

Unemployment Tip of the Month



Appealing a Decision in CaseBuilder

From the **Pending Decisions** screen within CaseBuilder, users have the ability to review a case to help determine if an appeal will be made on an unfavorable decision. Appeals can be made for various reasons, but most commonly unfavorable decisions are protested by organizations for potentially being relieved of charges.

For every unfavorable decision, users should do the following before deciding to appeal or not:

1. **Review the Case Summary:** The Case Summary provides the reference number, claimant information, work location, the liability associated with the case, and a PDF link to decision details provided by the state.
2. **Review the State Documents:** Reviewing the decision documents provided by the state can be crucial as it can be helpful to understand why the state ruled the way they did. Additionally, users can review what information must be provided to the state in an attempt to appeal the decision.

If your organization would like to **appeal the decision**, here are the steps you can take in CaseBuilder:

1. **Answer Questions** listed, which may consist of listing any dates the firsthand witness is unavailable and/or if you have a personal email address for the claimant, and provide it if so.
2. **Provide additional documentation**, if applicable. If supporting documents were unavailable at the claim level, users have the option to provide documentation during the appeal process to help support the effort to reverse the decision.
3. **Review Key-Witness information.** If witnesses are listed, confirm their contact information is correct. Before appealing, users can typically add additional witnesses, or edit those already listed.
4. **Request a Hearing Representative.** This option can be selected to have an Equifax® Hearing Representative assigned to your case.

Note: The help of a Hearing Representative can include a fee, depending on the particulars of your organization's contract.

5. **Select Appeal** from the drop-down menu. Provide a message to your UC Service Team on the reason for your appeal, and click Send Email.

Note: Missouri, Delaware, North Carolina, and South Carolina do not allow Third-Party Administrators to submit appeals. Please contact your UC Service Team for questions regarding decisions from these states.

More Training Available!

Check out additional training resources on our site, [Connections](#), such as our On Demand video, [Setting Yourself to Win the Claim Before It's Filed](#), which covers best practices on separations and documentation.

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.