

Promotes integrity in the UI program through the UI claims process by enabling states to communicate with employers securely, at no-cost. The founding principle of SIDES is a standard format that provides consistency between states, dynamic questions flows, and a reduction in the need for follow-up.

## BENEFITS TO STATE WORKFORCE AGENCIES

### SIDES Exchanges

**SEPARATION INFORMATION:** Employers use an automated system to expedite sending separation information once a claim has been filed.

**MONETARY & POTENTIAL CHARGING:** States notify employers of wages used to set up claims and allow them to verify correct wages are utilized.

**ADDITIONAL FACT-FINDING:** States communicate with employers and third-party administrators (TPAs) to answer questions during a claim investigation.

**DETERMINATIONS & DECISIONS:** States notify employers and TPAs of non-monetary decisions and allow quick expediting of appeals.

**EARNINGS VERIFICATION:** Automates audits sent to employers.

**BENEFIT CHARGES:** State provides final charge notices electronically at the end of a billing cycle.

**POWER OF ATTORNEY:** TPAs electronically request, modify, or rescind access to employer accounts for benefits and/or tax.

### Member and Employer Benefits

- Guidance for claim response or review requests
- Reduces staff time and saves money
- Reduces paperwork
- Helps keep UI rates low by reducing overpayments
- Reduces follow-up requests and phone calls
- Employer Outreach Toolkit

### Professional Development

- Orientation training supports UI agencies, employers and third-party administrators in the implementation and operations of SIDES.

## IMPACT

- SIDES is used by states and employers to process over 40% of UI claims nationwide.