

Unemployment Tip of the Month



Proactive Separations in CaseBuilder

Entering proactive separation information in CaseBuilder™ at the time of the separation is a feature designed to help you streamline the unemployment claims process. The primary benefits of supplying these details include:

- **Better Streamlined Response Process:** If a claim is issued, Equifax® may be able to utilize the information you have already provided to assist you with the claim and response.
- **Reduced Contact:** By having the necessary details on file, your UC Service Team may be able to help you respond without needing additional information.
- **Enhanced Efficiency:** This feature may be particularly valuable for organizations with high turnover, those in states with limited response times, or industries (such as staffing or education) that frequently report work refusals.

By capturing this data at the time the separation occurs, you can help ensure that your UC Service Team is better prepared to act if a claim is filed.

Entering Proactive Separations within CaseBuilder

To enter a proactive separation within CaseBuilder, follow these steps:

1. Click **Separations** from the left navigation screen.
2. Complete the mandatory fields, such as Claimant's First and Last Name, Employee ID or Social Security Number, and State.

Note: Creating a new separation follows the same process as responding to a state's request for separation information. **Enter the reason for separation, any details, key witness information, and supporting documentation associated with the case.**

3. After entering the information required, click **Submit**.
4. A pop-up box for **Submit Separation** appears. Select **Yes** to submit the separation. Select **No** to return to the separation or to make any necessary changes.
5. A pop-up box will appear prompting you to submit documents, if applicable. Choose from the checkboxes if you plan to email or fax your documents to your UC Service team, or note if documents are not available.
6. Click **Finished** to send the separation information to your Service Team. A message will appear stating, **"Your Separation has been Successfully Submitted."**

More Training Available!

Check out additional training resources on our site, [Connections](#), such as our [CaseBuilder Support Guide](#). Be sure to check it out!

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.