



IDENTIFYING “HIGH COST” DISCOUNT SERVICES

Our clients, unwilling to accept rising unemployment costs, poor service and industry double-talk, demanded improvements from our industry. After carefully weighing our competitors, they moved their business to UTCA. In response many competitors reinvented their marketing strategies to *look* and *sound* like UTCA but did little to improve actual service standards. With this knowledge, clients urged UTCA to educate the greater marketplace to address the standards and practices of their former vendors. These employers identified key areas reviewed when evaluating unemployment services, leading them to further question industry standards. We are happy to share a composite of their review areas in the checklist below:

- 1. **Does your current service report numerous “state errors” including not having received a claim or wrong address issues?**
- 2. **Does your current service report “late claims”, “no response claims” or missed deadlines?**
- 3. **Do you attend hearings only to learn the state never received an employer response to their request for separation information at the initial level?**
- 4. **Does your service repeatedly claim they have been unable to respond to claims due to lack of information provided by you, as the employer?**
- 5. **Do you have concerns about attending hearings for approved claims due to insufficient employer information? (If you are a self-funding employer, are you waiting for the claimant to repay those funds?)**
- 6. **If you are a rated (for profit) employer, does your current service fail to report actual tax dollar savings generated in addition to “savings” for claims reported as denied?**
- 7. **Do you have difficulty confirming your vendors “savings” by viewing your charge statements or claim documents?**
- 8. **Do you have difficulty accessing detailed account information i.e. individual claim data, benefit charge statements, hearing outcomes? (Encountering delays, misinformation, or conflicting information when placing reasonable inquiries with your current vendor)**
- 9. **Are your vendor’s reports confusing, appear redundant or difficult to understand?**
- 10. **Do you have concerns that answers provided by your vendor may not be credible?**

If you answered “Yes” to two or more of the questions above, your service provider has likely missed key savings opportunities! These are unacceptable losses at UTCA, costing employers literally billions in overpayments each year (according to Department of Labor Benefit Accuracy Measurement statistics <http://www.dol.gov/dol/maps/map-ipia.htm>). To learn more about overpayments you may be experiencing, and to obtain a no-cost or obligation account review, please contact:

Evan Murphy
emurphy@utcainc.com
www.utcainc.com

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