

Comprehensive Unemployment Claims Administration

Expert Claims Management Helps Your Organization Save Money on State Unemployment Expenses

To help save money and reduce financial risk, UST nonprofits have access to a standardized and centralized process to efficiently manage state unemployment claims from notification to final decision.

With UST as your claims administrator, you gain a partner with industry-leading expertise, an easy-to-use online claims management system, and a comprehensive suite of services aimed at reducing costs and enhancing workflow efficiency.

► **Technology + Personalized Support**

When you choose UST, you will be assigned a dedicated claims advisor who is experienced in state-specific law and regulatory knowledge, to help navigate complex questions and give your team the confidence to address unemployment matters.

To help save money and reduce financial risk, UST nonprofits have access to an intuitive online claims platform—a standardized and centralized process to efficiently manage state unemployment claims from notification to final decision. CaseBuilder®, powered by Equifax Workforce Solutions, eliminates the hassle of searching through documents or accidentally losing critical pieces of case-related communication.

► **Hearings Representation**

If a claim escalates to a hearing, your organization will receive 100% guidance no matter what. A local hearing representative who has years of experience and detailed knowledge of state unemployment proceedings will deliver your opening and closing statements, help prepare testimonies, as well as evidence and documentation, so you can win and avoid paying on unnecessary claims.

► **Maximize Savings: Automatic Audit of State Charges**

UST recovers more than \$5.4 million dollars in state errors annually! When problems are identified, we file protests and follow up to ensure you are not charged more than you owe.

... **At the Lowest Cost Possible**

We alleviate the need for expensive in-house or contracted claim administration. It would cost three to five times as much to pay an outside company for the same claim services you receive as a benefit of UST.

► Workshops to Prepare Your Staff

By training HR staff in person or over the phone so they are better equipped to handle difficult staff changes, your organization can start saving money fast. Your dedicated claims representative can show you how to navigate complex unemployment claims and properly document disciplinary actions so you can win more claims.

► Help with Strategic Staff Planning

If you're thinking about internal reorganization, UST can offer consultations and tips on how to properly and efficiently make staffing adjustments including strategic reductions in force, if necessary.

Complete Support from Notification to Final Decision

Dedicated Claim Advisor

- Experience in state-specific law and regulated knowledge
- Navigation to complex questions to give your team the confidence to address unemployment matters
- Built in workflow efficiencies and accuracy with unemployment claims management with UST

Expert Hearing Representation

- Prepare and present opening and closing argument
- Prepare documentation
- In-person or virtual attendance
- Ensure your organization is well-represented and the best chance of a favorable outcome

CaseBuilder Online Management System

- Cloud-based portal designed to revolutionize the way organizations handle unemployment claims
- Online claims monitoring
- Centralized compliance management
- Financial reports tool to forecast future liability
- Simplifies workflow, enhances visibility, and ensures compliance with UI integrity legislations

Benefit Audits and Tax Rate Forecasting

- Benefit audits and tax rate forecasting
- Allowing your organization to make informed decisions and strategically plan for future financial obligations

Learn why Nonprofits choose UST to be their choice for Unemployment Support

Ready to take your unemployment claims management to the next level? Join 2,200 other UST Nonprofits that benefit from UST's claims administration service. Streamline your workflow, save money, and maintain compliance with ease.

Find out more about UST's Claims Administration by calling (888)-249-4788 or email us at info@chooseust.org.



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