

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Employment Services

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MAYOR



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Employer Updates – March 2014

Understanding Benefit Charges

How do I contest a charge to my employer account? Sometimes you may feel that benefits are paid from your account to someone who is not entitled to them. When your UI account is charged, your experience rating may be negatively affected.

Here's how you can **protest those charges**:

1. Upon suspecting erroneous charges to your employer account, email our Benefit Charges Unit at benefitroc@does.dc.gov.
2. Provide your **employer account number**, the **charges** that you are protesting, and the **reason** why you are requesting a relief of those charges.
3. A DOES staff member will get back to you within **48 to 72 hours** (or two-three business days) to address your issue.



But ***REMEMBER TO RESPOND TO SEPARATION REQUESTS!*** Federal law forbids the relief of employer charges in instances where employers demonstrate an established pattern of non-responsiveness and inadequate responses to requests for separation and wage information. As such, **the District will not provide relief to an employer's UI account for UI improper payments if it is determined the improper payment resulted from the employer being non-responsive to requests for separation and wage requests or failed to furnish quarterly wage reports in a timely manner.** For more information about this new change, visit:

http://wdr.doleta.gov/directives/attach/UIPL/uipl_2_12_acc.pdf and
http://wdr.doleta.gov/directives/attach/UIPL/UIPL_2_12_Chg1_Acc.pdf.

Check Out Our NEW FREE Electronic Resources!

Save your business time AND money with our new FREE electronic resources! DOES encourages you to use our electronic resources in order to simplify your interactions with DOES, and in order to save time and money on paper and mailings.

Coming SOON! ACH Electronic Payment for Employers!

Be on the lookout for a new way to pay your quarterly taxes! Employers will be able to make payments directly through our secure web portal by March 31, 2014. Look out for more details!

COMING SOON! Employer Web Portal

The date for the first phase of our online filing web portal has been extended from February 1, 2014 to March 31, 2014. With the employer web portal, employers will be able to file their quarterly contribution wage reports online.

SIDES E-Response

Have you registered your business with SIDES E-Response yet? Don't wait another minute to save your business time and money! The State Information Data Exchange System Electronic Response (SIDES E-Response) provides DC employers a secure, nationally standardized, electronic method to receive and submit unemployment insurance "Request for Separation Information" forms. If you have not yet received your PIN in the mail, or you would like more information on how you or your Third Party Administrator (TPA) can use SIDES, please email SIDES.HELP@dc.gov, call 202-698-5800, or visit <https://app.does.dc.gov/>.

Connect With Us!

Do you follow us on Twitter and Facebook? Don't miss out on important updates for employers via social media! Follow us on Twitter @OneDOES_OneCITY. Find us on Facebook under "DC Department of Employment Services."

GRADE DC - How Are We Doing?

We want your feedback! Please take the time to tell us how we are doing by giving us feedback through Grade.DC.gov. You can directly access the DOES survey through the following link: <http://survey.newbrandanalytics.com/gradedc/268175986>.

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For more information about UI Fraud and ways to educate your employees about fraud prevention visit: <http://does.dc.gov/page/what-unemployment-insurance-fraud>. To report suspected instances of fraud, call 1-877-FRAUD60.

For more information about the District of Columbia Office of Unemployment Compensation and information pertinent to employers, visit the DOES Employer Handbook at: <http://does.dc.gov/node/539002>, or call 202-698-7550.