

CaseBuilder

An Evolution in Unemployment Claims Management

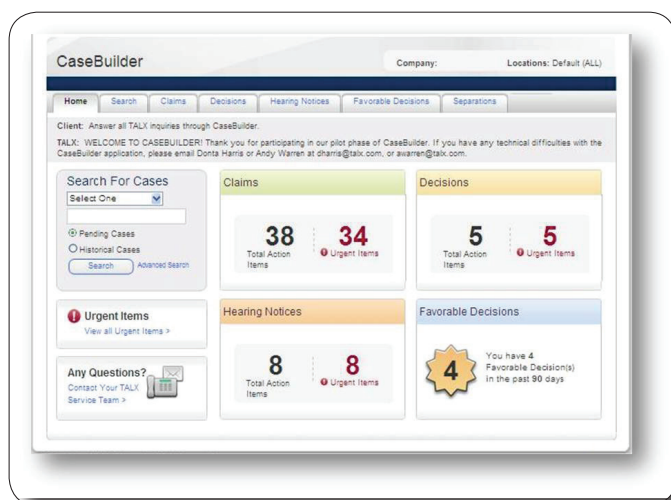
UST, in partnership with Equifax Workforce Solutions, is pleased to offer the most advanced Unemployment Cost Management solutions available. The most recent enhancement, CaseBuilder, provides a centralized and secure location for efficiently monitoring your claims activity online while simplifying all case-related communications and information exchange.



Designed to Simplify

Adhering to standards established by the State Information Data Exchange (SIDES), CaseBuilder guides employers through a defined series of information requests to systematically address each benefit claim. This ensures that accurate data, triggered by the initial reason for separation, is provided in response to every claim, thereby minimizing your exposure to benefit overpayments and escalating non-compliance penalties.

Shown below, the CaseBuilder dashboard simplifies the employer experience and provides a more proficient and controlled view into the entire claims process, resulting in a more streamlined case progression.



With CaseBuilder, the processing of information requests, tracking of response, and identification and elimination of bottlenecks in case progression is all efficiently managed.

CaseBuilder improves outcomes through increased visibility into case detail, enhanced communications and process control, and increased accuracy and timeliness of response.

Increased Visibility

- » Outstanding claims, decisions, and hearing details all visible within a single dashboard
- » Enhanced search enables complete view of case activity and access to state documents
- » Accessible from any internet connection

Enhanced Control

- » Personal user settings established for how notifications are received, prioritized, and managed
- » Cases can be assigned to additional users based on business needs
- » Direct scheduling of hearing representation

Increased Accuracy

- » Separation documents directly uploaded to CaseBuilder
- » Online storage eliminates accidental loss of documents
- » CaseBuilder methodically gathers complete and accurate response detail – ensuring expedited delivery to the state

Creating Value

CaseBuilder provides immediate visibility into your entire case history. This interface allows you to quickly identify and enter details for a claim, upload multiple documents, and conveniently schedule representation – all from the same view.