



Detailed Unemployment Compensation Administration Program (UCAP) Services:

Comprehensive Claims Administration

Initial and Subsequent Protests

- Individualized for each claim
- Supported by documentation provided by the organization

Hearings

- Member organization is represented at all hearings by a UCAP staff member, familiar with the health care environment.
- UCAP staff briefs the supervisor and prepares documentation prior to the hearing.
- Upon receipt of the Administrative Law Judge's decision, the supervisor is contacted with the outcome.

Appeals

- All local office determinations or hearing decision appeals are processed in a timely manner based on the individual case.

Annual Reports

These reports detail claims activity, actual costs, potential costs, costs-to-date and credits for the period, broken down by organization, department and individual claim. A comprehensive claims activity summary provides all action taken and the results on each claim. A summary and narrative report is presented to hospital management staff to answer the following:

- What cost trends have been experienced?
- Are Unemployment Insurance (UI) costs up or down?
- How does this experience relate to that of other organizations?
- What are the high-cost separations?
- What are the high-cost departments?

Comparative Data

Accompanying our reports, are comparisons to all organizations participating in UCAP and to other organizations in a similar geographic area. This information allows you to compare your experience to the metropolitan norms.

Management Training Workshops

Semi-annual workshops are available at the MCHC offices for managers, supervisors or Human Resource staff from any UCAP member organization.

In-house workshops for staff can be scheduled on-site at the member organization. These sessions are tailored to meet the needs of your organization. These sessions emphasize:

- Unemployment law and any recent changes and their effects
- How supervisors actions impact unemployment charges
- Sound management practices to help control unemployment costs



- The use of progressive discipline
- Proper documentation

Quarterly Audits

Our claims specialists review each claim on your quarterly unemployment bill from the state. An audit letter is prepared and sent to the state on your behalf, to advise them of incorrect payments.

Procedure Review Sessions

Meetings are scheduled as needed to keep your organization's Human Resource staff abreast of any changes in our procedures or current UI law. These meetings also serve to strengthen the working relationship between UCAP and your staff. Information generally covered at these meetings includes:

- State unemployment forms - what they indicate and how to handle
- Information needed from the organization for UCAP to protest claims
- General procedures involved in filing a claim

Management Alerts

Periodic memorandums are forwarded to management to describe pertinent legislative changes or other issues regarding UI.

For more information:

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