



Claims Specialist Training

Detecting Issues

Part 2: During a Restart or Continued Claim Series

Trainee Workbook
Created by UI OPS Technicians
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Detecting Issues during Restarts

When a Claims Specialist identifies an issue at the time of a restart (AC/RO), the appropriate line flag(s) must be set, forms mailed to the claimant if necessary, and a file created. In some cases, advisories must be provided to the claimant.

Separation Issues


Separations can be identified when a claimant calls in to restart a claim. The AC is done, a file is queued up, and good claim comments are made.

 **Completed OCS Restarts**

Selection Criteria: **Filed**=(06/21/2019 - 06/21/2019) **Week**=24/19 **Reason**=DS,VQ,LD,LA

4 Records Found

	SSN	Last Name	BYE	FO	Date/Time Filed	Week	Type	Emp1
1			02/20	200	06/21/2019 01:10	24/19	AC	VQ
2			51/19	200	06/21/2019 09:59	24/19	AC	DS
3			05/20	200	06/21/2019 17:42	24/19	AC	VQ
4			01/20	200	06/21/2019 22:18	24/19	AC	VQ



Claimants are also able to do online restarts. Assigned staff review the online restart list daily for any separation issues that must be queued up.

A claimant, who does an online restart and indicates a job separation other than LW or SW, completes a separation questionnaire at the time of the restart. The staff person uses that questionnaire to queue up the issue.

Non-separation Issues

Occasionally, other issues are identified during a restart. The claimant may mention school attendance, health issues, child care or transportation problems. Be aware claimants may ask questions or make comments that raise potential issues.

Any issue raised that has the potential to impact claimant's availability for work is an issue and should be queued up. Appropriate forms must be mailed and line flags set when applicable. Good documentation in comments is a must!

Advise the claimant an issue exists which must be reviewed. The claimant should continue to claim weekly and respond to any phone calls or mailed requests for information. The staff person speaking with the claimant may take a preliminary statement and transfer the call to an adjudicator.

Non-separation issues may also be identified from an online restart. When a claimant does a re-open, they are asked why they stopped claiming benefits.

Restart - No Work

Your claim was filed or you last restarted your claim during the week ending January 1, 2005
What is the primary reason you stopped claiming benefits?

I was not looking for work	<input type="radio"/> Yes <input type="radio"/> No
I was in jail	<input type="radio"/> Yes <input type="radio"/> No
I was ill or injured and was not able to work	<input type="radio"/> Yes <input type="radio"/> No
I forgot to claim the prior weeks	<input type="radio"/> Yes <input type="radio"/> No
I was on vacation	<input type="radio"/> Yes <input type="radio"/> No

Other: (Reason not listed above that still exists, for example: school, ongoing family emergencies, etc.)

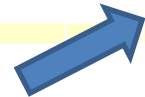
Any RO that raises an issue appears on the Completed OCS restart list.



Selection Criteria: Filed=(06/23/2019 - 06/23/2019) Week=25/19

Records Found

SSN	Last Name	BYE	FO	Date/Time Filed	Week	Type	Emp1	Emp2	Illness/Jail/Other
1 552-95-6019	MCCULLY	05/20	700	06/23/2019 00:02	25/19	RO			
2 542-41-1499	RIGNEY	42/19	700	06/23/2019 00:05	25/19	RO			
3 552-43-8285	MONTANO	23/20	200	06/23/2019 00:11	25/19	RO			Yes
4 541-27-5085	CASHEL	23/20	200	06/23/2019 00:11	25/19	RO			
5 559-63-2491	HOOVER, JR	01/20	200	06/23/2019 00:14	25/19	AC	SW		
6 572-13-4202	WHITE	28/19	200	06/23/2019 00:25	25/19	AC	LW		
7 602-24-2979	VILLANUEVA	07/20	200	06/23/2019 00:32	25/19	RO			
8 563-83-1396	ROSSI	18/20	200	06/23/2019 00:36	25/19	RO			
9 521-25-1340	CRITTENDEN	02/20	200	06/23/2019 00:37	25/19	RO			Yes
10 476-82-0851	REH	19/20	200	06/23/2019 00:49	25/19	RO			Yes



Assigned staff use the completed document to queue up the issue.

RO Questions	
I was not looking for work	No
I was in jail	No
I was ill or injured and was not able to work	Yes
Does this condition still exist?	Yes
What is/was the nature of your illness or injury?	
Mental health	
I forgot to claim the prior weeks	No
I was on vacation	Yes
Other: Please explain why you have not been claiming:	
Mental health treatment	

Detecting Issues during a Continued Claim Series

Issues may be identified when a claimant calls with questions or wants to know how a certain situation might impact his/her unemployment benefits. If the information raises an issue, take appropriate steps and document in comments.

Weekly Certification Questions related to AAA issues

Often AAA issues are identified when a claimant submits his/her weekly claim. Four questions address AAA issues:

Q-2 OLM Were you away from your permanent residence for more than three days last week?

Q- 3 Able Were you both physically and mentally able to perform the work you sought last week?

Q-3 Available Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work?

Q-3 ASW Did you actively look for work last week?

When a claimant answers “no” to any of the above questions, a suspense letter is system generated to the claimant asking for specific details. Payment is held while additional information is gathered to confirm an issue(s) exists. If the new information results in no issue, we modify the claimant’s answer and payment is made, if otherwise eligible. If the claimant fails to respond by the deadline, adjudicators issue a computer generated denial.

Examples:

The claimant receives the suspense letter and calls in to tell us s/he must have pressed the wrong button because s/he was able to work.

Action: Modify claimant’s answer for the week and release payment. Add claim comments detailing the actions taken.

The claimant returns the suspense letter indicating she was out of her labor market from Sunday to Thursday on vacation.

Action: Create a file.

Out of labor market

What does that mean? It means the claimant left the area where s/he resides during a week s/he is claiming. Why do we care? Because according to our laws and rules, it is a potential eligibility issue which must be investigated.

Q-2 OLM Were you away from your permanent residence for more than three days last week?

Answering “yes” results in the following computer generated questionnaire sent to get more details.

006 – (304 OUT OF LABOR MARKET ISSUE)

No payment was made because you indicated you were away from your permanent residence for more than 3 days. If you have not already done so, please answer the following questions and return this letter to the office listed above within five days. Failure to return this information will result in a denial of benefits. Although not necessary, you can call the office listed above if you have questions.

1. Where did you go?
2. What date and time did you leave?
3. What date and time did you return to your normal labor market area?
4. What was the purpose of the trip?
5. Did you look for work while you were gone? Yes No

If so, please list your contacts below:

DATE EMPLOYER PHONE # LOCATION RESULT

If you need more space, use the reverse of this form.

6. If you sought work, are you willing and able to move if offered a job in that area?

Sometimes claimants call us because they are confused about how to answer the questions. What can you say?

The claimant needs to provide the specific date and time s/he left and the specific date and time s/he returned.

The claimant needs to indicate where s/he went and the purpose of the trip.

If the claimant sought work while out of his/her labor market, s/he needs to provide the details of his/her work search in the area visited.

During a phone conversation, a claimant may provide information indicating s/he just returned from being away or plans to leave his/her labor market in the near future. Get the details (when s/he left or plans to leave, return, where s/he went, and the purpose of the trip) and document in comments. Advise the claimant to answer “yes” to the Q-2 certification question for the applicable week(s), set a line flag if appropriate and if in the past, queue the issue. Document the actions taken in comments.

Keep in mind claimants must be out of the labor market for more than three days of a particular week or miss a chance to work for it to be an issue. If a claimant is gone Friday and Saturday of one week and Sunday and Monday of the following week, there is no issue UNLESS s/he missed work or turned down a job.

Q- 3 Able Were you both physically and mentally able to perform the work you sought last week?

If a claimant answers 'no' to the Able question, the following suspense letter is mailed to them.

007 – (305 Q-3a - Able)

We cannot pay this week because you said that you were not physically able to work during the week. If you have not done so, please complete the questions below and return this form within 5 days. Failure to return this information within 5 days will result in denial of your benefits. Although not necessary, you can call the office listed above if you have questions.

1. What was the nature of your illness, injury or disability?
2. What date and time did you first become unable to work?
3. What date and time were you able to work full-time after your illness, injury or disability ended?
4. If you are not able to work full-time, please explain the restrictions on what you can do:
5. What is your customary occupation?
6. Yes ___ No ___ Could you seek any other type of work that you would have been able to perform during your period of illness, injury or disability?
If yes, please explain what types of work you sought that you were able to perform
7. Yes ___ No ___ Did you look for any other work during the period claimed?
If yes, list the employer contacts you made.

Per OAR 471-030-0036(2) claimants must be physically and mentally able to perform the type of work they are seeking each day of the week. The exception is when that person has a disability for less than half of the week. Half of a week = 3.5 days. Notice the Q3 cert question is not that specific. The suspense letter questions are much more detailed so when a claimant responds to the suspense letter, we must review the answers to know if we have an issue.

Examples:

If the claimant responds saying he had the flu from Monday 8pm to Wednesday 6pm, there is no issue because claimant was ill less than half the week.

If the claimant indicates he was sick from Tuesday 6am to Saturday 10am, there is an issue and it needs to be queued up.

If the claimant reports he got sick on Sunday but was better on Wednesday, the issue needs queued up because we don't have enough information to know if he meets the exception.

Reminder: If a claimant misses an opportunity to work, it is always an issue. Queue it up!

Q-3 Available Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work?

008 – (306 Q-3b - Available)

We cannot pay this week because you said that you were not willing to work all of the hours and days normal for the type of work you are seeking.

If you have not done so already, please complete the questions below and return this form within five days. Failure to return this information within 5 days will result in a denial of your benefits.

Although not necessary, you can call the office listed above if you have questions.

1. What type of work are you seeking?
2. What days and hours were you not willing to work?
3. Why were you not willing to work these days and hours?

I certify the above information is true and accurate to the best of my knowledge.

The availability portion of the rule covers many aspects of availability. Primarily we are interested in whether claimant was willing to work all the days and hours customary for the type of work sought and whether he was capable of accepting and reporting for work. The only exception to availability requirements is if the claimant has a long-term or permanent physical or mental impairment that prevents him/her from being fully available.

Nearly all availability issues resulting from a weekly certification will need to be queued up for adjudication. In some cases, claims staff take a preliminary statement to determine if the call should be forwarded to an adjudicator.

Q-3 ASW Did you actively look for work last week?

009 – (307 Q-3c - Actively Seeking)

We cannot pay benefits for this week because you said that you did not look for work. If you have not done so already, please explain below why you did not look for work and return this form within five days. Failure to return this information within 5 days will result in a denial of your benefits. Although not necessary, you can call the office listed above if you have questions.

I certify the above information is true and accurate to the best of my knowledge

Claimants are required to actively seek work each week unless they meet one of the exceptions (TLO or Union attached). Responses to the suspense letter will be queued up for adjudication unless the response shows the claimant did actively seek work. If that happens, claimant will need to provide the work search information.

If a claimant answers any of the Q2 or Q3 certification questions in such a way as to raise an issue, then fails to respond to the suspense letter, an adjudicator can issue an automated denial decision. A claimant may contact the UI Center or provide the requested information after the denial was issued. Appropriate steps are taken at that time, depending on what information is received.

Weekly Certification Questions Related to other Issues

- Q1 – Did you fail to accept an offer of work last week?
- Did you quit a job last week?
- Were you fired or suspended from a job last week?

A “yes” answer to any of the above questions will result in a suspense stop being placed on the claim. This is an ongoing stop since each of the potential issues above (JR, VQ, or DS) may disqualify the claimant until they requalify with sufficient work and earnings. Suspense letters requesting details are also sent for these issues. If a claimant does not respond, an automated decision can be issued.

Issues identified at other times

Sometimes we learn of potential issues at a time other than the claimant’s IC/AC/RO or weekly certification. This could be when a claimant calls with a question, or mentions something potentially disqualifying, e.g., “I can’t do my work search because my car is in the shop.” The information may also come from an employer’s 220 response, e.g., “this person asked for two weeks off for personal business.”

The action you take in these cases will depend on the type of issue identified and the source. You may need to send questionnaires, set line flags, and/or make a file.

Incarceration

Claimants may report a period of incarceration when restarting a claim or during a continued claim series.

OAR 471-030-0036(3)(f)(B) is very specific.

(f) For the purposes of ORS 657.155(1)(c), an individual is not available for work in any week claimed if:

(B) during the week, the individual is incarcerated during any days or hours customary for the type of work the individual is seeking.

This means if there is **any** overlap at all between the time the claimant was in jail and the days/hours of his/her customary occupation, the claimant is not available. Queue the issue, set a D 42 line flag for the week(s) at issue and send the incarceration letter found under UI Letters/Info Request AAA/Incarceration.

The Department also receives a weekly “jail list”. Every Sunday, Oregon county jails provide OED with the full name, date of birth, and SSN for all inmates in custody the prior week. The information may include intake date and time and release date and time. If we have a perfect match (SSN, last name, and DOB match a claimant) BPC staff place a D42 flag on the claim and enter a comment. The comment includes the facility name in addition to the available data noted above.

```
08/12/19 PERFECT MATCH INCARCERATION: ADMIT WEEK 32-19 DATE 08/09/19 - 09:52 LIST RCVD - 08/11/19 01:35 FROM JAIL: LINN
```

```
08/12/19 PERFECT MATCH INCARCERATION: ADMITTED IN WEEK 32-19 ON DATE 08/06/19 - 10:24 RELEASED 08/07/19 - 16:03 LIST RCVD - 08/11/19 00:30 FROM JAIL: DE SCHUTES
```

If we don't have a perfect match (one of the identifying elements is missing), BPC staff place a C 42 flag on the claim and enter a comment.

```
08/05/19 CLOSE MATCH INCARCERATION: ADMIT WEEK 31-19 DATE 07/29/19 - 02:58 LIST RCVD - 08/04/19 00:10 FROM JAIL: LANE
```

If you see one of these comments and the issue has not been sent to adjudication, queue it up.

Remember, while issues are identified by claims specialists, the final determination on eligibility is done by the adjudicator. It's important to let the claimant know his/her claim eligibility will be reviewed and that process will take some time. The adjudicator will speak to the parties involved before making a decision. Be aware that not all identified issues result in a denial of benefits.

Special Mention – Other Related AAA Issues

Self-employment

This topic was covered in the IIC/TIC material. Sometimes we find out about it when the claimant restarts a claim. When that occurs, send a 385D letter, set a D 13 line flag and queue it for adjudication. Send a self-employment advisory letter to the claimant. Advise the claimant to report all hours spent in self-employment and any earnings.

Commission Sales

When a claimant indicates s/he is doing commission sales, set a D 16 line flag and queue the issue for adjudication. Send the Commission Sales advisory letter. Instruct the claimant to report the actual number of hours worked each week and to provide a “best estimate” of earnings for the week. If unable to estimate, instruct the claimant to report minimum wage for each hour worked. Refer to UI Memos dated May 27, 2014 and July 18, 2014 for more information.

Business Owners

Claimants who are business owners are typically identified at the time of the IC filing. If you identify a business owner claimant later in a claim and can see that this issue has not been addressed (there is nothing in comments about it), set a D 18 line flag and queue for adjudication. Advise the business owner claimant to accurately report all hours spent working for the business. The claimant must also report what they will be paid for the services they perform. See UI Memos dated May 27, 2014 and July 18, 2014 for more information.

Line Flags

Benefit Manual, Sections 176, 178, & 179. The purpose of a Line Flag is to prevent payment until an investigation of an issue is completed or to alert us to a potential issue in the future. When setting a line flag, you must select the appropriate code so the claimant gets the correct message when/if s/he claims the flagged week. In most cases it is easy to determine which code to use. Occasionally, more than one code may seem to apply, so use the one that fits best. You can find a complete listing of line flags on EDWEB.

We utilize two types of Flags; “D” and “C”. D line flags are the most common and stop payment. C line flags do not stop payment.

Use D line flags when:

- An availability issue is identified at the time of an AC or RO. Set the D line flag for the first effective week of the AC/RO.

- A job refusal issue is identified at the time of an AC or RO. Set the D line flag for the first effective week of the AC/RO.
- A 220 is returned that tells us a job separation is not a LW as reported by the claimant. **Important:** The D flag can be set only if the claimant has not received payment or WW credit.

Stopping a claim when the claimant is in continued claim status

When a claimant is in continued claiming status, we are allowed to stop payment only under certain circumstances. If we receive potentially disqualifying information from a reliable source, we can set a D line flag starting with the week we receive the information. The key here is that the information must lead us to believe it could ultimately result in a denial of benefits. It does not have to be absolutely disqualifying, it simply has to credibly raise a “red flag” that requires further investigation. Information from a claimant is considered reliable. We consider the claimant to be a reliable source when it relates to an issue on their claim.

Occasionally we receive potentially disqualifying information from a questionable source. Despite being unable to establish the source as “reliable” we will still follow up on the issue by making a file, but we will not stop payment while the issue is being reviewed.

If you are unsure whether to set a D or C line flag, ask your lead worker, supervisor, or UI Tech.

System generated D line flags

D line flags set by the system from the TIC/IIC process will always start with the first effective week of the claim and go through 99/99. Flags set manually by staff may be set to start at any week and can go through 99/99, or may be ended with a specific week depending on the individual scenario. Assign the flag to all potential weeks in jeopardy.

Example: Claimant calls and says he is leaving town today (Tues) and won't be back until the end of the following week. The line flag must be set for the two-week period of time he is gone.

Example: Claimant calls to say she started school this week. The line flag must be set starting this week and going through 99/99.

C line flags

Assign a C line flag when you identify a potential future issue. We use a C line flag because the claimant's circumstances could change by the time the future week is

claimed. C line flags do not stop payment and these weeks will not show on pay suspense unless there is another issue. C flagged weeks appear on a suspense list that is reviewed each week by assigned staff.

C line flags are most commonly used to remind staff to send a questionnaire(s) for future issues such as school attendance, possible school attendance, baby due, and retirement pay. When you set a C line flag, document what the specific issue is and what date or week is involved (i.e., clmt is pregnant and due MM/DD/YY).

Setting the C line flag

Set C line flags for the week prior to the expected baby due date and retirement date and two weeks prior to the school start week. The end week for baby due and retirement will be 99/99. The end week for the school will be the week prior to school beginning (at the time you set the C flag, you will also set a D flag for school to start the week the term begins). When the C flagged week is claimed, it will appear on a suspense list. The reviewer will generate the appropriate letter to the claimant. This allows us to be proactive on these issues so that decisions can be issued within a short time frame of the start of the event.

Let's try the following examples: Indicate whether there is an issue, what type of line flag is needed, start and end weeks for the flag, and any other action needed (i.e., forms sent, file made, etc.).

Example 1: Ruben calls and tells you he will be starting school next week.

Issue? AAA/School

What action do we take? Set a CLF 03 for two weeks prior to the start of school (basically now). Send the claimant a form 385H form to fill out and send back to us. Create a file, mention the 385H was sent, and send it into Adj. Set DLF 03 for next week (beginning of term).

Example 2: Sandi states that she is pregnant and is due to deliver in three months

Issue? Baby Due

What action do we take? Set CLF07 for the week prior to the expected delivery date. The end week for this CLF 07 will be 99/99.

Example 3: Colleen calls you today (July) and tells you that she's thinking about going back to school in September. She thinks classes will start on September 8, but she's not sure.

Issue? AAA/School

What action do we take? Same as above, set CLF 03 two weeks out from start of school and mail the 385H. Set DLF 03 for Week 36/19. Queue up a folder and send it into adj.

Remember, if we receive information from some source other than the claimant, we must decide on the reliability of that information before we can stop the claim. You will always make a file and route to adjust; the question is what kind of flag to set. If the information is vague or just seems to be someone trying to get the claimant in trouble because of a personal vendetta, we can still investigate the issue, but we wouldn't place a "D" line flag to stop payment.

Example 4: The claimant calls to reopen his claim after being in jail for two weeks. Comments show information was received from the jail list, but no file has been made.

Issue? Incarceration

What action do we take? Queue the Incarceration up for Adj, check to see how good the Jail List information is (Perfect Match or Close), check to see if a C or D LF was set, then queue up a file for review.

Example 5: The employer responds to the 220 acknowledging that the claimant was laid off due to lack of work, but also reports they have heard he isn't looking for work and that he refused a job recently.

Issue? Potential DQ

What action do we take? Take the statement/queue or image the document if there is already a file made. If not, this is not a truly credible source of information about the claimant. Make a claim comment about the information provided, nothing else.

Example 6: The claimant calls to say "I am planning to go camping next week. I'll be gone from Saturday until probably Wednesday or Thursday. I'm not sure how to report next week".

Issue? AAA/Avail

What action do we take? Advise the claimant about AAA and eligibility requirements then suggest that they claim each week as normal (including the one with camping). Let them know that this matter will have to be reviewed by an adjudicator. Set a CLF 16 for that week.

Special Note

LF 75 – Welcome Process/iMatch.

This flag is normally set by the system at the time of the IC. It is set for two weeks from the filing week. Claimants must get registered in iMatch and complete the Welcome Process to avoid being denied starting the week of the flag.

Note: Pub 277 is mailed (system generated) the day after the IC is filed. This letter reminds claimants of the registration requirement and provides

instructions. Once the claimant completes the requirements, the D 75 flag is inactivated by the system.

If the 75 line flag does not get added at the time of the IC due to staff error or because the claimant was not required to seek work at that time, the line flag can be added manually. Pub 277 will also need to be sent. Find it under UITools/ Advisory/ iMatch Letter to Claimant.

When doing a restart, you may notice the claimant has never registered in iMatch. For example, at the time claimant filed his IC, he was TLO and not required to register. Now, two months later, he is laid off permanently. Advise the claimant to get registered and send the iMatch letter. Set the D 75 line flag for two weeks out.

Setting Line Flags

To manually set a line flag on an existing claim, go to the ENL1 screen (F18) Non-Monetary Decision/Line Flag List. Press F10 to Add a Line Flag. The following screen will appear.

<u>Status</u>	<u>Code</u>	<u>Start</u>	<u>End</u>	<u>A/R</u>
-	-	- -	- -	-

Status - C or D. The status field identifies whether payment will be released or suspended until the issue is addressed.

Code - Refer to the Line Flag list or press F1. Using the correct code identifies the issue so we send the proper message if the week is claimed.

Start - Enter the starting week affected by the issue.

End - Enter the ending week affected by the issue or 99-99 if it is an ongoing issue.

A/R - Authorized rep (leave blank). The system will attach your initials to the flag.

Inactivating/Changing a Line Flag

To inactivate or change an existing line flag, place your cursor on the yellow line in front of the line flag. Press F11 to Modify. Key in the change and press Enter. To inactivate a flag for an issue that has been addressed or was set in error, change the Status to "I". Start and end weeks can also be modified in this manner.