



## **Employer/TPA Role to Assign Wage Audit Forms**

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## 2. INTRODUCTION

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This document details how to create a new Third Party Administrator (TPA) role. TPA roles separate the processing of the Wage Audit forms (UCO-2s and UCO-2Cs) from the “Respond to Request for Wage Information” role. Since many TPAs do not handle the processing of Wage Audit forms (UCO-2s) for their clients or it is handled as a separate business process by the TPA, the role/correspondence needed to be broken out as a separate role/process. This will allow employers to easily choose not to assign that role which ensures that the Wage Audit forms (UCO-2s) are sent directly to the employers’ inboxes and not their TPAs.

It is important to note the following:

1. Each employer who is represented by a TPA and wants the TPA to respond to their Wage Audit forms (UCO-2s and UCO-2Cs) will need to assign the new role to their TPA. The newly created role is **“Respond to Earnings Wage Verification.”**
2. Each time an employer assigns or un-assigns roles to their TPA, correspondence will be sent to the TPA advising them of changes, and the correspondence can be found in the TPA inbox under the Subject Name **“TPA Role Assignment Notification Correspondence.”**
3. Upon receipt of the Assignment Notification, the TPA is responsible for updating the role of each of their staff who is assigned to work the correspondence attached to each role. For UCO-2 and UCO-2C correspondence, the role assigned will be **“Respond to Earnings Wage Verification.”**
4. Correspondence that is assigned to the new role can be found in the TPA inbox under the subject “Earnings Wage Verification” with the name of:
  - a. UCO-2 = Earnings – Weekly wage verification
  - b. UCO-2C = Special Request (UCO-2C)

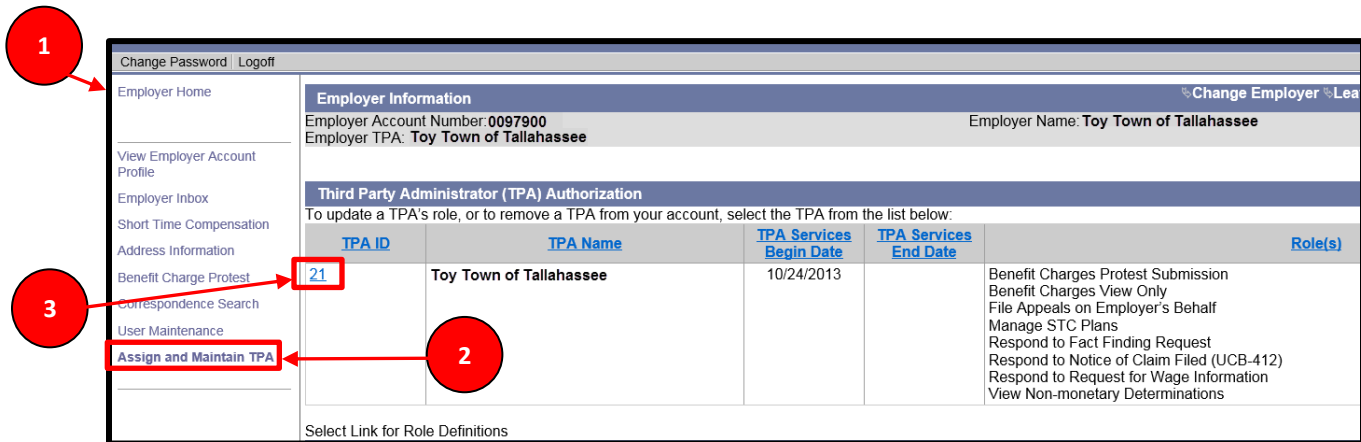


The UCO-2C is a request for an additional breakdown of wages after the submission of a UCO-2 from the employer/TPA.

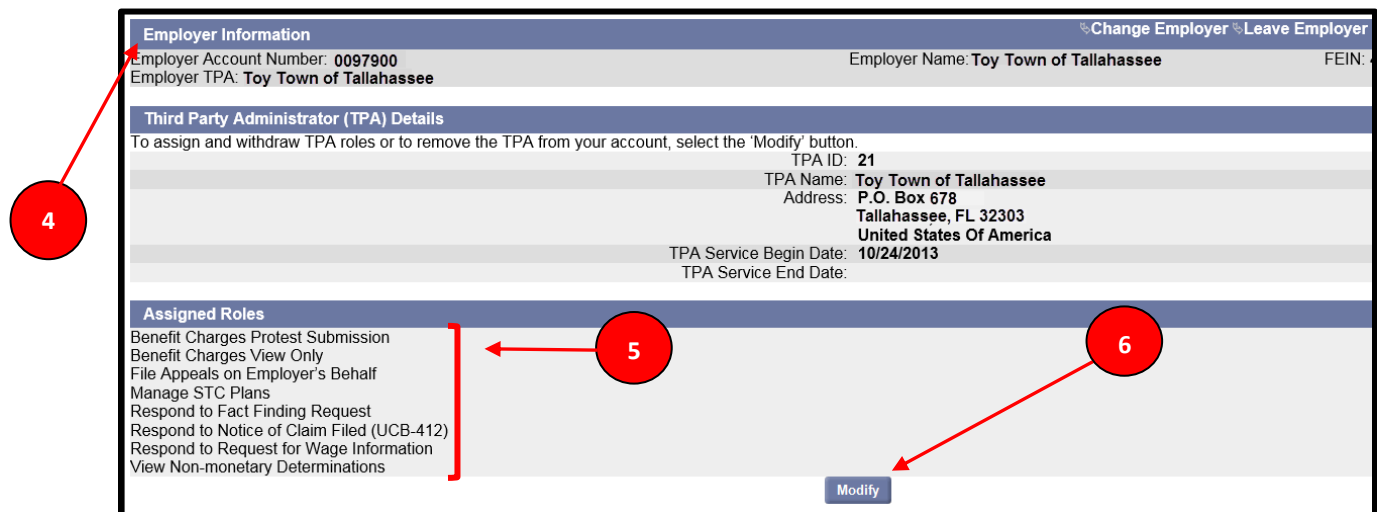
### 3. NEW UCO-2/UCO-2C ROLE PROCESS

#### A. The Employer assigns the new role to their TPA.

1. Login to Employer account.
2. Select Assign and Maintain TPA hyperlink and the Third-Party Administrator (TPA) Authorization page displays.
3. Select the TPA ID hyperlink.



4. The Employer Information page displays with Assigned Roles options.
5. Assigned Roles displays all roles that are currently assigned to the Employer's TPA.
6. To edit or add roles select the "Modify" button.



7. The Assigned Roles page displays with Assigned Roles and Roles Not Assigned. This screen gives the Employer the option of removing or adding a role. In the screenshot below, the only role that is not currently assigned to the Employer is the new "Respond to Earnings Wage Verification" role.

- If the Employer wants the TPA to respond to the UCO-2 and UCO-2C request for information, then the Employer would check the box next to the role and select the "Save" button.

**Employer Information**  
 Employer Account Number: 0097900  
 Employer Name: Toy Town of Tallahassee  
 FEIN: 59-0000000

**Third Party Administrator (TPA) Information**  
 TPA ID: 21  
 TPA Name: Toy Town of Tallahassee

**Assigned Third Party Administrator (TPA)**  
 Enter the dates this TPA will begin and cease performing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.  
 TPA Services Begin Date: 10/24/2013\* (mm/dd/yyyy)  
 TPA Services End Date: / / (mm/dd/yyyy)

Using the check boxes in the 'Add' and 'Remove' columns, assign the TPA to the roles(s) you would like them to perform.

**Assigned Roles**  
 Select the checkbox in the 'Remove' column to withdraw this role from the selected TPA.

Remove	Role
<input type="checkbox"/>	Benefit Charges Protest Submission*
<input type="checkbox"/>	Benefit Charges View Only*
<input type="checkbox"/>	File Appeals on Employer's Behalf*
<input type="checkbox"/>	View Non-monetary Determinations*
<input type="checkbox"/>	Respond to Fact Finding Request*
<input type="checkbox"/>	Respond to Notice of Claim Filed (UCB-412)*
<input type="checkbox"/>	Respond to Request for Wage Information*
<input type="checkbox"/>	Manage STC Plans*

**Roles Not Assigned**  
 Select the checkbox in the Add column to assign this role to the selected TPA, then press "Save". If you press "Previous", or do not press "Save" after checking your selection, role assignment selections will be lost.  
 Note that all Roles not assigned to TPAs can only be performed by the employer.

Add	Role
<input type="checkbox"/>	Respond to Earnings Wage Verification*

Buttons: Previous, Save

**B. Correspondence is sent to the TPA advising them of role changes made by each of their client/employers and can be found in the TPA inbox under the Subject Name "TPA Role Assignment Notification Correspondence."**

- Login to the TPA account.
- Select TPA Inbox.
- Under Subject drop down choose "TPA Role Assignment Notification Correspondence" and click on "Search." Search can also be done by adding the EAN and Created on Dates.
- Search results will display the Notifications.

**TPA Inbox**  
 NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.  
 EAN: Select One  
 Employer Legal Name: [Field]  
 Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)  
 Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)  
 Claimant Social Security Number: [Field] Claimant ID: [Field]  
 Claimant Last Name: [Field] Document ID: [Field]  
 Claimant First Name: [Field] Original Employer: [Dropdown]  
 Subject: TPA Role Assignment Notification Correspondence  
 Show Adverse Only

Buttons: Reset, Search

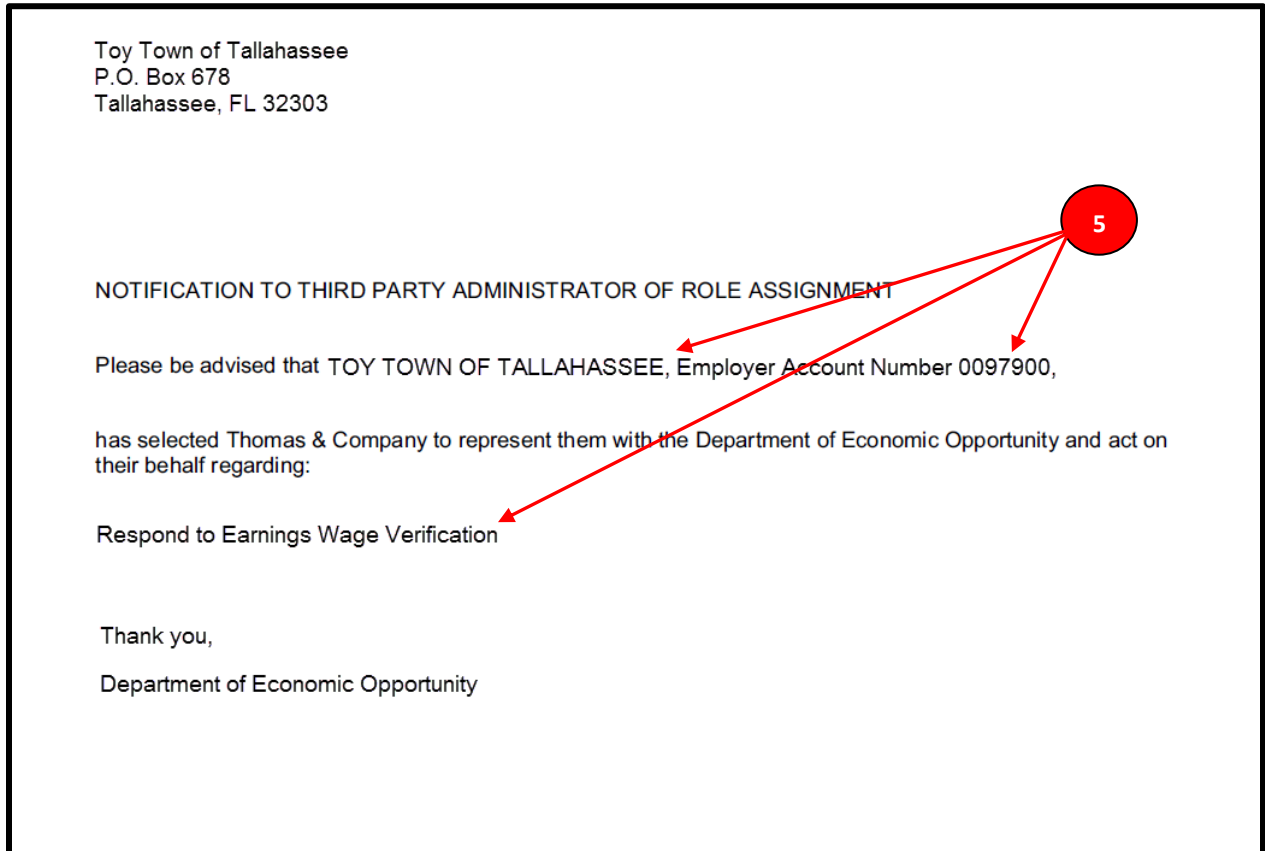
To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

**Search Results**  
 Rows 1-25 of 100  
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Item	EAN	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor*
70359412	0097900	Toy Town of Tallahassee	TPA Role Assignment Notification Correspondence_SRC					04/17/2018	

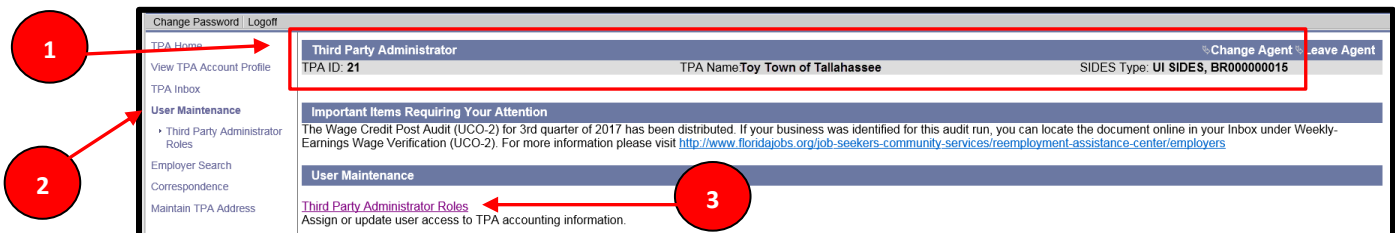
5. Click on the Item hyperlink and the notification will open and will contain the employer name, EAN, and the role(s) that has been assigned or unassigned.



**C. The TPA assigns the role(s) to their staff.**

After the Employer designates the role(s) they wish to assign or unassign to the TPA, it is the TPA’s responsibility to assign staff to work the role(s). The process is as follows:

1. Log into their TPA’s CONNECT account.
2. Select the User Maintenance hyperlink.
3. Select the Third-Party Administrator Roles hyperlink.



4. The User Search Criteria page displays. The TPA searches for staff by User ID or First and Last Name and clicks the “Search” button.

Third Party Administrator  
 TPA ID: 21 TPA Name: Toy Town of Tallahassee SIDES Type: UI SIDES, BR000000015  
 Change Agent Leave Agent

User Search Criteria

User ID:   
 Last Name:   
 First Name:   
 Roles: Any

Search Reset New

5. The User Search Results displays.

6. Select the User ID hyperlink.

Third Party Administrator  
 TPA ID: 21 TPA Name: Toy Town of Tallahassee SIDES Type: UI SIDES, BR000000015  
 Change Agent Leave Agent

User Search Criteria

User ID: tunet0000  
 Last Name:   
 First Name:   
 Roles: Any

Search Reset New

User ID	Last Name	First Name	Eff. Start	Eff. End
<a href="#">tunet0000</a>	Tune	Tommy	05/07/2018	

7. The User Details page displays.

8. Select the Employer Roles hyperlink.

User Details


User Type: Agent  
 User ID: tunet0000  
 First Name: Tommy  
 Middle Initial:  
 Last Name: Tune  
 Telephone: ()--  
 eMail: Tommy.Tune@yahoo.com  
 Employee ID: 45678  
 Effective Start Date: 05/07/2018  
 Effective End Date:  
 Date user last Logged On: 1/1/0001 12:00:00 AM  
 Incorrect Password Attempts: 0  
 Status: Active

Modify User Attributes

[Modify](#) Update the basic information for this user.  
[Roles](#) View/Edit security roles for which this user is assigned.  
[Reset Password](#) Reset the user's password by sending a "password reset" eMail.  
[Inactivate](#) Inactivate the user's access to the system.  
[Employer Roles](#) View/Edit the roles that this user is assigned to for an employer.

9. The Employer Search screen displays search by Employer Name, Employer Account Number, or FEIN. Role and Assigned to can also be selected. Enter search criteria and select Search.

## Employer/ TPA Role to Assign Wage Audit Forms



**Employer Search**

Employer Name:

Employer Account Number: 346031

FEIN:

Role: All

Assigned: All

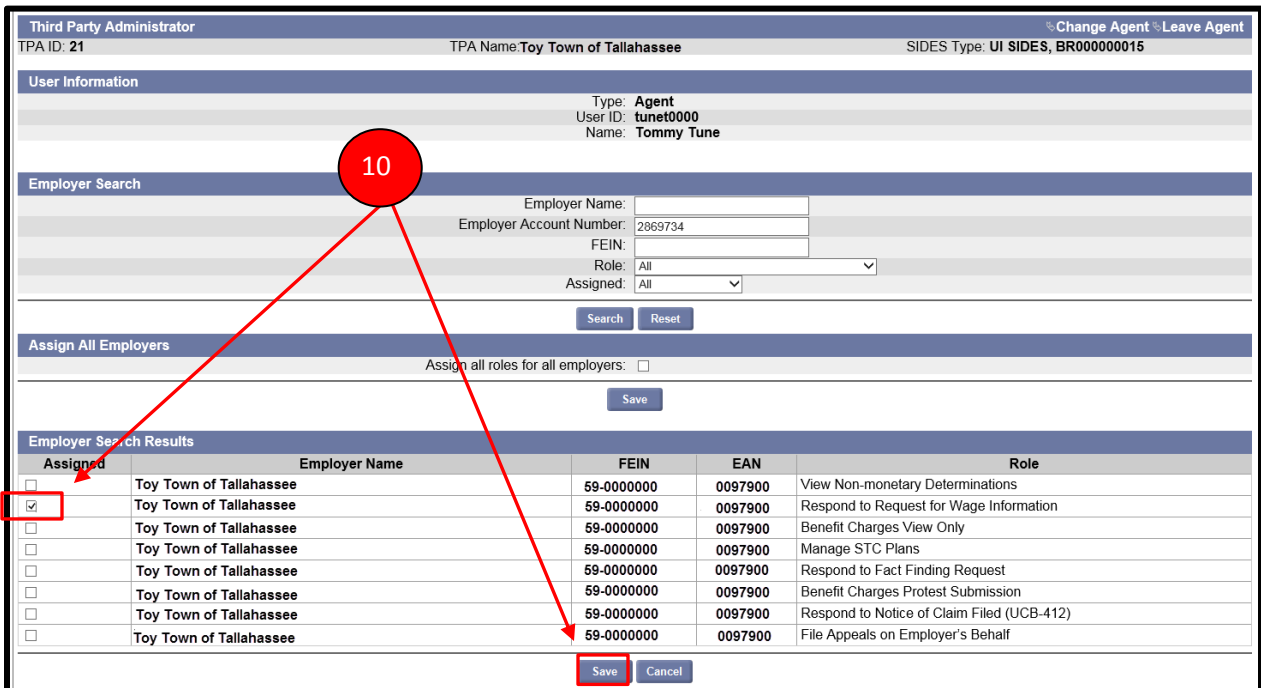
**Assign All Employers**

Assign all roles for all employers:



If staff should be able to process work for all TPA clients/employers, the “Assign all roles for all employers” feature is available by checking the box and clicking on the “Save” button.

10. Check the box beside the role the Employer designated, “Respond to Earnings Wage Verification” and select the “Save” button.



**Third Party Administrator** TPA Name: Toy Town of Tallahassee SIDES Type: UI SIDES, BR000000015

TPA ID: 21

**User Information**

Type: Agent  
User ID: tunet0000  
Name: Tommy Tune

**Employer Search**

Employer Name:

Employer Account Number: 2869734

FEIN:

Role: All

Assigned: All

**Assign All Employers**

Assign all roles for all employers:

**Employer Search Results**

Assigned	Employer Name	FEIN	EAN	Role
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	View Non-monetary Determinations
<input checked="" type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	Respond to Request for Wage Information
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	Benefit Charges View Only
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	Manage STC Plans
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	Respond to Fact Finding Request
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	Benefit Charges Protest Submission
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	Respond to Notice of Claim Filed (UCB-412)
<input type="checkbox"/>	Toy Town of Tallahassee	59-0000000	0097900	File Appeals on Employer's Behalf

In addition, this enhancement changes the Subject line in the Employer inbox from Weekly-Earnings Wage Verification (UCO-2) to “Earnings Wage Verification” and includes the Special Request Wage Breakdown UCO2-C form into the same role and subject line as the UCO2.



For questions concerning the new role, please call 1-877-846-8770.