

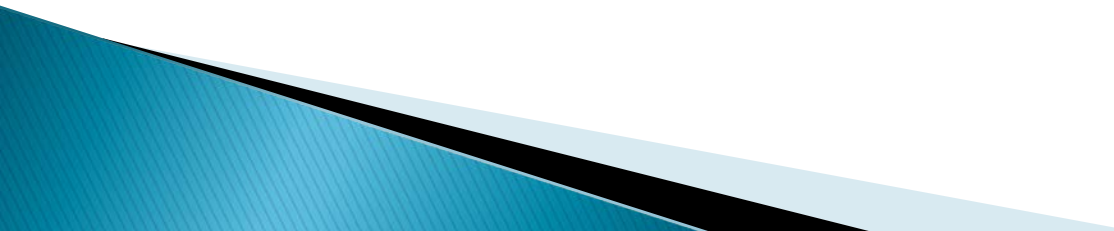


# **Third Party Administrator (TPA) Employer Responses**

# TPA Employer Responses

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## TPA Employer Responses

- **Goal of Improving Timeliness and Quality of Employer Responses**
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## Goal of Improving Timeliness and Quality of ERs

TWC, like the U.S. Department of Labor (DOL) and other states, has been working aggressively to develop and implement strategies to address improper payments. One strategy implemented was SIDES Separations.

- Texas implemented SIDES Web services in October 2011 by exchanging separation data with ADP through the SIDES broker.
- In May 2012, Texas joined with TALX to exchange separation information through SIDES.

## Goal of Improving Timeliness and Quality of ERs

**The primary goals of the SIDES Separation component for Texas was improving decision making and reducing improper payments.**

- ▶ **Improving decision-making by providing timely and precise separation information to all participating state UI agencies, employers, and third-party agents.**
- ▶ **Implementing standardized data formats and edit controls for all parties, thereby improving data quality and accuracy.**

## Types of Texas Employer Responses

**Texas offers employers four options for responding to separation notices of unemployment.**

- Paper – mail and fax
- Internet – Custom and E-Response
- SIDES – Web Services
- Oral - Phone

## TWC Employer Response Stats

- Paper – 27.3%
- Internet – 31%
- SIDES – 31.1%
- Oral – 10.5%

**(May 2012 Activity)**



## Random Sample Review - Results

Texas randomly picked 207 “disputed” separation claims and reviewed the cases for quality:

	<b>SIDES</b>	<b>%</b>	<b>Other Employer Responses</b>	<b>%</b>
<b>Total Sampled</b>	<b>105</b>		<b>102</b>	
<b>Sufficient</b>	<b>39</b>	<b>37.1%</b>	<b>32</b>	<b>31.4%</b>
<b>Insufficient</b>	<b>55</b>	<b>52.4%</b>	<b>45</b>	<b>44.1%</b>
<b>No Protest</b>	<b>11</b>	<b>10.5%</b>	<b>25</b>	<b>24.5%</b>



## Random Sample Review - Results

**Sufficient or Adequate information was assessed, based on whether all relevant and critical employer information was obtained and documented in the employer response, as noted in ET Handbook 301.**

**Issues detected from SIDES sample included:**

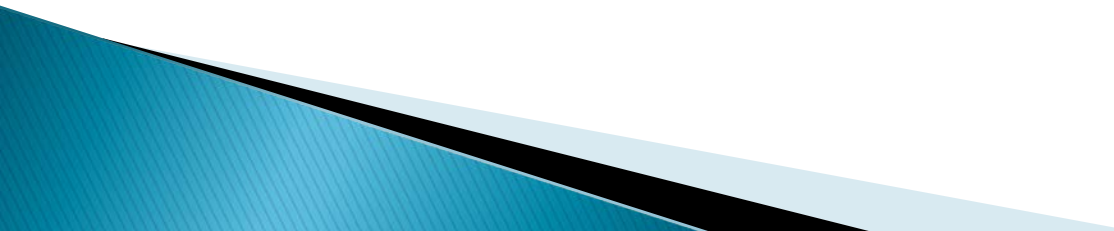
- **Conflicting statements with multiple reasons for separation (Ex. Quit and later changed to Fired)**
- **Lack of information to rule. (Ex. Response – “Not Misconduct”)**
- **Performance and absence issues lack details**
- **Responses for the wrong separation (Ex. Response was for a prior separation)**
- **43% of responses sent on the 14<sup>th</sup> day; and some after the 14<sup>th</sup> day**
- **TWC found some good responses – (TALX uses their own fact finding, which we find helpful)**

## Random Sample Review - Results

**Timeliness Results from a vendor-specific sample of 95 disputed cases:**

	<b>SIDES</b>	<b>%</b>	<b>Other Employer Responses</b>	<b>%</b>
<b>Total Sampled</b>	<b>46</b>		<b>49</b>	
<b>Responded on the 14 day</b>	<b>20</b>	<b>43.5%</b>	<b>22</b>	<b>44.9%</b>
<b>Responded on day 12 - 13</b>	<b>3</b>	<b>6.5%</b>	<b>5</b>	<b>10.2%</b>
<b>Responded on day 1-7</b>	<b>22</b>	<b>47.8%</b>	<b>14</b>	<b>28.6%</b>
<b>Late Response</b>	<b>0</b>	<b>0.0%</b>	<b>3</b>	<b>13.6%</b>

## Next Steps

- Continue to monitor activity and work closely with TPAs to improve communications.
  - Prepare for possible legislative changes that penalize employers for failing to provide adequate responses.
  - Continue to work closely with TPAs to improve the quality of responses.
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# Questions

