



## UNEMPLOYMENT COST MANAGEMENT

### Controlling unemployment costs with Employer Representatives

We know how overwhelming it can be to control unemployment compensation costs.

HR professionals must take extremely quick, accurate and intelligent action when responding to UI claims. Your hospital must pay unemployment taxes because it's the law. However, you may be paying more than necessary. By failing to carefully monitor accounts, and by allowing unqualified individuals to collect benefits, most hospitals are losing money.

During the last 30 years, Employer Representatives (ERI) has developed and refined strategies that allow clients to effectively control unemployment compensation costs. These proven strategies enable ERI to reduce the amount of benefits paid to former employees and make certain that only those who qualify for benefits can collect. What's more, ERI relieves members of the time-consuming paperwork required to process claims.

#### *How ERI partners with you*

*Western Healthcare Alliance (WHA) members can control costs with ERI through their effective management of your unemployment claims and assistance in training your managers. They also continually monitor your accounts to make sure you're paying only what you owe.*

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WESTERN HEALTHCARE ALLIANCE

*Collaborating to Improve Rural Healthcare*

#### *Employer Representatives will:*

- ▶ Respond to unemployment insurance claims in a timely manner.
- ▶ Determine validity of claims.
- ▶ File protests against fraudulent claims.
- ▶ Provide adjudicator follow-up calls and documentation.
- ▶ Monitor quarterly benefit charges and tax rate notices for accuracy.
- ▶ Protest erroneous quarterly benefit charges for credit back to employer's account.
- ▶ Provide effective documentation training to supervisors.
- ▶ Provide consulting for employers who are faced with a discipline or termination situation.
- ▶ Provide employer with timely management reports on ERI services.
- ▶ Supply necessary forms as needed to accurately document warnings and separations.
- ▶ Provide representation at appeals hearings and prepare witness hearings.
- ▶ Assess your unemployment insurance claims history.
- ▶ Prepare second level appeals.

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