

The Life of a UI Claim Processed by CUBS

The Comprehensive Unemployment Benefits System

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1 Life of a UI Claim processed by CUBS

This document describes the path of hypothetical UI claim, and demonstrates some of the major functions and benefits of CUBS, including:

- Integrated processing from claims to general ledger
- Streamlined business processes, real-time
- Reduced costs, better customer service and improved efficiency
- Automated workflow, case management and imaging

1.1.1 Initial claim

Claimant Smith filed an initial UI claim in Utah using the CUBS self-service web interface.

EMPLOYER, STATE	1Q 2004	2Q 2004	3Q 2004	4Q 2004
ABC Co, OK	\$1500	\$2000	\$2000	
DEF Co, UT			\$500	\$2600
Total Wages	\$1500	\$2000	\$2500	\$2600

Claimant Smith's electronically-filed claim

1.1.2 Combined Wage Claim Automated with ICON

Since Claimant Smith submitted a combined wage claim from two different states, Oklahoma and Utah, CUBS triggered a fully automated, real-time process to confirm the wages via an integrated ICON interface module. The ICON module then triggered an IBIQ query to the national ICON system. In the case of Claimant Smith's claim, his out-of state wages were confirmed to be accurate. CUBS then automatically requested the wages from Oklahoma using the ICON-IB4 process.

Once the wage information was returned on the IB4 request, CUBS automatically sent an IB5 notice to Oklahoma notifying them of the percentage of wages being included. This percentage was remembered and stored by CUBS, to automatically determine employer charges later on.

With CUBS, ICON integration takes place in real-time and is fully automated. CUBS provides a complete set of screens for state users to interact seamlessly with the national ICON system.

1.1.3 Determining Monetary Eligibility

In order to file for unemployment benefits, Claimant Smith must have been employed within the past 18 months and earned a minimum amount of wage credits. During the Initial Claim(s) process, CUBS automatically gathered all the data required from Claimant Smith to determine his monetary eligibility.

In the case of Claimant Smith, CUBS determined he was eligible, and started a process to determine Claimant Smith's Non-Monetary Eligibility.

1.1.4 Determining Non-Monetary Eligibility

The second type of eligibility is non-monetary. To be eligible for unemployment benefits, Claimant Smith must have become unemployed through no fault of his own and he must be available for a new job.

Claimant Smith asserted that this was the case. However, CUBS determined there was a separation issue. During the initial claims process, CUBS automatically sends employers a notice of claim filed. One of Claimant Smith's prior employers responded with a protest stating that Claimant Smith quit for personal reasons. CUBS notified Claimant Smith of the separation issue and of the adjudication process. CUBS' Correspondence Module automatically produced and sent to Claimant Smith, via US mail, a bar-coded written notice of the non-monetary eligibility decision. He had the option to challenge the decision by filing an appeal.

1.1.5 Adjudication

Since CUBS detected an issue with Claimant Smith's initial claim, the system queued the issue for the adjudication process.

CUBS provides for automated case management of issues undergoing adjudication. CUBS automates the process by:

- Placing all issues in a queue
- Assigning issues to cases
- Assigning cases to adjudicators on a fair share basis

Adjudicators review their electronic in-basket for new work to their queue. Adjudication issues are listed along with any related statements concerning the issue.

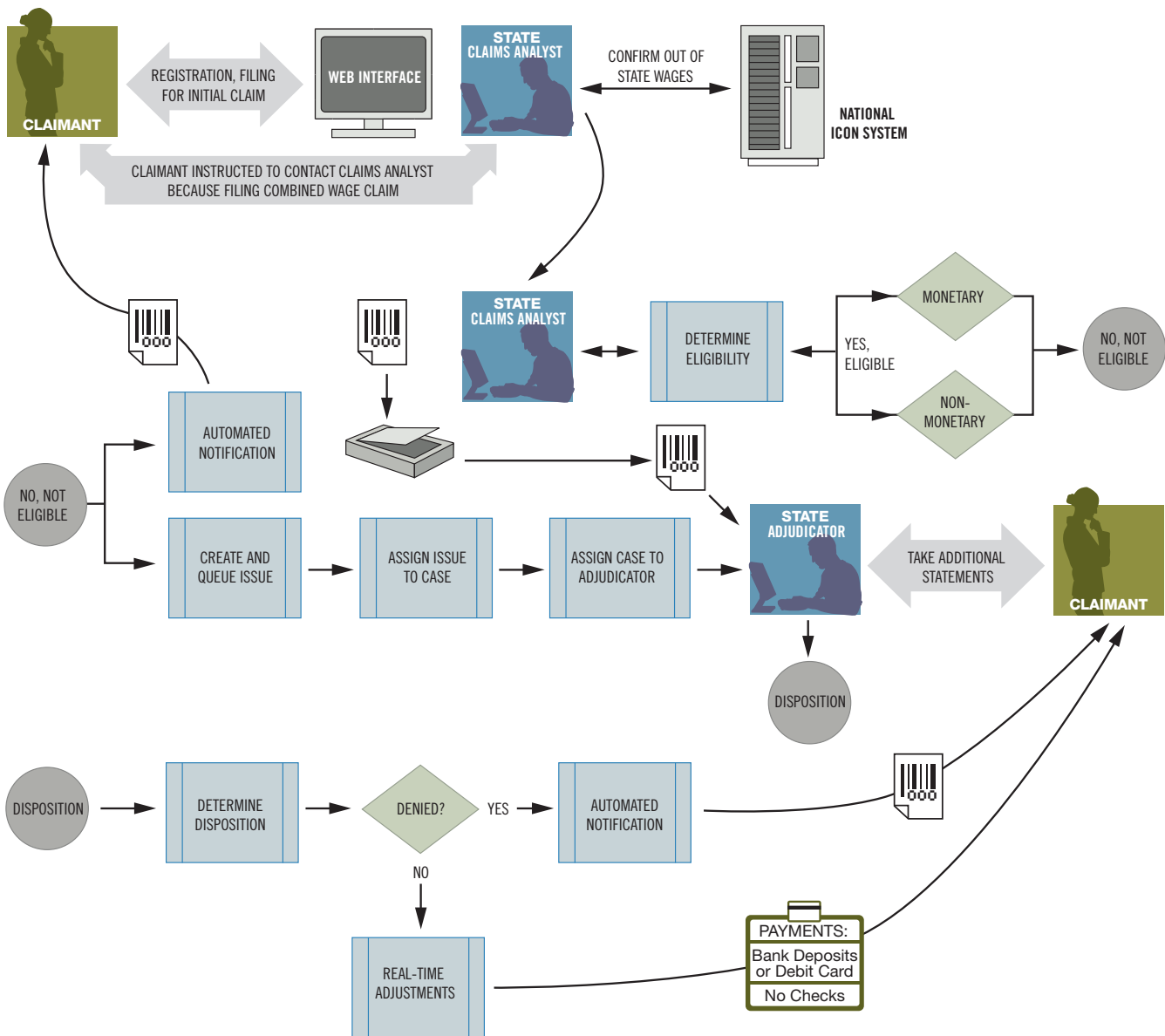
In the case of Claimant Smith, the adjudicator worked the case by reviewing all documents previously scanned into the system. This was easy to do because the documents were all attached to the case files in CUBS. The adjudicator called Claimant Smith and his employers to obtain additional information and added that information to the case record.

After the review, the adjudicator denied Claimant Smith's claim due to a "Voluntary Quit" issue. The adjudicator indicated his decision in CUBS and the system sent an automatic denial notification to Claimant Smith.

Non-monetary decisions made in the adjudication module create adjustment requests in CUBS. These adjustment requests initiate the CUBS accounting process to determine whether a claim is payable. Since adjustments take place online and in real-time, *adjudicators can see their results immediately*. The system allows the adjudicator to make additional changes, and then sends the final decision to the claimant.

All documents collected to make the decision are also stored in the imaging system and attached to the case. The Non-Monetary module also automates the collection of BTQ data for state and federal reviews.

Claimant Smiths' Workflow in CUBS



1.1.6 Appeals

The adjudicator determined the claim was denied due to a “Voluntary Quit” issue. Claimant Smith chose to appeal this decision and initiated his appeal in writing and in a timely fashion.

Since CUBS is a totally paperless system when Claimant Smith’s appeal notice arrived via US mail, it was scanned into CUBS and the image was electronically attached to Claimant Smith’s case record.

After an Administrative Law Judge reviewed Claimant Smith’s appeal, the appeal was decided in Claimant Smith’s favor. Written notice of the decision was sent to CUBS, scanned, and, through CUBS’ integrated workflow functionality, automatically routed to the adjudicator handling the case. The adjudicator was automatically notified that a new document had arrived via CUBS’ integrated case management capabilities.

The adjudicator reviewed the Administrative Law Judge’s decision and entered a favorable non-monetary resolution for Claimant Smith. This decision initiated the CUBS’ adjustment process for Claimant Smith’s initial claim.

1.1.7 Managing Adjustments

In the CUBS system, an adjustment request is automatically created in many situations: when a monetary determination is made, when a non-monetary resolution is rendered, when earnings are changed in a week, when a payment is voided, or when a claim is withdrawn or the effective date of a claim is changed. In the case of Claimant Smith, an adjustment request was created because a non-monetary resolution was rendered in his favor.

CUBS’ adjustment processing evaluated the claim for the week Claimant Smith filed. The system approved the eligibility of that week, and determined the appropriate compensation to be sent to Claimant Smith. If the week had been overpaid, an overpayment process is triggered; or, if the week had been underpaid, a supplemental payment is automatically generated.

Each week that has an adjustment to payments automatically triggers adjustments to charges. Old charges are automatically backed out and new charges applied. Because CUBS is a ledger-based system, charges must always equal payments, which ties the *claims system to the general ledger and ensures the two balance.*

1.1.8 Continued Claims

For subsequent payments, Claimant Smith has to file a weekly claim and to answer questions to validate his continued eligibility.

Claimant Smith choose to file his subsequent weeks continued claims (CC) using CUBS Integrated Voice Response (IVR) system. Similar to the CUBS' web interface Claimant Smith used to file his initial claim, the IVR operates in real-time and is completely automated.

CUBS reviews each week Claimant Smith filed for potential issues. When an issue is detected, CUBS automatically stops payments beginning with the Sunday of the week and refers the issue to an adjudicator to resolve.

Claimant Smith's filing of a continued claim initiated the eligibility and payment process. All states are required periodically to review claims for ongoing eligibility. The Eligibility Reviews (ER) are performed at various stages during the claims process.

Seven to ten weeks after Claimant Smith's filing, CUBS Correspondence Module automatically sends Claimant Smith a bar-coded notice of his eligibility review. Claimant Smith is required to answer questions (on the web) about his eligibility to work and asked to list his work search contacts.

When Claimant Smith answered these eligibility review questions on the web using the CUBS self-service web interface, CUBS then automatically routed the answers to Claimant Smith's claims examiner for review. If issues were to be detected, they would automatically be sent to the queue to be adjudicated.

2 Summary

This hypothetical description of CUBS is designed to illustrate the integrated design of the CUBS system. CUBS provides for integrated processing, all the way from claims intake, to weekly filing through to general ledger. This streamlined real-time business process improves the efficiency, accuracy, and timeliness of the unemployment insurance benefits process and does so at a lower cost.

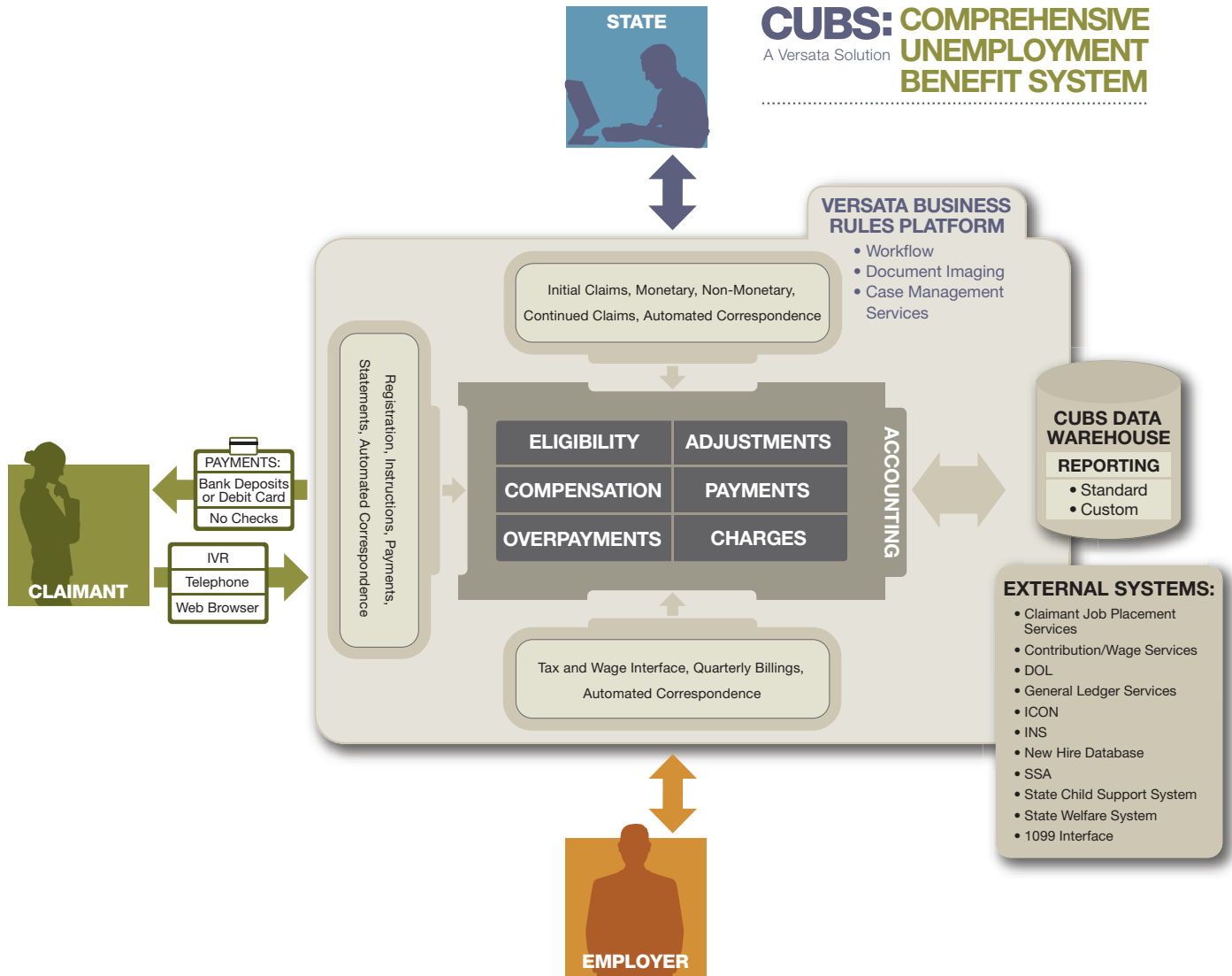
Business rules define the business logic across the CUBS modules and ensure consistency of data in the system. Redundant, error-prone data entry is eliminated. When data is updated, the CUBS system immediately reflects the change.

The workflow module automatically delivers cases to the appropriate staff member when changes to case status require attention. The imaging module eliminates the costly handling, filing, copying and searches for paper documents. All relevant documents are just a click away from the case files.

When the legislature enacts changes, the business rules that define CUBS behavior are easily changed to comply with the new laws. States are able to rapidly implement the changes in CUBS. With CUBS, states can deliver higher quality services to clients at a lower cost.

Versata's business rules platform is one of the first Business Rules Engines (BREs) to provide a full spectrum of rules for complex decisions, processes, transactions, and data logic. Built on an open architecture that supports J2EE™, Web Services and Service Oriented Architecture (SOA), CUBS is built on the solid, proven Versata platform that has delivered value to hundreds of customers and provided them with faster and more agile application development.

To learn more, visit Versata at <http://www.versata.com/>.



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