



State of Florida
Agency for Workforce Innovation

Unemployment Compensation Project – Phase 2

System Use Case – UC.01.04 – Process Claim

Document Control

Revision History

Date	Version	Description	Author
02/11/2010	0.01	Initial draft	Aaron Dienger
03/09/2010	0.02	Incorporated initial review comments	Aaron Dienger
03/11/2010	0.03	Incorporated additional review comments	Aaron Dienger
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Quality Review History

Date	Reviewer	Comments
02/15/2010	Brian Peacock	Initial review
02/16/2010	Tad McDonald	Peer review

UC.01.04 – PROCESS CLAIM

CONTEXT OF USE

This Use Case describes the process when a User processes a claim for UC benefits where the claim does not meet the criteria to be considered a ‘No Touch’ claim and requires resolution of issues prior to issuing a monetary determination.

SCOPE

- UCCBIS.

LEVEL

- User Goal.

PRIMARY ACTORS

- User (Claims Taker, Specialized Claims Taker).

STAKEHOLDERS AND INTERESTS

- AWI UC – needs to resolve claim issues prior to making a determination.
- Claimant – needs to submit claim for benefits to AWI UC.
- Employers – needs to know a claim was filed against them.

PRE-CONDITIONS

- User is authenticated.
- Claim application exists in the system.
- Claim application issues have been identified.

MINIMAL GUARANTEES

- The system logs User activities.

SUCCESS GUARANTEES

- An official monetary claim determination is issued or a current claim is reopened.

TRIGGERS

- The system identifies claim application issues that require resolution prior to issuing a monetary determination or reopening a current claim.

MAIN SUCCESS SCENARIO

User resolves claim issue(s).

1. The system displays issues preventing the claim from being established.
2. User reviews the claimant's work status.
3. The system presents employment data and issues.
4. User reviews employment data and each employment issue.
5. User requests additional information from claimant using "Generate Correspondence".
6. User adds or removes separating employers from the claim, as applicable.
7. The system presents wage record data and issues.
8. User reviews wage record data and each wage record issue.
9. User completes a wage fact-finding form, as applicable.
10. User submits claim.
11. The system validates the claim.
12. The system determines employer chargeability, determines funding source and requests wages from other state(s), as applicable.
13. The system notifies claimant of determination and their Benefits Rights Information and also notifies involved employers of the claim filing using "Generate Correspondence".
14. Use Case ends.

EXTENSIONS (ALTERNATE PATHS)

1a. No Alien Number: Request Documentation

In the Main Success Scenario, the claimant indicated they are not a U.S. citizen and did not provide their Alien number.

- 1a1. The system requests additional identification information from claimant using "Generate Correspondence".
- 1a2. The Main Success Scenario is rejoined at Step 2.

1b. Missing Work Status: Initiate Primary Online Verification

In the Main Success Scenario, the claimant's work status has not been provided by U.S. Immigration and Naturalization Services (INS).

- 1b1. User initiates the Primary Online Verification process.
- 1b2. User reviews the results of the Primary Online Verification process and updates the claim based upon the results.
- 1b3. The Main Success Scenario is rejoined at Step 2.

1b2a. Work Status Not Obtained: Initiate Online Secondary Verification

In the extension, Online Primary Verification response advises that an Online Secondary Verification is required.

- 1b2a1. User (Claims Taker) initiates the Online Secondary Verification.
- 1b2a2. The system requests additional identification information from claimant using “Generate Correspondence”.
- 1b2a3. The system receives the additional information from the INS.
- 1b2a4. The system creates a work item for the User (Specialized Claims Taker).
- 1b2a5. The system presents the results of the Online Secondary Verification to the User (Specialized Claims Taker).
- 1b2a6. User (Specialized Claims Taker) reviews the results of the Online Secondary Verification and updates the claim based upon the results.
- 1b2a7. The Main Success Scenario is rejoined at Step 2.

1b2a3a. INS Requests to See Documentation: Request Information

In the extension, INS requires additional identification information via Form G845S. Note: While a response is pending from INS, the claim may continue to be processed.

- 1b2a3a1. User (Specialized Claims Taker) submits Form G845S with the Alien documentation to INS.
- 1b2a3a2. G845S response is received from INS.
- 1b2a3a3. The system creates a work item for the User (Specialized Claims Taker).
- 1b2a3a4. User (Specialized Claims Taker) reviews the G845S response and updates the claim based on the results.
- 1b2a3a5. The Main Success Scenario is rejoined at Step 2.

7a: No Wage Issue Identified: Notify Claimant

In the Main Success Scenario, a wage issue is identified by the claimant; however, the User (Claims Taker) cannot verify the wage issue.

- 7a1. User (Claims Taker) notifies the claimant of no wage issue using “Generate Correspondence”.
- 7a2. The Main Success Scenario is rejoined at Step 10.

TECHNOLOGY AND DATA VARIATION LIST

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RELATED INFORMATION

References

- 5 U.S.C 552a(o)(1)(D)- Validate Claimant Name, DOB, Race, Ethnicity, Address, Phone Number(s), SSN, Identification Numbers (Drivers License), Citizenship, Education, etc.
- F. A. C. 60BB-3.013 - Filing Claims and Providing Documentation
- F. A. C. 60BB-3.013(1)(1) - How to File Florida Claims
- F. A. C. 60BB-3.013(2) - Documentation Required to File New, Additional and Reopened Claims
- F. A. C. 60BB-3.013(1) - Filing Initial and Additional Claims; Reopening Previously Filed Claims.
- F.S. 443.036(39)(a) and 443.111(4)(b) - Partial Claims
- 20 CFR 603 - Income and Eligibility Verification System
- UIPL No. 19-04, 29-02 - Additional Information for State Workforce Agencies to Implement

Data Sharing with the Social Security Administration via the Interstate Connection Network

- 20 CFR 603.3 – Eligibility Conditions for Claimants
- 20 CFR 603.8 – Obtaining information from other agencies and cross-matching wage information
- 20 CFR 609 - Federal Claims
- 5 U.S.C. Ch. 85 - Provides for the payment of unemployment compensation to federal civilian employees who are unemployed
- F.S. 443.091 - Employer Type (Federal, Military)
- F.S. 443.1216 (13)(e)(2) - Allows for Florida's participation in the UCFE Program
- UIPL No. 43-88(Change 2) - UCFE Process - United States Department of Commerce (DOC), the Bureau of the Census (BC), the Decennial Census
- UIPL No. 43-88 - UCFE - Processing Claims and Reducing Overpayments
- 5 U.S.C. Ch. 85 and Regulations of the Secretary of Labor - Provides for the payment of unemployment compensation to former members of the Armed Forces (ex-service members),
- 20 CFR 614 – Ex-Service Member Claims
- F.S. 443.1216(13)(e) 2 allows for Florida's participation in the UCX Program
- UIPL No. 05-92 - UCX - Separation Pay for Regular Enlisted Ex-Service members
- UIPL No. 36-90 - Merged DD Forms 214; UIPL No. 36-94 - Army-Automated DD Form 214
- UIPL No. 04-09 - Revised Federal Schedule of Remuneration for Use in Determining Benefit Eligibility Under the Unemployment Compensation for Ex-Service members (UCX) Program
- 20 CFR 615 - Extended Benefits In the Federal-State Unemployment Compensation Program
- F.S. 443.1115 - Extended Benefits
- UIPL No. 7-94, 30-94 - The Incorporation and Treatment of Revisions to the 3-Month Average Total Unemployment Rate Used As a Trigger Mechanism for the Extended Benefits (EB) Program
- UIPL No. 2-93 - Emergency Unemployment Compensation (EUC) Optional Initial Claims
- UIPL No. 07-93 - State Law Claims Filing Requirements Applicable to UCX and UCFE Claims and Their Impact on the Assignment of Wages
- UIPL No. 47-94 - UCX Eligibility Determination Regarding Federal Military Service for U.S. Army and U.S. Air Force Separates.
- UIPL No. 25-08 – Acceptable Narrative Reasons for Separation for the Unemployment Compensation for Ex-service members (UCX) Program
- UIPL No. 07-96, 13-96 - Unemployment Compensation for Federal Employees (UCFE)--Federal Employees Excepted from Furlough (UCFE-Excepted Employees Program)
- UIPL No. 47-01 – Electronic Exchange of Wage and Separation Information for the Unemployment Compensation for Federal Employees (UCFE) and the Unemployment Compensation for Ex-service members (UCX) Programs
- F.S. 443.091 - Benefit eligibility conditions
- F.S. 443.091(1) - The claimant's monetary and non-monetary information meet eligibility criteria (Valid SSN, Legally working in US, Previously employed, currently unemployed, valid wage ranges over base period).
- F.S. 443.091(1)(g) - Validate Claimant Name, DOB, Race, Ethnicity, Address, Phone Number(s), SSN, Identification Numbers (Drivers License), Citizenship, Education, etc.
- F.S. 443.091(1)(c)1 - States "An unemployed individual shall be eligible to receive benefits with respect to a week only if the Division finds that... [he] is able to work and is available for work."
- F.S. 443.091(1)(c)2 -States "...no otherwise eligible individual shall be denied benefits for any week because he is in training with the approval of the division by reason of the application of provisions... relating to availability for work..."
- F.S. 443.111(1)(b) - States "Each claimant shall...attest to the fact that he is able and available for

work, has not refused suitable work, and is seeking work and, if he has worked, to report earnings from such work."

- F.S. 443.091(1)(f) - The employer(s) reported wages for the employee for the base period that meets minimum limits. Includes vacation, holiday, and sick pay.
- F.S. 443.1216 - Validate employment for one or more: Employer, Employer Address, Occupation, Tools, Employment Period, Employment in other states
- F. A. C. 60BB-3.13(5) - Effective Date of Claim
- 20 CFR 603.4 – Notification to Claimants
- UIPL 33-91, 42-92, 19-94 - Notices of Claim Filing and Subsequent Determinations--Military Addresses
- F. A. C. 60BB-3.016 - Monetary Determinations
- F.S. 443.151(3)(a) - Provides that the information contained in a claimant's Wage Transcript and Determination (Form UCB-11) will become final unless an appeal or request for reconsideration is filed within 20 days after the mailing of such notice to the claimant's last known address
- F. S. 443.151(3)(c) - Allows for reconsideration of any determination whenever the agency finds that an error occurred in connection with a determination, or new evidence or information was discovered subsequent to the prior determination or redetermination's issuance.
- F.S. 443.151(4)(b)1 - Gives any party entitled to a notice of determination the right to file a request for a hearing with an Appeals Referee, provided that the request for appeal is made within twenty (20) calendar days of the mailing date of the notice of determination, or the delivery date if the notice was not mailed.
- F. A. C. 60BB-3.015 - Specifies the requirements for reporting to file claims for continued benefits.

Related To-Be Processes

- Claims – Submit Claim.