

IIC Hold and Processing Procedures

The information in this document is designed to assist staff with determining when to place an application on Hold, and provide specific guidance related to ID theft, and other scenarios encountered while processing new claims.

With an increase in identity theft, identity verification is a critical component of processing internet initial claims. Before moving past the Identity Verification screen:

- ✓ Review the name, date of birth, and address if there is a prior claim. If the claimant's address is out of state, keep this in mind when checking other identifying points as fraudsters often use out-of-state addresses for identity theft claims.
- ✓ Check to see if the employer the claimant provided matches any employer(s) listed under the WAGE List. Do the employment dates provided by the claimant match the timeframes you can see in Wage? (Don't forget to check WAGE in mainframe to see if there are any wages in? Wages or Wage Suspense.)
- ✓ If the employer the claimant provides is part of the base year and is not seen in WAGE, check EBLU to see if you can find the employer there. If you locate the employer check the employer's WAGE screens for the missing wages.

Possible ID theft trends seen when processing IICs:

- * Out of state address. People do move, but an out of state address combined with other issues like the ones below may indicate an issue.
- * Last day worked is around the time of the original COVID-19 shut down (wks. 12/20-14/20 seem to be the most common), but they did not file the claim until recently. Often, you may see more recent wages in WAGE which could imply the dates provided by the claimant aren't accurate.
- * The employer address provided by the claimant is for another employer all together. Example, the claimant puts they worked for ABC Company, but the address given by the claimant is a house address or another business.
- * The employer provided by the claimant does not match the employer found in our Wage records.

Automated Processing - background information:

When a claimant completes their application, answers that they have only worked for one employer in the prior two years, and our WAGE file only has one employer/Bin reported from the base year to the present, the claimant is presented with a multiple choice list of employers to select from. This list includes their actual employer, two other employers in the same or similar industry, and an option to select "other" to manually enter their employer details. This is part of the IIC automation set up. If the claimant chooses the wrong employer, the claim will not auto process.

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This frequently occurs on ID theft claims. If the claimant cannot correctly identify their long-term employer from the multiple-choice list, you must carefully review the information before moving forward. Processing an ID theft claim when the employer information is wrong releases a 196 to the potential fraudster that includes the correct employer name and wage information they did not already have.

- ✓ Check EBLU to ensure the employer provided does not match EBLU records.
- ✓ If you are unsure whether there is a mismatch, check Google to see if there is a connection between the employer information claimant provided and our records.

If the employer provided is truly incorrect, follow the hold procedures below. Do not automatically change it to the correct employer on the assumption they made an error.

HOLD - POSSIBLE ID THEFT

***Always, check Wage Comments when processing an IIC. **Also, check for Questionable wages or Wages in suspense.*

Based on the information provided above, if you have any suspicion of ID theft, take the following steps:

- a. Place the IIC on hold
- b. Send the Reject letter. Remove the CID and Conf #. Insert the following sentence at the bottom of the letter:
"Be prepared to provide a copy of your government issued photo ID"
- c. Send smartsheet request for ID Theft to the following link:
<https://app.smartsheetgov.com/b/form/7824ffa1ba374ef1914b2171c877d120>
- d. In the request, provide the SSN and date. *If a wage comment indicates that a request has already been sent, there is no need to send another request.*
- e. Response is due 7 business days from the date the letter is sent and the claim can be rejected the next business date after it is due (if the letter goes out in the mail 5/04/2021, Day count 1 is 5/05/2021, response is due 5/13/21, then claim can be rejected on 5/14/21).
- f. Enter comment: **HOLD, POSSIBLE ID THEFT, REJECT LETTER SENT XX/XX/XX, REJECT ON XX/XX/XX IF NO RESPONSE, (REASONS YOU THINK THIS IS ID THEFT), SMARTSHEET SENT TO ID THEFT.**

***** Do not make a phone attempt to the claimant.** Fraudsters often keep records of the claims they've filed (screen shots and prints) and could simply provide a different employer from the multiple choice list now that they know what they provided was wrong (one that now matches our Wage records).

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If the claimant responds to the reject letter, be very careful not to provide the individual with information. *Remember, information needs to come from the claimant to you.*

- a. Ask the individual questions that will enable you to confirm their identity. Use less common questions. For example, whom did you work for in 20XX or when did you last file a UI claim?
- b. If the claimant tells you they did not file the claim, Reject the IIC. Enter comment: **PTC REJECT CLM, CLMT STATES DID NOT FILE UI CLAIM. No**
- c. If you still suspect ID theft or the Wage comment indicates potential ID Theft, tell the claimant they must provide proof of identity in the form of a government issued photo ID. Instruct them to provide the requested information using the Contact Us form on the public website and attach their documentation.

HOLD – IDENTITY CANNOT BE VERIFIED (NOT ID THEFT RELATED)

1. If you are unable to match or verify claimant's name, date of birth and/or gender with the information in mainframe, place a courtesy call to the claimant and re-verify the information. *Remember, information needs to come from the claimant to you.*
2. If the claimant answers and confirms the information they provided is correct, continue to process the claim with the claimant on the phone.
3. If unable to reach the claimant by phone, leave a generic message asking them to call the center.
 - g. Place the IIC on hold
 - h. Send the ID verification letter (**remove CID from letter before sending**)
 - i. Response is due 5 days from when the letter is sent (if the letter goes out in the mail on 5/05/2021, then 5/06/21 is Day Count 1. Then the response would be due 5/10/21 and the claim can be rejected on 5/11/21),
 - j. Enter Comment: **HOLD, CANNOT VERIFY ID, DOB/GENDER DOES NOT MATCH RECORDS, LVM, ID VERIFICATION LTR SENT XX/XX/XX, REJECT ON XX/XX/XX IF NO RESPONSE.**

HOLD – FAILED SSA TEST

1. Place a courtesy call to the claimant. Verify the information was entered correctly by the claimant (two last names, names transposed, incorrect SSN, DOB, gender...etc.)
2. If the claimant answers and confirms the information is correct, advise the claimant that the information needs to be as it appears with the SSA. You may also advise the claimant to locate their SS card or something with their SS number on it to double check that they entered the correct SS number.

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3. If the ID Verification issue is not resolved, follow the standard procedures regarding SSA Verification per the pop up box.
4. If the claimant does not answer:
 - a. Leave a generic message to call the UI Contact Center
 - b. Place the IIC on hold. Do not go past the ID Verification screen.
 - c. Send the ID verification letter (**remove CID from letter before sending**)
 - d. Response is due 5 days from when the letter is sent (if the letter goes out in the mail on 5/05/2021, then 5/06/21 is Day Count 1. Then the response would be due 5/10/21 and the claim can be rejected on 5/11/21)
 - e. Enter Comment: **HOLD, FAILED SSN VERIFICATION, ID VERIFICATON LETTER SENT XX/XX/XX, REJECT ON XX/XX/XX IF NO RESPONSE**

HOLD – REQUIRED QUESTIONS NOT ANSWERED

1. Place courtesy call to claimant
2. If claimant answers, ask claimant to answer the questions and proceed with filing the claim
3. If the claimant does not answer:
 - a. Leave a generic message to call the UI Contact Center
 - b. Place IIC on hold
 - c. Send the Reject letter
 - d. Response is due 7 business days from the date the letter is sent and the claim can be rejected the next business date after it is due (if the letter goes out in the mail 5/04/2021, Day count 1 is 5/05/2021, response is due 5/13/21, then the claim can be rejected on 5/14/21).
 - e. Enter comment: **HOLD, UNABLE TO REACH CLMT BY PHONE, REJECT LETTER SENT XX/XX/XX, REJECT ON XX/XX/XX IF NO RESPONSE. MISSING ANSWERS TO REQ QUESTIONS, UNABLE TO PROCESS.**

PROCESS - EMPLOYER INFO NEEDED

ALL 4X EMPLOYER INFORMATION IS NOT REPORTED

1. Ensure the claimant has provided sufficient employment information to establish 4X and that the appropriate employers are sent 220s.
2. If you are unable to determine if 4X has been met based on what the claimant reported and what you see in WAGE, follow the steps below. Examples of these scenarios include...

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* Multiple employers are showing in the most recently completed quarter, but the claimant did not provide the information for ALL of those employers.

* The claimant provided employment information that is **so recent** it is not showing in WAGE yet.

3. Take the following steps to obtain the needed 4X information:
 - a. Place courtesy call to claimant
 - b. If claimant answers, obtain the missing employer information, key it into the IIC and proceed with processing the claim
 - c. If the claimant does not answer:
 - i. Leave a generic message to call the UI Contact Center
 - ii. Set DLF 85 FEW – 99/99
 - iii. Send the Employment Information Needed Letter
 - iv. Process the claim
 - v. Enter comment: **DLF 85 WK XX-XX. 4X ER INFO NEEDED [INSERT ER NAME], UNABLE TO REACH CLMT BY PHONE, LETTER SENT**

NO WAGE RECORD/ MISSING WAGES

1. Search for missing wages in EBLU
2. If wages are found, submit an ERDT or Blocked Claims Request (for wages in suspense or wages found under an incorrect SSN) to have the wage record corrected
3. If wages are not found, place courtesy call to the claimant to gather the information needed for a Blocked Claims Request
4. If the claimant does not answer, leave a generic message asking them to call and process the claim as usual. The claimant will receive the Wage and Potential Benefit report that will advise them of the issue. Add a comment: **POSSIBLE BLOCKED CLAIM NEED FOR (EMPLOYER NAME), ATTEMPTED CONTACT W/CLMT, LVM.**

PROCESS - CWC & UCFE

COMBINED WAGE CLAIMS

1. Claimant indicates work outside the state of Oregon on their application:
Work outside the state of Oregon? Yes No
2. Compare the employer history provided by the claimant to what is displaying in IBIQ.
3. If the employer information matches, calculate the filing options available to the claimant.
4. If the claimant employer information does not match what we see in IBIQ, you will need to obtain the missing employer information when you call the claimant.

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5. Enter a comment with the filing options:
FILING OPTIONS: OR \$/\$ ORCWC \$/\$ WA \$/\$ WACWC \$/\$
6. Place courtesy call to the claimant
7. If the claimant answers, obtain any missing employer information if needed.
8. Provide filing options and document the claimant's choice in claim comments
 - a. If the claimant chooses to file in the other state, document claimant's choice, reject the IIC, post a message in the HUB (IBWI) that includes the effective date of the IIC and any weeks that were claimed.
 - b. If the claimant is not prepared to make a choice, process the IIC as straight Oregon claim. Advise the claimant to call back if they choose something other than a straight Oregon claim. Uncheck the selected states.
9. If the claimant is not available:
 - a. Process the IIC as a straight Oregon claim
 - b. Uncheck the selected states to prevent IB4s from being sent
 - California
 - Idaho
 - Washington
 - Alabama
 - c. If the out of state employers provided by the claimant match what we see in IBIQ, Send the Filing Options Letter.
 - d. Enter another comment: **FILED STRAIGHT OREGON CLAIM, UNABLE TO REACH CLMT BY PHONE, FILING OPTIONS LETTER SENT**
 - e. If the claimant did not provide all employers seen in IBIQ, send a modified options letter asking the claimant to call to discuss filing options. Do not send a filing options letter with estimates as the claimant must provide their out of state employment history before we can acknowledge other state's wages. Modify the letter by removing the filing options portion.
 - f. Enter comment. **FILED STRAIGHT OR CLM, UNABLE TO REACH CLMT BY PHONE, REVISED FILING OPTIONS LTR SENT W/NO FILING OPTIONS.** Also, note what out-of-state employer information is missing.

ONLY VALID OPTION IS IN OTHER STATE

1. Process the IIC as a straight Oregon claim
2. Post a message in HUB that includes the effective date of the IIC and any weeks claimed using the week ending dates and NOT Oregon's week numbers. (check for weeks in suspense)
3. Place a courtesy call to the claimant
4. If the claimant answers, provide contact information for the other state
5. If the claimant does not answer, send a modified Filing Options Letter. Unlock the document, then remove "These are your options" and the filing options section of the letter.

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SOME SCENARIOS RELATED TO CWC CLAIMS:

If the claimant indicates work outside Oregon but does not select a state(s), file the straight Oregon claim.

If the claimant answered "no" to working outside the state of Oregon, but the question is in yellow because they marked a state, file the straight Oregon claim.

If the claimant answers "yes" to working in another state and marks a state, but no wages are found in IBIQ for that state, attempt to contact the claimant to get clarification. If unable to reach the claimant, file the straight Oregon claim.

ELIGIBILITY ISSUES ON NON-VALID CLAIM

1. Process the IIC as straight Oregon claim
2. If claimant has a valid Oregon CWC option, create the file for adjudication
3. Do not create files if you are certain the claimant has no valid Oregon options

UCFE

1. Claimant indicated federal employment on their application but did not provide last duty station:
 - a. Place courtesy call to claimant to get the needed information
 - i. If the claimant does not answer:
 1. Leave a generic message to call the UI Contact Center
 2. Enter claim comment: **UCFE, PROCESSED AS-IS, 931 NOT SENT, NEED LDS. UNABLE TO REACH CLMT BY PHONE, DID NOT PROVIDE LDS ON IIC. LETTER SENT TO CLMT**
 3. Send the IIC/Federal Employer letter
 4. Process the application without sending the 931. The claimant will receive the Wage and Potential Benefit report to advise them of the issue.
 - ii. If the claimant answers, gather the needed information and process the claim appropriately.

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OREGON EMPLOYMENT DEPARTMENT

PO Box 14135 * Salem, Oregon 97309 5068
(503) 292-2057, (541) 388-6207 or (877) 345-3484 (toll free)
Fax to (866) 345-1878

BARBIE DOLL
875 UNION ST NE
SALEM OR 97311-0800

Date: May 3, 2021

TIME SENSITIVE, RESPONSE NEEDED BY 5/12/2021.
URGENTE, DEBE RESPONDER A MÁS TARDAR EL 12/5/2021.

CONFIRMATION # 12345678

You submitted an application for Unemployment Insurance (UI) benefits but didn't provide enough information for us to process it. You must call the UI Center by 5/12/2021 to keep your original filing date or your application will be rejected. If your application is rejected, you'll need to file a new application.

New claim applications for Unemployment Insurance (UI) benefits are effective the week they are filed.

HETRR04
Authorized Representative

Form: CA_UICR02 Rev: (0518)

OREGON EMPLOYMENT DEPARTMENT
PO Box 14135 * Salem, Oregon 97309 5068
(541) 388-6207 or (877) 345-3484 (in Oregon)

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(877) 345-3484 (outside Oregon) or Fax to (866) 345-1878

BARBIE DOLL
875 UNION ST NE
SALEM OR 97311-0800

Date: May 03, 2021

Thank you for submitting your application for unemployment insurance benefits. Your application is on hold because the information you provided does not match what we have on file. Therefore, we need further information to determine your eligibility and confirm your identity.

What we need:

Please confirm your social security number: _____

What is your full name? _____

What are other names you may have used? _____

What is your date of birth? _____

What is your gender? Male _____ Female _____

How to provide the requested information:

Please call 877-345-3484 to provide the requested information or complete and return this letter and/or the enclosed form(s). If additional information is needed, we will contact you.

When we need the information:

Please respond within five (5) days of the date shown above to preserve your original filing date. If we do not hear from you by this date we will reject your application. Your information is important to make the necessary decision on your claim. If we must return your call, please disable any call-blocking feature so we can get through to you. Failure to do so could cause a delay in processing your claim. Continue to call the Weekly Claim Line each week if you want to claim benefits.

Thank you for giving this matter your immediate attention.

HETRR04
Authorized Representative

Form: UICR10 Rev: 06/2012