

UST Claims Monitoring Services

Backed by the Experts at TALX Employer Services

UST helps you navigate the complexities of unemployment claims management and benefit cost control with ease. UST's team of unemployment claim experts will consistently guide you through best practices and provide the claim support you need to save long-term.



Claims Made Easy

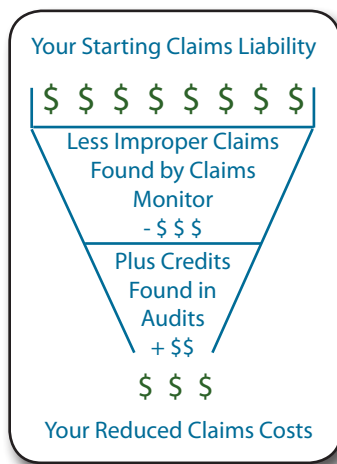
UST's claims monitor reduces both your unemployment benefit costs and paperwork with a customized, flexible approach to claims management. **The team of specialists is the most experienced and diverse in the industry** with an average of more than 14 years of experience. Working seamlessly with members, they serve your needs for consistent management of the claims, hearings, and benefit charge auditing processes.

As a member of UST, you get more for your dollar. **For about the same cost you would pay to contract with a claims monitor on your own, you can participate in UST and receive not only claims monitoring but all of the valuable benefits of UST membership:** strategic account investment, surety bonding, stop-loss protection, and the experience of expert trustees and administrative staff.

Benefits of the claims monitor extend far beyond the primary goal of reducing your costs. They become a centralized source for consolidated reporting, procedural compliance, and education

for your employees. In addition, when an unemployment hearing is required, experienced representatives prepare you to defend your position and win.

The claims monitor is your ally in reducing unemployment costs long-term.



Feature

Your Benefit

Unemployment Cost Management

The claims monitor creates critical savings in two ways: by streamlining procedures for reduced administrative costs and by protecting you from erroneous unemployment benefit charges. Alleviates the need for expensive in-house claims administration.

Claims Administration

Specialized staff dedicated to serving the needs of nonprofit employers. Each year, the claims monitor eliminates millions in unemployment claims liability for nonprofit employers.

Benefit Charge Audits

Nationwide, an estimated \$3 billion dollars are erroneously charged to employer accounts every year. When problems are identified, we file protests and follow up to ensure you are not charged more than you owe.

Web Based Reporting

Fingertip access to claims and hearings data through the web provides instant answers to claim status inquiries.

Education

Best-practice unemployment training and education establishes cost-minimizing, uniform procedures as daily routine.

State Relationship Management

Up-to-the-minute knowledge of unemployment laws and regulations by state frees your organization from time-consuming responsibility.

Hearing Consultation & Representation

Detailed knowledge of the unemployment hearings process replaces hearings procedure and preparation concerns with confidence and peace of mind. The average win ratio has historically been 77%.