



UCA Differentiators Unemployment Cost Control Program

UC Alternative's Unemployment program is an "outcomes" based program designed to deliver tangible savings, not simply processing claims.

UC Alternative, Inc. (UCA)

- Specialize in a customized, consultative approach to claims management with **outcomes based philosophy**.
- **Persistence and tenacity is UCA's hallmark.** Take ownership of the claim management by putting extensive effort into acquiring separation information from clients in order to respond timely to unemployment claims.
- Submit **thorough and complete claims responses through SIDES with supporting documentation** resulting in winning more claims up-front and reducing hearings.
- Prepare witnesses for unemployment hearing and follow up with a **Case Summary** summarizing who needs to attend the hearing, what documents to bring and what arguments to present at the hearing. This is UCA's blueprint for winning more unemployment hearings.
- Encourage all locations to use **UCA's consultation before discharging an employee** to ensure procedures are followed & maximize chances for winning.
- **UCA monthly reports are concise, informative & tailored to client's needs.**
 - (1) An executive summary that raises management's expectations followed by a detailed report broken down by facility/business unit.
 - (2) A claims report that focuses on claims lost as well as actual benefit charges paid to highlight problem areas & corrective actions.
 - (3) A Comparison analysis of benefit charges and tax rates to prior year to measure program's success and tax savings.
- **Reports are delivered to clients monthly via email** – "Push approach".
- **Quick response to client's requests within 24 hours.**

Most Vendors

- One size fits all paper-pushing approach to claims management.
- Limited effort to acquire separation information. Put the responsibility back to clients to provide timely information. This could cause more state penalties and increased UI costs.
- One line standard response and in some cases making the client fill out claim forms or having them put together responses to the state.
- Verbal instructions over the phone.
- Little consultation provided; lack of involvement prior to a claim being filed.
- Standard website reports with limited analysis.
- Clients are required to log onto vendor's website to retrieve the reports – "Pull approach".
- Not responsive to special requests.

UC Alternative's program is designed to go beyond expectations. It's designed to outperform.