

## REVISION OF MA DUA 2ND ATTEMPT POLICY

Recently, UTCA was notified by the Director of UI Policy and Performance (MA DUA), the Adjudication Unit will no longer reach out to TPAs or employers for a second attempt to gather information, where the first attempt goes unanswered. Although this will not likely impact UTCA or its clients, as we always strive to submit a full response with supporting documentation at the first level, it certainly stresses the importance of continuing to do so. Moreover, the state's position for failing to comply can have costly repercussions. Going forward, Adjudicators will only reach out to employers and Agents to clarify information submitted initially, or to secure a rebuttal regarding a claimant's conflicting response. This action by the DUA, consistent with Benefit Integrity standards, will help eliminate backlogs by non-responsive employers and agents to reduce wait times on the Adjudication line.

UTCA urges clients to provide all information, documentation and pertinent details at the initial

claim level response. The DUA is then able to issue eligibility determinations as quickly as possible, ensuring an efficient UI program by eliminating unwarranted appeals. Ultimately, this saves our client's valuable time and resources.

If you have any questions about this bulletin or what is outlined above, do not hesitate to reach out to Meghan Avery, Client Service Manager or Atty. Jennifer Pease, Lead Analyst at [mavery@utcainc.com](mailto:mavery@utcainc.com) or [jpease@utcainc.com](mailto:jpease@utcainc.com) respectively.

We hope this information is helpful. As always, if you have any questions about this topic, please contact UTCA directly at 1-800-480-7725 or 1-888-395-7273. This article can be viewed on-line at [www.utcainc.com](http://www.utcainc.com) by entering your client user name and password. Please contact UTCA if you do not have a client user name or password.

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