

CaseBuilder™ Enhancement

New RFI Bundler Feature

Responding to claims through CaseBuilder just got faster with our NEW *RFI Bundler*! This time-saving feature automatically combines multiple separation information requests into one single request.

Often states will issue multiple requests on a single claimant via multiple claim forms, and/or questionnaires. Prior to this enhancement, each claim form or Request for Information (RFI) received would have appeared in the Pending Claims screen separately. Now with *RFI Bundler*, multiple requests combine; allowing just one response from you!

How does it work?

When the state has issued multiple forms on a claimant, those items will combine automatically and a yellow flag will appear in the 'Status' column of the Pending Claims grid. The 'Request Type' will read 'Multiple' indicating there are multiple requests tied to a single item in the pending claims queue.


Pending Claims

Click the reference number to respond to a case. You can search for a case by using the search field below. To delegate multiple cases, check the checkbox next to the case, then click the "Delegate Items" button below. If you need more information about this screen, please contact your consultant.

Last Name:

Status: View:

☒ Display Cases you Have Delegated [Configure Columns](#)

<input type="checkbox"/>	Status	Reference #	Due Date (CT) ▲	First/Last Name	SSN	Request Type	Liability	State Filed	Work Location
<input type="checkbox"/>		68482275	02/05/2018 12:00 PM	MIKE MOLE	###-##-4415	Multiple	\$ 6309.88 Calculated	IA	UNKWN - IA

1 - 1 of 1 items

When multiple requests are received for a claimant, you will notice a difference between the number of cases on your dashboard and the number of items in your pending claims queue. The dashboard will continue to display the total number of items requiring action, while the Pending Claims screen reduces the number of items in your queue by combining multiple requests into one item.

Claims

5 Total Action Items 5 Urgent Items




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Select:

Status: View:

☒ Display Cases you Have Delegated [Configure Columns](#)

<input type="checkbox"/>	Status	Reference #	Due Date (CT) ▲	First/Last Name	SSN	Request Type	Liability	Date of Claim	State Filed
<input type="checkbox"/>		67541236	11/30/2017 12:00 PM	JOEY SMS	###-##-0018	Base Period Claim	\$ 3973.51 Calculated	10/3/2017	IA
<input type="checkbox"/>		68482308	01/12/2018 12:00 PM	KIM BOE	###-##-1673	Multiple	\$ 5097.92 Calculated	12/10/2017	OH
<input type="checkbox"/>		68511103	01/15/2018 12:00 PM	JAN SMS	###-##-3333	Multiple	\$ 5977.98 Calculated	1/5/2018	IL

1 - 3 of 3 items

[Export to Excel](#) [Respond to Multiple](#) [Delegate Items](#) [Mark as New](#) [Quick Reply](#)

Within the Claim Details screen, the different forms included in the request for information will be displayed under the Case Summary section under Request Type. If a hard copy form was received, it will be viewable in PDF format

Claim Details

Please review the case below. Once you have answered all questions, click 'submit'. If you wish to save your answers and return later, click 'save'. Please submit your response no later than the due date below in order to meet the state enforced deadline. A timely response to this request is critical to controlling your unemployment cost. Should you have any questions or concerns, please feel free to contact your representative. If you are not the person to be notified regarding this case, please contact me or delegate this to the correct contact immediately. [How to Complete Questions for a Case](#)

Case Summary

Reference Number: 68482275.68580643
Claimant: MIKE MOLE
Work Location: UNKNWN - JA
Due Date: 02/05/2018 12:00 PM CT
SSN: ###-##-4415
State Filed: IA
Liability: \$ 6309.88 Calculated
Date of Claim:
Claimant Statement: No Statement
Request Type: [Base Period Claim](#) [Initial Claim](#)
Entity Name: TEST ACCOUNT - SYSOPS TEST ACCOUNT
Account Number: 12345678

[Case Activity](#) [Who has Access to This Case](#) [Add Delegates](#) [Send Standard Questions](#) [Document State Call](#)

The response portion of the Claim Details screen will automatically update to ask you all the required questions based on the forms included in each request. If additional requests are received when an item is already in progress, all responses and notes made will remain as previously entered. CaseBuilder will simply update the questions required to reflect the newly added state form.