



State of Iowa
Unemployment 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 Responsibilities:

- 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.
- 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).

Any changes and/or additions to current Agency contacts need to be communicated to Employers Edge and the Department of Administrative Services.

Contacts:

Employers Edge
Toll Free: 877-235-edge (3343) ext. 112
Fax: 720-420-7346

Iowa Department of Administrative Services - Benefits
Phone: 515-281-8866
Fax: 515-242-6450