UI claim is sent directly to the UCPath Center UI team through a centralized secure online application called CaseBuilder provided by the Third Party Vendor.

If claim (DE1101) is sent to the location, location should immediately fax the claim to 800-472-7160.

The UI Team will receive an electronic notification of a new claim and will correspond to the additional questions available in UCPath. Upon requesting additional information through email, The UCPath Center will provide the following information:

- Separation Reason
- Employee Name
- Empl ID
- Claim Deadline
- Additional Questions and documentation needed

If additional information is required, the UI Team will contact location's point of contact for additional information regarding separation reason and if discrepancies are found. In order to ensure unemployment insurance compliance, it is recommended to answer all the additional questions in a timely manner. All relevant documentation should also be submitted within the timeframe provided.

The UI Team has 10 days (sometimes less) from the claim mailed date to provide a response to EDD. If incomplete or no response is received from location after numerous reach outs, the UI team will submit the claim as is.

Please note that failure to respond with details and timely information could result in penalization; the claimant can potentially be eligible for the max allotted amount of unemployment insurance of \$11,700.00. Additionally, false statement penalty can potentially be added to the charges if applicable, and can affect the state ruling in favor of the claimant.

If location receives this email and the claimant does not belong to the department, contact the UI team immediately. Contacts information will be available on the bottom portion of the original email sent to the locations point of contact.

Once response is received from location, the UI team will submit the response to EDD in a timely manner.

State Call

State Calls are performed when the state is requesting additional information and or clarification on a claim. An EDD agent may call requesting for additional information regarding an Unemployment Insurance claim. These calls have a 24-48 hours deadline to reply. The third party vendor handles all phone calls from EDD and notifies the UI Team immediately.

If an Agent from EDD contacts the location, the location must refer them to Equifax State Agency Response Center at 1-800-829-1510.

The UI Team may need to contact location's point of contact regarding additional questions the state has. This will usually be a one to three question format (might be more depending on claim). Due to the time constrains it is important for locations point of contact to respond by the due date provided in the email.

The federal mandate addresses the timeliness and accuracy of employer response to state request. Failure to respond with detailed and timely information could result in the state ruling based on information provided by the claimant; and a false statement penalty can potentially be added to the charges as well if applicable.

Hearings

When the UI team receives a Notice of Hearing, the notice will be reviewed and determined with the location if attendance is needed or not. This will analyze the case based on the Unemployment Insurance Code, EDD Benefits Determination Guide, UC policy and or respective Bargaining Unit agreement and discuss the merits of attending a hearing with the location.

Hearing Notices are normally received within 7 days prior to the hearing date and will take priority to provide more time for locations to determine. The location will be contacted via phone and email. The reason for the appeal will be discussed with the location along with supporting facts. Locations point of contact will be informed of the following information for the scheduled hearing:

- Date
- Time
- Hearing Location

Once attendance confirmation is received from location, the following information will be required:

- Witness Name
- Job Title
- Direct Line
- Email address

It is indispensable for the locations to present a “first hand’ witness who have involvement in or knowledge of the circumstances surrounding the separation from employment. The witness(s) will need to attend the hearing in person. Locations will have the opportunity to choose if they would like a representative from the third party vendor to be present at the hearing with the witness.

If a representative option is elected, a thorough preparation call is conducted between hearing representative and the witness in order to review the life of the claim. Representatives will initiate the contact with the witness within 24 hours of being assigned to the claim. If the hearing representative is unable to contact the witness, a voicemail will be left. It will ultimately be the witness’s responsibility to return the call. However, witnesses are also welcome to contact representative if they have not heard from them.

It is up to the locations discretion if they choose to elect a hearing representative to be present. If location chooses not to have a hearing representative present, the location still has the option to elect a hearing consultation. A hearing consultant is an expert from the third party vendor that can prepare the witness for the hearing over the phone, yet will not be present at the hearing.

Phone Hearing

The employer is able to attend the hearing over the phone, if hearings address is more than 50 miles away from Location’s address. If additional accommodation is needed, please contact the UI team as soon as possible.

Decisions

Similar to hearings, the UI Team will receive a notification of a new decision from EDD. The UI team will review the decision thoroughly to ensure it is in accordance with the Unemployment Insurance Code and EDD Benefits Determination Guide. When and if an appeal is justifiable, the UI Team will reach out to the location’s Point of Contact to discuss the merits of the appeal. In order to appeal a claim decision, a hearing will be schedule and locations will be required to attend the hearing. The following information is needed:

- Witness Name
- Job Title
- Direct Line
- Email address

It is indispensable for the locations to present a “first hand’ witness who have involvement in or knowledge of the circumstances surrounding the separation from employment. The witness(s) will need to attend the hearing in person. Locations will have the opportunity to choose if they would like a representative from the third party vendor to be present at the hearing with the witness.

If a representative option is elected, a thorough preparation call is conducted between hearing representative and the witness in order to review the life of the claim. Representatives will initiate the contact with the witness within 24 hours of being assigned to the claim. If the hearing representative is unable to contact the witness, a voicemail will be left. It will ultimately be the witness's responsibility to return the call. However, witnesses are also welcome to contact representative if they have not heard from them.

It is up to the locations discretion if they choose to elect a hearing representative to be present. If location chooses not to have a hearing representative present, the location has the option to elect a hearing consultation. A hearing consultant is an expert from the third party vendor that can prepare the witness for the hearing over the phone, yet will not be present at the hearing.

NOTE: If location is presenting additional documentation, the UI team must receive paperwork 48 hours prior to the hearing. This is to ensure the additional documentation will be accepted for the hearing.

Hearing Decisions

The UCPath Center receives a notification of the Hearing Decision rather if it was favorable or unfavorable to the employer. If the Hearing Decision is unfavorable to the employer the UI Team will review the decision thoroughly to ensure it is in accordance with the Unemployment Insurance Code and EDD Benefits Determination Guide.

If an appeal is justifiable, a letter will be sent to the Board to review the decision and no additional hearing is required. At this level, the employer is unable to submit additional documentation and it can take up to 6 months to receive the Board Decision.

Information Security

Transfer of personal information to EDD, for the purposes of determining a claimant's eligibility for Unemployment Insurance benefits is allowed under section 1798.25(f) of the information Practices Act (California Civil Code 1798 et seq). Which prohibits the disclosure of any personal information in a manner that would link the information disclosed to the individual to whom it pertains unless the information is disclosed to a government entity when required by state or federal law.

FAQs

- **How do I contact UCPath center? Or the UI Team?**
You can contact UCPath Center at 855-982-7284 and request to speak with the Unemployment Insurance Team.
You may also reply to the email received from the UI team and we will call you directly.
- **This Claimant does not belong to my department. What do I do?**
Reply to the sender and let him/her know right away.
- **Do I have to respond to all questions?**
Yes, there is a new Federal Mandate to improve the Integrity of the UI system and reduce prevalence of improper payments. The federal mandate addresses the timeliness and accuracy of employer response to state requests. We work in a strict timeline to respond each claim; failure to respond with detailed and timely information could result in the state issuing a ruling based on information provided by the claimant.
- **What should I do if EDD calls my department requesting additional information on a claimant?**
Due to the time sensibility on EDD/State calls it is extremely important to refer such calls to Equifax State Agency Response Center at 1-800-829-1510.
- **Can Equifax be contacted directly?**
No, please contact the UI team for any questions and or concerns.

Template: Unemployment Insurance Claim Email

Email Subject Line: Claim: Unemployment Insurance – [Claimant’s Name]

Good Morning/Afternoon _____,

The UCPath Center received an Unemployment Insurance Claim and your assistance is needed.

Claim Information

Claimant Name:	
Claimant ID:	
Claimant Statement:	
Claimant stated LDW:	
UCPath Separation Reason:	

To process this claim effectively, we need to gather more information/documentation regarding the claim above. Please respond the below:

- 1.
- 2.
- 3.

Response is due by 5:00pm, DD/MM/YYYY

Should you have any questions or concerns, please feel free to contact us.

Thank you,

Unemployment Services Team

UCPath Center

University of California, Office of the President

14350-1 Meridian Pkwy, Riverside CA 92518

Phone: 855-982-7284

Fax: 951-697-6839

** Please Note: There is a new Federal Mandate to improve the Integrity of the UI system and reduce prevalence of improper payments. The federal mandate addresses the timeliness and accuracy of employer response to state requests. We work in a strict timeline to respond each claim; failure to respond with detailed and timely information could result in the state issuing a ruling based on information provided by the claimant.*

Template: Unemployment Insurance Hearing Notice Email

Email Subject Line: Hearings: Unemployment Insurance – [Claimant’s Name]

Good Morning/Afternoon _____,

On [Date] the UCPath Center processed an Unemployment Insurance Claim for [Claimant’s Name], ID: [EE ID] with the information provided by you/your department. EDD ruled in favor of the University; however, the claimant appealed the decision, and a hearing has now been scheduled. After Reviewing the Hearing Notice we believe it is in the University’s best interest to attend the hearing.

Hearing Information

<i>Claimant Name:</i>	
<i>Claimant ID:</i>	
<i>Hearing Date:</i>	
<i>Hearing Time:</i>	
<i>Hearing Location:</i>	

In order to attend the hearing, a first-hand witness must be available. The witness should have first-hand knowledge or involvement regarding the circumstances surrounding the separation from employment. Multiple witnesses may attend the hearing. May you please provide a first-hand witness by [Date]?

Witness Information

<i>Witness Name:</i>	
<i>Job Title:</i>	
<i>Phone Number:</i>	
<i>Email:</i>	
<i>Additional Instructions:</i>	

* Hearing Representative can be requested to attend the hearing with the witness. In order to do so, witness information must be provided within at least 24 – 48 hours prior to the hearing.

Should you have any questions or concerns, please feel free to contact us.

Thank you,

Template: Unemployment Insurance Hearing Decision Email

Email Subject Line: Hearings: Unemployment Insurance – [Claimant’s Name]

Good Morning/Afternoon _____,

On [Date] the UCPath Center processed an Unemployment Insurance Claim for [Claimant’s Name], ID: [EE ID] with the information provided by you/your department. EDD ruled in favor of the University; however, the claimant appealed the decision, and a hearing has now been scheduled. After Reviewing the Hearing Notice we believe it is in the University’s best interest to attend the hearing.

Hearing Information

<i>Claimant Name:</i>	
<i>Claimant ID:</i>	
<i>Hearing Date:</i>	
<i>Hearing Time:</i>	
<i>Hearing Location:</i>	

In order to attend the hearing, a first-hand witness must be available. The witness should have first-hand knowledge or involvement regarding the circumstances surrounding the separation from employment. Multiple witnesses may attend the hearing. May you please provide a first-hand witness by [Date]?

Witness Information

<i>Witness Name:</i>	
<i>Job Title:</i>	
<i>Phone Number:</i>	
<i>Email:</i>	
<i>Additional Instructions:</i>	

* Hearing Representative can be requested to attend the hearing with the witness. In order to do so, witness information must be provided within at least 24 – 48 hours prior to the hearing.

Should you have any questions or concerns, please feel free to contact us.

Thank you,

Template: Unemployment Insurance State Call Email

Email Subject Line: State Call: Unemployment Insurance – [Claimant’s Name]

Good Morning/Afternoon _____,

We received a call from the Employment Development Department (EDD) requesting additional information regarding the claim below:

Claim Information

<i>Claimant Name:</i>	
<i>Claimant ID:</i>	
<i>Claimant Statement:</i>	
<i>Claimant stated LDW:</i>	
<i>UCPath Separation Reason:</i>	

To process this claim effectively, we need to gather more information/documentation regarding the claim above. Please respond the below:

- 1.
- 2.
- 3.

Please note, EDD only provides a 24 to 48 hour window to respond to the call. If you need additional time, please contact us as soon as possible to request an extension. Although additional time is not always granted, it can be requested.

Response is due by 5:00pm, DD/MM/YYYY

Should you have any questions or concerns, please feel free to contact us.

Thank you,

Unemployment Services Team

UCPath Center

University of California, Office of the President

14350-1 Meridian Pkwy, Riverside CA 92518

Phone: 855-982-7284

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