

# Helping States with Unemployment Insurance Surge – Quick Facts

## Where we’re helping support State UI/PUA programs:

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- Arkansas\*
- Connecticut\*
- Delaware\*\*
- District of Columbia
- Idaho
- Louisiana\*
- Nevada\*
- New Hampshire
- North Carolina\*
- Pennsylvania\*
- South Carolina\*\*\*
- Rhode Island\*
- Vermont\*
- Virginia

\*Supporting PUA  
 \*\*Consulting and fraud prevention  
 Through September 14th

## UI/PUA/PEUC Program Elements We’re Helping to Support

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- Claimant Customer Service
- Initial claims completion and ongoing claims management
- Adjudication support and fact-finding activity
- Program Integrity/Fraud Concerns

## Specific UI/PUA Claims Tasks We’re Performing for States:

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<b>Claimant Support</b>	<b>Claims Management and Support</b>	<b>Business Process</b>
<ul style="list-style-type: none"> <li>- Inbound calls</li> <li>- Claims status information</li> <li>- Basic questions</li> <li>- Help filing initial claim</li> <li>- Claim changes/updates</li> <li>- Pin resets and bank changes</li> <li>- Work history or wage adjustments</li> <li>- Reopen claims</li> <li>- Manage claimant email inquiries</li> <li>- Multi-channel engagement (virtual agent, web chat, phone)</li> </ul>	<ul style="list-style-type: none"> <li>- Claims investigation and processing</li> <li>- Dynamic fact finding (claimant and employers)</li> <li>- Validate identity</li> <li>- Pension issues impacting eligibility</li> <li>- Incomplete, expired, and ineligible claims adjudication</li> <li>- Validate last bonafide employer issues</li> <li>- Fraud investigation support</li> <li>- Clarify incomplete/missing claims info</li> <li>- IBIQ mismatch</li> <li>- Wage protest issues</li> <li>- Appeals and hearings support</li> <li>- ICON systems expertise</li> <li>- Protection against overpayment, and overpayment duration</li> <li>- BOT and AI technology</li> <li>- Integrated telephony if needed</li> </ul>	<ul style="list-style-type: none"> <li>- Appeals Business Process Improvements</li> <li>- BPC integration with PUA, PEUC and EB</li> <li>- Integrity and Fraud Detection system improvements</li> <li>- Feasibility and gap analysis for systems replacements</li> </ul>

## Ways We’ve Made a Difference for States in Managing UI/PUA Claims Surge

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- Increased capacity for states to process more claims, and more claims faster
  - Maintained program integrity by performing fact finding tasks with high level of accuracy
  - Project scale-up less than 10 days, including hiring and training
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# Navigating Change

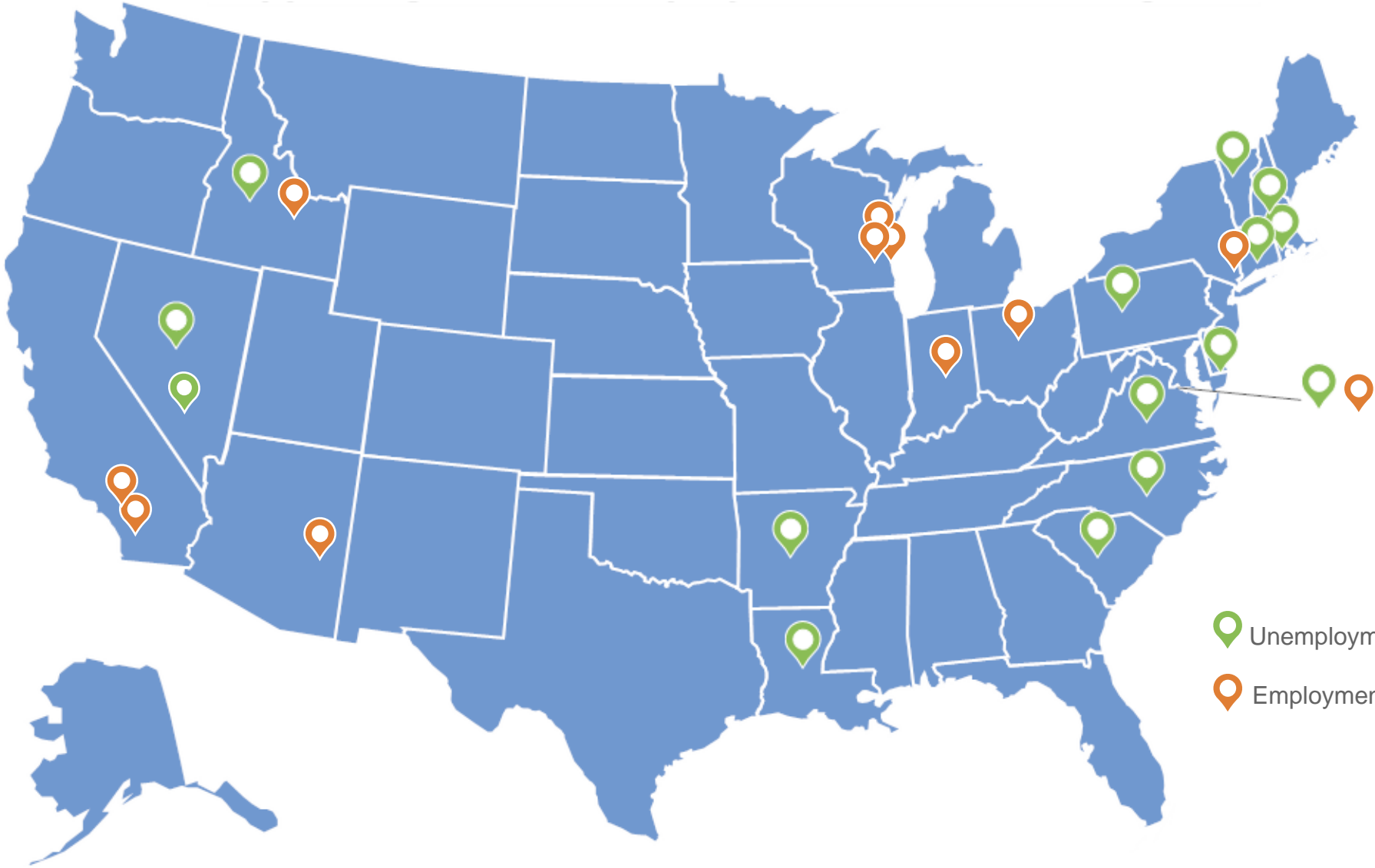
Supporting States' Unemployment Insurance Program Needs

Overview

**MAXIMUS**<sup>®</sup>

September 2020

# Serving the full range of states' unemployment and employment needs



We've deployed more than 3,000 professionals to support states in processing Unemployment Insurance claims.

# UI/PUA program elements supported by Maximus

MAXIMUS Unemployment Insurance and Pandemic Unemployment Assistance Core Capabilities						
State	PUA Assistance	Claimant Questions	Filing Claims and Ongoing Claims Processing	Adjudication Support and Fact Finding	Fraud Investigations Support	Systems Consulting
Arkansas	X	X	X	X		
Connecticut*	X	X	X			
Delaware						X
District of Columbia			X			
Idaho		X	X	X		
Louisiana	X	X	X			
Nevada			X	X		
New Hampshire		X				
North Carolina	X	X	X	X		
Pennsylvania*	X	X	X			
Rhode Island	X	X	X	X	X	
South Carolina**		X	X			
Vermont	X	X	X	X	X	
Virginia		X	X	X		

\*Only PUA support

\*\*Through September 14th

# Serving the entirety of the unemployment lifecycle



## Claimant Support

Helping claimants file or update their claims and answer basic questions

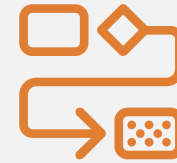
*Virtual support, omni-channel communication, cloud-based technology*



## Claims Management

Fact-finding and investigations to support adjudication and appeals processes

*Experienced workforce professionals with expertise in UI process and systems*



## Business Process

Business process improvement, feasibility and gap analysis for system improvements

*Experienced workforce professionals with expertise in UI process and systems*



## Return to Work

Proactive support to claimants to help navigate existing state resources; virtual support to divert AJC volume

*Virtual navigators and coaching support*

# Ability to perform simple and complex tasks

## **Claimant support tasks we perform**

*Prioritize single-call resolution*

- Inbound calls
- Claims status information
- Basic questions
- Help filing initial claim
- Claim changes/updates
- Pin resets and bank changes
- Work history or wage adjustments
- Reopen claims
- Manage claimant email inquiries
- Multi-channel engagement (virtual agent, web chat, phone)

## **Fact finding and claims tasks we perform**

*Prioritize quality and accuracy*

- Claims investigation and processing
- Dynamic fact finding to claimant and employers
- Validate identity
- Pension issues impacting eligibility
- Incomplete, expired, and ineligible claims adjudication
- Validate last bonafide employer issues
- Fraud investigation support
- Clarify incomplete/missing claims info
- IBIQ mismatch
- IBIA exceptions
- Wage protest issues
- Appeals and hearings support

# Analyze gaps and help you avoid system pitfalls

Let us help you adjust to a post-COVID world by:

- Addressing silos in business and technical processes
- Hand-offs from your primary UI system to the new PUA system
- Auditing your systems to ensure that your system-of-record is updated and data are accurate
- Identifying fraud gaps and your federal ETA reports are accurate

## Types of UI consulting support we offer

### Systems Modernization and Integration Support

- GAP analysis
- Need assessments
- Implementation support (PMO, QA, IV&V)

### UI Business Process Review

- Process improvement
- Change management
- Improper payment detection and recovery

### Cultural Process Improvement

- Set departmental goals with stakeholders
- Breakdown silos for team collaboration
- Define desired outcomes
- Develop continual improvement
- Developing leaders
- Agile transformation

# Bringing workforce professionals to UI/PUA programs



## Workforce Professionals

- Eligibility determinations
- Case management
- Case documentation
- Compliance rules
- Program integrity requirements
- Shared services delivery expertise
- Escalation teams
- Scenario based training; ongoing training
- ICON system knowledge



## Project Oversight

- 15:1 staff to supervisor ratio
- Operations manager
- Corporate oversight
- Supervisors
- Quality assurance specialist
- Reporting analyst
- Finance support
- Dedicated staff trainers
- Workforce management



## Tools and Technology

- Genesys telephony
- Digital chatbot and AI
- Dashboard analytics and reporting

Our workforce staff brings transferrable skills – ICON system, case compliance, case documentation, program rules, and program integrity requirements – making the transition to learning UI programs faster and enabling them to more quickly become capable of performing complex claims and investigative tasks than vendors who primarily bring only call-center agent experience.



# Impact for states

## ■ Idaho

- **Reduced call volume** by more than 65% during the first 3 weeks, from a starting average of more than 13,000 unique calls to around 4,000 unique calls in just under 3 weeks
- **Reduced call hold time** from more than 80 minutes to a more manageable 10 minutes after deploying a similar solution

## ■ North Carolina

- Managed claimant calls from 5-day peak of **more than 100,000** inquiries to current average of near 30,000; average resolution time between 7 and 10 minutes
- Managed **more than 200,000 chat conversations** since May, averaging more than 9,000 live agent chats during weekly surge occurring on Mondays

## ■ Rhode Island

- Worked **more than 50,000 flagged cases** since mid-April; average of more than 800 cases per day
- Managed **more than 5,000 inquiries** through email, working an average of 280 cases per day, including **more than 2,000 flagged fraud claims**

- **Vermont** – Managed an average of more than 2,500 daily claimant calls in July with an abandonment rate of less than 10%

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