

Questions and Answers from DEO CONNECT Training

1. Definition of acronyms used
 - **TPR**- Third Party Representative – This is a representative for the claimant
 - **TPA**- Third Party Administrator- This is a representative for the employer
 - **EAN/RT#**- This is the employer number, the numeric sequence specific to the circuit
2. How do you change the address if needed?
 - There is a hyperlink located in the power point presentation. You can also log into your Connect account and change the address there. You will need to keep the mailing address as JAC's address to ensure we receive the Quarterly Invoices from DOR.
3. The earnings showing are incorrect? What should we put for the earnings?
 - You can provide the wages earned during the entire period of time the claimant worked with your circuit. However, DEO state they will need at least 18 months of wages/earnings.
4. What do we need to complete on the UCB-412
 - Wage information
 - Dates of employment
 - Email address and phone number
 - You can upload multiple files and attach to the claim
5. Can we see what the claimant answered on their Questionnaire form?
 - No, you will not see the exact answers the claimant provided. However, there will be a statement from the claimant as to why they were discharged. If the claim goes to Appeals you will receive a copy of the Telephone Hearing which will include the Questionnaire from the claimant.
6. Will JAC receive notification that there are items in your inbox?
 - Once we go live on July 1st JAC will continue to receive paper copies until 9/1. You will need to log into Connect and change the notification to electronic. This will ensure that you receive an email notification when any items arrive in the inbox that require your attention. At any time after the training you can change to the electronic notification. Please make JAC aware when you elect the electronic notifications.
7. What do we do with the Wage Credit Post Audit (UCO-2) forms?
 - In the past JAC has completed these forms for you. If you receive one of these forms you will need to include the Rate of Pay, Gross Amount, Start Date, and Hours Worked during the period in question. DEO ask for wages by week. As we are a monthly agency you can put the gross earnings for the month, and the hourly wage and DEO will calculate the information needed. If the information on the Wage Credit Post Audit is correct you will not need to respond.
8. What forms require a 48 hour response time?
 - The Questionnaire form will require a 48 hour response time once you choose the electronic option in the Connect system.
9. Will we receive an email to check the inbox?
 - Yes, as discussed above the indicator will need to be changed to electronic correspondence and an email address will need to be provided. You can add multiple email addresses if needed.