



Third Party Administrator (TPA) Guide to CONNECT


TABLE OF CONTENTS


Table of Contents	2
1. Introduction	3
1.1 <i>Guide Instructions</i>	3
1.2 <i>CONNECT System Overview</i>	3
2. Navigate CONNECT as a TPA	5
2.1 <i>Register for a TPA Account</i>	5
2.2 <i>Log in to a TPA Account</i>	9
2.2.1 <i>Set TPA User ID and Password</i>	9
2.2.2 <i>Navigate the TPA Home Page</i>	11
2.3 <i>Navigate TPA Functions in CONNECT</i>	12
2.3.1 <i>Access the TPA Inbox</i>	12
2.3.2 <i>Search for Employers</i>	13
2.3.3 <i>Maintain a TPA Account</i>	15
2.3.4 <i>Maintain TPA Account Users</i>	17
2.3.5 <i>Access TPA Correspondence</i>	24
2.4 <i>Manage TPA Action Items</i>	25
2.4.1 <i>Respond to UCB-412/Notice of Claim Filed</i>	25
2.4.2 <i>Respond to Fact Finding</i>	27
2.4.3 <i>Protest Benefit Charges</i>	30
3. Frequently Asked Questions	32
3.1 <i>Common Questions</i>	32
3.1.1 <i>How do I obtain a copy of information that I entered into CONNECT?</i>	32
3.1.2 <i>CONNECT will not allow me to advance to the next screen – how do I fix this?</i>	32
3.2 <i>Other Questions</i>	32

1. INTRODUCTION

This document is a reference for navigating system functions as a Third Party Administrator (TPA) in CONNECT.

1.1 Guide Instructions

You will find step-by-step instructions, and this red circle icon:  indicates the step number on the screenshot. These are to help you follow along in the guide as you complete the steps yourself on the CONNECT Web site. Please note that the steps are listed before the image.

Sometimes, links or special features of a screen are highlighted with a red rectangle  to make it easier for you to find it on your screen as you follow along.

Helpful hints, tips, and reminders are indicated with a pointed hand symbol and text box.



Please note that this icon is where you will find helpful hints, tips, and reminders.

1.2 CONNECT System Overview

The purpose of the System Overview is to provide a high-level overview of the CONNECT system. It will cover applications and features of CONNECT, users of CONNECT, how to access CONNECT, and how CONNECT benefits claimants, employers, and TPAs.

1.2.1 What is a TPA?

A TPA is a third party entity who performs reemployment assistance benefit activities on behalf of an employer. You must register with DEO as a TPA. Once registered, an employer must then grant a TPA access to the specific functions for which the TPA is responsible. Employers can do this in CONNECT from the Employer Homepage.

1.2.2 What is CONNECT?

CONNECT is a claims management system that claimants use to apply for benefits. Claimants, employers and third parties access information about filed claims, and communicate with DEO Staff through CONNECT.

1.2.3 Where can I access CONNECT?

CONNECT is a Web based system, meaning that anyone with internet access and user credentials can access it. TPAs can access CONNECT by typing or copying the following link into a browser address bar: <https://connect.myflorida.com/Agent/Core/Login.ASPX>

Users must register for a user identification (ID) and password in order to access CONNECT. The steps to register for a TPA account are covered in Section 2.1., 'Register for a TPA Account.'

1.2.4 What are the benefits of CONNECT?

CONNECT provides easy, online access to all claim related information that TPAs and other users can access anywhere, at any time. CONNECT makes it easier and faster to apply for benefits, resolve issues, and provide information. It provides better processes, systems, and service for claimants, employers, third parties, and DEO Staff, and a stronger connection between RA and Workforce for quicker reemployment. Using CONNECT means:

- Less paperwork
- Less filing
- Faster response time

1.2.5 Who can use CONNECT?

CONNECT is a central system that is accessed by six types of users: claimants, employers, DEO staff, Third Party Representatives (TPRs), Third Party Administrators and Other State and Federal Agencies.

- Claimants – Claimants use CONNECT to apply for benefits, file an appeal, and view and send correspondence
- Employers – Employers use CONNECT to file appeals, and view and send correspondence
- DEO Staff – DEO Staff use CONNECT to evaluate information, authorize payments, adjudicate issues, and maintain data
- Third Party Representatives (TPRs) – TPR's use CONNECT to search and view information about claimants that have provided access to the TPR
- Third Part Administrators (TPAs) – TPAs perform reemployment assistance benefit activities on behalf of an employer, and the employers provide the TPA access to specific information
- Other State and Federal Agencies – Other state and federal agencies have contracts that outline the specific information that they can access in CONNECT

2. NAVIGATE CONNECT AS A TPA

This section covers all of the steps required to login to CONNECT as a TPA, and covers the following topics:

- Register for a TPA Account
- Log in to a TPA Account
- Navigate TPA Functions in CONNECT

2.1 Register for a TPA Account

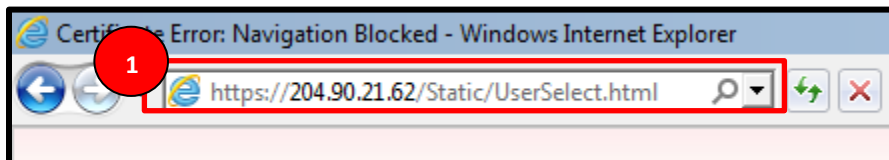
This section provides instructions on how to register for a new agent account in CONNECT. This section documents the steps necessary to perform the following:

- Identify required information to create new TPA account
- Register for a TPA Agent Account
- Obtain an TPA Agent ID and password

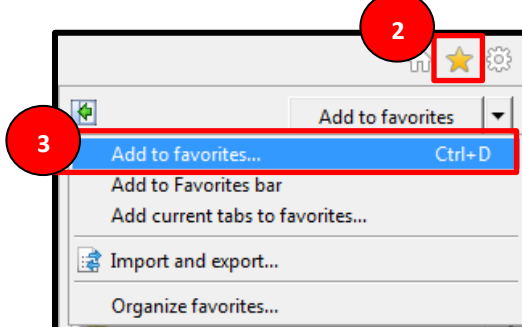
Step-by-Step Instructions:

To register for a TPA Account, please follow the following steps:

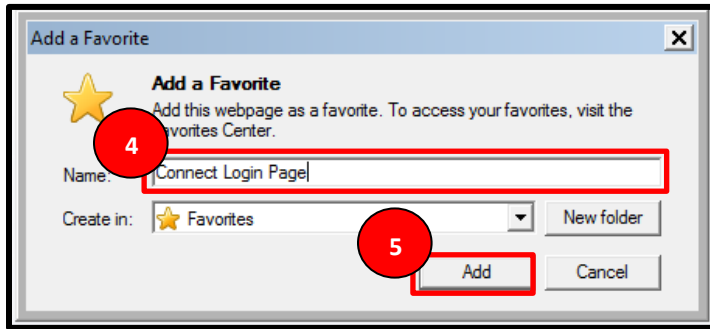
1. Type or copy the CONNECT URL into your browser address bar:
<https://connect.myflorida.com/Agent/Core/Login.ASPX>



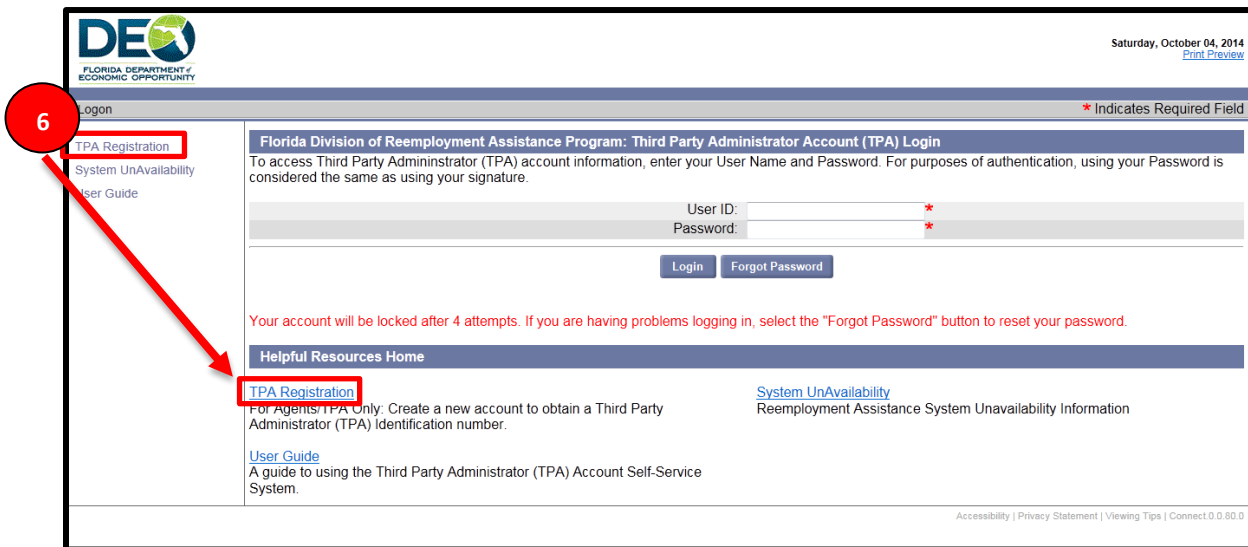
2. Add the CONNECT link to your favorites by selecting the 'Star' icon
3. Select 'Add to favorites...'



4. Type 'CONNECT Login Page' into the 'Name' field.
5. Select 'Add.'



- On the TPA Login Page, select the 'TPA Registration' link from the left-hand menu or the 'Helpful Resources' section at the bottom of the screen.



- Review the TPA registration information.
- Enter address information.
- Select correspondence type.
- Enter user information.
- Enter the Federal Employer Identification Number (FEIN) for your associated employer.
- Select 'Next.'

TPA Registration
System UnAvailability
User Guide

Register as a Third Party Administrator (TPA) - (For Agents/TPA Only)
If you are an entity who performs reemployment assistance benefit activities on behalf of an employer, you must register with DEO as a third party administrator (TPA).
Once registered, an employer must then grant you access to the specific functions for which you are responsible. Employers can do this online through the Employer Portal.
To register, enter the following information. If you exit the registration prior to submission, your information will not be saved.

Enter Mailing Address Information:

Business Name: *

Attention: *

Address Line 1: *

Address Line 2: *

City: *

State: FL - Florida *

Zip: *

Country: US - United States Of America *

Phone: () - - * ext: *

Fax: () - - *

E-Mail: *

Correspondence Preference: US Mail Electronic *

User Information
Enter your first and last name: *

First Name: *

Last Name: *

Federal Employer Identification Number
Enter the Federal Employer Identification Number (FEIN). *

TPA FEIN: *

Next

13. Confirm your address by selecting the radio button next to the appropriate possible match, or use the address you entered by selecting the radio button next to the address in the 'User Entered Address' section.

14. Select 'Next.'

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Logon

TPA Registration
System UnAvailability
User Guide

Address Validation
Based on the address you have entered, one or more addresses have been identified which comply with U.S. Post Office formatting standards. Please indicate your choice. Click "Next" to proceed, or "Previous" to amend address information.

Possible Matches

1401 N Taft St Apt 101 ... 117
Arlington, VA 22201-2633

1401 N Taft St Apt 1401
Arlington, VA 22201-2657

User Entered Address

1401 N Taft Street
Arlington, VA 22201

Previous Next

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15. Review your TPA Registration information.

16. Confirm your FEIN information.

17. Select 'Submit.'

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Logon

TPA Registration
System UnAvailability
User Guide

Confirm TPA Registration
Review the following information. Select the Previous button to make any updates.

If no changes are required, choose the Submit button.

Print this page for your records.

Mailing Address Information:

TPA Business Name: **On Your Side**

Address: 711 E Street NE
Washington, DC 20001
United States Of America

Phone: 202-222-5555 ext: [redacted]

E-Mail: shelby22@yahoo.com

First Name: Shelby
Last Name: Close
Correspondence Preference: US Mail

Federal Employer Identification Number
The Department will distribute all correspondence to the above address. Once your account has been established, you may modify your address or provide additional addresses by logging on to your account and selecting "Account Maintenance"

TPA FEIN: 22-9873456

Previous Submit

Acrobat Reader | Accessibility | Privacy Statement | Viewing Tips | Connect 0.0.93.1

18. View your TPA ID.



Write down your TPA ID, your User ID, and your Password so that you don't forget it.

19. Activation is complete – select Login to create your permanent password and manage your account information

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Thursday, March 14, 2013
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Logon

TPA Registration
System UnAvailability
User Guide

TPA ID
You have successfully registered as a Third Party Administrator in this system.

Provide your TPA ID to the employers you represent to gain access to your assigned functions.

TPA ID: 500010025

Login Information
User ID: smithb0001
Password: 476745Pt

Activation Complete
You have successfully initiated your online, self-service account.

Click the Login button to perform system functions, including the following.

- Create your permanent password
- View existing account information
- Manage account (enter additional address, add additional users, and assign roles)

Login

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2.2 Log in to a TPA Account

This section covers the steps required to log in to a TPA Account for the first time, and covers the below topics:

- Set TPA User ID and Password
- Navigate the TPA Home Page

2.2.1 Set TPA User ID and Password

This section describes the necessary actions to login to your TPA account, and documents the steps necessary to perform the following:

- Enter your User ID and Password
- Set your permanent password
- Resolve password issues

Step-by-Step Instructions:

To login to your TPA account, please follow the steps below:

1. Enter your User ID and Password that was provided when you registered as a TPA.
2. Select 'Login.'



After four unsuccessful login attempts, your account will be locked.

The screenshot shows the 'Florida Division of Reemployment Assistance Program: Third Party Administrator Account (TPA) Login' page. At the top, there are logos for CONNECT (Florida Department of Economic Opportunity) and DEO (Florida Department of Economic Opportunity). The page includes a 'Logon' header and a navigation menu. The main content area contains a welcome message, a note about browser support, and two maintenance notices. Below these, there is a prompt: 'To access Third Party Administrator (TPA) account information, enter your User Name and Password. For purposes of authentication, Password is considered the same as using your signature.' This is followed by input fields for 'User ID:' and 'Password:', both marked with an asterisk to indicate they are required. A red box labeled '1' highlights these two fields. Below the input fields are 'Login' and 'Forgot Password' buttons. A red circle labeled '2' highlights the 'Login' button. At the bottom, there is a red warning: 'Your account will be locked after 3 attempts. If you are having problems logging in, please contact your User ID and select the "Forgot Password" button to reset your password.'

3. Select the 'password guidelines' hyperlink for more information about creating a permanent password.
4. Enter the required data fields in the 'Reset Password' section.
 - a. Enter your new password.
 - b. Enter your security questions and answers.
 - c. Enter a 4-digit PIN code.
5. Select 'Save.'

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Thursday, March 14, 2013 [Print Preview](#)

Change Password | Logoff * Indicates Required Field

TPA Registration
System UnAvailability
User Guide

Third Party Administrator
TPA ID: 500010026 TPA Name: TPA Inc.

- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. The PIN is an alternate "User" credential which you create(d) during the permanent password set up. This information is requested for authentication purposes when the user indicates they have forgotten their password.

Reset Password

Please choose a new password. For additional information on password security, please refer to the [password guidelines](#).

New Password: *
Re-enter New Password: *
Security Question 1: *
Security Answer 1: *
Security Question 2: *
Security Answer 2: *
Security Question 3: *
Security Answer 3: *
4-digit PIN Code: *

Save

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6. Once you have set up your password and security questions, you will use this information to login to your CONNECT TPA Account.
7. If you forget the password that you set up, you have the option to select 'Forgot Password' from the CONNECT Login Page.

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Friday, July 01, 2016 [Print Page](#)
[English](#) [Español](#) [Kreyol](#)

Logon * Indicates Required Field

TPA Registration

Florida Division of Reemployment Assistance Program: Third Party Administrator Account (TPA) Login

Welcome to CONNECT, Florida's Online Reemployment Assistance System

NOTE: Tablets, phones, and other mobile devices are not currently supported by CONNECT and may result in errors. Supported browsers are - Internet Explorer version 11, Chrome, Mozilla Firefox versions 16 or 17, or Apple Safari versions 4 or 5.

- CONNECT will be unavailable for routine maintenance starting Saturday at 2:00pm. Please logout by this time to save any work in process. CONNECT will be available again Saturday at 10:00pm. Thank you for your patience while we install these important enhancements.
- CONNECT will be unavailable for routine maintenance starting Sunday at 10:00am. Please logout by this time to save any work in process. CONNECT will be available again Sunday at 3:00pm. Thank you for your patience while we install these important enhancements.

To access Third Party Administrator (TPA) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *
Password: *

Login **Forgot Password**

Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.

Helpful Resources Home

[TPA Registration](#)
For Agents/TPA Only. Create a new account to obtain a Third Party Administrator (TPA) Identification number.

8. You will need to reset your password on the next screen.
9. Enter the required fields, and respond to your security questions.
10. Select 'Submit' to reset your password.

Thursday, August 28, 2016
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[English Español Krey](#)

Logon * Indicates Required Field

TPA Registration
 System Unavailability
 User Guide

- Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.
- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. The PIN is an alternate "User" credential which you create(d) during the permanent password set up. This information is requested for authentication purposes when the user indicates they have forgotten their password.

Verify Alternate Credentials

In order to reset your password, please provide the following information:

User ID: **lopezc0000**

First Name: *

Last Name: *

FEIN: *

Employee ID: *

4 digit PIN Code: *

Security Question: **What is your father's middle name?**

Security Answer: *

Submit Cancel

2.2.2 Navigate the TPA Home Page

This section describes the features and functions of the TPA Homepage, documents the steps necessary to perform the following:

- Navigate the left-hand menu
- Log out of the TPA account



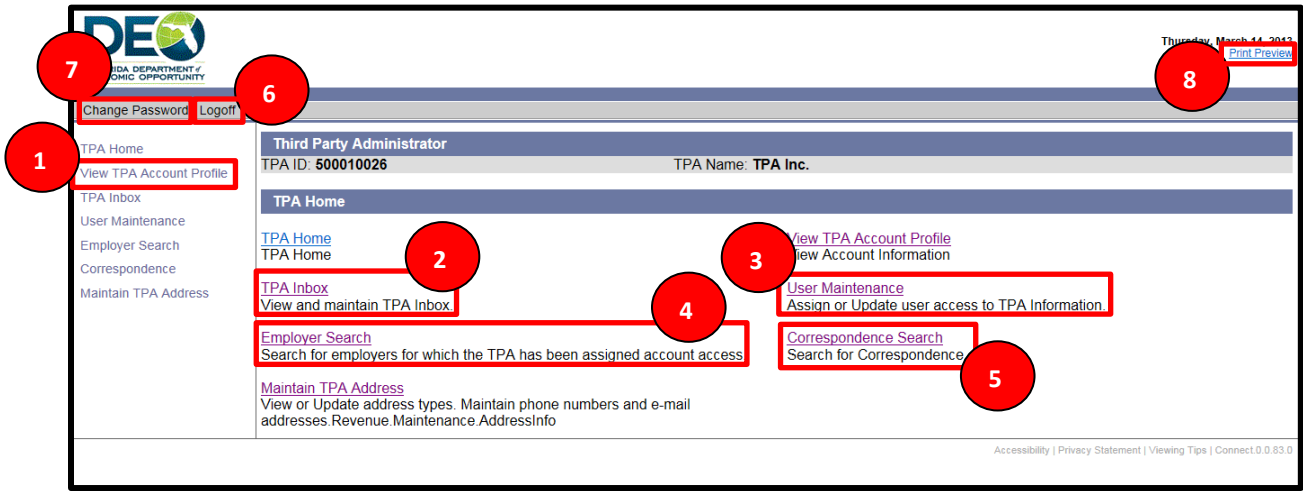
The links that you see on these screens may not be visible to you depending on the access that the employer provided you.

Step-by-Step Instructions

To navigate the TPA Homepage, please follow the steps below:

1. Select 'View TPA Account Profile' to view the TPA account profile.
2. Select 'TPA Inbox' to view the TPA Inbox.
3. Select 'User Maintenance' to update user access to your TPA account.
4. Select 'Employer Search' to search and view employer information.
5. Select 'Correspondence Search' to search and view DEO correspondence.
6. Select 'Logoff' to log out of your account.
7. Select 'Change Password' to change your password.

8. Select 'Print Preview' to view the Web page information into a print-ready format.



2.3 Navigate TPA Functions in CONNECT

This section will cover the CONNECT functions that a TPA can access and use in CONNECT, and covers the following topics:

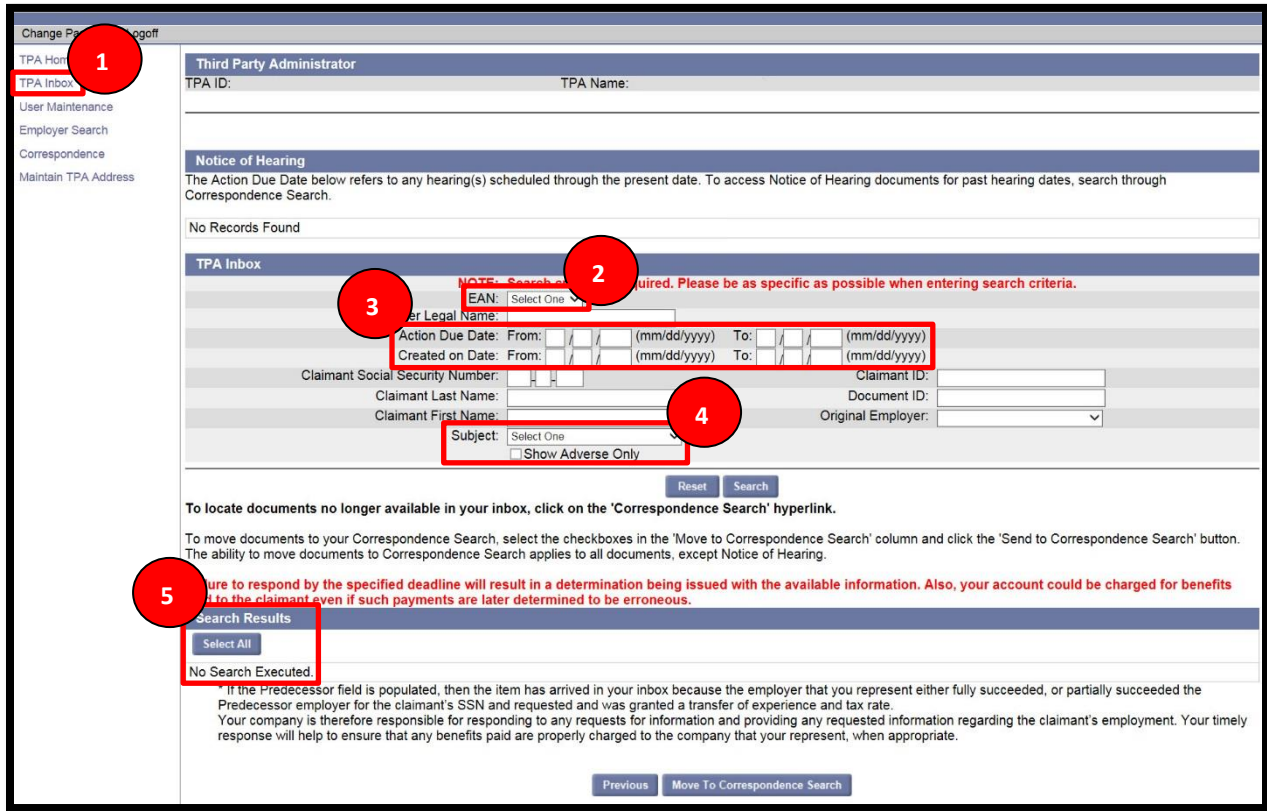
- Access the TPA Inbox
- Perform Employer Searches
- Maintain TPA CONNECT Account Users
- Maintain TPA Address
- Manage TPA Correspondence

2.3.1 Access the TPA Inbox

Step-by-Step Instructions

To access the TPA Inbox, follow the below steps:

1. Select 'TPA Inbox' from the TPA Homepage left-hand menu.
2. Select the EAN from the drop-down menu.
3. Enter the 'Action Due Date' or 'Created on Date' in the necessary fields.
4. Select the Subject from the drop-down menu, and select 'Search.'
5. View the results in the 'Search Results' section.



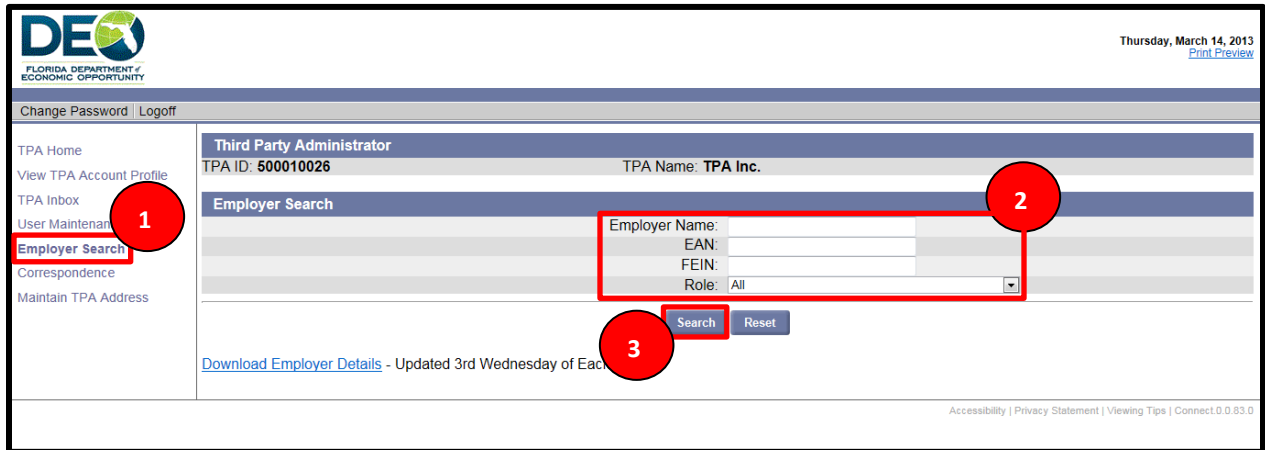
2.3.2 Search for Employers

This section covers the steps to search for employers and access an individual employer’s CONNECT profile.

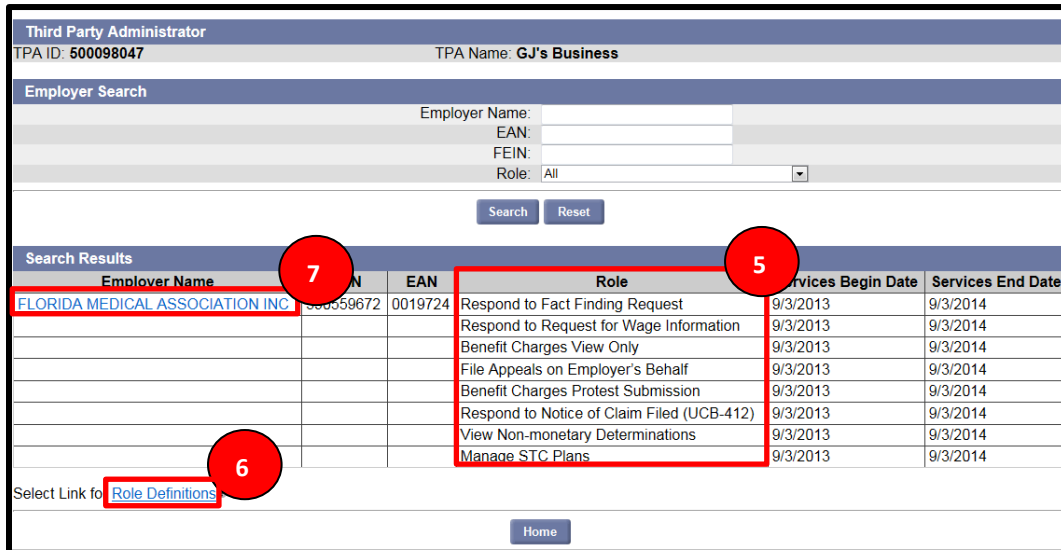
Step-by-Step Instructions

To search for employer information, follow the below steps:

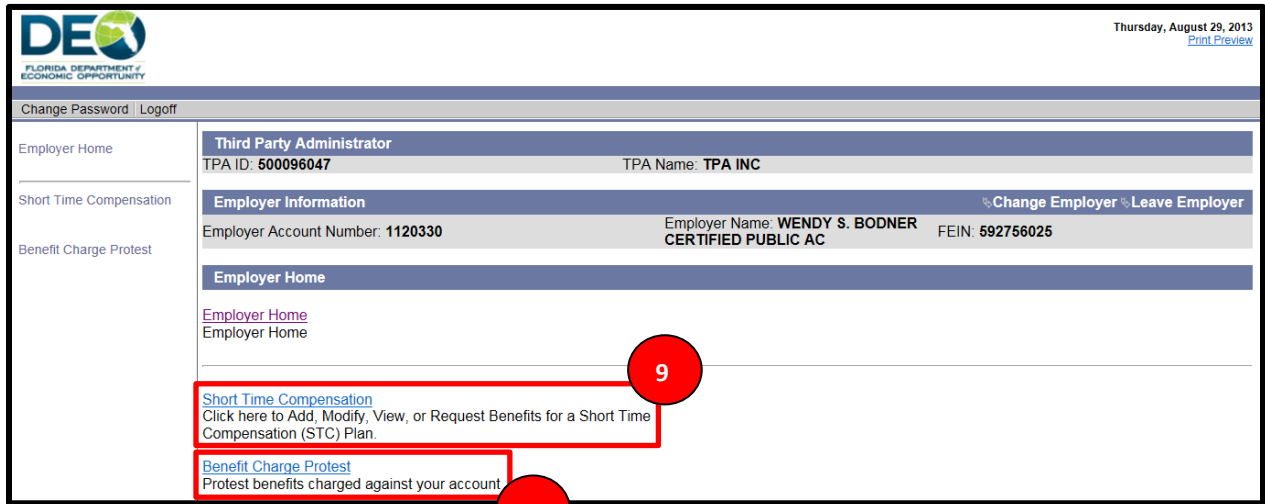
1. Select ‘Employer Search’ from the left-hand menu on the TPA Homepage.
2. Enter the Employer data fields.
 - a. Enter Name into the first data field.
 - b. Enter the Employer Account Number (EAN) into the second data field.
 - c. Enter the Employer FEIN (Federal Employer Identification Number) into the third data field.
 - d. Select the appropriate role from the ‘Role’ drop-down menu.
3. Select ‘Search.’



4. The search results will populate with employers that match the search fields you entered.
5. Next to the employer name, you will see the Role(s) that the employer assigned to your TPA Account.
6. For definitions of what these roles can complete, select the 'Role Definitions' hyperlink in the lower left-hand corner of the screen.
7. Select an employer from the search results by clicking on the Employer Name hyperlink.



8. The following screen will appear with the Employer information.
9. Here, you can select 'Short Time Compensation' to manage or add an STC Plan for an employer.
10. Or, you can select 'Benefit Charge Protest' to protest benefit charges for an employer.



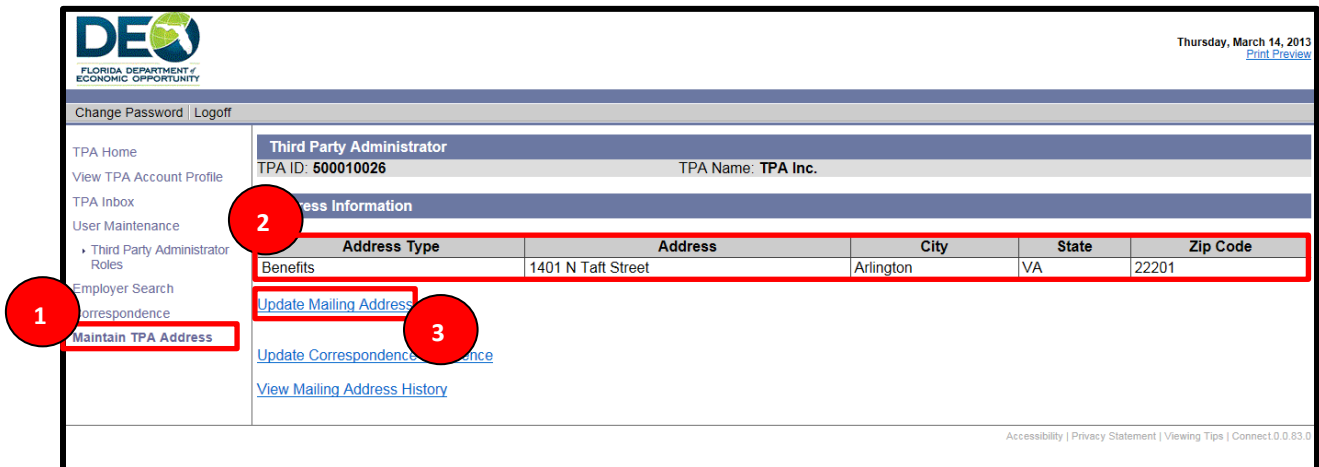
2.3.3 Maintain a TPA Account

This section covers the information that TPA users will need to maintain their accounts, and includes information on how to update a mailing address and view address history, and update correspondence preference.

Step-by-Step Instructions

To maintain a TPA Account, follow the below steps:

1. Select 'Maintain TPA Address' from the TPA Homepage left-hand menu.
2. View address information.
3. Select 'Update Mailing Address' to update mailing address.



4. Enter address information into the data fields.
5. Select 'Next.'

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Thursday, March 14, 2013 [Print Preview](#)

Change Password | Logoff * Indicates Required Field

Third Party Administrator
TPA ID: 600010026 TPA Name: TPA Inc.

Modify Address
Enter address information below and click "Next".

Attention: *

Address Line 1: *

Address Line 2: *

City: *

State: FL - Florida *

Zip: *

Phone: () - - * ext:

Fax: () - -

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6. Select 'Update Correspondence Preference' to change the method that you receive correspondence from DEO.

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Thursday, March 14, 2013 [Print Preview](#)

Change Password | Logoff

Third Party Administrator
TPA ID: 600010026 TPA Name: TPA Inc.

Address Information

Address Type	Address	City	State	Zip Code
Benefits	1401 N Taft Street	Arlington	VA	22201

[Update Mailing Address](#)

[Update Correspondence Preference](#)

[View Mailing Address History](#)

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7. Select the radio button next to your preferred correspondence type.
8. Select 'US Mail' if you prefer to receive DEO notifications in the mail. By selecting 'US Mail' you will receive only your Action Item Notices via mail.
9. Select 'Electronic' if you prefer to receive DEO notifications via email. By selecting 'Electronic' you will receive only your Action Item Notices via the email.
10. If you select 'Electronic,' enter your email address.
11. Select 'Next.'



A mandate went into effect on April 25, 2016 requiring that all responses to DEO requests be made electronically.

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Thursday, March 14, 2013 [Print Preview](#)

Change Password | Logoff * Indicates Required Field

Third Party Administrator
TPA ID: 500010026 TPA Name: TPA Inc.

Correspondence Preference
Select the method by which you want to receive correspondence related to Reemployment Assistance claim. To select electronic, you must enter your email address.

Correspondence Preference: US Mail Electronic*

Email: colkelly@deloitte.com

If you select 'Electronic', you will receive an email when new correspondence is posted to your inbox. You must log in to the system to view the correspondence.

[Previous](#) [Next](#)

Accessibility | Privacy Statement | Viewing Tips | Connect.0.0.83.0

12. Select 'View Address History' to view the Address History information.

DEO FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

Thursday, March 14, 2013 [Print Preview](#)

Change Password | Logoff

Third Party Administrator
TPA ID: 500010026 TPA Name: TPA Inc.

Address Information

Address Type	Address	City	State	Zip Code
Benefits	1401 N Taft Street	Arlington	VA	22201

[Update Mailing Address](#)
[Update Correspondence Preference](#)
[View Mailing Address History](#)

Accessibility | Privacy Statement | Viewing Tips | Connect.0.0.83.0

13. All of the addresses registered in CONNECT in the past will be listed.

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Thursday, August 29, 2013 [Print Preview](#)

Change Password | Logoff

Third Party Administrator
TPA ID: 500095047 TPA Name: Reemployment Associates

View Address History

Address	Phone	Email	Preference	Modified On	Modified By
1901 N Monroe Tallahassee, FL 32301	8502223131	reemployment@associates.com	Electronic	08/29/2013	uFACTS_U

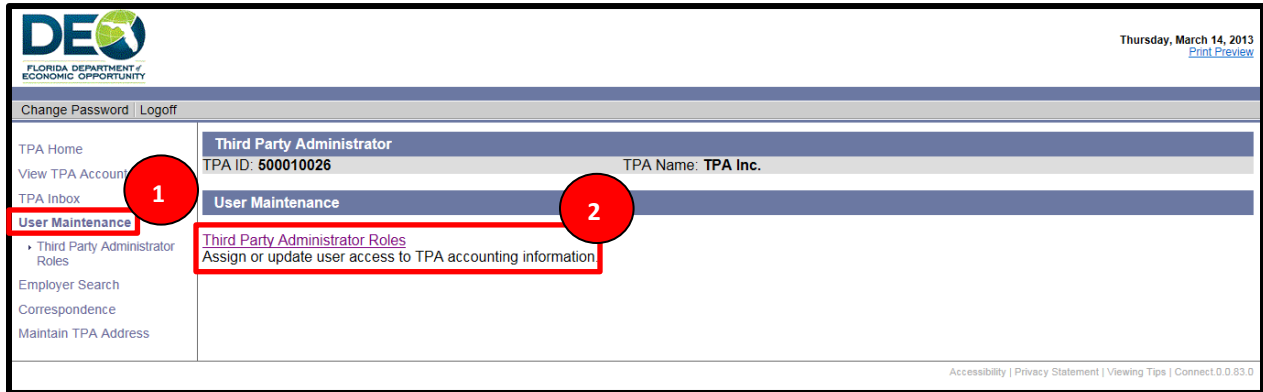
[Previous](#)

2.3.4 Maintain TPA Account Users

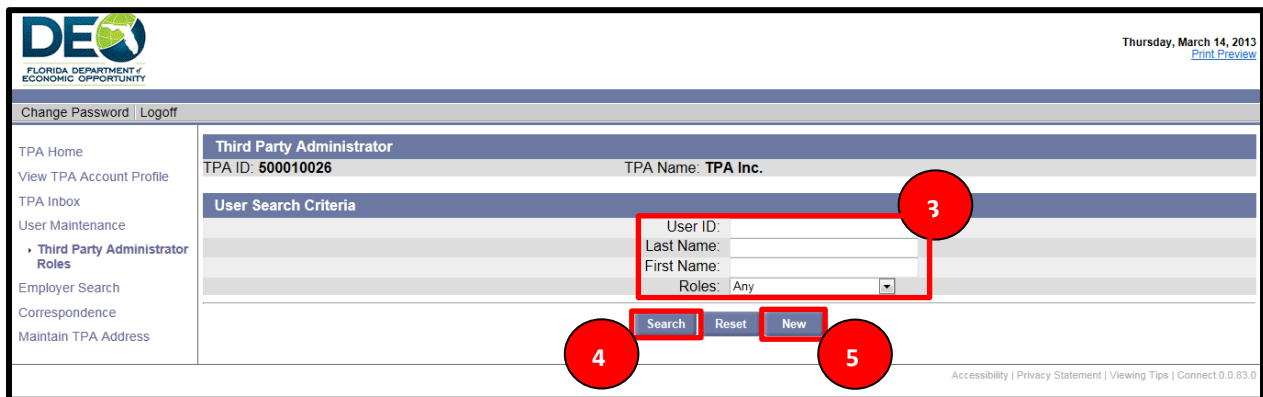
Step-by-Step Instructions

To maintain the access of users assigned to your TPA Account, follow the below steps:

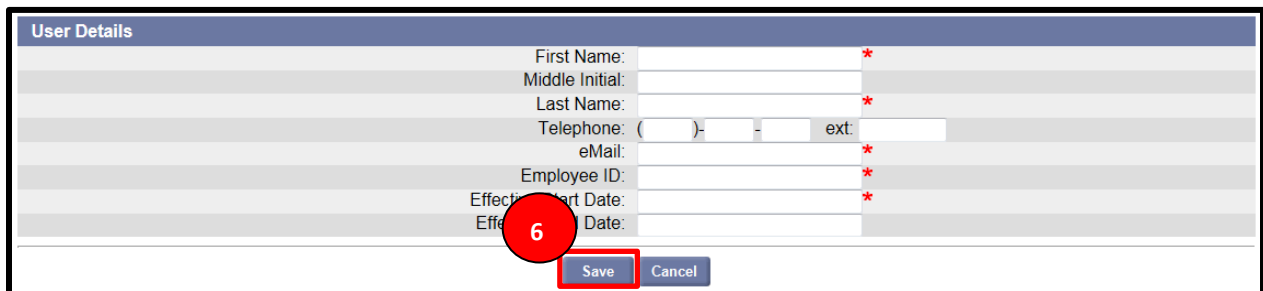
1. Select 'User Maintenance' from the left-hand menu.
2. Select the 'Third Party Administrator Roles' link.



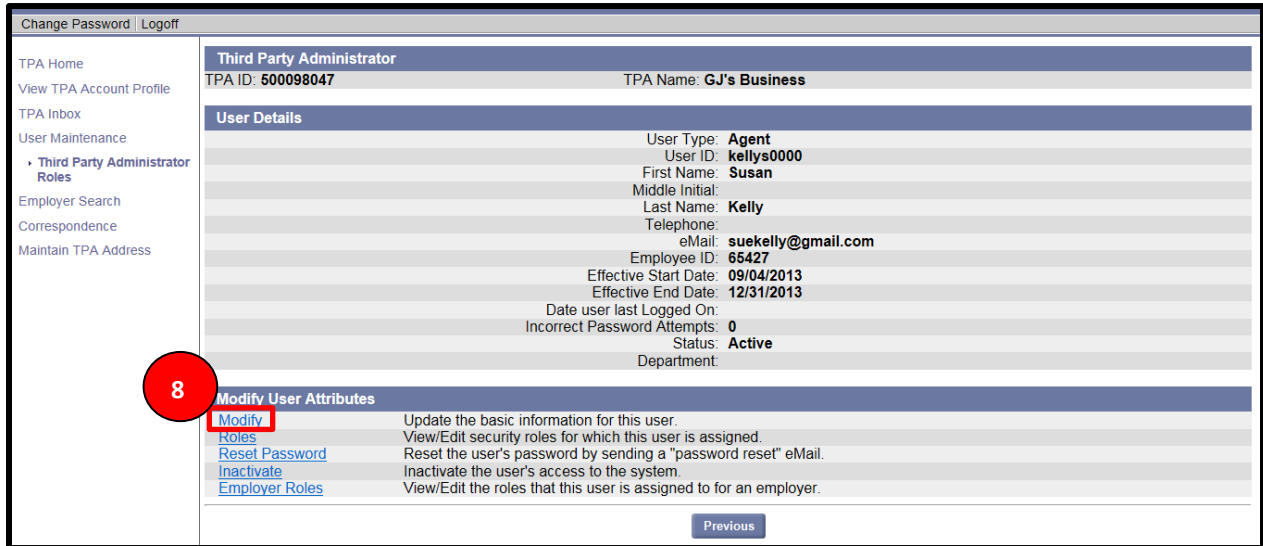
3. Search for users by entering information into the data fields:
 - a. Enter User ID.
 - b. Enter Last Name.
 - c. Enter First Name.
 - d. Select roles from the drop-down menu.
4. Select 'Search.'
5. If you need to add a new user, select 'New.'



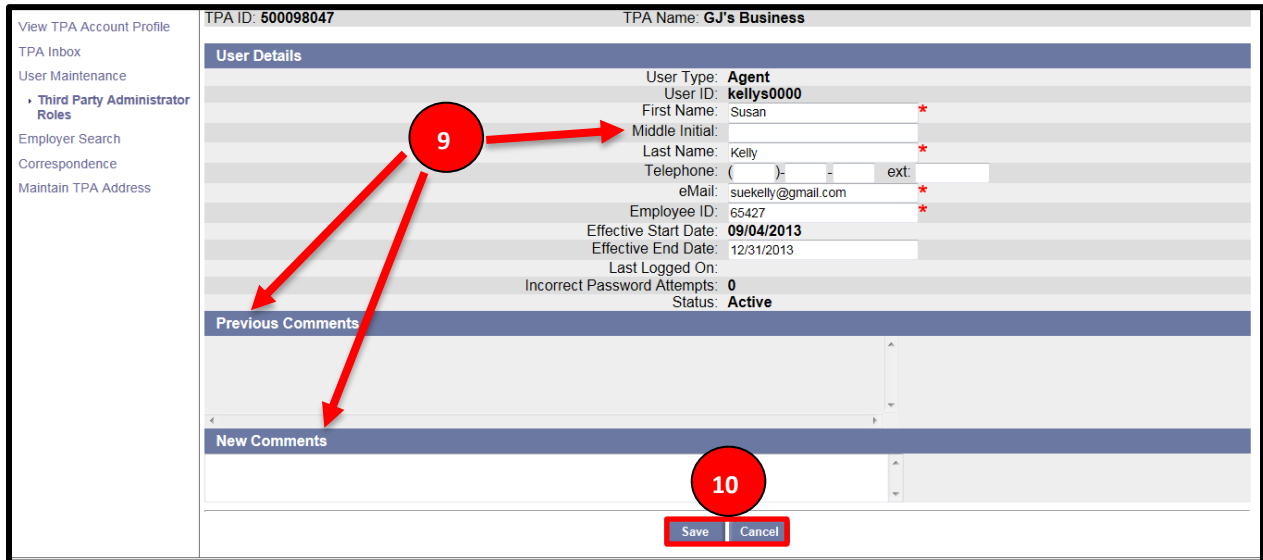
6. Enter the user details, and select 'Save.'



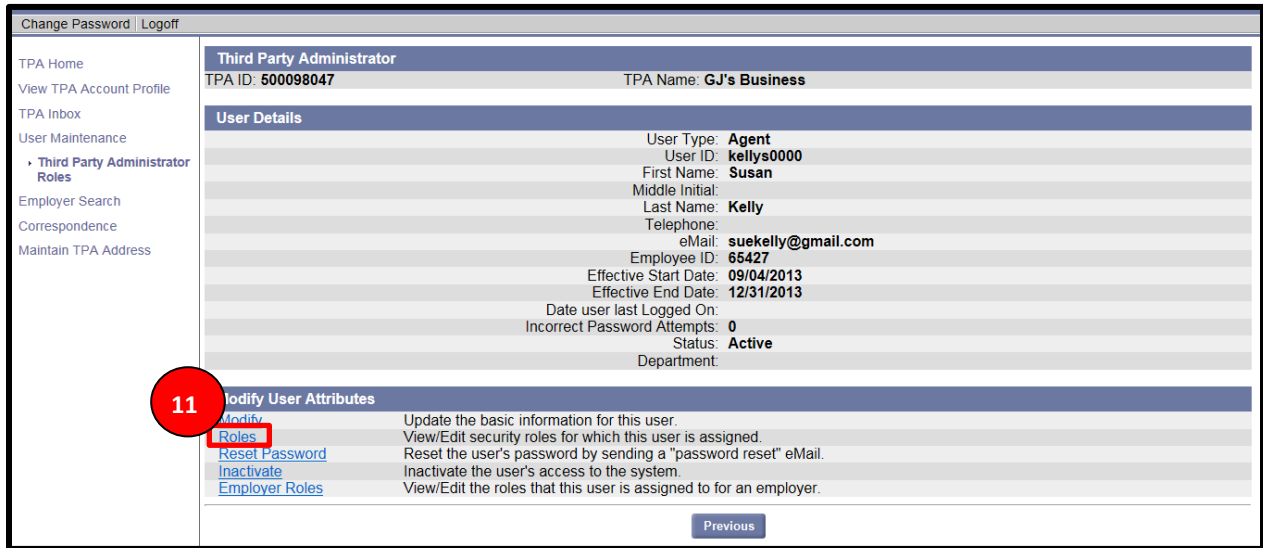
7. The next screen will give you the option to modify the new user's access to the system.
8. Select 'Modify' to update the basic information about the user.



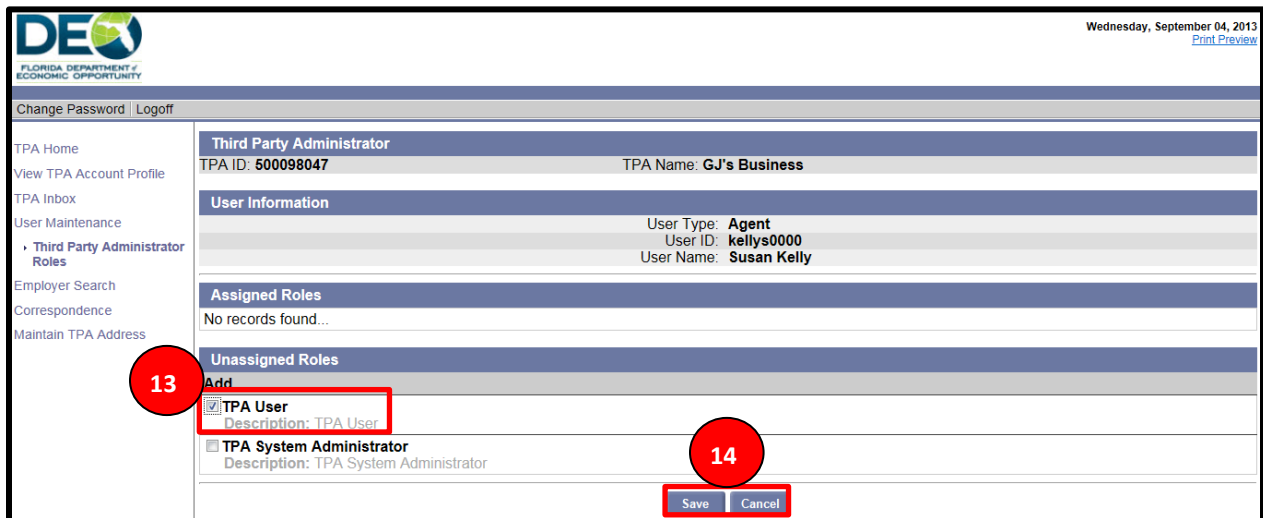
9. On the modify screen, you can update user information and also enter comments or view previous comments.
10. After updating the information, select 'Save' or 'Cancel' to cancel the information and return to the previous screen.



11. Select 'Roles' to view or edit the security roles for the user.



12. As an administrator, you can assign security roles to a user or make a user an administrator.
13. Select the radio button next to the role type.
14. Select 'Save' to save the role type or 'Cancel' to cancel the task and return to the previous screen.



15. Select 'Reset Password' to send a password reset email to a user.

Change Password | Logoff

TPA Home
View TPA Account Profile
TPA Inbox
User Maintenance
Third Party Administrator Roles
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: 500098047 TPA Name: GJ's Business

User Details

User Type: Agent
User ID: kellys0000
First Name: Susan
Middle Initial:
Last Name: Kelly
Telephone:
eMail: suekelly@gmail.com
Employee ID: 65427
Effective Start Date: 09/04/2013
Effective End Date: 12/31/2013
Date user last Logged On:
Incorrect Password Attempts: 0
Status: Active
Department:

Modify User Attributes

Modify: Update the basic information for this user.
Roles: View/Edit security roles for which this user is assigned.
Reset Password: Reset the user's password by sending a "password reset" eMail.
Inactivate: Inactivate the user's access to the system.
Employer Roles: View/Edit the roles that this user is assigned to for an employer.

Previous

16. On the next screen, you will see a notification that a password reset email will be sent to the user with a link to reset their password – select 'Confirm' to proceed with the password reset action or select 'Cancel' to cancel the action and return to the previous screen.

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Wednesday, September 04, 2013 [Print Preview](#)

Change Password | Logoff

TPA Home
View TPA Account Profile
TPA Inbox
User Maintenance
Third Party Administrator Roles
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: 500098047 TPA Name: GJ's Business

Reset Password

By selecting "Confirm" you will reset the password for the following user: kellys0000, suekelly@gmail.com
This action will cause the system to send a secure link to the user's Email address for the user to click and create a new password.

Confirm Cancel

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17. Select 'Inactivate' to inactivate a user.



Please verify that the email address listed on the Reset Password screen is correct before selecting 'Confirm' and sending the secure link.

Change Password | Logoff

TPA Home
View TPA Account Profile
TPA Inbox
User Maintenance
Third Party Administrator Roles
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: 500098047 TPA Name: GJ's Business

User Details

User Type: Agent
User ID: kellys0000
First Name: Susan
Middle Initial:
Last Name: Kelly
Telephone:
eMail: suekelly@gmail.com
Employee ID: 65427
Effective Start Date: 09/04/2013
Effective End Date: 12/31/2013
Date user last Logged On:
Incorrect Password Attempts: 0
Status: Active
Department:

Modify User Attributes

[Modify Roles](#) Update the basic information for this user.
View/Edit security roles for which this user is assigned.
[Reset Password](#) Reset the user's password by sending a "password reset" eMail.
[Inactivate](#) Inactivate the user's access to the system.
[Employer Roles](#) View/Edit the roles that this user is assigned to for an employer.

Previous

18. You will see a notification that the user will be inactivated – select 'Confirm' to complete the action, or select 'Cancel' to return to the previous screen.

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Wednesday, September 04, 2013
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Change Password | Logoff

TPA Home
View TPA Account Profile
TPA Inbox
User Maintenance
Third Party Administrator Roles
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: 500098047 TPA Name: GJ's Business

Inactivate User
By selecting "Confirm" you will inactivate the following user: kellys0000

Confirm Cancel

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19. Select 'Employer Roles' to assign employer and role access to a user.

Change Password | Logoff

TPA Home
View TPA Account Profile
TPA Inbox
User Maintenance
Third Party Administrator Roles
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: 500098047 TPA Name: GJ's Business

User Details

User Type: Agent
User ID: kellys0000
First Name: Susan
Middle Initial:
Last Name: Kelly
Telephone:
eMail: suekelly@gmail.com
Employee ID: 65427
Effective Start Date: 09/04/2013
Effective End Date: 12/31/2013
Date user last Logged On:
Incorrect Password Attempts: 0
Status: Active
Department:

Modify User Attributes

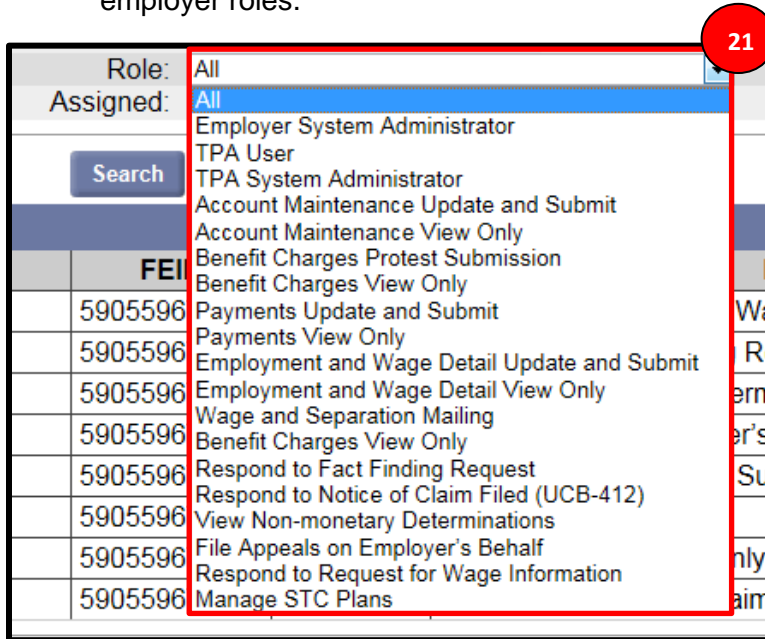
[Modify Roles](#) Update the basic information for this user.
View/Edit security roles for which this user is assigned.
[Reset Password](#) Reset the user's password by sending a "password reset" eMail.
[Inactivate](#) Inactivate the user's access to the system.
[Employer Roles](#) View/Edit the roles that this user is assigned to for an employer.

Previous

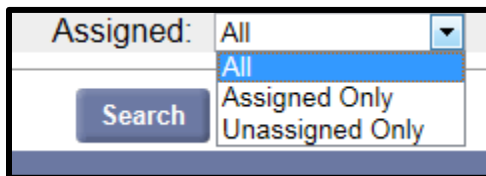
20. Search for the employer by entering one or more of the following:

- a. Employer Name
- b. Employer Account Number
- c. FEIN

21. You may search by role from the Role drop down menu, where you will see all eligible employer roles.



22. You may search employers from the Assigned drop down menu, where you will have the option to see only Assigned employers, or only Unassigned employers.



23. Select 'Search' and the results will appear.

24. Select the radio button next to the employer(s) and associated role(s) that you would like to assign to the user.

25. Select 'Save' or select 'Cancel' to return to the previous screen.

User Information
 Type: Agent
 User ID: kellys0000
 Name: Susan Kelly

Employer Search
 Employer Name:
 Employer Account Number:
 FEIN:
 Role: All
 Assigned: All

Employer Search Results

Assigned	Employer Name	FEIN	EAN	Role
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Respond to Request for Wage Information
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Respond to Fact Finding Request
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	View Non-monetary Determinations
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	File Appeals on Employer's Behalf
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Benefit Charges Protest Submission
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Manage STC Plans
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Benefit Charges View Only
<input type="checkbox"/>	FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Respond to Notice of Claim Filed (UCB-412)

2.3.5 Access TPA Correspondence

This section covers the information required to access and view TPA correspondence.

Step-by-Step Instructions

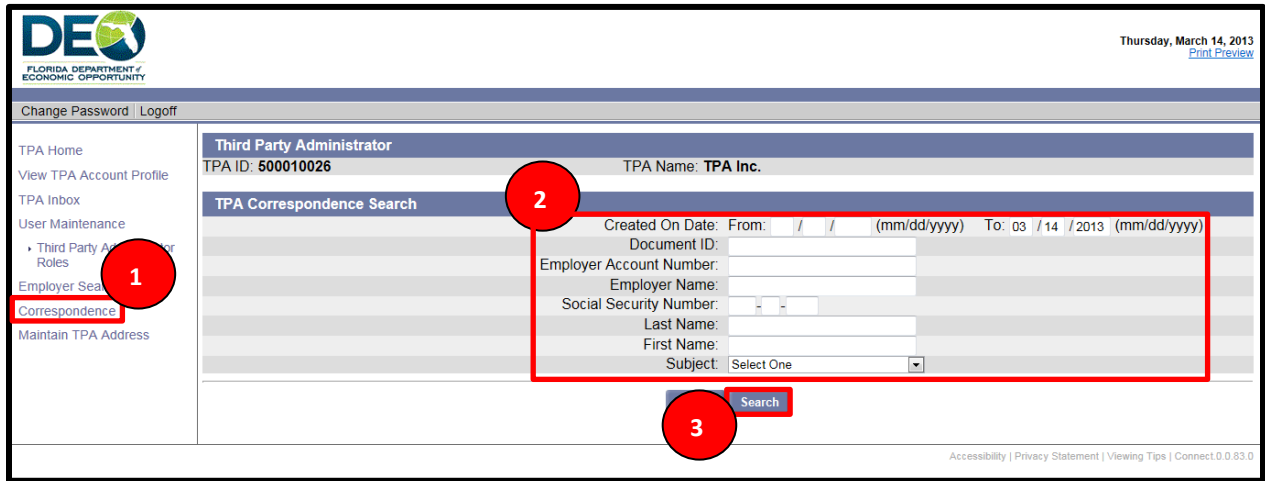
To view all TPA correspondence, follow the below steps:

1. Select 'Correspondence' from the left-hand menu on the TPA Homepage.
2. Leave all data fields blank to view all correspondence, or enter one or more of the following data fields:
 - a. Created On Date
 - b. Document ID
 - c. Employer Account Number
 - d. Social Security Number
 - e. Last Name
 - f. First Name
 - g. Subject
3. Select 'Search.'

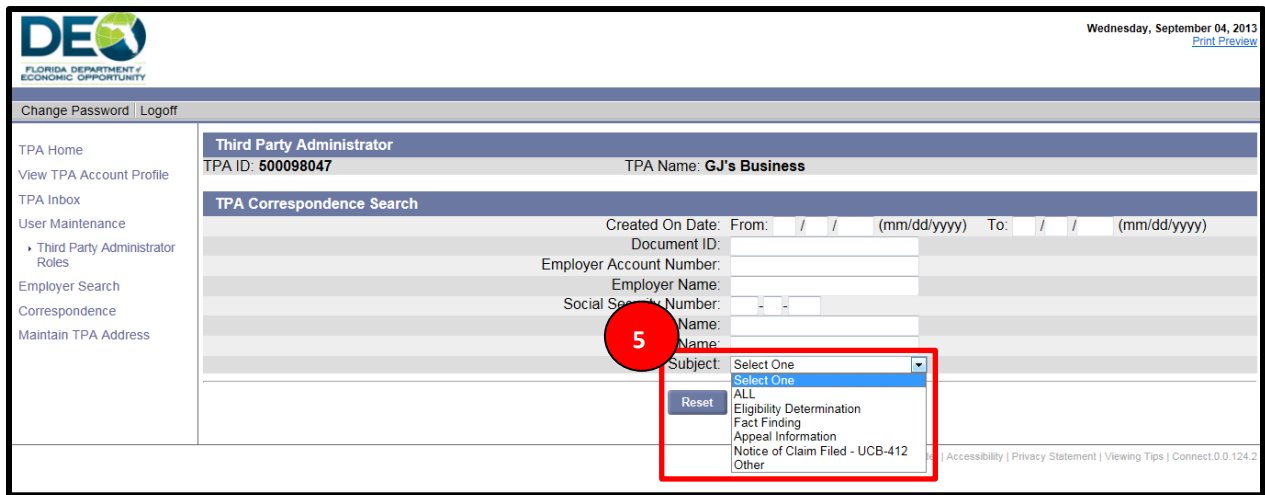


Please note that if you choose to search all correspondence by leaving the data fields blank, only 100 correspondence items will populate in the search results.

4. View all correspondence in the 'Search Results' section at the bottom of the page.



5. To view a specific type of correspondence, select the type from the 'Subject' drop down menu, then select 'Search.'



2.4 Manage TPA Action Items

This section covers the Action Items that a TPA may handle in CONNECT, and how to complete action items. It covers the below topics:

- Respond to UCB-412/Notice of Claim Filed
- Respond to Fact Finding
- Protest Benefit Charges

2.4.1 Respond to UCB-412/Notice of Claim Filed

Step-by-Step Instructions

To respond to a UCB-412/Notice of Claim filed, please follow the below steps:

1. Select the EAN or enter the Employer Legal Name.
2. Select the UCB-412/Notice of Claim filed from the 'Subject' drop-down menu.
3. Select 'Search' to view all UCB-412/Notice of Claim Filed.
4. Select the 'Item' hyperlink from the Search Results section.

The screenshot displays the 'Third Party Administrator' interface. At the top, there are links for 'Change Password' and 'Logout'. Below this is a navigation menu on the left with options like 'TPA Home', 'TPA Inbox', 'User Maintenance', 'Employer Search', 'Correspondence', and 'Maintain TPA Address'. The main content area is titled 'Third Party Administrator' and includes fields for 'TPA ID' and 'TPA Name'. A section titled 'Notice of Hearing' contains a message about action due dates and a 'No Records Found' status. The 'TPA Inbox' section features a search form with various criteria: EAN (with a dropdown arrow), Employer Legal Name, Action Due Date (From/To), Created on Date (From/To), Claimant Social Security Number, Claimant ID, Claimant Last Name, Document ID, Claimant First Name, and Original Employer (with a dropdown arrow). A 'Subject' dropdown menu is also present, along with a 'Show Adverse Only' checkbox. Below the search form are 'Reset' and 'Search' buttons. A red circle labeled '1' points to the EAN field, '2' to the Subject dropdown, and '3' to the Search button. A red box labeled '4' highlights the 'Search Results' section, which currently shows 'No Search Executed' and a 'Select All' button. A red note above the search form states: 'NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.' Another red note below the search form reads: 'Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.'

5. Review the pre-populated information on the next screen.
6. Respond to the questions in the 'Response' section.
 - a. Select 'Yes' or 'No' to indicate if claimant worked for you.
 - b. Enter period of employment.
 - c. Enter earnings.
 - d. Enter reason for separation.
 - e. Enter any post-employment payments.

Determination Notice of Unemployment Compensation Filed

Provide all information that is applicable to:

Document #	Employer Name	Claimant	Social Security #	Date Mailed	Effective Date of Claim	Response Due Date	% Chargeable
6				12/18/2015	12/13/2015	01/11/2016	0.18

Response

A. Response Received Date / / * (mm/dd/yyyy)

B. Did this claimant work for you? Yes No*

If no, provide any additional information in the 'Remarks' section below. Also provide your Contact information.
The claimant has provided the information in section C, D and E. Make any necessary corrections below.
Processed to section G if all information is correct.

C. Period of Employment 7/1/2014 to 7/1/2014 If incorrect, enter correct dates: / / (mm/dd/yyyy) to / / (mm/dd/yyyy)

D. Earnings 36 If incorrect, enter correct earnings: \$
Layoff

If incorrect

Discharge/Fired Discharge/Probationary Period (90 days or less) Not separated, still working full time Leave of Absence Other (Add Remarks Below)

Permanent Layoff Reduction of Hours Suspension* Temporary Layoff* Voluntary Quit Layoff*

*Enter Recall Date (if Known) / / (mm/dd/yyyy)

E. Reason for Separation : Provide details regarding the reason and/or final incident for the claimant's separation under 'Remarks' below

Yes No

Severance/ Goodwill Pay Amount \$ Start Date : / / (mm/dd/yyyy) End Date : / / (mm/dd/yyyy)

Wages in Lieu Of Notice Amount \$ Start Date : / / (mm/dd/yyyy) End Date : / / (mm/dd/yyyy)



You must enter remarks if you indicated that the claimant did not work for the employer.

Upload File

Upload Attachments - Include any attachments you feel will help us make a determination on this claim, including other reasons for discharge and reason for suspension or leave of absence. Use the reverse side of this form if more space is needed. If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xls or xlsx file, these types cannot be larger than 1 MB.

Records Found...

Browse...

Section 443.071 of the Florida Unemployment Compensation Law provides penalties for making false statements or failing to disclose material facts to prevent or reduce payment of benefits to otherwise entitled individuals.

Contact Person Information :

Contact Name: Job Title: *

Phone Number () - - Ext Email Address

Job Site Address (if different than mailing address)

Address Line 1:

Address Line 2:

City:

State: Select One

Zip Code:

7. Upload any relevant attachments.
8. Enter contact information.
9. Select 'Submit.'

2.4.2 Respond to Fact Finding

Step-by-Step Instructions

To respond to Fact Finding, follow the steps below:

1. Select 'Fact Finding' from the drop-down menu.
2. Select 'Search.'
3. Select the 'Item' hyperlink from the search results to open the fact-finding questionnaire.

The screenshot shows the TPA interface with a search form. The form includes fields for Employer Legal Name, Action Due Date, Created on Date, Claimant Social Security Number, Claimant Last Name, Claimant First Name, Subject, Claimant ID, Document ID, and Original Employer. A red box highlights the 'Subject' dropdown menu, and a red circle with the number '1' is placed over it. Another red circle with the number '2' is placed over the 'Search' button. A third red circle with the number '3' is placed over the 'No Search Executed' message in the search results section.

Change Password Logoff

TPA Home
TPA Inbox
User Maintenance
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: _____ TPA Name: _____

Notice of Hearing
The Action Due Date below refers to any hearing(s) scheduled through the present date. To access Notice of Hearing documents for past hearing dates, search through Correspondence Search.
No Records Found

TPA Inbox
NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

EAN:

Employer Legal Name:

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number:

Claimant ID:

Claimant Last Name:

Document ID:

Claimant First Name:

Original Employer:

Show Adverse Only

To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents, except Notice of Hearing.

Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant if such payments are later determined to be erroneous.

Search Results

No Search Executed

* If the Predecessor field is populated, then the item has arrived in your inbox because the employer that you represent either fully succeeded, or partially succeeded the Predecessor employer for the claimant's SSN and requested and was granted a transfer of experience and tax rate. Your company is therefore responsible for responding to any requests for information and providing any requested information regarding the claimant's employment. Your timely response will help to ensure that any benefits paid are properly charged to the company that your represent, when appropriate.

4. Read through information.

The screenshot shows a fact-finding questionnaire. A red circle with the number '5' is placed over the 'Section 1' header. The questionnaire includes questions about pension/retirement benefits, employment dates, and lump sum payouts.

Employment Start Date: **1/1/2012**
Employment End Date: **9/1/2012**
Work Schedule: **Full Time**
Claimant Job Title: _____

Section 1

1. Is the claimant presently eligible for a pension/retirement benefit based upon employment with you or his/her union? Yes No

2. What is the effective date of the pension?

3. What type of pension/retirement benefit is the claimant eligible for? Select all that apply.
 Company Pension
 Union Pension:
 State/Federal Pension
 Military Pension
 401(k)
 Other:

4. What are the claimant's dates of employment? Start: End:

5. Did you (the employer) contribute 100% to the pension/retirement benefit or did the claimant contribute as well? Explain.

6. Did the wages received by the claimant for services performed within the last 15 months of employment affect the amount of the pension/retirement benefit for which the claimant is entitled? Yes No
6a. If no, why not?

7. Will the claimant or did the claimant receive a lump sum payout of his/her pension/retirement benefit? Yes No

5. Complete questions in Section 1.
6. Scroll down to complete questions in Section 2.

7. Will the claimant or did the claimant receive a lump sum payout of his/her pension/retirement benefit? Yes No

If yes:

7a. What is the gross amount of the lump sum pension/retirement benefit payment? \$

7b. Was the lump sum payout a **partial** payment of the claimants pension/retirement benefit? Yes No

- If yes, provide the gross amount of the monthly payment for the remaining balance of the retirement benefit? If the benefit is distributed annually, provide a monthly amount. \$

If the claimant did not receive his/her pension/retirement benefit in a lump sum:

7c. What is the gross amount of the monthly benefit payment? If the benefit payment is distributed annually, provide a monthly amount. \$

Section 2

Please provide any information about this issue that you would like to add below:

Is there any additional documentation that you would like to send? Yes No

If yes, a cover sheet will be provided to you either by mail or online based upon your previously selected correspondence preference.

Please describe the documents:

If additional information is needed, who should we contact?

7. Complete contact information.
8. Select 'Submit.'

Section 3

Please provide any information about this issue that you would like to add below:

Is there any additional documentation that you would like to send? Yes No*

If yes, a cover sheet will be provided to you either by mail or online based upon your previously selected correspondence preference.

Please describe the documents:

If additional information is needed, who should we contact?

Contact person's telephone number:

Name and title of the person completing this request:

Telephone number of the person completing this request:

* I certify that the above information is true and correct.

Upload Attachments

If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xls or xlsx file, these types cannot be larger than 1 MB.

No attachments



You are encouraged to save your work periodically by selecting the 'Save' button at the bottom of the screen.

2.4.3 Protest Benefit Charges

Step-by-Step Instructions

To protest benefit charges, please follow the below steps:

1. Search for the employer as described in the previous section.
2. Select the employer name hyperlink from the search results.

The screenshot shows the DEO (Florida Department of Economic Opportunity) TPA interface. At the top right, it says 'Wednesday, September 04, 2013'. Below the header, there are navigation links like 'Change Password | Logoff'. The main content area shows 'Third Party Administrator' information with TPA ID: 500098047 and TPA Name: GJ's Business. Below this is an 'Employer Search' form with fields for Employer Name, EAN, FEIN, and Role. A 'Search' button is visible. The search results table is highlighted with a red box and a circled '2'. The table has columns: Employer Name, FEIN, EAN, Role, Services Begin Date, and Services End Date. The first row is 'FLORIDA MEDICAL ASSOCIATION INC' with FEIN 590559672 and EAN 0019724. Below the table are links for 'Employer Home', 'Employer Information', 'Short Time Compensation', and 'Benefit Charge Protest'.

Employer Name	FEIN	EAN	Role	Services Begin Date	Services End Date
FLORIDA MEDICAL ASSOCIATION INC	590559672	0019724	Respond to Fact Finding Request	9/3/2013	9/3/2014
			Respond to Request for Wage Information	9/3/2013	9/3/2014
			Benefit Charges View Only	9/3/2013	9/3/2014
			File Appeals on Employer's Behalf	9/3/2013	9/3/2014
			Benefit Charges Protest Submission	9/3/2013	9/3/2014
			Respond to Notice of Claim Filed (UCB-412)	9/3/2013	9/3/2014
			View Non-monetary Determinations	9/3/2013	9/3/2014
			Manage STC Plans	9/3/2013	9/3/2014

3. The employer home screen will populate.
4. Select 'Protest Benefit Charges' from the employer home screen.

The screenshot shows the DEO TPA interface with the employer home screen populated. At the top right, it says 'Wednesday, September 04, 2013'. Below the header, there are navigation links like 'Change Password | Logoff'. The main content area shows 'Third Party Administrator' information with TPA ID: 500098047 and TPA Name: GJ's Business. Below this is an 'Employer Information' section with a red box and a circled '3'. The information includes: Employer Account Number: 0019724, Employer Name: FLORIDA MEDICAL ASSOCIATION INC, and FEIN: 590559672. Below this are links for 'Employer Home', 'Employer Information', 'Short Time Compensation', and 'Benefit Charge Protest'. The 'Benefit Charge Protest' link is highlighted with a red box and a circled '4'. Below the links is a description: 'Protest benefits charged against your account'.

5. Read through the information.
6. Select 'Protest Benefit Charges.'

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Wednesday, September 04, 2013
[Print Preview](#)

Change Password | Logoff

Employer Home

Short Time Compensation

Address Information

Benefit Charge Protest

Third Party Administrator
TPA ID: 600098047 TPA Name: GJ's Business

Employer Information [Change Employer](#) [Leave Employer](#)
Employer Account Number: 0019724 Employer Name: FLORIDA MEDICAL ASSOCIATION INC FEIN: 590559672

Reimbursable Employers, please be advised the total amount due from your reimbursable invoice must be paid within 30 days of the "Mailed on or before" date.

There are no provisions in the Unemployment Compensation Law (Chapter 443, F.S.) to relieve the employer of the requirement to reimburse for benefits charged. Once benefits are paid, the fund must be reimbursed regardless of the success of any protest or appeal.

Benefit Charge Activities

[Protest Benefit Charges](#)
Protest Benefit Charges by indicating specific charges to protest, claimant information and reasons for protest.

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7. Enter the Protest Benefit Charge information:
 - a. Statement Mail Date.
 - b. Claimant SSN.
 - c. Claimant Last Name.
 - d. Claimant's Last Day of Work.
8. Enter the Reasons for Protest (select all that apply).
9. Provide additional comments.
10. Select 'Submit.'

Protest Benefit Charge

Statement Mail Date: / / (mm/dd/yyyy)

Claimant SSN: - -

Claimant Last Name:

Claimant's Last Day of Work:

Reasons for Protest

Select all reasons that apply:*

<input type="checkbox"/> Claimant Never Worked for Me	<input type="checkbox"/> Workers Compensation
<input type="checkbox"/> Discharge	<input type="checkbox"/> Claimant is Self Employed
<input type="checkbox"/> Part Time/On Call	<input type="checkbox"/> Currently Employed (Comments Required)
<input type="checkbox"/> Suspension	<input type="checkbox"/> Reasonable Assurance to Return to Work (School Employees Only)
<input type="checkbox"/> Voluntary Quit	<input type="checkbox"/> Reduced Hours
<input type="checkbox"/> Union	<input type="checkbox"/> Received Other Pay (severance pay, pay in lieu of notice)
<input type="checkbox"/> Predecessor/Succession Employment	<input type="checkbox"/> Refusal of Work
<input type="checkbox"/> Wages earned at an educational institution while enrolled as a student	<input type="checkbox"/> Vacation Pay/Holiday Pay with Recall Date
<input type="checkbox"/> On a Leave of Absence	<input type="checkbox"/> Other (Comments Required)

Please provide additional comments.

Comments are required if you select "Currently Employed" or "Other"

Submit

3. FREQUENTLY ASKED QUESTIONS

This section covers Frequently Asked Questions.

3.1 Common Questions

3.1.1 How do I obtain a copy of information that I entered into CONNECT?

Select 'Print Preview' from the upper right-hand corner of the screen and follow the instructions to print the page.

3.1.2 CONNECT will not allow me to advance to the next screen – how do I fix this?

Likely, you have missed a required field – these fields are marked with a red asterisk, and you will receive an error message at the top of the screen if you left one blank or entered an incorrect response. Double-check your data fields and re-submit or select 'Next' to move on.

3.2 Other Questions

For other questions, please see the FAQ section of the DEO Web site at <http://www.floridajobs.org/frequently-asked-questions-directory>

