

SIDES Overview

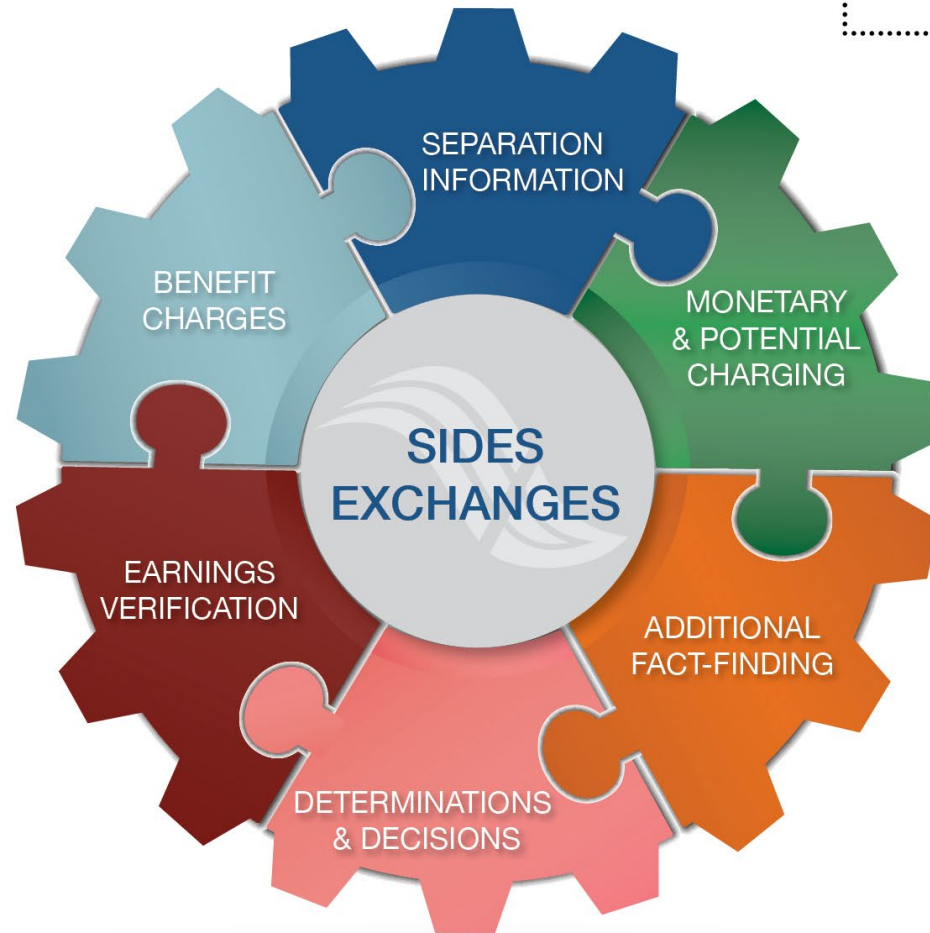
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State Information Data Exchange System (SIDES)

- SIDES is an automated system that allows electronic transmission of information requests from State Unemployment Insurance (UI) agencies to employers, Professional Employer Organizations (PEOs), and/or Third-Party Administrators (TPAs), as well as transmission of replies containing the requested information back to the State UI agencies.
- SIDES was created through a partnership with NASWA, USDOL, states, employers, and TPAs.

LIFE CYCLE OF A UI CLAIM



Claimant files a UI Claim

Monetary eligibility determined

Additional Fact-Finding

Non-monetary eligibility determined

Possible earnings detected

Benefit charges determined

Employer pays UI taxes

Separation Information

- Benefits of the Exchange
 - Prevent and reduce improper payments
 - Gain expedited response times through automated pulling of requests every 24 hours
 - Ensure full data completion of responses
 - Eliminate reliance on mail or fax
 - Reduce mailing costs and staff time
 - Involve employers earlier in the process
 - Fraud indicator

Monetary & Potential Charges

- Benefits of the Exchange
 - Easily display potential charges to employer tax accounts
 - Gain additional separation information faster
 - Some states only request base period separation information on MPCs
 - Ensure accuracy of wage claims and benefits paid
 - Eliminate reliance on mail or fax
 - Reduce mailing costs and staff time
 - Fraud indicator

Additional Fact-Finding

- Benefits of the Exchange
 - Can be used to request additional information for Separation Information, Monetary & Potential Charges, and Earnings Verification
 - Send state-specific questions required for Benefits Timeliness and Quality (BTQ)
 - State staff can send up to 10 unique questions to employers, PEOs, or TPAs
 - Reduces or eliminates phone calls for additional information
 - Reduces improper payments

Determinations & Decisions

- Benefits of the Exchange
 - Can be utilized from initial non-monetary determination through upper-level appeals
 - Expedite the appeals process by allowing employers to file electronically
 - Employers receive decisions quickly and timely
 - Reduce improper payments
 - Eliminate reliance on mail or fax
 - Reduce mailing costs and staff time

Earnings Verification

- Benefits of the Exchange
 - Can be used for wage audits, new hire crossmatches, tips/leads, or any process that requires a wage verification
 - Send requests based on National New Hire Directory and State New Hire Directory
 - Electronic notification of audit requests and responses
 - Reduce response time
 - Stop improper payments at an early stage
 - Reduce overall benefit year earnings improper payments

Benefit Charges

- Benefits of the Exchange
 - Provides final charge notices at the end of a billing cycle
 - Multiple ways to develop
 - Can allow for a breakdown of weekly payments per employee
 - Can send just a summary of all charges per employee
 - Allow appeals of final charges through SIDES
 - Allow employers to only view and appeal through regular methods
 - Eliminate reliance on mail or fax
 - Reduce mailing costs and staff time

Power of Attorney

- In Development
- Highlights of Exchange
 - First exchange that's initiated from the TPA
 - TPAs will send a request for authorization to an employer's records
 - States that require a POA form will receive the form as an attachment
 - TPAs can request new access, update current access, or rescind authorization

Questions?

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