



State of Iowa Cost Control Management Agency Guide for Unemployment Claims and Hearings

Unemployment costs are controllable. By aggressively monitoring, managing, and protesting unemployment claims we can reduce our exposure to unnecessary unemployment costs and expense.

The State of Iowa and its agencies reimburse Iowa Workforce Development (IWD) for all dollars collected by former and sometimes current employees. Unemployment charges are paid to IWD from the General Fund Appropriation for unemployment. If any charges are for Non-General Fund positions, the agency must reimburse the unemployment appropriation for those charges. If the former employee was compensated only with general fund appropriations, no reimbursement is required. As an example, if a former employee was paid \$3,000 in unemployment benefits during the calendar quarter, and the person was compensated 50% general funds and 50% other funds, the agency would be assessed \$1,500.

To assist agencies with unemployment claims, the Department of Administrative Services has contracted with a third party administrator – Employers Edge. Employers Edge manages unemployment claims and unemployment hearings for agencies that elect to be represented by Employers Edge. To assist Employers Edge with the management of our unemployment cost control program, participating agencies are responsible for providing Employers Edge the documentation and information needed to timely and effectively protest unemployment claims.

Agency Responsibility:

- Respond to Employers Edge's requests for separation information:
 - ✓ Provide specific and detailed separation information to Employers Edge such as type of and reason for separation.
 - ✓ Include all supporting documentation prior to due date provided by Employers Edge.
 - ✓ Provide contact name, phone, and email of the person participating in the Fact-Finding interview.
- If you receive claim notices and/or documents directly from IWD, immediately fax or email to Employers Edge. Contact information is below.
- Appeals of Unfavorable Decisions:
 - ✓ Agencies will confer with Employers Edge to determine whether to file an appeal on an initial level unfavorable decision.
- Prepare for Hearing:
 - ✓ Discuss hearing strategy and approach with assigned Employers Edge Hearing Representative.
 - ✓ Notify any additional relevant witnesses of date and time of hearing.
 - ✓ Gather documents or copies of agency policies relating to infractions.
 - ✓ Review file from the IWD hearing department. (Employers Edge to provide)
 - ✓ Attend hearing (Hearings are usually conducted via telephone participation).
- Other Items
 - ✓ Any changes and/or additions to current Agency contacts need to be communicated to Employers Edge and Sheryl Jensen, Dept. of Administrative Services – contact information is below.

CONTACTS

Account Management

Angie Hansen

Client Services Director

ahansen@employersedge.com

(720) 891-4900 x116, office

(720) 988-6130, Mobile

Please contact Angie if you have any technical questions or concerns. Angie is responsible for the overall management of your account with us. This includes internal auditing and reporting on unemployment claims activity, procedural structure of your account, proactive client education and the monitoring of our service in general. Angie would also be the first person to contact in the event your company is approaching a significant change in business such as an acquisition or an anticipated substantial layoff.

Unemployment Claims Operations

Reina Gonzales

Claims Specialist

rgonzales@employersedge.com

(720) 891-4900, x139 phone

(720) 420-7389, fax

Reina is your day to day contact for all claims related questions or concerns. She is responsible for researching all separation information with your organization to provide the necessary details to IWD, managing the claims process, and coordinating most claims operations. Stephanie is the manager for this account; please reach out to her if you need further assistance regarding a claim item.

Stephanie Matthews

Claims Operations Manager

smatthews@employersedge.com

(720) 891-4900, x130, phone

(720) 420-7379, fax

Appellate Level

Jen Venable

jvenable@employersedge.com

(720) 891-4900 x 114, phone

(720) 420-7354 fax

Please contact Jen Venable immediately should you receive any hearing related correspondence. Jen will reach out when we receive a hearing notice to coordinate your witness(es) and the hearing representative.

State of Iowa

Sheryl Jensen

Human Resources Professional 2, Iowa Department of Administrative Services

Sheryl.jensen@iowa.gov

(515) 281-8866, phone

(515) 242-6450, fax

Sheryl oversees the agreement between Employers Edge and the State of Iowa. She develops the procedures and protocol in working with Employers Edge. Sheryl should be contacted any time there is an update/change to the agency contact for unemployment claims and hearings. She is also available for any questions relating to current processes between Employers Edge and the state agencies.