

TALX UC Direct

Situation

Unemployment Insurance tax is one of the few controllable business costs employers must pay. The more successful you are in defending against claims for benefits, the more certain you can be that your costs are as low as possible. Challenges include monitoring each and every claim you receive, understanding how tax rates are calculated, and keeping up-to-date with the ever-changing legislation and requirements from the states.

Small and mid-sized employers have different needs than Fortune 500 companies when it comes to unemployment claims. There may not seem to be enough claims to warrant outsourcing the claims process, but you may feel that you are not managing the process efficiently.

Solution

With over 40 years of experience in handling unemployment claims, TALX is lending this expertise to you so that you can process your own claims. TALX UC Direct is a Web-based unemployment claim processing service that addresses the needs of employers who value the expertise of a third-party unemployment cost management vendor but have lower claim volume. It is a simple and straight forward solution that offers ongoing visibility into each claim received, so you can be certain that your company is doing everything possible to monitor and respond to your claims.

TALX UC Direct will allow your team to respond effectively to each claim they receive using our proprietary tool called CaseBuilder. This user-friendly tool will prompt users with questions about an employee's separation, leading to the most complete and effective claim response possible. The questions generated are unique to the separation and dynamically generated based on the answer to the prior question. CaseBuilder then allows you to create a formatted claim response, providing all pertinent information in a clear and easily understood format which can then be printed on your company letterhead for mailing. This service will also allow you to enter the key unemployment documents for each managed claim and create an appeal letter, providing a self-service approach to claim processing and tracking.

Value

TALX can help you save money by allowing you to effectively manage your claims and potentially lower your unemployment tax rate. Preparing your claims through our UC Direct service will also ensure all the proper and pertinent information has been submitted, resulting in fewer calls from the states for additional information.

Feature	Benefit
Web-based	Immediate access wherever Internet access is available
CaseBuilder Technology	Prompts for all relevant separation information, ensuring complete and effective claim responses
Multiple document types supported	Claims, determinations, hearings, and hearing decisions can be entered and stored for tracking and reporting purposes
Pre-formatted state responses	Claim protests and appeal letters can be generated and printed directly from the system
Standardized reporting	Detail and summary reporting provides an immediate view into claim status and unemployment cost sources
Transactional payment	Pay only for the claims processed – no pre-payment or flat fees

For more information, contact TALX at **800-888-8277** or via email at moreinfo@talx.com.