

<b>TRAINING AND EMPLOYMENT NOTICE</b>	<b>NO.</b> 20-22
	<b>DATE</b> March 10, 2023

**TO:** STATE WORKFORCE AGENCIES

**FROM:** BRENT PARTON   
Acting Assistant Secretary

**SUBJECT:** Announcement of the Fiscal Year (FY) 2023 National Benefit Accuracy Measurement (BAM) Paid Claims Peer Reviews and New Three-year cycle for Future Reviews

1. **Purpose.** The purpose of this Training And Employment Notice is to provide the logistic details for the 2023 BAM Paid Claims Peer Reviews and to announce the new three-year schedule for future BAM Peer Reviews.
2. **Action Requested.** The information and instructions in this TEN should be shared with all BAM and other appropriate state staff.
3. **Summary and Background.**
  - a. Summary – This TEN announces the 2023 BAM Paid Claims Peer Reviews and the new three-year cycle for future BAM Peer Reviews.
  - b. Background – Beginning in FY 2015, the BAM Peer Review process changed to a three-year cycle for the evaluation of the state BAM program. Using a national approach for conducting the reviews, the BAM Peer Review process provides more uniformity in the review process and ensures that all the states are trained in a similar manner on BAM procedures.

As a result of the cancellations of BAM Peer Reviews in 2021 and 2022 due to the Covid-19 pandemic, the Department is resetting the review cycle. The new three-year cycle begins in 2023 as detailed in Section 5 of this document.

**4. 2023 BAM Paid Claims Peer Reviews.**

- a. Review Details  
The review will be conducted during two one (1) week sessions:
  - April 17 – April 21, 2023
  - September 18 – September 22, 2023.
- i. April Review.  
The review will be conducted at Crown Plaza (1480 Crystal Park Drive Arlington, VA 22202).

The review participants are authorized to travel on Sunday to ensure they are available to start the review Monday morning. The review will begin at 8:30 a.m. on April 17, 2023 and conclude by 12:00 noon on Friday, April 21, 2023.

Travel arrangements should be made to facilitate participation for the entire review. ETA has arranged travel funds for two BAM staff per state to participate in the review. The staff selected to attend must have the knowledge and skills necessary to review the ten BAM Paid Claims Accuracy (PCA) cases. Since all case issues are resolved and finalized as part of the review process, experienced state staff are needed to negotiate the final acceptance of any exception during the close-out of the review.

ETA staff will provide the following materials on-site:

- Exception Code Summary Sheets handouts;
- Unemployment Insurance (UI) Database Data Collection Instrument (DCI) reports; and
- Monitor Discussion Forms for use during the review and how to record exception(s).

State BAM staff will provide the following:

- One complete copy of each PCA cases selected for the review;
  - A short summary of state UI laws, policies, rules, etc., as they relate to benefits eligibility, and claimants' responsibilities. The summary should contain:
    - How case files are organized and where to find key information (i.e., issue codes, initial claims filing method, claimed week filing method, and appeal status information);
    - Provide background information on any unique interpretation of the state law that may come up during the case review; and
    - Copies of states' policies and procedures manual
- Sample for this BAM Paid Claims Review should be pulled on March 27, 2023. Copies of the BAM Paid cases and all supporting materials should be delivered to the National Office no later than April 10, 2023. The case material should be sent to:

U.S. Department of Labor  
Attn: Rhonda Cowie, RM S-4519  
200 Constitution Ave., N.W.  
Washington, DC 20210

Please ensure that states send all packages using a tracking number. State participants also have the option to personally transport the BAM Paid cases and all supporting materials to the review.

Participants should contact the hotel directly to guarantee room reservations with an individual credit card. The rate is \$258 king, plus 14.5% District of Columbia occupancy tax from April 17 through April 21, 2023. The rate and room availability will be guaranteed until **March 22, 2023**. Individuals may call (703) 416-1600 and ask for group name "US DOL BAM Peer Review"

when making reservations or online at: [US DOL BAM Peer Reviews - April 2023](#). Dress for the review is business casual.

ii. September Review.

The review will be conducted at Crown Plaza (1480 Crystal Park Drive Arlington, VA 22202). The review participants are authorized to travel on Sunday to ensure they are available to start the review Monday morning. The review will begin at 8:30 a.m. on September 18, 2023 and conclude by 12:00 noon on Friday, September 22, 2023.

Travel arrangements should be made to facilitate participation for the entire review. ETA has arranged travel funds for two BAM staff per state to participate in the review. The staff selected to attend must have the knowledge and skills necessary to review the ten BAM Paid Claims Accuracy (PCA) cases. Since all case issues are resolved and finalized as part of the review process, experienced state staff are needed to negotiate the final acceptance of any exception during the close-out of the review.

ETA staff will provide the following materials on-site:

- Exception Code Summary Sheets handouts;
- Unemployment Insurance (UI) Database Data Collection Instrument (DCI) reports; and
- Monitor Discussion Forms for use during the review and how to record exception(s).

State BAM staff will provide the following:

- One complete copy of each PCA cases selected for the review;
- A short summary of state UI laws, policies, rules, etc., as they relate to benefits eligibility, and claimants' responsibilities. The summary should contain:
  - How case files are organized and where to find key information (i.e., issue codes, initial claims filing method, claimed week filing method, and appeal status information);
  - Provide background information on any unique interpretation of the state law that may come up during the case review; and
  - Copies of states' policies and procedures manual

Sample for this BAM Paid Claims Review should be pulled on August 28, 2023. Copies of the BAM Paid cases and all supporting materials should be delivered to the National Office no later than September 11, 2023. The case material should be sent to:

U.S. Department of Labor  
Attn: Rhonda Cowie, RM S-4519  
200 Constitution Ave., N.W.  
Washington, DC 20210

Please ensure that states send all packages using a tracking number. State participants also have the option to personally transport the BAM Paid cases and all supporting materials to the review.

Participants should contact the hotel directly to guarantee room reservations with an individual credit card. The rate is \$257 king, plus 14.5% District of Columbia occupancy tax from September 17 through September 22, 2023. The rate and room availability will be guaranteed until **August 23, 2023**. Individuals may call (703) 416-1600 and ask for group name “US DOL BAM Peer Review” when making reservations or online at [US DOL BAM Peer Reviews - September 2023](#). Dress for the review is business casual.

b. New Three-Year Cycle Beginning in 2023. For the new triennial cycle, the following schedule applies:

			<b>Host for Spring Reviews</b>	<b>Host for Fall Reviews</b>
Year 1 (FY 2023)	Paid Claims	All states will participate in the BAM Peer Reviews for Paid Claims Accuracy (PCA). 1) One-half (½) of all state workforce agencies (26) will attend the April BAM PCA Peer Review. 2) The second half of all state workforce agencies (26) will attend the September BAM PCA Peer Review.	National Office	National Office
Year 2 (FY 2024)	Paid Claims	The cycle repeats as indicated for Year 1 (FY 2023). 1) One-half (½) of all state workforce agencies (26) will attend the Spring BAM PCA Peer Review. 2) The second half of all state workforce agencies (26) will attend the Fall BAM PCA Peer Review.	Region 3	Region 2
Year 3 (FY 2025)	Denied Claims	All states will participate in the BAM Peer Reviews for Denied Claim Accuracy (DCA). 1) One-half (½) of all state workforce agencies (26) will attend the Spring BAM DCA Peer Review. 2) The second half of all state workforce agencies (26) will attend the Fall BAM DCA Peer Review.	Region 4	Region 5

Unlike prior years, the upcoming scheduled peer reviews require all states to participate in the 2023 – 2025 reviews. This temporary modification of the Peer Review cycle

allows full engagement of all states following the cancellation of reviews in 2021 and 2022. The Peer Review cycle will return to its regular schedule starting in 2026.

5. **Inquiries.** For further information, please contact your Regional Office.

6. **References.**

- Payment Integrity Information Act of 2019 (PIIA), Pub. L. 116-117, enacted March 2, 2020;
- 20 C.F.R. Part 602, Quality Control in the Federal-State Unemployment Insurance System;
- TEN 03-15: *Reengineering Unemployment Insurance (UI) Benefits Program Accountability Processes: Update on Implementation Progress and State Impacts*, dated July 27, 2015, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=6837](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=6837).
- Employment and Training (ET) Handbook No. 395, 5<sup>th</sup> Edition, *Benefit Accuracy Measurement State Operations Handbook* (November 2009) <https://www.dol.gov/agencies/eta/advisories/handbooks/et-handbook-no-395-5th-edition>;  
and
- Office of Management and Budget (OMB) Circular No. A-123, Appendix C, *Requirements for Payment Integrity Improvement* (March 5, 2021).

7. **Attachment(s).** Not applicable.