Establishing a Relationship and Granting Access to Third-Party Administrators/Agents Electronically

This guide will show how an employer can electronically establish a relationship with a Third-Party Administrator (TPA), and grant access to manage the employer's account. In the UC Benefits system, a TPA is referred to as an Agent. A TPA does not need to upload a Power of Attorney form UC-1208 into the UC Benefits System.

1. Agent Requests to Represent an Employer (Page 2-13)

For each employer the agent selects, the system sends a request notification to the primary employer contact.

2. Employer Activates Agent (Page 14-24)

Employers review the agent, activate the relationship, and define the agent's access privileges.

3. Agent or Employer makes the connection to the SIDES Broker (Page22-25) Agent or employer can select the broker number in the SIDES panel from the Employer's profile.

4. If the mailing address needs to be updated <u>Employer-Mailing-Address-Contact-Info.pdf (pa.gov)</u>

5. Employer or Agent Ends the Relationship (<u>Page 26-36</u>) At any time, Employer or Third-Party Agent can choose to inactivate the relationship. <u>Cancel-POA-or-Inactive-TPA.pdf</u>

Agent Requests to Represent an Employer



Individual

Welcome to Pennsylvania's Unemployment Compensation (UC) system. Apply and manage your UC benefits anytime, anywhere.

Self-Services available include:

- File or Reopen a Claim
- File for Weekly UC Benefits
- Check Claim Status
- View Benefit Payments
- File a Benefit Appeal
- Manage Personal & Payment
 information

Employers

The UC system provides employers a helpful online tool to manage UC benefit requests and account information.

Self-Services available include:

- Respond to Requests, Fact-finding inquiries, and Trade Readjustment Allowances.
- View Determinations
- File Benefit Appeals
- Review & Manage Charges
- SIDES E-Responses Portal
- Shared Work Dian Management

Third Party Administrators

The UC System also offers TPA's the opportunity to manage UC benefit requests and account information on behalf of their clients. Self-Services Available will vary depending on the TPA/Employer relationship.

- Respond to Requests, Fact-finding inquiries, and Trade Readjustment Allowances.
- View Determinations



Password.

Click on <u>View your Profile and Contact Information</u>.



Welcome to My Employer Workspace User Name, <u>View your Profile</u> and Contact Information.

This page introduces you to features available in the system, lets you customize the content you are interested in, and offers suggestions to you. Please make a selection from the items below.

My Employer Dashboard Directory of Services

Employer News and Announcements

Mandatory Postings for Pennsylvania Employers

Pennsylvania employers are required to post certain notices in their worksites so employees have access to and information about applicable labor laws. These posters can be downloaded for free. Visit

www.dli.pa.gov/Pages/Mandatory-Postings.aspx

All notices must be posted in a conspicuous place so that they can be seen and read by employees. Failure to post notices can result in stiff penalties and possible fines. In addition to the notices listed below, all government agencies and private employers with government contracts over \$25,000 are required to publish and post an anti-drug policy statement in accordance with the Drug-Free Workplace Act of 1998.

1 2



Use this folder to manage your general company information including contact and login information.

If you make changes, click the Save button.





Use this folder to add employers you wish to represent, view your current employer relationships, or to work on behalf of an active employer





Pin to Dashboard Hide Filter Options Company Name (Begins with) Status:					Employer accounts can be viewed separately by filtering the Status by Any, Active, Inactive, and Pending						
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<u>Company</u> <u>Name</u> (Begins with)	Contact	<u>Signature</u> <u>Date</u>	<u>Start</u> Date	<u>Ending</u> <u>Date</u>	Power Of Attorney	!	<u>Account Type</u>	<u>Status</u>	FEIN UIID	<u>Action</u>	Select
EMPLOYER NAME 1	CONTACT NAME 1	3/13/2023		7/6/2071	UC-1208.pdf- Approved		Unemployment	Inactive <u>Reason</u>	221234568 1234568	<u>View</u>	
EMPLOYER NAME 2	CONTACT NAME 2						Unemployment	Pending	221234569 1234569	<u>View</u>	
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Search Results

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Search Results

To sort on any column, click a column title.

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EMPLOYER NAME 3	221234567	EMPLOYER ADDRESS	HARRISBURG	17121	
					<u>Select</u>



The second pop-up will prompt you to add a Power of Attorney without an Authorization document. Please select "Cancel." You do not need to upload a signed and dated Power of Attorney.



The added employer information can be viewed under the representing employer tab, by filtering the Pending Status.



Hide Filter Options		Results Filter	Select Pending
Company Name (Begins with)			
Status:	Active		-
FEIN:	Any Active		
	Pending		



General InformationLocationsContacts/UsersAccount SummaryDocumentsR	Representing Employers
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To sort on any column, click a column title.

<u>Company</u> <u>Name</u> (Begins with)	Contact	<u>Signature</u> <u>Date</u>	<u>Start</u> <u>Date</u>	<u>Ending</u> <u>Date</u>	<u>Power Of Attorney</u>	<u>Account Type</u>	<u>Status</u>	<u>FEIN</u> <u>UIID</u>	<u>Action</u>	Select
<u>EMPLOYER</u> <u>NAME</u>	Employer Contact					Unemployment	Pending		<u>View</u>	

TPA can view the Pending Status

<u>Account Type</u>	<u>Status</u>	FEIN UIID	
Unemployment	Pending		

Employer Activates Agent and Granting Access

If an employer cannot log in, employer can contact the UC Employer Service Center at 833-728-2367.



Individual

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Employers

The UC system provides employers a helpful online tool to manage UC benefit requests and account information.

Self-Services available include:

Third Party Administrators

The UC System also offers TPA's the opportunity to manage UC benefit requests and account information on







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If you make changes, click the Save button.



[Employer Portfolio]



User Privileges Select All (Mn-Select All Contacts Basic Contact Privileges User Privileges for Corporate Information	Jser Privileges	
Control Contr	Select All / Un-Select All Basic Contact Privileges Basic Contact Privileges	
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Click or Pending	Pending Active Inactive Save Cancel Active Inactive Active Inactive	

Unemployment privileges

Jnemployment Privileges

Jser Privileges for UI

- Review and respond to claims filed (Statement of Potential Char
- File a separation notice on a former employee (Form 77)
- Review claimant wage information
- Review and protest employer charges
- Manage appeals
- Request part-time credits
- Respond to SIDES/SIDES e-Response requests
- Respond to a Benefits Accuracy Measurement (BAM) request
- Manage Trade Act activities
- Unemployment Messages

User Privileges Select All / Un-Select All Contact: TPA Contact	Unemployment Privile	ges	_
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Contracts Contr	Select	Active and Save	
Unemployment Privileges User Privileges for UI Review and respond to claims filed (Statement of Potential Charges /No File a separation notice on a former employee (Form 77) Review claimant wage information Review and protest employer charges Manage appeals Request part-time credits Respond to SIDES/SIDES e-Response requests	Type of Agent: tice of Clair Status:	TPA (Third Party Administrators)	active
 Respond to a Benefits Accuracy Measurement (BAM) request Manage Trade Act activities Unemployment Messages 		Save	Cancel
Type of Agent:	PA (Third Party Administrators) Pending Active Inactive Save Cancel		



The process to establish an employer-TPA relationship and granting access has been completed. The employer or TPA can activate the State Information Data Exchange System (SIDES) under the General Information tab.

Agent or Employer can make the connection to the SIDES Broker

To access the Employer Profiles, TPA must click the employer's name under the Company Name that is under the Representing Employers tab (on page 28).



SIDES (State Information Data Exchange System)



SIDES (State Information Data Exchange System)

SIDES Application Separation Inform	Exchanges: Please select options for each Exchange ation Requests Exchange (SI)	
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	[<u>Update</u> <u>SIDES PIN Histo</u>	ory]



SIDES (State Information Data Exchange System)

SI PIN:

SIDES Application Exchanges: Please select options for each Exchange Separation Information Requests Exchange (SI)

🔿 None

SIDES Employer / TPA

SIDES PIN:

O SIDES Employer / E-Response

Generate New Pin

[<u>Update</u> | <u>SIDES PIN History</u>]

Return to Employer Profile

Click the drop down and select TPA name

BR000000999 TPA Name 1 BR000000999 TPA Name 2 BR000000999 TPA Name 3 BR000000999 TPA Name 4 BR000000999 TPA Name 5 BR000000999 TPA Name 6

then click <u>Update</u>



Inactivate TPA Relationship or Cancellation of POA by Agent



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▼ Pin to Dashboard □ Hide Filter Options		Results	Filter Ent	er FEIN and n Click Filter	
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<u>EMPLOYER</u> <u>NAME</u>	CONTACT NAME EMPLOYER ADDRESS					Unemployment	Active	221234567 1234567	<u>View</u>	
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EMPLOYER

NAME

CONTACT NAME

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123456789

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Use this folder to manage your general company information including contact and login information.

If you make changes, click the Save button.





SIDES (State Information Data Exchange System)





Return to Employer Profile







33

To sort on any column, click a column title.

Click <u>Delete</u>, and then ok

to Inactivate the relationship

<u>Company Name</u> (<u>Begins with)</u>	Contact	<u>Signature</u> <u>Date</u>	<u>Start</u> <u>Date</u>	Ending Date	<u>Power Of Attorney</u>	Account Type	<u>Status</u>		<u>Action</u>	Select
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General Information Locations		Contacts/Users		Account Summ	Account Summary		Documents		Representing Employers		
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EMPLOYER NAME	EMPLOYER ADDRESS		De Wi	elete (inactivate th this employe	e) relations p er?	l	Unemployment	Active	123456789 1234567	<u>View</u>	
				OK Cancel							<u>Delete</u>





Employer can also cancel or inactivate the relationship with a TPA. The guide is attached on our website under the Resources, <u>Cancel-POA-or-Inactive-TPA.pdf</u>/.