

Helping Government Respond to COVID-19: UI Claims

The dramatic increase in people turning to the Unemployment Insurance (UI) system due to COVID-19 leaves states with a surge in UI calls and applications that exceed their program capacity. This intake volume also forewarns of downstream impacts as UI programs race to get benefits to people quickly – all without compromising fiscal integrity demanded of federally-funded programs.

We can respond to rapidly changing UI needs

MAXIMUS can augment UI program capabilities in the following ways.

- **Provide surge communication contact center operations.** We can help you answer the surge of inbound calls you face – answering basic UI questions (e.g., How do I...? Where do I...? When do I...?). We can also answer ongoing questions related to submitted claims to ward off long wait times and frustrations over processing complexity and duration.
- **Support surge in UI benefits access and support.** We can help you manage and respond to surges and spikes in benefit inquiries and applications for UI benefits. This includes:
 - All aspects of claims adjudication, case determinations and appeals
 - Support for on-going claims processing, including address and case changes, appeals, and debit card deposits to make certain claimants don't experience interruptions or overpayments
 - Support employers regarding account status, filings or other needs.
- **Supplement program capacity to administer services remotely or virtually.** Our virtual workforce and multi-channel communications can expand accessibility through services like outbound dialing and mailing services, additional website services, and other back-office functions as needed.

Looking past the COVID-19 pandemic, we can also ramp down services on demand and help you pivot to your community's new normal by helping UI recipients return to the workforce quickly.

MAXIMUS has capability and capacity to help

- **MAXIMUS is the largest provider of contact center services to government programs**, including 1-800-MEDICARE and 1-800-CDC-INFO (which we recently ramped up to 24/7 service in response to COVID-19).
- **Unmatched capacity**, with more than 20,000 service agents working in more than 60 MAXIMUS locations across 30, handling more than 5 million calls each month
- **Ability to scale quickly** with proven success standing up and scaling contact centers – including expanding CDC call center to 24/7 service and standing up COVID-19 contact centers for New York and Indiana. (VA and CA in process).
- **Experience supporting benefit inquiries and applications** for multiple federal programs including WIOA, TANF, Medicaid, CHIP and SNAP programs

Governments have flexibility to engage contractors to deliver entitlement services

Changes to the Office of Personnel Management (OPM) guidance allows states to use contractors to administer all aspects of federally funded entitlement programs – including Unemployment Insurance (UI) programs. The Intergovernmental Personnel Act clarification from November 2019 gave states permission to utilize contract help; states can mitigate program surge by using contracted services to supplement staff.

Oregon Unemployment Claims Assistance March 2020

How We Can Help

We can support you through all phases (the now, next and later timing) of this crisis by:

- **Answering the phone** – we're able to provide surge relief through contact center operation to help answer basic UI questions (How do I, Where do I, When do I), as well as ongoing questions related to submitted claims to help ward off long wait times and frustrations over processing
- **Claims applications and processing** – all aspects of claims adjudication, case determinations and appeals to ensure claims process quickly and accurately
- **On-Going Case Management** – support for on-going claims processing, case changes, appeals, deposit to make certain claimants don't experience interruptions or overpayments
- **Employer Support** – help for employers related to account status, filings, and other needs
- **Return to Normalcy** – pro-active support to supplement state workforce in helping workers get reconnected to the workforce so ongoing UI claims are minimized.

Why We're Positioned to Help

- States can utilize contractors to administer all aspects of federally funded entitlement programs, per Office of Personnel Management (OPM) guidance issued November 2019.
- Ability to scale quickly – recent Indiana COVID-19 call center implemented in less than 7 days
Existing contact center capacity and infrastructure in more than 30 states – managing more than 5 million calls per month – and ability to provide support across all states through centralized operations
- Immediate scalability and access to trained staff and 'work from home' agents
Dedicated standardized operations team responsible for large-scale implementations means low-risk start-up
- Already supporting the workforce system as a leading claims processor in workers compensation, and employment services provider to more than 200 thousand job seekers across the globe
- Experienced in processing application claims, case changes, working backlogs – processing millions of documents each month for federally funded programs
- As surge recedes, easier to manage reductions and complete timely wind-down
- Ability to add/remove other programs as needed

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