Examples of Technology Based Projects to Prevent, Detect, or Collect Overpayments

Separation Information Data Exchange System (SIDES):

- The Unemployment Insurance Separation Information Date Exchange System (SIDES) is a secure electronic-based system for communication of job separation information between the UI agencies and employers. SIDES is expected to improve the quality and timeliness of initial eligibility determinations which are the second largest cause of improper payments.

Data matching with other federal and state agencies:

- Social Security Administration data matching
  - o Verifies the Social Security Number (SSN)
  - o Verifies Social Security benefit information
  - o Confirms name, date of birth and gender
- State Department of Motor Vehicle data matching
  - o Provides proof of identity and residence
- Data Matching with state prisons, Vital Statistics, state payrolls, Workers' Compensation
  - o Provides information on the legitimacy of the claims, earnings, compensation, other issues which affect eligibility

Internal Data Matching Software:

The acquisition/development/implementation of software for purposes such as:
- Identification of multiple calls coming to a state's Interactive Voice Response System (IVRS) from the same phone number to file claims.
- Identification/detection of multiple checks going to the same address and detection of claimants and employers having the same address.
- Utilization of a "security profile" to question callers filing UI claims when using IVRS.
- Utilization of stored information such as telephone numbers and addresses by state workforce agency staff to question callers filing UI claims.
- Utilization of Internet Protocol (IP) address tracking – (every computer on the Internet has a unique identifying number, like 191.1.24.2). This procedure searches for Internet unemployment claims being accessed at the same address.
- Creation of alerts to management on transaction patterns of employees.

- Utilization of software (e.g., High Risk Activity Detection (HRAD)), which identifies internal high risk factors such as an agency staff member making 3 or more changes to a UI claim record in a 4-day period (Personal Identification Numbers, SSN, address change).
- Implementation of data mining software which has the capability to analyze large volumes of data, combine information on past circumstances, present events and project future actions which are key components to effectively combat identity theft.
- Development of technology based collection activities such as a predictive dialer.

<u>Other technology based overpayment prevention, detection, and collection activities</u>:

- States should provide a complete description of the proposed project.

<u>Activities to improve systems that are currently operational to make them more effective</u>:

- States should provide a complete description of the current system identifying how it is used to prevent, detect or collect overpayments, what changes are needed and how they will improve the system making it more accurate, more cost effective, more expedient, more user friendly, or explain other improvements that are expected to occur.