Employer/TPA Role to Assign Wage Audit Forms

1.   TABLE OF CONTENTS

2.   INTRODUCTION

This document details how to create a new Third Party Administrator (TPA) role. TPA roles separate the processing of the Wage Audit forms (UCO-2s and UCO-2Cs) from the "Respond to Request for Wage Information" role. Since many TPAs do not handle the processing of Wage Audit forms (UCO-2s) for their clients or it is handled as a separate business process by the TPA, the role/correspondence needed to be broken out as a separate role/process. This will allow employers to easily choose not to assign that role which ensures that the Wage Audit forms (UCO-2s) are sent directly to the employers' inboxes and not their TPAs.

It is important to note the following:

1. Each employer who is represented by a TPA and wants the TPA to respond to their Wage Audit forms (UCO-2s and UC0-2Cs) will need to assign the new role to their TPA. The newly created role is "**Respond to Earnings Wage Verification.**"
2. Each time an employer assigns or un-assigns roles to their TPA, correspondence will be sent to the TPA advising them of changes, and the correspondence can be found in the TPA inbox under the Subject Name "**TPA Role Assignment Notification Correspondence.**"
3. Upon receipt of the Assignment Notification, the TPA is responsible for updating the role of each of their staff who is assigned to work the correspondence attached to each role. For UC0-2 and UCO-2C correspondence, the role assigned will be "**Respond to Earnings Wage Verification.**"
4. Correspondence that is assigned to the new role can be found in the TPA inbox under the subject "Earnings Wage Verification" with the name of:
   a. UCO-2 = Earnings – Weekly wage verification
   b. UCO-2C = Special Request (UCO-2C)

> The UCO-2C is a request for an additional breakdown of wages after the submission of a UCO-2 from the employer/TPA.

3.   NEW UCO-2/UCO-2C ROLE PROCESS

A. The Employer assigns the new role to their TPA.

1. Login to Employer account.
2. Select Assign and Maintain TPA hyperlink and the Third-Party Administrator (TPA) Authorization page displays.
3. Select the TPA ID hyperlink.
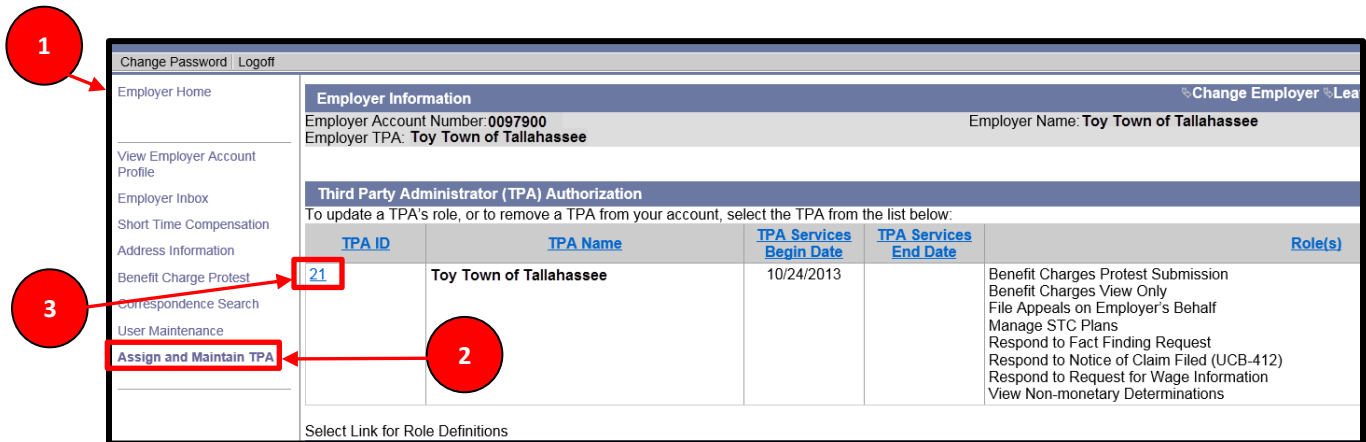
4. The Employer Information page displays with Assigned Roles options.
5. Assigned Roles displays all roles that are currently assigned to the Employer's TPA.
6. To edit or add roles select the "Modify" button.
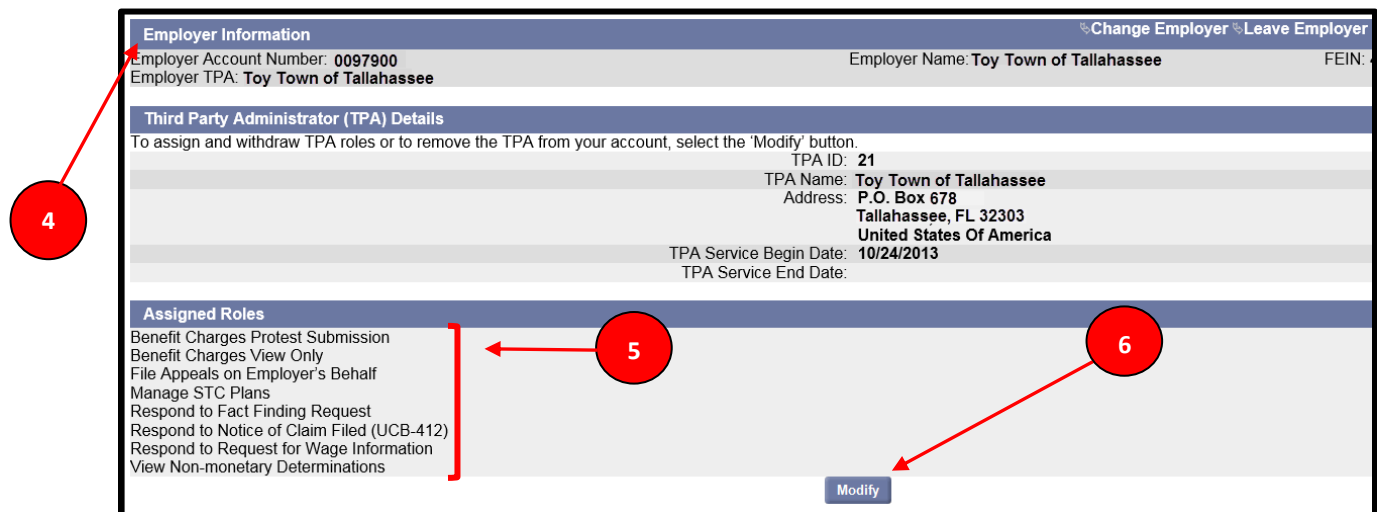
7. The Assigned Roles page displays with Assigned Roles and Roles Not Assigned. This screen gives the Employer the option of removing or adding a role. In the screenshot below, the only role that is not currently assigned to the Employer is the new "Respond to Earnings Wage Verification" role.

8. If the Employer wants the TPA to respond to the UCO-2 and UCO-2C request for information, then the Employer would check the box next to the role and select the "Save" button.

B. Correspondence is sent to the TPA advising them of role changes made by each of their client/employers and can be found in the TPA inbox under the Subject Name "TPA Role Assignment Notification Correspondence."

1. Login to the TPA account.
2. Select TPA Inbox.
3. Under Subject drop down choose "TPA Role Assignment Notification Correspondence" and click on "Search." Search can also be done by adding the EAN and Created on Dates.
4. Search results will display the Notifications.

5. Click on the Item hyperlink and the notification will open and will contain the employer name, EAN, and the role(s) that has been assigned or unassigned.

Toy Town of Tallahassee
P.O. Box 678
Tallahassee, FL 32303

5

NOTIFICATION TO THIRD PARTY ADMINISTRATOR OF ROLE ASSIGNMENT

Please be advised that TOY TOWN OF TALLAHASSEE, Employer Account Number 0097900,

has selected Thomas & Company to represent them with the Department of Economic Opportunity and act on their behalf regarding:

Respond to Earnings Wage Verification

Thank you,

Department of Economic Opportunity

C. The TPA assigns the role(s) to their staff.

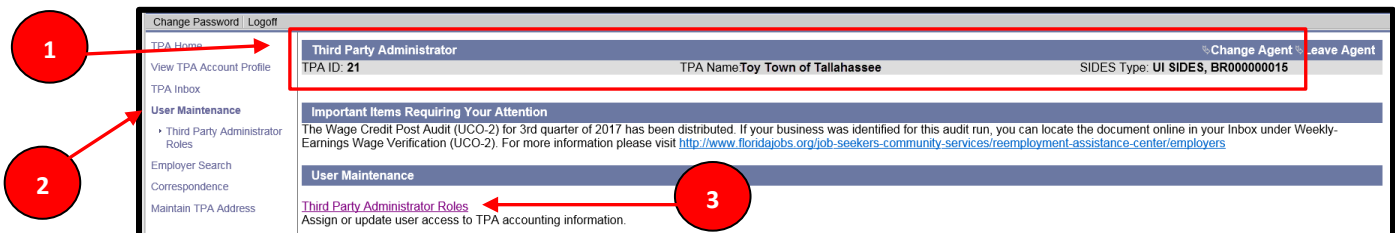After the Employer designates the role(s) they wish to assign or unassign to the TPA, it is the TPA's responsibility to assign staff to work the role(s). The process is as follows:

1. Log into their TPA's CONNECT account.
2. Select the User Maintenance hyperlink.
3. Select the Third-Party Administrator Roles hyperlink.

Change Password | Logoff

1

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

2

Third Party Administrator   ⟲Change Agent ⟲Leave Agent
TPA ID: **21**   TPA Name**Toy Town of Tallahassee**   SIDES Type: **UI SIDES, BR000000015**

Important Items Requiring Your Attention
The Wage Credit Post Audit (UCO-2) for 3rd quarter of 2017 has been distributed. If your business was identified for this audit run, you can locate the document online in your Inbox under Weekly-Earnings Wage Verification (UCO-2). For more information please visit http://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/employers

User Maintenance

3

Third Party Administrator Roles
Assign or update user access to TPA accounting information.

4. The User Search Criteria page displays. The TPA searches for staff by User ID or First and Last Name and clicks the "Search" button.

Third Party Administrator			✎Change Agent ✎Leave Agent
TPA ID: **21**		TPA Name: **Toy Town of Tallahassee**	SIDES Type: **UI SIDES, BR000000015**

User Search Criteria

User ID: [ ]
Last Name: [ ]
First Name: [ ]
Roles: [Any ▾]

[Search] [Reset] [New]

5. The User Search Results displays.

6. Select the User ID hyperlink.

Third Party Administrator			✎Change Agent ✎Leave Agent
TPA ID: **21**		TPA Name: **Toy Town of Tallahassee**	SIDES Type: **UI SIDES, BR000000015**

User Search Criteria

User ID: [tunet0000]
Last Name: [ ]
First Name: [ ]
Roles: [Any ▾]

[Search] [Reset] [New]

User Search Results

User ID	Last Name	First Name	Eff. Start	Eff. End
tunet0000	Tune	Tommy	05/07/2018	

7. The User Details page displays.

8. Select the Employer Roles hyperlink.
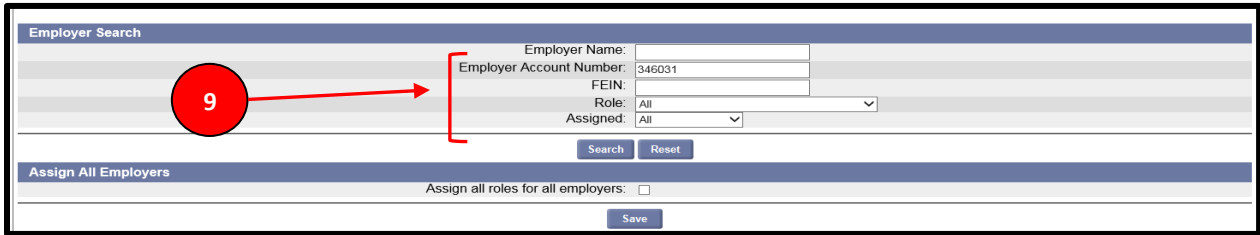
User Details

User Type: **Agent**
User ID: **tunet0000**
First Name: **Tommy**
Middle Initial:
Last Name: **Tune**
Telephone: **()--**
eMail: **Tommy.Tune@yahoo.com**
Employee ID: **45678**
Effective Start Date: **05/07/2018**
Effective End Date:
Date user last Logged On: **1/1/0001 12:00:00 AM**
Incorrect Password Attempts: **0**
Status: **Active**

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.

9. The Employer Search screen displays search by Employer Name, Employer Account Number, or FEIN. Role and Assigned to can also be selected. Enter search criteria and select Search.
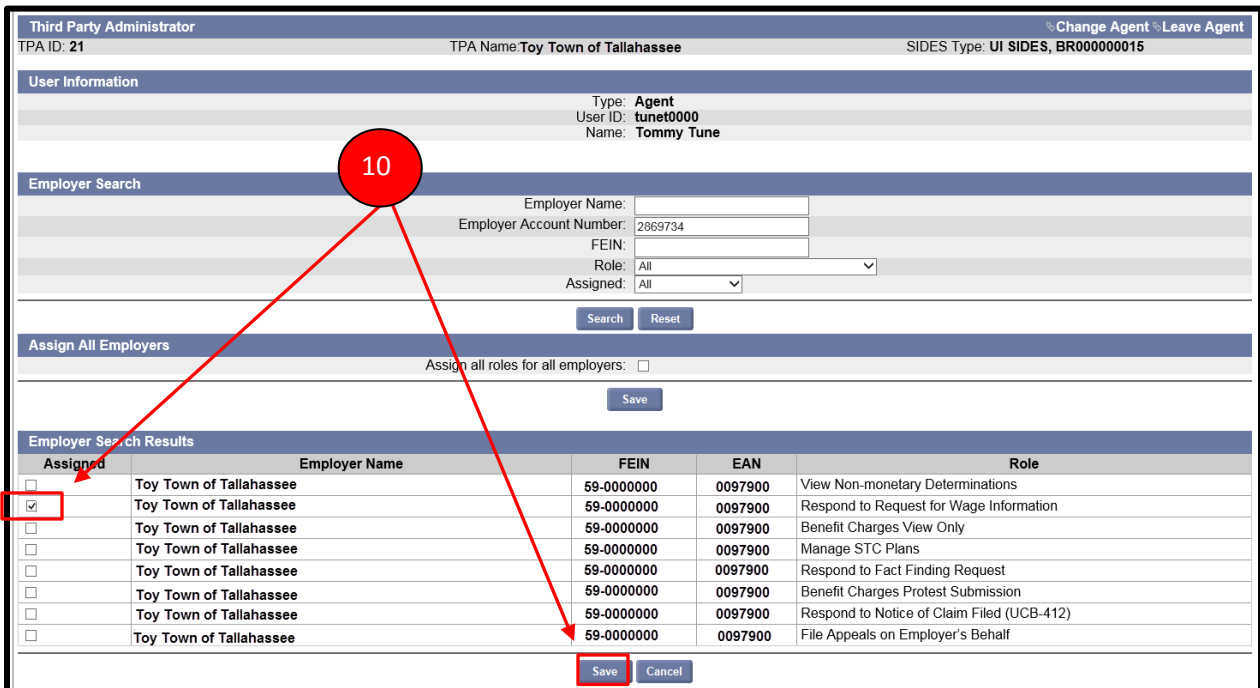
If staff should be able to process work for all TPA clients/empolyers, the "Assign all roles for all employers" feature is available by checking the box and clicking on the "Save" button.

10. Check the box beside the role the Employer designated, "Respond to Earnings Wage Verification" and select the "Save" button.

In addition, this enhancement changes the Subject line in the Employer inbox from Weekly-Earnings Wage Verification (UCO-2) to "Earnings Wage Verification" and includes the Special Request Wage Breakdown UCO2-C form into the same role and subject line as the UCO2.

For questions concerning the new role, please call 1-877-846-8770.