



# Third Party Administrators (TPA) Employer Responses Webinar



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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

# TPA Employer Responses Webinar

## Arizona

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# Implementation time line

- On November 30,2011, Arizona implemented SIDES with ADP California.
- On March 20,2012, Arizona implemented SIDES with Talx and ADP St. Louis.
- On March 30, 2012, Arizona implemented SIDES E-Response.

# Benefits of SIDES and SIDES E-Response

- Saves time and money
- Reduces paper work
- Helps reduce overpayment
- Provides clearer and detailed information
- Allows the adjudicator to ask more precise follow up questions

# Notice to Employers sent via SIDES and E-Response

<b>SIDES/E-Response</b>	Total amount of Employers	<b>8536</b>				
Exchange Name	Requests	Timely Responses	Late Responses	No Response	Total Responses	Average Number of Days
Separation Information	53,581	51,068	429	2,084	51,497	7.801
Notice to Employers sent from 11-11 to 8-12		95.31%	0.80%	3.89%		
<b>SIDES</b>	Total amount of Employers	<b>7513</b>	Total Amount of TPA's	<b>3</b>		
Exchange Name	Requests	Timely Responses	Late Responses	No Response	Total Responses	Average Number of Days
Separation Information	45,445	45,248	164	33	45,412	8.139
Notice to Employers sent from 11-11 to 8-12		99.57%	0.36%	0.07%		

# Survey of our Adjudication staff

- Is the information provided on the SIDES UB-110 detailed?
  - Yes, they are more detailed.
- Are your calls to the employer/claimant with the information from the SIDES UB-110 more specific?
  - The employer enters more information on the form because they are asked specific questions.
- What is the impact on rebuttal questions?
  - The SIDES notice helps to get the rebuttal more accurate, because the notice is more detailed with the information given.

## Trends or concerns identified:

- VHS and severance is not being included or in as much detail as before SIDES.
- Frequently the reps will immediately return the SIDES UB-110 with little or next to no information on it.
- Still answering limited questions which means we still have to ask probing questions.
- Some of the Employer's are returning the SIDES UB-110 stating they don't have any information at this time. We make the call and then they end up sending the SIDES attachment with the detailed information.

