



**PENNSYLVANIA
DEPARTMENT OF
LABOR AND INDUSTRY
UC BENEFITS
MODERNIZATION
PROJECT MANAGEMENT
OFFICE**

UCS APPEAL 010 FILE AN APPEAL

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to file a first and second level appeal (Lower and Higher level). The use case begins when a determination or referee decision has been issued, and the Claimant, Employer, Agency Staff (referee decision only) or other interested parties (e.g., Claimant representatives, attorneys) file an appeal via the self-service application, email, fax, U.S. Mail, or in person and allows for Agency Staff to process the appeal. The use case ends when the appeal is filed.

2. ACTORS

- System
- User (Claimant, Employer, Agency Staff)

2.1 Interfaces

- N/A

3. TRIGGERS

- Information is received to file an appeal.

4. PRECONDITIONS

- A determination or referee decision exists.

5. POST CONDITIONS

- Appeal has been filed and entered.

6. MAIN FLOW

The Main Flow describes the steps necessary to file a first and second level appeal (Lower and Higher).

1. The System shall provide the ability for the User to select a determination or referee decision to appeal.
2. The System shall provide the ability for the User to enter a reason for the appeal.
3. The System shall capture the date/time the appeal was filed.
4. The System shall capture the method used to file the appeal.
5. The System shall capture details/necessary information regarding the appeal (e.g., employer, location of employment).
6. The System shall provide the ability for the User to submit additional documents or media.
7. The System shall provide the ability for the User to enter interpreter/language information (first (Lower) level appeal only).
8. The System shall provide the ability for the User to designate appeal representatives.
9. The System shall provide the functionality for Agency Staff to indicate that DLI elects to participate in the appeal hearing first (Lower) level appeals only.
10. The System shall provide the ability for the User to choose the preferred contact method (e.g., mail, email, other electronic means).
11. The System shall determine the time period for appeal filing.
12. The System shall determine the appeal is timely.
 - If the System determines the appeal is not timely, proceed to [Alternate Flow 7.1 Manage an untimely appeal.](#)
13. The System shall provide the ability for the User to submit the appeal.
14. The System shall generate a confirmation receipt of the request for the appeal.
15. The System shall provide the ability for the User to print confirmation of the receipt of the request for the appeal.
16. The System shall provide functionality to determine the appeal level.
17. The System shall provide the ability for Agency Staff to determine the appeal level.
18. The System shall capture the appeal level.
19. The System shall determine that the User is Agency Staff.
 - If the System determines the User is not Agency Staff, proceed to [Alternate Flow 7.2 User is not Agency Staff.](#)
20. The System shall determine the appeal is not second (Higher) level.
 - If the System determines the appeal is second (Higher) level, proceed to [Alternate Flow 7.3 Appeal is second \(Higher\) level.](#)
21. Proceed to **UCS APPEAL 020 Create Lower Level Appeal Case.**
22. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Manage an untimely appeal

1. The System shall determine the appeal is not timely.
2. The System shall provide the ability for the User to enter the reason for the untimely appeal.
3. The System shall create a work item for Agency Staff to review the untimely appeal.
4. The System shall provide the functionality to generate correspondence to the Appellant regarding the late appeal.
5. Continue with Main Flow, Step 13.

7.2 User is not Agency Staff

1. The System shall determine the User is not Agency Staff.
2. The System shall create a work item for Agency Staff to review the appeal information submitted by the User.
3. The System shall provide the functionality to generate correspondence to the interested parties (User) regarding Agency Staff review of the appeal request (e.g., request submitted was not valid for the filing of an appeal).
4. The Alternate Flow ends.

7.3 Appeal is second (Higher) level

1. The System shall determine the appeal is second (Higher) level.
2. Proceed to **UCS Appeal 090 Create and Update Higher Level Appeal Record**.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-0100	The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-0200	The System shall provide functionality for Lower and Higher Authority appeals to be filed.
HR-APPEAL-0300	The System shall determine the appeal level.
HR-APPEAL-0500	The System shall receive appeals filed through multiple methods.
HR-APPEAL-0600	The System shall determine the timeliness of the appeal filed.
HR-APPEAL-1100	The System shall provide functionality to generate correspondence related to the appeal processes.
HR-APPEAL-1400	The System shall provide functionality to add interested parties to an appeal.
HR-APPEAL-1420	The System shall provide the functionality for Agency Staff to indicate Pennsylvania Labor and Industry as a participating party to an appeal.
HR-APPEAL-4800	The System shall determine the request for reconsideration is timely.
HR-APPEAL-4810	The System shall determine the time period for appeal filing.
HR-APPEAL-4900	The System shall provide the functionality to process appeals related to Employer benefit charges.
HR-APPEAL-5400	The System shall provide the functionality for Pennsylvania Labor and Industry to file an appeal.
HR-APPEAL-6000	The System shall provide the functionality to create an appeal for relief from charge determination.



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**UCS APPEAL 020 CREATE LOWER
LEVEL APPEAL CASE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for creating a lower level appeal case. The use case begins once the appeal has been filed. The use case ends when the lower level appeal case is created and assigned.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- An appeal is filed.

4. PRECONDITIONS

- An appealable determination exists.

5. POST CONDITIONS

- Appeal case is created.
- Appeal case is assigned.

6. MAIN FLOW

The Main Flow describes the steps necessary to create a lower level appeal case.

1. The System shall provide the functionality to create an appeal case.
2. The System shall provide the ability for Agency Staff to create an appeal case.
3. The System shall assign an appeal number to the lower level appeal case based on specified criteria.
4. The System shall provide the ability for Agency Staff to resolve the appeal via application of a standing order.
5. The System shall determine Agency Staff does not select to resolve the appeal via application of a standing order.
 - If the System determines Agency Staff elects to resolve the appeal via application of a standing order, proceed to [Alternate Flow 7.1 Resolve the appeal via application of a standing order.](#)
6. The System shall have an indicator for appeal level.
7. The System shall provide the ability to determine interpreter/language or other accommodations (e.g., security, ADA) have been requested by the appellant.
8. The System shall attach documents or media related to the issues in the appeal case.
9. The System shall create and attach a certification document (e.g., UC 51).
10. The System shall provide the ability for Agency Staff to generate documents to interested parties (e.g., appeal packet).
11. The System shall provide the ability for Agency Staff to view, electronically attach, and print documentation related to the determination that is being appealed.
12. The System shall provide the ability for Agency Staff to identify the issue(s) for the appeal case.
13. The System shall provide the ability for Agency Staff to identify interested parties of an appeal case.
14. The System shall provide the ability for Agency Staff to (dis)associate multiple related appeals to appeal case.
15. The System shall provide the functionality to assign the appeal case based on defined parameters (e.g., referee, location, venue, time).
16. The System shall generate appeal case correspondence as required by law to interested parties based on their preferred contact method.
17. Proceed to **UCS APPEAL 060 (Re) Schedule Appeal Hearing.**
18. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Resolve the Appeal via application of a standing order

1. The System shall determine Agency Staff elects to resolve the appeal via application of a standing order.
2. The System shall update the appeal status.
3. Proceed to **UCS NONMON 110 Vacate Determination**.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-0100	The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-0200	The System shall provide functionality for Lower and Higher Authority appeals to be filed.
HR-APPEAL-0300	The System shall determine the appeal level.
HR-APPEAL-0310	The System shall provide the ability for Agency Staff to determine the level of appeal.
HR-APPEAL-0400	The System shall have an indicator for appeal level.
HR-APPEAL-1000	The System shall provide functionality to generate correspondence to interested parties by their preferred contact method.
HR-APPEAL-1100	The System shall provide functionality to generate correspondence related to the appeal processes.
HR-APPEAL-1200	The System shall provide the functionality to reproduce original documents for the appeal processes.
HR-APPEAL-1300	The System shall provide functionality to associate submitted documents with a case file.
HR-APPEAL-1900	The System shall provide functionality for an appeal number to be cancelled.
HR-APPEAL-2000	The System shall provide the ability to establish a unique appeal number.
HR-APPEAL-4000	The System shall create an appeal case.
HR-APPEAL-5100	The System shall provide the ability for multiple appeal cases to be combined for one hearing.
HR-APPEAL-5900	The System shall provide the ability to resolve an appeal via Board of Review standing order(s).



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**UCS APPEAL 040 RENDER APPEAL
DECISION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for rendering an appeal decision. The use case begins when Agency Staff initiates the process to render an appeal decision. The use case ends when the appeal decision has been rendered.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Appeal decision needs to be rendered.

4. PRECONDITIONS

- Appeal case exists.

5. POST CONDITIONS

- Appeal decision has been rendered.

6. MAIN FLOW

The Main Flow describes the steps necessary to render an appeal decision.

1. The System shall prepopulate necessary information (e.g., issue, law, regulation, rules, weeks) for a draft appeal decision.
2. The System shall provide the ability for Agency Staff to modify prepopulated data.
3. The System shall provide functionality for Agency Staff to create templates and boiler plates for entering appeal decisions.
4. The System shall provide functionality for Agency Staff to modify templates and boiler plates for entering appeal decisions.
5. The System shall assign a unique identifier to the appeal decision.
6. The System shall provide the ability for Agency Staff to enter appeal case hearing information (e.g., preliminary statements, findings of fact, issue of law, conclusion of law, evaluation of the evidence and draft decision).
7. The System shall provide the ability for Agency Staff to enter any additional or updated details into the draft appeal decision.
8. The System shall provide the ability for Agency Staff to review, edit, and save the draft appeal decision.
9. The System shall provide the ability to set an indicator for Agency Staff to review the draft appeal decision.
10. The System shall provide the ability to indicate that Agency Staff has reviewed the draft appeal decision.
11. The System shall provide the ability for Agency Staff to indicate new issues were detected.
12. The System shall determine Agency Staff did not indicate new issues were detected.
 - If the System determines Agency Staff indicated new issues were detected, proceed to [Alternate Flow 7.1 New issues detected](#).
13. The System shall provide the ability for Agency Staff to finalize the appeal decision.
14. The System shall provide the ability to dismiss an appeal.
15. The System shall provide the ability to withdraw an appeal.
16. The System shall provide the ability to quash an appeal.
17. The System shall provide the ability for an appeal to be remanded.
18. The System shall provide the ability for Agency Staff to apply an appeal decision to multiple appeal cases.
19. The System shall provide the ability for Agency Staff to designate the role of participants present at the appeal hearing.
20. The System shall provide functionality for an appeal decision to affirm a previous determination or decision.
21. The System shall provide functionality for an appeal decision to partially affirm a previous determination or decision.
22. The System shall provide functionality for an appeal decision to reverse a previous determination or decision.
23. The System shall provide the functionality for an appeal decision to partially reverse a previous determination or decision.
24. The System shall provide the functionality for an appeal decision to be a combination of a reverse and affirm decision.

25. The System shall provide functionality for an appeal decision to modify a previous determination or decision.
26. The System shall provide functionality to vacate and amend an appeal decision or determination.
27. The System shall provide the ability for Agency Staff to enter all participants at the appeals hearing.
28. The System shall provide the ability for Agency Staff to associate a single note to multiple appeals cases.
29. The System shall generate correspondence pertaining to appeal decisions to all interested parties by their preferred method of contact.
30. The System shall update the appeal case status.
31. The System shall provide the ability for Agency Staff to enter a remand order.
32. The System shall determine that Agency Staff did not enter a remand order.
 - If the System determines that Agency Staff did enter a remand order, proceed to [Alternate Flow 7.2 Remand order](#).
33. The System shall provide the ability for Agency Staff to vacate a decision or determination.
34. The System shall determine that Agency Staff did not vacate a decision or determination.
 - If the System determines Agency Staff did vacate an appeal decision or determination, proceed to [Alternate Flow 7.3 Rendered appeal decision is to vacate](#).
35. Proceed to **UCS APPEAL 050 Process Appeal Decision**.
36. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 New issue(s) detected

1. The System shall determine that Agency Staff indicated new issue(s) were detected.
2. The System shall set an indicator that the decision may identify a new issue.
3. Continue with Main Flow, Step 13.

7.2 Remand order

1. The System shall determine that Agency staff did enter a remand order.
2. The System shall provide the ability for Agency Staff to schedule an appeal hearing.
3. The System shall provide the ability for Agency Staff to change the jurisdiction for the appeal.
4. The System shall create a work item for Agency Staff to process the remand order.
5. Continue with Main Flow, Step 33.

7.3 Rendered appeal decision is to vacate

1. The System shall determine that Agency Staff did vacate an appeal decision or determination.
2. The System shall provide the ability for Agency Staff to enter a new decision or determination.
 - If the System determines Agency Staff did not enter a new decision or determination, proceed to [Alternate Flow 7.2 Remand order](#).
3. Continue with Main Flow, Step 35.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-0100	The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-1000	The System shall provide functionality to generate correspondence to interested parties by their preferred contact method.
HR-APPEAL-1100	The System shall provide functionality to generate correspondence related to the appeal processes.
HR-APPEAL-2600	The System shall provide functionality for an appeal decision to affirm a previous determination or decision.
HR-APPEAL-2800	The System shall provide functionality for an appeal decision to reverse a previous determination or decision.
HR-APPEAL-2900	The System shall provide the functionality for an appeal to be remanded.
HR-APPEAL-3100	The System shall provide functionality to vacate an appeal decision.
HR-APPEAL-3110	The System shall provide functionality to vacate and amend an appeal decision.
HR-APPEAL-3400	The System shall provide the ability for an appeal to be dismissed.
HR-APPEAL-3500	The System shall provide the ability for Agency Staff to indicate when an interested party fails to attend the appeal hearing.
HR-APPEAL-3600	The System shall create an appeal decision.
HR-APPEAL-3610	The System shall provide the ability for Agency Staff to create an appeal decision using templates and boiler plates.
HR-APPEAL-3630	The System shall provide functionality for Agency Staff to create templates and boiler plates.
HR-APPEAL-3640	The System shall provide functionality for Agency Staff to modify templates and boiler plates.
HR-APPEAL-3700	The System shall notify interested parties of the appeal decision by their preferred method of contact.

Requirement ID	Description
HR-APPEAL-5000	The System shall provide the functionality to add an issue(s) to an existing appeal.
HR-APPEAL-5200	The System shall provide the ability for an appeal decision to be applied to multiple Claimants.
HR-APPEAL-5300	The System shall provide the functionality to maintain the status of an appeal case (e.g., opened, closed, pending).
HR-APPEAL-5310	The System shall provide functionality to capture the appeal decision results (e.g., affirm, vacate, modify, reverse).



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**UCS APPEAL 050 PROCESS
APPEAL DECISION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for processing an appeal decision. This use case begins when an appeal decision has been rendered and needs to be processed. The use case ends when the appeal decision is processed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Appeal decision needs to be processed.

4. PRECONDITIONS

- Appeal decision has been rendered.

5. POST CONDITIONS

- Appeal decision has been processed.

6. MAIN FLOW

The Main Flow describes the steps necessary to process an appeal decision.

1. The System shall determine the appeal decision did not modify or reverse a determination or decision.
 - If the System determines the appeal decision modified or reversed a determination or decision, proceed to [Alternate Flow 7.1 Decision modified or reversed a determination or decision](#).
2. The System shall provide the ability to apply the appeal decision to multiple Claimants.
3. The System shall update the record(s).
4. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Decision modified or reversed a determination or decision

1. The System shall determine the appeal decision modified or reversed a determination or decision.
2. The System shall provide the ability to apply the appeal decision to multiple Claimants.
3. The System shall create a work item for Agency Staff to process the decision.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-0100	The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-2600	The System shall provide functionality for an appeal decision to affirm a previous determination or decision.
HR-APPEAL-2700	The System shall provide functionality for an appeal decision to modify a previous determination or decision.
HR-APPEAL-2800	The System shall provide functionality for an appeal decision to reverse a previous determination or decision.
HR-APPEAL-3800	The System shall provide the functionality for an appeal decision to be processed.
HR-APPEAL-4600	The System shall provide the functionality to make adjustments based on the appeal decision.
HR-APPEAL-4610	The System shall provide the ability for Agency Staff to make adjustments based on the appeal decision.
HR-APPEAL-4700	The System shall determine the appeal decision requires an adjustment.
HR-APPEAL-5200	The System shall provide the ability for an appeal decision to be applied to multiple Claimants.



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**UCS APPEAL 060 (RE) SCHEDULE
APPEAL HEARING**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of scheduling, rescheduling, or reopening an appeal hearing. This use case begins when Agency Staff determines the scheduling, rescheduling, or reopening of an appeal case is warranted. The use case ends when the appeal hearing is scheduled, rescheduled, or reopened.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff determines reopening of the appeal case is warranted.
- Agency Staff determines an appeal hearing needs to be scheduled.
- Agency Staff determines an appeal hearing needs to be rescheduled.

4. PRECONDITIONS

- Appeal case exists in the System.

5. POST CONDITIONS

- Appeal hearing has been scheduled, rescheduled or reopened.

6. MAIN FLOW

The Main Flow describes the steps necessary to schedule, reschedule, or reopen an appeal hearing.

1. The System shall provide the ability for Agency Staff to activate or deactivate automated scheduling.
2. The System shall determine that automated scheduling is deactivated.
 - If the System determines that automated scheduling is activated, proceed to [Alternate Flow 7.1 Automated scheduling is activated.](#)
3. The System shall provide the ability for Agency Staff to modify an appeal hearing (e.g., schedule, reschedule, cancel or reopen an appeal hearing).
4. The System shall provide the ability for Agency Staff to indicate a telephone hearing is required.
5. The System shall provide the ability for Agency Staff to generate a schedule for a specific referee (e.g., available dates, times).
6. The System shall provide the ability for Agency Staff to indicate the location of the hearing.
7. The System shall provide the ability for Agency Staff to select the date/time for the appeal hearing.
8. The System shall schedule the appeal hearing.
9. The System shall provide the ability for Agency Staff to adjust the appeal hearing schedule for a specific time period.
10. The System shall provide the functionality to allow multiple appeals to be combined for one hearing.
11. The System shall generate notification of the appeal hearing to all interested parties by their preferred contact method.
12. The System shall generate a list of hearings scheduled for a selected time frame (e.g., by day).
13. The System shall provide the ability for Agency Staff to view and print the list of hearings scheduled.
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Automated scheduling is activated

1. The System shall determine automated scheduling is activated.
2. The System shall provide the ability for Agency Staff to indicate a hearing is required.
3. The System shall provide the ability for the Agency Staff to generate a schedule for a specific referee.
4. The System shall determine the location of the hearing.
5. The System shall determine the duration of the appeal hearing.
6. The System shall determine the date/time of the appeal hearing.
7. Continue with Main Flow, Step 8.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-1000	The System shall provide functionality to generate correspondence to interested parties by their preferred contact method.
HR-APPEAL-1100	The System shall provide functionality to generate correspondence related to the appeal process.
HR-APPEAL-1430	The System shall provide functionality to send Pennsylvania Labor and Industry the Notice of Hearing.
HR-APPEAL-2100	The System shall provide functionality to (re)schedule the appeal hearing.
HR-APPEAL-2110	The System shall provide the ability for Agency Staff to (re)schedule an appeal hearing.
HR-APPEAL-2200	The System shall provide functionality to notify the interested parties of the scheduled appeal by their preferred contact method.
HR-APPEAL-3000	The System shall provide the functionality to continue an appeal hearing.
HR-APPEAL-3200	The System shall provide functionality to reopen an appeal.
HR-APPEAL-4100	The System shall provide the functionality to generate a schedule for a specific referee.
HR-APPEAL-5100	The System shall provide the ability for multiple appeal cases to be combined for one hearing.



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**UCS APPEAL 070 MANAGE APPEAL
CASES**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for managing an appeal case (e.g., updates, tracking, reporting). The use case begins when Agency Staff determines the need to manage an appeal case. The use case ends when appeal management activities have been performed.

2. ACTORS

- System
- Agency Staff
- User (Claimant, Employer, Other Interested Parties)

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff determines the need to perform management actions for an appeal case.
- User initiates a request to check status of appeal.
- User initiates a request to add or modify interested parties.

4. PRECONDITIONS

- An appeal case exists in the System.
- User initiates a request through self-service or other methods.

5. POST CONDITIONS

- Appeal case management activities are completed.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage an appeal case.

1. The System shall provide the ability for Agency Staff to update appeal case information (e.g., interested parties, witnesses, representatives, decision mail date, dismissal, notes).
2. The System shall provide functionality for Agency Staff to (dis)associate an appeal case to a Claim Event.
3. The System shall provide the ability for Agency Staff to generate a complete appeal case file (e.g., print, electronic file).
4. The System shall provide the ability for Agency Staff to postpone or continue an appeal case hearing.
5. The System shall provide functionality to monitor timeliness for appeal cases.
6. The System shall provide functionality to monitor case aging for appeal cases.
7. The System shall provide the functionality to maintain the status of an appeal case (e.g., opened, closed, and pending).
8. The System shall provide the ability for Agency Staff to assign an appeal case.
9. The System shall provide the ability for Agency Staff to reassign an appeal case.
10. The System shall provide the ability for the appellant to request a withdrawal of an appeal.
11. The System shall provide the ability for Agency Staff to enter notes as part of the appeal case.
12. The System shall provide the ability for Agency Staff to enter secure (private) review notes as part of the appeal case.
13. The System shall provide functionality for an appeal/docket number to be deleted.
14. The System shall provide the ability for Agency Staff to indicate an appeal has been filed with one of the state courts (e.g., Commonwealth Court, State Supreme Court).
15. The System shall provide the ability for Agency Staff to capture data associated with an appeal filed with a state court.
16. The System shall provide the ability for Agency Staff to indicate an appeal has been filed with the Board of Review.
17. The System shall provide the ability for Agency Staff to process a request for reconsideration of a higher level appeal decision.
18. The System shall provide the ability for Agency Staff to capture data associated with an appeal filed with the Board of Review.
19. The System shall provide the ability for Agency Staff to change the jurisdiction of an appeal case.
20. The System shall provide the ability for participants in the appeal case to submit requests (e.g., change of location, telephone hearing, interpreter and other accommodations and post-hearing request for reopening, and reconsideration) through multiple methods (e.g., self-service application, email, phone, fax, or U.S. Mail).
21. The System shall provide the ability for Agency Staff to process requests from participants in the appeal case.

22. The System shall provide the ability to attach documents and electronic data to the appeal case (e.g., audio, video, other data, exhibits, evidence).
23. The System shall send a Notice of Continuance to interested parties by their preferred method of contact.
24. The System shall provide the ability for Agency Staff to send a Notice of Continuance to interested parties by their preferred method of contact.
25. The System shall provide the ability for Agency Staff to process a request to modify the participants to an appeal hearing (e.g., witnesses, representatives, interested parties).
26. The System shall set an indicator for the USDOL timeliness requirements.
27. The System shall provide the ability for Agency Staff to update appeal case information (e.g., interested parties, witnesses, representatives, decision mail date, dismissal, notes) on multiple appeal cases.
28. The System shall provide the ability for Agency Staff to produce copies of original appeal decisions, correspondence and documentation for an appeal case.
29. The System shall provide the ability for Agency Staff to add an issue to an existing appeal.
30. The System shall provide the ability for Agency Staff to designate that all Appeals will receive a decision for the Claim Event.
31. The System shall provide the ability for Agency Staff to select specific Appeal(s) to receive a decision for the Claim Event.
32. The System shall provide the ability for Agency Staff to generate or issue subpoenas.
33. The System shall provide the ability for the User to view the appeal case.
34. The System shall provide the ability for the User to view the appeal decision.
35. The System shall provide the ability for the User to check the status of the appeal case.
36. The System shall identify outstanding appeal cases associated with a claim or Claimant.
37. The System shall provide the functionality to create appeal management reports.
38. The System shall maintain a history of changes made to the details of Lower and Higher Level Authority appeal cases (e.g., change to referee, location, hearing dates, assignment of attorney or paralegal, date of assignment).
39. The System shall display a history of changes made to the details of an appeal case (e.g., change to referee, location, hearing dates, assignment of attorney or paralegal, date of assignment).
40. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-0100	The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-0700	The System shall provide the functionality to process a Higher Authority request for reconsideration for UC program types.
HR-APPEAL-0800	The System shall provide functionality for requests for reconsideration of Higher Authority appeal decisions to be filed through multiple methods.
HR-APPEAL-1200	The System shall provide functionality to reproduce original documents for the appeal process.
HR-APPEAL-1400	The System shall provide functionality to add interested parties to an appeal.
HR-APPEAL-1410	The System shall provide functionality to modify interested parties to an appeal.
HR-APPEAL-1420	The System shall provide the functionality for Agency Staff to indicate Pennsylvania Labor and Industry as a participating party to an appeal.
HR-APPEAL-1800	The System shall provide functionality to withdraw an appeal.
HR-APPEAL-1900	The System shall provide functionality to for an appeal number to be cancelled.
HR-APPEAL-2300	The System shall provide functionality to issue a subpoena.
HR-APPEAL-2400	The System shall provide the ability to change the jurisdiction of an appeal case.
HR-APPEAL-2500	The System shall provide functionality to transfer an appeal.
HR-APPEAL-2510	The System shall provide the ability to transfer an appeal case between Referee Offices.
HR-APPEAL-2520	The System shall provide the ability to transfer an appeal case between Referees.
HR-APPEAL-2900	The System shall provide functionality for an appeal to be remanded.
HR-APPEAL-3000	The System shall provide functionality to continue an appeal hearing.
HR-APPEAL-3810	The System shall provide the ability for interested parties to submit request to Referee Offices and the Board of Review.
HR-APPEAL-3820	The System shall provide the ability for Agency staff to approve a request for continuance.
HR-APPEAL-3830	The System shall send a Notice of Continuance.
HR-APPEAL-4200	The System shall provide the functionality to track appeals cases for timeliness.

Requirement ID	Description
HR-APPEAL-4300	The System shall provide the functionality to create appeal management reports.
HR-APPEAL-4410	The System shall provide the functionality to interface with internal and external systems related to appeal process.
HR-APPEAL-4500	The System shall provide the functionality to review the recording(s) of appeal hearings.
HR-APPEAL-4800	The System shall determine the request for reconsideration is timely.
HR-APPEAL-4810	The System shall determine the time period for appeal filing.
HR-APPEAL-4820	The System shall determine the time period for response.
HR-APPEAL-5300	The System shall provide the functionality to maintain the status of an appeal case (e.g., opened, closed, pending).
HR-APPEAL-5500	The System shall provide the ability for Agency Staff to indicate an appeal has been filed in the court system.
HR-APPEAL-5600	The System shall provide the ability for an appeal case to be viewed.
HR-APPEAL-5700	The System shall provide the ability for an appeal decision to be viewed.
HR-APPEAL-5800	The System shall alert Agency Staff of outstanding appeal cases associated with a claim or Claimant.
HR-APPEAL-6100	The System shall provide functionality to manage appeal case information.



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**UCS APPEAL 080 ENTER HIGHER
LEVEL DECISION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the steps to enter a higher level authority (Board or Court) decision. This use case begins when Agency Staff receives a higher level decision for an appeal case. The use case ends when the higher level decision is entered.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff receives a decision from a higher level.

4. PRECONDITIONS

- An appeal case exists in the System.

5. POST CONDITIONS

- The higher level decision is entered.

6. MAIN FLOW

The Main Flow describes the steps necessary to enter a higher level decision on an appeal case.

1. The System shall provide the ability for Agency Staff to update the appeal case with information from the higher level decision.
2. The System shall provide the ability for Agency Staff to attach documentation/correspondence related to the higher level decision.
3. The System shall assign a higher level decision identifier.
4. The System shall provide the ability for Agency Staff to enter a higher level decision for multiple appeal cases.
5. The System shall determine that the higher level decision is not a remand.
 - If the System determines that the higher level decision is a remand, proceed to [Alternate Flow 7.1 Higher level decision is a remand.](#)
6. The System shall determine that the higher level decision is not a vacate.
 - If the System determines that the higher level decision is a vacate, proceed to [Alternate Flow 7.2 Higher level decision is a vacate.](#)
7. The System shall generate correspondence, documents, and notices as required by law to interested parties using their preferred method of contact.
8. Proceed to **UCS APPEAL 050 Process Appeal Decision.**
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Higher level decision is a remand

1. The System shall determine that the higher level decision is a remand.
2. The System shall provide the ability for Agency Staff to schedule a hearing.
3. The System shall provide the ability for Agency Staff to change the jurisdiction for the appeal.
4. The System shall create a work item for Agency Staff to process the remand.
5. Continue with Main Flow, Step 6.

7.2 Higher level decision is a vacate

1. The System shall determine that the higher level decision is a vacate.
2. The System shall provide the ability for Agency Staff to enter a new decision.
 - If the System determines Agency Staff did not enter a new decision, proceed to [Alternate Flow 7.1 Higher level decision is a remand.](#)
3. Continue with Main Flow, Step 7.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement	ID	Description
HR-APPEAL-0100		The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-1000		The System shall provide functionality to generate correspondence to interested parties by their preferred contact method.
HR-APPEAL-1100		The System shall provide functionality to generate correspondence related to the appeal processes.
HR-APPEAL-2900		The System shall provide functionality for an appeal to be remanded.
HR-APPEAL-3700		The System shall notify interested parties of the appeal decision by their preferred method of contact.
HR-APPEAL-3800		The System shall provide the functionality for an appeal decision to be processed.
HR-APPEAL-5200		The System shall provide the ability for an appeal decision to be applied to multiple Claimants.



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**UCS APPEAL 090 CREATE AND
UPDATE HIGHER LEVEL APPEAL RECORD**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for creating and updating a higher level authority (e.g., Board or Court level) appeal record. This use case begins once the higher level authority appeal has been filed. The use case ends when the higher level appeal record is created or updated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- A higher level authority appeal is filed.
- Agency Staff updates the record.

4. PRECONDITIONS

- An appealable determination or decision exists.

5. POST CONDITIONS

- Appeal record for higher level authority is created or updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to create or update a higher level authority (Board or Court) appeal case record.

1. The System shall provide the ability for Agency Staff to select a lower level appeal decision.
2. The System shall provide the ability for Agency Staff to create or update a higher level appeal case record.
3. The System shall provide the ability for Agency Staff to assign a higher level appeal/docket number.
4. The System shall provide the ability for Agency Staff to enter details (e.g., date of petition for appeal, date to transcription, assigned attorney or paralegal, date assigned, and for Court appeals the docket number, date of applications and motions) regarding the higher level appeal.
5. The System shall provide the ability for Agency Staff to modify details (e.g., date of petition for appeal, date to transcription, assigned attorney or paralegal, date assigned, and for Court appeals the docket number, date of applications and motions) regarding the higher level appeal.
6. The System shall provide the ability for Agency Staff to attach documents to the higher level appeal.
7. The System shall provide the ability for Agency Staff to associate the higher level appeal with the lower level appeal case(s).
8. The System shall provide the ability for Agency Staff to record the appeal level.
9. The System shall provide the ability for Agency Staff to associate multiple related appeals to an appeals case.
10. The System shall provide the ability for Agency Staff to disassociate the higher level appeal from the lower level appeal case(s).
11. The System shall generate applicable correspondence to interested parties using their preferred method of contact.
12. The System shall provide the ability for Agency Staff to generate applicable correspondence to interested parties using their preferred method of contact.
13. The System shall provide the ability for Agency Staff to create a work item regarding the appeal case files.
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-APPEAL-0100	The System shall provide the ability to process appeals related to Unemployment Compensation programs for both Higher and Lower Authority.
HR-APPEAL-0200	The System shall provide functionality for Lower and Higher Authority appeals to be filed.
HR-APPEAL-0300	The System shall determine the appeal level.
HR-APPEAL-0310	The System shall provide the ability for Agency Staff to determine the level of appeal.
HR-APPEAL-1000	The System shall provide functionality to generate correspondence to interested parties by their preferred contact method.
HR-APPEAL-1100	The System shall provide functionality to generate correspondence related to the appeal processes.
HR-APPEAL-1200	The System shall provide the functionality to reproduce original documents for the appeal processes.
HR-APPEAL-1300	The System shall provide functionality to associate submitted documents with a case file.
HR-APPEAL-4000	The System shall create an appeal case.



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**UCS BENCHG 010 IDENTIFY AND
CALCULATE POTENTIALLY CHARGEABLE
EMPLOYER**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to identify Employer account(s) potentially chargeable for a claim. This use case begins when a financial determination is issued or revised. The process identifies Employer accounts and their chargeable percentage. This use case ends when the benefit charge record(s) is created.

2. ACTORS

- System

2.1 Interfaces

- Wage Record

3. TRIGGERS

- A new or additional claim has been filed.
- Non-Monetary determination issued.
- A financial determination has been made.

4. PRECONDITIONS

- A financial determination exists for a claim which results in benefit charges to Employer, Agency or Federal accounts.

5. POST CONDITIONS

- Potentially chargeable Employer(s) have been identified.
- Benefit charge percentages have been calculated for each base year Employer.

6. MAIN FLOW

The Main Flow describes the steps necessary to identify and calculate potentially chargeable Employer accounts.

1. The System shall determine the program type(s) associated with the financial determination (e.g., Regular UI, Shared Work).
2. The System shall determine the claim type(s) associated with the financial determination (e.g., new, additional).
3. The System shall identify the separating and non-separating Employer(s) during the base year for each claim filed.
4. The System shall determine the Employer/Agency account(s) for calculation of potential charges in the base period.
5. The System shall determine if a base year employer has a predecessor/successor relationship.
6. The System shall determine if a base year employer has an active group account (PSATS).
7. The System shall apply the chargeability rules configured for the program type(s) associated with the claim.
8. The System shall determine the type of wages.
9. The System shall determine the total base year wages used to establish the claim.
10. The System shall determine the chargeable percentage for each Employer/Agency account(s) in the base period.
11. The System shall determine the Employer account is contributory.
 - If the System determines the Employer account is not contributory, proceed to [Alternate Flow 7.1 Employer account is not contributory.](#)
12. The System shall determine that an Employer/Agency account(s) should be charged based on the program type.
 - If the System determines that an Employer/Agency account(s) should not be charged based on program type, proceed to [Alternate Flow 7.2 Employer/Agency account\(s\) should not be charged.](#)
13. The System shall determine the Employer account should not have automatic relief from charges.
 - If the System determines the Employer account should have automatic relief from charges, proceed to [Alternate Flow 7.4 Employer should have automatic relief from charges.](#)
14. The System shall create and store a potential benefit charge record for each Employer/Agency account(s) involved.
15. The System shall create and store a potential benefit charge adjustment for each Employer/Agency account(s) involved.
16. The System shall provide the ability to generate correspondence to interested parties.
17. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Employer Account is not contributory

1. The System shall determine the Employer account is not contributory.
2. The System shall determine the Employer account is reimbursable.
3. The System shall determine if the reimbursable Employer is eligible to request relief from benefit charges (e.g., paid reimbursable solvency fee).
 - If the System determines the reimbursable Employer is not eligible to request relief from benefit charges, proceed to [Alternate Flow 7.3 Reimbursable Employer Account is not eligible to request relief from benefit charges.](#)
4. Continue with Main Flow, Step 12.

7.2 Employer/Agency account(s) should not be charged

1. The System shall determine that an Employer/Agency account(s) should not be charged based on the program type.
2. The System shall store a zero charge record for the Employer/Agency account(s).
3. Continue with Main Flow, Step 13.

7.3 Reimbursable Employer Account is not eligible to request relief from benefit charges

1. The System determines the reimbursable Employer account is not eligible to request relief from benefit charges.
2. The System shall assign an indicator to the reimbursable Employer account.
3. Continue with Main Flow, Step 12.

7.4 Employer should have automatic relief from charges

1. The System shall determine the Employer should have automatic relief from charges.
2. The System shall determine the same separation was previously determined for the benefit charge.
3. The System shall determine that the previous charging determination should be applied to the new benefit year.
 - If the System determines that the previous charging determination should not be applied to the new benefit year, proceed to [Alternate Flow 7.5 Previous charging determination should not be applied to the new benefit year.](#)
4. The System shall update the benefit charge record with the previous charging determination.
5. Continue with Main Flow, Step 16.

7.5 Previous charging determination should not be applied to the new benefit year

1. The System shall determine that the previous charging determination should not be applied to the new benefit year.
2. Continue with Main Flow, Step 14.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0100	The System shall identify activity that impacts benefit charges to an Employer account.
HR-BENCHG-0200	The System shall provide the functionality to capture the benefit charge information required for the calculation of Employer contribution rates.
HR-BENCHG-0300	The System shall identify benefit charges for each benefit claim.
HR-BENCHG-0400	The System shall determine an Employer's account is chargeable.
HR-BENCHG-0500	The System shall determine an Employer's account is non-chargeable.
HR-BENCHG-0700	The System shall provide functionality to process benefit charges for predecessor/successor Employer accounts.
HR-BENCHG-0710	The System shall provide the ability to process benefit charges for predecessor/successor Employer accounts involved in a partial transfer.
HR-BENCHG-0800	The System shall identify whether the Employer is reimbursable or contributory.
HR-BENCHG-0810	The System shall identify whether the Reimbursable Employer solvency fee is paid.
HR-BENCHG-0900	The System shall provide functionality to non-charge an Employer's account.
HR-BENCHG-1100	The System shall provide the ability to calculate the pro-rata benefit charge percentage when multiple Employers are chargeable.
HR-BENCHG-1200	The System shall provide the functionality to (re)calculate Employer charges.
HR-BENCHG-3600	The System shall provide the functionality to generate correspondence to interested parties.
HR-BENCHG-4300	The System shall determine benefit charges related to Federal Special Programs (e.g., TRA, DUA, federal and state extension).
HR-BENCHG-4310	The System shall provide functionality to apply benefit charges to other states and/or federal government agencies.
HR-BENCHG-5200	The System shall provide the functionality for processing benefit charges to a

Requirement ID	Description
	group account.
HR-BENCHG-5800	The System shall provide the functionality to identify separating and non-separating Employers.
HR-BENCHG-5900	The System shall provide functionality for automated relief from charges under defined circumstances.



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**UCS BENCHG 020 PROCESS
EMPLOYER REQUEST FOR RELIEF FROM
CHARGES**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the steps to process an Employer's request for relief from charges. This use case begins when the benefit charge request for relief from charges is received. This use case ends when the outcome has been determined and the Employer has been notified.

2. ACTORS

- System
- User (e.g., Agency Staff, Employer, Third Party Administrator)

2.1 Interfaces

- SIDES

3. TRIGGERS

- An Employer request for relief from charges is received.
- Employer/TPA access self-service account to submit Employer request for relief from charges.

4. PRECONDITIONS

- The Employer account is potentially charged for benefits paid to a Claimant.
- The Employer appeals the benefit charge applied to their account.
- A financial determination is issued.

5. POST CONDITIONS

- A determination has been rendered on the Employer request for relief from charges.

6. MAIN FLOW

The Main Flow describes the steps necessary to process Employer request for relief from charges.

1. The System shall provide the ability to receive a request for relief from charges of an Employer account (e.g., SIDES, self-service request).
2. The System shall provide the ability for the User to enter a request for relief from charges applied to an Employer account.
3. The System shall provide the ability for the User to select the benefit charges to request for relief from charges.
4. The System shall provide the ability for the User to enter in the reason for the request for relief from charges.
5. The System shall determine the request for relief from charges does not already exist.
 - If the System determines the request for relief from charges already exists, proceed to [Alternate Flow 7.1 Request for relief from charges already exists](#).
6. The System shall determine that the Employer's request for relief from charges does not raise a potential issue on a benefit claim.
 - If the System determines that the Employer's request for relief from charges raises a potential issue on a benefit claim, proceed to [Alternate Flow 7.2 Employer's request for relief from charges raises a potential issue on a benefit claim](#).
7. The System shall determine that the request for relief from charges is received timely.
 - If the System determines that the request for relief from charges is not received timely, proceed to [Alternate Flow 7.3 Request for relief from charges is not received timely](#).
8. The System shall determine that information is sufficient to automatically make a decision on the request for relief from charges.
 - If the System determines that information is not sufficient to automatically make a decision on the request for relief from charges, proceed to [Alternate Flow 7.4 Information is not sufficient to automatically make a decision on the request from relief from charges](#).
9. The System shall determine the Employer is granted relief from charge(s).
 - If the System determines the Employer is not granted relief from charges, proceed to [Alternate Flow 7.5 Employer is not granted relief from charges](#).
10. The System shall assign a relief from charge indicator.
11. Perform **UCS BENCHG 030 Modify Employer Charging Liability**.
12. The System shall update the status of Employer account based on the relief from charges.
13. The System shall provide the ability for the User to view the status of a request for relief from charges.
14. The System shall generate correspondence to interested parties.
15. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Request for relief from charges already exists

1. The System shall determine a request for relief from charges already exists.
2. The System shall provide the ability for the User to add additional information to the Employer's request for relief from charges.
3. The System shall update the relief from charge with additional information.
4. Continue with Main Flow, Step 6.

7.2 Employer's request for relief from charges raises a potential issue on a benefit claim (eligibility issue)

1. The System shall determine that the Employer's request for relief from charges raises a potential issue on a benefit claim.
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 7.

7.3 Request for relief from charges is not received timely

1. The System shall determine the request for relief from charges is not received timely.
2. The System shall provide the ability to assign an identifier that the relief from charges request is not timely.
3. Continue with Main Flow, Step 8.

7.4 Information is not sufficient to automatically make a decision for the request for relief from charges

1. The System shall determine that information is not sufficient to automatically make a decision for the request for relief from charges.
2. The System shall provide the ability to determine pending issues exist.
3. The System shall provide the ability to associate the request for relief from charges to an issue.
4. The System shall provide the ability to assign a status to the request for relief from charges.
5. The System shall provide the ability for the User to view the status of a request for relief from charges.
6. The Alternate Flow ends.

7.5 Employer is not granted relief from charges

1. The System shall determine the Employer is not granted relief from charges.
2. The System shall determine Employer request is denied.
3. Continue with Main Flow, Step 12.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0600	The System shall provide functionality for Employer authorized third party administrator(s) to protest benefit charges.
HR-BENCHG-0610	The System shall provide the functionality for an Employer to protest benefit charges.
HR-BENCHG-1800	The System shall provide the ability to accept benefit charge protest.
HR-BENCHG-2000	The System shall provide the functionality to process Employer protest of benefit charges.
HR-BENCHG-3100	The System shall provide the ability to detect non-monetary issues based on Employer charge protest.
HR-BENCHG-3200	The System shall create issue(s) based on Employer protest of charges.
HR-BENCHG-3600	The System shall provide the functionality to generate correspondence to interested parties.
HR-BENCHG-5700	The System shall provide the functionality to allow workflow processing for employer relief from charges.
HR-BENCHG-5900	The System shall provide functionality for automated relief from charges under defined circumstances.



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**UCS BENCHG 030 MODIFY
EMPLOYER CHARGING LIABILITY**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to modify Employer's charging liability. This use case begins when the System receives information to modify the Employer's benefit charges. This use case ends when the benefit charge modifications are created.

2. ACTORS

- System

2.1 Interfaces

- N/A

3. TRIGGERS

- Information is received to modify the Employer's benefit charges.
- Agency Staff identifies a modification is needed to benefit charge information.
- Employer's relief from benefit charges determination has been issued.
- A Non-monetary determination impacts benefits charging.
- Appeals decisions impacts benefit charging.

4. PRECONDITIONS

- A determination/decision has been rendered which modifies benefit charges.

5. POST CONDITIONS

- Benefit charges are created or modified.

6. MAIN FLOW

The Main Flow describes the steps necessary to modify Employer charging liability.

1. The System shall identify the Employer(s) benefit charge records to modify.
2. The System shall determine the Employer was not previously granted relief from charges.
 - If the System determines the Employer was previously granted relief from charges, proceed to [Alternate Flow 7.1 Employer was previously granted relief from charges.](#)
3. The System shall determine that the modification to the benefit charges does not raise a potential issue on the benefit claim.
 - If the System determines that the modification to the benefit charges raises a potential issue on the benefit claim, proceed to [Alternate Flow 7.2 Modifications to the benefit charges raises a potential issue on the benefit claim.](#)
4. The System shall determine the Employer is granted relief from charges.
5. The System shall determine the effective date of the modification of benefit charges.
6. Perform **UCS BENCHG 060 Process Adjustments.**
7. The System shall recalculate the base year Employer(s) benefit charge percentage.
8. The System shall update the benefit charge history for the Employer.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Employer was previously granted relief from charges

1. The System shall determine the Employer was previously granted relief from charges.
2. The System shall determine the relief from charge status should not be reversed.
 - If the System determines the relief from charge status should be reversed, proceed to [Alternate Flow 7.3 Relief from charge status should be reversed.](#)
3. The System shall generate correspondence to interested parties.
4. The Alternate Flow ends.

7.2 Modification to the benefit charges raises a potential issue on the benefit claim

1. The System shall determine that the modification to the benefit charges raises a potential issue on the benefit claim.
2. Proceed to **UCS NONMON 010 Establish Issue.**
3. The Alternate Flow ends.

7.3 Relief from charge status should be reversed

1. The System shall determine the relief from charge status should be reversed.
2. The System shall process the appropriate transactions (e.g., denial/approve).
3. Continue with Main Flow, Step 5.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0500	The System shall determine an Employer's account is non-chargeable.
HR-BENCHG-0900	The System shall provide functionality to non-charge an Employer's account.
HR-BENCHG-1100	The System shall provide functionality to calculate the pro-rata benefit charge percentage when multiple Employers are chargeable.
HR-BENCHG-3100	The System shall detect non-monetary issues based on Employer charge protest.
HR-BENCHG-3600	The System shall provide the functionality to generate correspondence to interested parties.
HR-BENCHG-5000	The System shall maintain the benefit charge history of an Employer account.
HR-BENCHG-5100	The System shall provide the functionality to reverse an Employer's benefit charges.
HR-BENCHG-5900	The System shall provide functionality for automated relief from charges under defined circumstances.
HR-BENCHG-6200	The System shall capture the pro-rata benefit charge percentage history.



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**UCS BENCHG 040 POST BENEFIT
PAYMENT ACTIVITIES**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to post benefit payment activity to Employer Accounts, Agency accounts, and other accounts for the purpose of benefit charging. This use case begins when benefit payments have been issued. This use case ends when a file has been created to record the payment activity to post to an Employer's account.

2. ACTORS

- System

2.1 Interfaces

- N/A

3. TRIGGERS

- Payment activity has been initiated (e.g., benefit payment, cancelled payment, reissue payment, overpayment).

4. PRECONDITIONS

- A benefit payment has been issued.

5. POST CONDITIONS

- The benefit charge record has been created.

6. MAIN FLOW

The Main Flow describes the steps necessary to post benefit payment activities.

1. The System shall determine benefit payment activity has occurred.
2. The System shall retrieve the accounts and respective benefit charge percentage(s) (e.g., contributory, reimbursing, group, Agency, Federal/Special, predecessor/successor).
3. The System shall determine relief from charges indicator does not exist.
 - If the System determines relief from charges indicator does exist, proceed to [Alternate Flow 7.2 Relief from charges indicator exists.](#)
4. The System shall determine no adjustment is needed to a benefit charge record.
 - If the System determines an adjustment is needed to a benefit charge record, proceed to [Alternate Flow 7.1 Adjust benefit charge record.](#)
5. The System shall calculate the benefit charge debit or credit for each account (Employer, Agency, other identified entity) based on the percentage of benefit charge, relief from charge and amount of benefits paid for the Claimant/week.
6. The System shall include the benefit payment debit/credit detail information for each Employer/Agency account for the defined benefit charge period (e.g., Claimant identifying information, payment amount).
7. The System shall record the benefit charge information.
8. The System shall maintain a history file of the Employer/Agency account benefit charge information.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Adjust benefit charge record

1. The System shall determine an adjustment is needed to a benefit charge record.
2. Perform **UCS BENCHG 060 Process Adjustments**.
3. Continue with Main Flow, Step 5.

7.2 Relief from charge indicator exists

1. The System shall determine relief from charge indicator exists.
2. The System shall provide the ability to post the benefit payment amount to the State adjustment factor.
3. The System shall identify the benefit payment amount as non-charged on the Employer's account.
4. Continue with Main Flow, Step 6.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0100	The System shall identify activity that impacts benefit charges to an Employer account.
HR-BENCHG-0200	The System shall provide the functionality to capture the benefit charge information required for the calculation of Employer contribution rates.
HR-BENCHG-0300	The System shall identify benefit charges for each benefit claim.
HR-BENCHG-4000	The System shall provide the functionality to post credits of benefit charges to an Employer benefit charge record.
HR-BENCHG-4200	The System shall provide the functionality to post debits of benefit charges to an Employer benefit charge record.
HR-BENCHG-4300	The System shall determine benefit charges related to Federal Special Programs (e.g., TRA, DUA, federal and state extension).
HR-BENCHG-4310	The System shall provide functionality to apply benefit charges to other states and/or federal government agencies.
HR-BENCHG-4400	The System shall provide the functionality to apply benefit charges related to federal special programs to accounts.
HR-BENCHG-5200	The System shall provide the functionality for processing benefit charges to a group account.
HR-BENCHG-6400	The System shall provide functionality to apply benefit charges to the State Adjustment Factor.



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**UCS BENCHG 050 CONDUCT
SCHEDULED CHARGE RUN**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to conduct the benefit charge run. This use case begins when the Agency Staff initiates the process or a scheduled benefit charge run is performed. This use case ends when the System creates the benefit charge file and statements.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- A predefined time has been reached to conduct the benefit charge run.

4. PRECONDITIONS

- Charging activity has occurred within the predefined time period (including adjustments).
- Benefit payment activity has occurred.

5. POST CONDITIONS

- Benefit charge file has been created.
- Benefit charge or credit statements are generated.

6. MAIN FLOW

The Main Flow describes the steps necessary to conduct scheduled benefit charge run.

1. The System shall provide the ability for Agency Staff to schedule the benefit charge period for the benefit charge run.
2. The System shall provide the ability for Agency Staff to select the type of employers to be included in the benefit charge run.
3. The System shall provide the ability for Agency Staff to (re)run the benefit charge run for the defined benefit charge period.
4. The System shall provide the ability to schedule the benefit charge period run.
5. The System shall identify the benefit charge records for the defined period.
6. The System shall provide the ability to reconcile discrepancies during the benefit charge run.
 - If the System cannot identify and reconcile the discrepancies during the benefit charge run, proceed to [Alternate Flow 7.1 The System cannot reconcile discrepancy](#).
7. The System shall identify Employers that are associated to a group account.
8. The System shall determine monthly benefit charge debits/credits for each Employer based on benefit charge activity occurring within the defined time period.
9. The System shall include the benefit charge debit/credit detail information for each Employer for the defined benefit charge period (e.g., Claimant identifying information, benefit charge amount).
10. The System shall maintain a history file of the Employer benefit charge information.
11. The System shall update the Employer account benefit charge information.
12. The System shall create an Employer account benefit charge information file with the charge credits and debits for the appropriate month and year.
13. The System shall generate correspondence to interested parties regarding benefit charge information (e.g., Employer, designated TPA).
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 The System cannot reconcile discrepancy

1. The System shall determine the discrepancy is not reconciled.
2. The System shall provide the ability to generate a report for Agency Staff to review the benefit charge record discrepancy.
3. The System shall provide the ability for Agency Staff to reconcile the benefit charge record.
4. Continue with Main Flow, Step 3.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0100	The System shall identify activity that impacts benefit charges to an Employer account.
HR-BENCHG-0200	The System shall provide the functionality to capture the benefit charge information required for the calculation of Employer contribution rates.
HR-BENCHG-0300	The System shall identify benefit charges for each benefit claim.
HR-BENCHG-1300	The System shall apply benefit charges to the Employer account.
HR-BENCHG-1400	The System shall reconcile benefit charges to benefits paid.
HR-BENCHG-1500	The System shall provide functionality to generate Employer benefit charge statements.
HR-BENCHG-1600	The System shall issue Employer benefit charge statements via the Employer's preferred method of contact.
HR-BENCHG-1610	The System shall provide the functionality for the Employer to download a file containing their benefit charge data.
HR-BENCHG-2900	The System shall provide the functionality to schedule Employer benefit charge runs to generate Employer benefit charge statements.
HR-BENCHG-3900	The System shall provide the ability to resolve discrepancies in benefit charges.
HR-BENCHG-3910	The System shall provide the ability to generate a monthly benefit charge run for Employer Tax.
HR-BENCHG-4000	The System shall provide the functionality to post credits of benefit charges to an Employer benefit charge record.
HR-BENCHG-4200	The System shall provide the functionality to post debits of benefit charges to an Employer benefit charge record.
HR-BENCHG-4400	The System shall provide the functionality to apply benefit charges related to federal special programs to accounts.
HR-BENCHG-4800	The System shall interface with internal and external systems for the benefit charge process.
HR-BENCHG-4900	The System shall reflect charge activity for the time period on the Employer charge statement.
HR-BENCHG-5000	The System shall maintain the benefit charge history of an Employer account.

Requirement ID	Description
HR-BENCHG-5200	The System shall provide the functionality for processing benefit charges to a group account.



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**UCS BENCHG 060 PROCESS
ADJUSTMENTS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the steps to process changes to benefit charges when claims adjustments occur that affect an Employer/Agency account(s). This use case begins when the System identifies any activity that creates an adjustment to benefit charges. This use case ends when the System updates the benefit charge(s).

2. ACTORS

- System

2.1 Interfaces

- N/A

3. TRIGGERS

- Activity that results in an adjustment to benefit charges for an Employer, other entity, or Agency accounts.

4. PRECONDITIONS

- A claim has been adjusted that affects benefit charges.

5. POST CONDITIONS

- Benefit charges are updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to process adjustments.

1. The System shall determine that the benefit charge adjustment is not from a recalculated financial determination.
 - If the System determines that the benefit charge adjustment is from a recalculated financial determination, proceed to [Alternate Flow 7.1 Benefit charge adjustment is from a recalculated financial determination.](#)
2. The System shall determine that the benefit charge adjustment is not from the moving of a benefit payment from one program to another program.
 - If the System determines that the benefit charge adjustment is from the moving of a benefit payment from one program to another program, proceed to [Alternate Flow 7.2 Benefit charge adjustment is from the moving of a benefit payment from one program to another program.](#)
3. The System shall determine that the benefit charge adjustment is not due to a change in charging to an Employer/Agency account(s) (e.g., charge or non-charge)
 - If the System determines that the benefit charge adjustment is due to a change in charging to an Employer/Agency account(s), proceed to [Alternate Flow 7.3 Benefit charge adjustment is from a change in charging to an Employer/Agency account\(s\).](#)
4. The System shall determine that the benefit charge adjustment is not due to a predecessor/successor relationship.
 - If the System determines that the benefit charge adjustment is due to predecessor/successor relationship, proceed to [Alternate Flow 7.4 Benefit charge adjustment is due to a predecessor/successor relationship.](#)
5. The System shall determine that the benefit charge adjustment is not due to the recoupment of an overpayment.
 - If the System determines the benefit charge adjustment is due to the recoupment of an overpayment, proceed to [Alternate Flow 7.5 Benefit charge adjustment is due to the recoupment of an overpayment \(e.g., UCFE, UCX\).](#)
6. The System shall determine that the benefit charge adjustment is not from overpayment activity.
 - If the System determines that the benefit charge adjustment is from overpayment activity, proceed to [Alternate Flow 7.6 Benefit charge adjustment is from overpayment activity.](#)
7. The System shall determine the benefit charges/credits for the Employer/Agency account(s).
8. The System shall determine the adjustment amount of each identified Employer/Agency account(s).
9. The System shall maintain a history of benefit charges/credits.
10. The System shall update/post adjustment transaction(s) to the identified Employer/Agency account(s).
11. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Benefit charge adjustment is from a recalculated financial determination

1. The System shall determine that the benefit charge adjustment is from a recalculated financial determination.
2. The System shall identify the Employer/Agency account(s) affected by the recalculated financial determination.
3. The System shall determine the total base year wages in the recalculated financial determination.
4. The System shall determine the percentage of charging.
5. The System shall determine the benefit charge/credit amount based on the change of charging for each identified Employer/Agency account(s).
6. Continue with Main Flow, Step 2.

7.2 Benefit charge adjustment is from the moving of a benefit payment from one program to another program

1. The System shall determine the benefit charge adjustment is from the moving of benefit payment(s) from one program to another program.
2. The System shall determine the chargeability rules associated with the updated program.
3. The System shall identify the Employer/Agency account(s) affected by the moving of benefit payment(s) from one program to another program.
4. The System shall identify the time period(s) of the benefit payment(s) moved from one program to another program.
5. The System shall determine the amount of the benefit payment(s) moved from one program to another program.
6. The System shall determine the benefit charge/credit amount based on the change of charging for each identified Employer/Agency account(s).
7. Continue with Main Flow, Step 3.

7.3 Benefit charge adjustment is from a change in charging to an Employer/Agency account(s)

1. The System shall determine the benefit charge adjustment is due to a change of charging to an Employer/Agency account(s).
2. The System shall identify the Employer/Agency account(s) affected by the change of charging.
3. The System shall identify the effective date of the change of charging is applicable.
4. The System shall determine the benefit charge/credit amount based on the change of charging for each identified Employer/Agency account(s).
5. Continue with Main Flow, Step 4.

7.4 Benefit charge adjustment is due to a predecessor/successor relationship

1. The System shall determine that the benefit charge adjustment is due to a predecessor/successor relationship.
2. The System shall identify the Employer/Agency account(s) affected by the benefit charge adjustment for the predecessor/successor.
3. The System shall identify the time period(s) to which the adjustment is applicable.
4. The System shall determine the adjustment amount for each identified Employer/Agency account(s).
5. Continue with Main Flow, Step 5.

7.5 Benefit charge adjustment is due to the recoupment of an overpayment (e.g., UCFE, UCX)

1. The System shall determine that the benefit charge adjustment is due to the recoupment of an overpayment.
2. The System shall identify the Employer/Agency account(s) affected by the recoupment of an overpayment.
3. The System shall identify the Employer type(s) (e.g., contributory or reimbursable).
4. The System shall identify the time period(s) to which adjustment is applicable.
5. The System shall determine the adjustment amount of the recoupment for each identified Employer/Agency account(s).
6. Continue with Main Flow, Step 6.

7.6 Benefit charge adjustment is from overpayment activity

1. The System shall determine that the benefit charge adjustment is from overpayment activity.
2. The System shall identify the Employer/Agency account(s) affected by the overpayment activity.
3. The System shall identify the Employer type(s) (e.g., contributory or reimbursable).
4. The System shall identify the time period(s) for the overpayment activity.
5. The System shall determine if the Employer is responsible for the overpayment (Act 75).
6. The System shall determine the adjustment amount of the overpayment activity for each identified Employer/Agency account(s).
7. Continue with Main Flow, Step 7.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0100	The System shall identify activity that impacts benefit charges to an Employer account.
HR-BENCHG-0700	The System shall provide functionality to process benefit charges for predecessor/successor Employer accounts.
HR-BENCHG-0710	The System shall provide the ability to process benefit charges for predecessor/successor Employer accounts involved in a partial transfer.
HR-BENCHG-1300	The System shall apply benefit charges to the Employer account.
HR-BENCHG-1900	The System shall accept adjustments to Employer benefit charges.
HR-BENCHG-3700	The System shall determine an Employer is entitled to an adjustment of benefit charges.
HR-BENCHG-4000	The System shall provide the functionality to post credits of benefit charges to an Employer benefit charge record.
HR-BENCHG-4100	The System shall process adjustments to Employer benefit charges.
HR-BENCHG-4200	The System shall provide the functionality to post debits of benefit charges to an Employer benefit charge record.
HR-BENCHG-5000	The System shall maintain the benefit charge history of an Employer account.
HR-BENCHG-5600	The System shall provide functionality to utilize adjustment codes/reasons to calculate benefit charges.
HR-OVERPAY-5700	The System shall determine the Employer account eligibility for credit based on the establishment of an overpayment.



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**UCS BENCHG 070 PROCESS
INCOMING IB-6**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes processing an incoming Statement of Benefits Charged, Form IB-6. When wages that were transferred from DLI to another state are used to establish a Combined Wage Claim (CWC), the paying state will send an IB-6 to inform the transferring state of credits and/or charges from benefits paid on the Combined Wage Claims in a calendar quarter. This notice serves as a billing statement from the paying state to request reimbursement from the transferring state. This use case begins when the System receives Incoming IB-6 information (generally via the Interstate Connection (ICON)). This use case ends when payment has been authorized and the System has updated the appropriate Employer/Agency benefit charge records.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON

3. TRIGGERS

- PA receives an IB-6.

4. PRECONDITIONS

- PA wages have been transferred to another state.
- PA wages are used on a claim paid by another state.

5. POST CONDITIONS

- The IB-6 has been processed.
- The benefit payment has been authorized and the Employer/Agency benefit charge records have been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to process incoming IB-6.

1. The System shall receive the incoming IB-6 via the ICON connection.
2. The System shall provide the ability for Agency Staff to enter the IB-6 information.
3. The System shall provide functionality to validate the IB-6 data fields.
4. The System shall determine that the IB-6 data fields are valid.
 - If the System determines specific IB-6 data fields are not valid, proceed to [Alternate Flow 7.1 Specific IB-6 data fields are not valid.](#)
5. The System shall provide functionality to compare information from the most recent IB-5(s) received for the benefit year ending date.
6. The System shall verify the IB-6 charge/credit information.
7. The System shall apply adjustments received on the IB-6 to the historical data.
8. The System shall determine that the IB-6 information has no discrepancy.
 - If the System determines that the IB-6 information has a discrepancy, proceed to [Alternate Flow 7.2 IB-6 information has a discrepancy.](#)
9. The System shall create a work item for Agency Staff to authorize IB-6 payment.
10. The System shall determine charging percentage to apply to the Employer/Agency account(s).
11. The Systems shall determine the benefit charge amount to apply to the Employer/Agency Account(s).
12. The System shall post the benefit charges to the correct Employer/Agency Account(s).
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Specific IB-6 data fields are not valid

1. The System shall determine specific IB-6 data fields are not valid.
2. The System shall create a work item for Agency Staff to modify the IB-6 data fields.
3. Continue with Main Flow, Step 3.

7.2 IB-6 information has a discrepancy

1. The System shall determine that the IB-6 information has a discrepancy.
2. The System shall calculate the discrepancy.
3. The System shall determine the discrepancy warrants review.
4. The System shall create a work item for Agency Staff to correct the discrepancy.
5. The System shall generate the appropriate ICON response to the other state.
6. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-1000	The System shall process Combined Wage Claim benefit charges (IB-6).
HR-BENCHG-2600	The System shall provide the functionality to receive IB-6 bills from other state(s) for Combined Wage Claims.
HR-BENCHG-2700	The System shall provide the ability to resolve discrepancies for incoming IB-6 bills.
HR-BENCHG-2800	The System shall provide the functionality to authorize payment of incoming IB-6 bills.
HR-BENCHG-6300	The System shall provide the functionality to post IB-6 charges to the appropriate PA employer(s) for the Combined Wage Claim.



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**UCS BENCHG 080 PROCESS
OUTGOING IB-6**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for sending a Statement of Benefits Charged, Form IB-6, to a state that transferred wages to establish a Combined Wage Claim (CWC). The form is sent quarterly to inform the transferring state of accumulated benefit charges and credits resulting from CWC claim(s) and request reimbursement to the paying state. This use case begins when quarterly benefit charges or credits to transferring state(s) are identified. This use case ends when the System compiles and transmits the IB-6 to the Interstate Connection Network System (ICON).

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON

3. TRIGGERS

- Time is reached to run the quarterly scheduled batch.

4. PRECONDITIONS

- Existing IB-5 out of state Record(s)-of-Wages are used.
- PA Benefits are paid against Combined Wage Claim(s).
- Benefit charges or credits for PA benefits paid against CWCs are due to another state.

5. POST CONDITIONS

- The IB-6 has been transmitted to the transferring state.

6. MAIN FLOW

The Main Flow describes the steps necessary to process outgoing IB-6 information.

1. The System shall calculate transferring state(s) benefit charge amounts.
2. The System shall calculate transferring state(s) benefit credit amounts.
3. The System shall generate valid IB-6 data fields.
4. The System shall create the outgoing IB-6 record.
5. The System shall determine that the IB-6 (outgoing) information has no discrepancy.
 - If the System determines that the IB-6 (outgoing) information has a discrepancy, proceed to [Alternate Flow 7.1 IB-6 \(outgoing\) information has a discrepancy](#).
6. The System shall generate a work item for Agency Staff to process the outgoing IB-6.
7. The System shall provide the ability for Agency Staff to add additional comments to the outgoing IB-6.
8. The System shall provide the ability for Agency Staff to initiate the IB-6 transmission.
9. The System shall transmit IB-6 to identified transferring state via ICON.
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 IB-6 (outgoing) information has a discrepancy

1. The System shall determine that the IB-6 (outgoing) information has a discrepancy.
2. The System shall provide discrepancy information.
3. The System shall create a work item for Agency Staff to correct the discrepancy.
4. The System shall generate the appropriate ICON response to the other state.
5. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-1000	The System shall process Combined Wage Claim benefit charges (IB-6).
HR-BENCHG-2300	The System shall calculate benefit charges to other state(s) for Combined Wage Claims (outgoing IB-6 bill).
HR-BENCHG-2400	The System shall provide the ability to resolve discrepancies for outgoing IB-6 bills.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.



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**UCS BENCHG 090 IDENTIFY
EMPLOYERS FOR TRANSFERRED WAGES
(IB-5)**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of identifying potentially chargeable Employer/Agency account(s) based on wages transferred and used on a combined wage claim (CWC). This use case begins when an IB-5 is received from another state indicating wages were used. This use case ends when the potentially chargeable account(s) have been identified.

2. ACTORS

- System

2.1 Interfaces

- ICON

3. TRIGGERS

- Requesting state has returned an IB-5 indicating wages are being used.

4. PRECONDITIONS

- Wages were previously transferred to another state.
- An IB-5 is received indicating wages were used.

5. POST CONDITIONS

- Potentially chargeable Employer(s) have been identified.

6. MAIN FLOW

The Main Flow describes the steps necessary to identify Employer/Agency account(s) for transferred wages (IB-5).

1. The System shall determine the total base year wages transferred.
2. The System shall identify the Employer/Agency account(s) for calculation of potential charges.
3. The System shall determine that an Employer/Agency account(s) should be potentially charged.
4. The System shall calculate potential charges for total wages transferred.
5. The System shall create a potential charge record/charge adjustment for each Employer/Agency account(s) involved.
6. The System shall provide the ability to generate correspondence to interested parties.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-0400	The System shall determine an Employer's account is chargeable.
HR-BENCHG-0500	The System shall determine an Employer's account is non-chargeable.
HR-BENCHG-1300	The System shall apply benefit charges to the Employer account.
HR-BENCHG-6300	The System shall provide the functionality to post IB-6 charges to the appropriate PA employer(s) for the Combined Wage Claim.
HR-INTRFDRL-5000	The System shall provide the ability to receive IB-5.



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**UCS BENCHG 100 GENERATE
CHARGE INFORMATION ON DEMAND**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to generate benefit charge information on demand. This use case begins when Agency Staff or an Employer initiates the process to view benefit charging information. This use case ends when the System generates the benefit charging information.

2. ACTORS

- System
- User (e.g., Agency Staff, Employer)

2.1 Interfaces

- N/A

3. TRIGGERS

- A User requests to view benefit charge information.

4. PRECONDITIONS

- A valid Employer account exists.
- User is authorized to view benefit charge information.

5. POST CONDITIONS

- Employer benefit charges or credit information has been generated.

6. MAIN FLOW

The Main Flow describes the steps necessary to generate benefit charge information on demand.

1. The System shall determine the User is Agency Staff.
 - If System determines the User is not Agency Staff, proceed to [Alternate Flow 7.1 User is not Agency Staff](#).
2. The System shall provide the ability for Agency Staff to enter in an Employer account number.
3. The System shall provide the ability for Agency Staff to view benefit charge information associated with the Employer account number.
4. The System shall provide the ability for Agency Staff to enter in a Claimant's social security number (SSN).
5. The System shall provide the ability for the User to select the time period to view benefit charge information.
6. The System shall provide a detail summary of all benefit charge records for the requested time period.
7. The System shall provide the ability for the User to select the output format to generate the benefit charge information (e.g., Excel, CSV).
8. The System shall generate benefit charge information for the requested time period in the output format selected.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 User is not Agency Staff

1. The System shall determine the User is not Agency Staff.
2. The System shall determine the User is an Employer.
3. The System shall provide the ability for the Employer to enter Claimant's SSN.
4. Continue with Main Flow, Step 5.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-1610	The System shall provide the functionality for the Employer to download a file containing their benefit charge data.
HR-BENCHG-2100	The System shall provide the functionality to query benefit charges of an Employer account.



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**UCS BENCHG 110 MODIFY
EMPLOYER CHARGING LIABILITY - AGENCY
STAFF**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to add or change benefit charge information. This use case begins when Agency Staff identifies a modification to benefit charge information is needed for an Employer/Agency account(s). This use case ends when the benefit charge record(s) have been updated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff has initiated a correction to benefit charge information.

4. PRECONDITIONS

- An Employer/Agency account exists.
- Agency Staff has identified a correction to benefit charge information.

5. POST CONDITIONS

- The benefit charge information has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary for Agency Staff to maintain benefit charge information.

1. The System shall provide the ability for Agency Staff to modify an Employer's benefit charges.
2. The System shall determine Agency Staff elects to select a Claimant to maintain.
 - If Agency Staff elects not to select a Claimant to maintain, proceed to [Alternate Flow 7.3 Elects not to select a Claimant to maintain.](#)
3. The System shall display all claims for the selected Claimant.
4. The System shall provide the ability for Agency Staff to select the claim(s) to modify.
5. The System shall display all benefit charge related information.
6. The System shall provide the ability for Agency Staff to select information to modify (e.g., adjust dollar amount of charging, effective begin or end date of charging, relief from charging, transfer charging to another account, reverse charge).
7. The System shall provide the ability for Agency Staff to enter the modifications.
8. The System shall provide the ability for Agency Staff to enter the reason for the modifications.
9. The System shall determine benefit charge related information entered is valid.
 - If the System determines the benefit charge related information is not valid, proceed to [Alternate Flow 7.1 Benefit charge related information is not valid.](#)
10. The System shall display the effect of the modification to all benefit charges across all affected Employer/Agency account(s).
11. The System shall provide the ability for Agency Staff to confirm/accept the modifications to the benefit charge related information.
12. The System shall determine Agency Staff confirms/accepts the modification to the benefit charge related information.
 - If the System determines Agency Staff does not confirm/accept the modification to the benefit charge related information, proceed [Alternate Flow 7.2 Agency Staff does not confirm/accept the modification to the benefit charge related information.](#)
13. The System shall update the benefit charge history for the Employer/Agency account(s).
14. Proceed to **UCS BENCHG060 Process Adjustments.**
15. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Benefit charge related information is not valid

1. The System shall determine the benefit charge related information is not valid.
2. The System shall display the invalid modification(s).
3. Continue with Main Flow, Step 5.

7.2 Agency Staff does not confirm/accept the modification to the benefit charge related information

1. The System shall determine Agency Staff does not confirm/accept the modification to the benefit charge related information.
2. The System shall determine the changes will not be stored.
3. The Alternate Flow ends.

7.3 Elects not to select a Claimant to maintain

1. The System shall determine Agency Staff does not elect to select a Claimant to maintain.
2. The System shall provide the ability for Agency Staff to select the Employer.
3. The System shall provide the ability for Agency Staff to enter adjustment information.
4. The System shall provide the ability to create a new entry.
5. Continue with Main Flow, Step 8.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENCHG-1900	The System shall accept adjustments to Employer benefit charges.
HR-BENCHG-2100	The System shall provide the functionality to query benefit charges of an Employer account.
HR-BENCHG-3000	The System shall provide functionality for Agency Staff to adjust an Employer's benefit charges.
HR-BENCHG-3800	The System shall provide the functionality to query Employer(s) account for a time period to identify discrepancies in the benefit charges.
HR-BENCHG-5100	The System shall provide the functionality to reverse an Employer's benefit charges.
HR-BENCHG-5600	The System shall provide the functionality to utilize adjustment codes/reasons to calculate the benefit charge.



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**UCS BENPAY 010 CALCULATE
PAYMENT**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of calculating the benefit payment amount when a claim has been certified. This use case begins when a continued claim certification for Unemployment Compensation (UC) benefits is received or a determination has been made on a previously certified week. This use case ends when the benefit payment amount is calculated.

2. ACTORS

- System

2.1 Interfaces

- N/A

3. TRIGGERS

- A continued claim certification has been filed for a UC Program.
- An unpaid continued claim certification has been updated.
- Process initiated to issue payment.

4. PRECONDITIONS

- A continued claim certification has been submitted and processed for a Claimant.

5. POST CONDITIONS

- The payment amount has been calculated for Claimant's week(s) claimed.

6. MAIN FLOW

The Main Flow describes the steps necessary to calculate payments.

1. The System shall identify certified weeks to pay based on the UC program certified.
2. The System shall process certified weeks in chronological order based on week ending of the weeks being certified.
3. The System shall determine the UC program certified to calculate the benefit payment (e.g., Regular UI, DUA, Shared Work).
4. The System shall determine the week is not affected by an alternate Weekly Benefit Rate (WBR).
 - If the System determines the week is affected by an alternate WBR, proceed to [Alternate Flow 7.1 Week affected by the Alternate WBR](#).
5. The System shall determine the WBR.
6. The System shall determine the week is not affected by pension or severance.
 - If the System determines the week is affected by pension or severance, proceed to [Alternate Flow 7.2 Week affected by pension or severance](#).
7. The System shall determine the Partial Benefit Credit (PBC).
8. The System shall determine the week is not affected by earnings (e.g., absent from work, holiday pay, vacation pay, special deductions).
 - If the System determines the week is affected by earnings, proceed to [Alternate Flow 7.3 Week affected by earnings](#).
9. The System shall determine the waiting week does not need to be served.
 - If the System determines the waiting week needs to be served, proceed to [Alternate Flow 7.5 Waiting week needs to be served](#).
10. The System shall calculate the adjusted gross weekly benefit payment.
11. The System shall maintain a history of calculations.
12. Perform **UCS BENPAY 050 Apply Adjustments**.
13. The System shall determine there are no additional weeks to evaluate.
 - If the System determines there are additional weeks to evaluate, continue with Main Flow, Step 2.
14. Proceed to **UCS BENPAY 030 Generate Payments**.
15. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Week affected by the alternate WBR

1. The System shall determine the week(s) are affected by the alternate WBR.
2. The System shall use the alternate WBR.
3. Continue to Main Flow, Step 5.

7.2 Week affected by pension or severance

1. The System shall determine that the week(s) is affected by pension or severance.
2. The System shall calculate the revised WBA.
3. Continue with Main Flow, Step 7.

7.3 Week affected by earnings

1. The System shall determine the week(s) affected by earnings.
2. The System shall calculate the earnings.
3. The System shall determine the earnings are not excessive.
 - If the System determines the earnings are excessive, proceed to [Alternate Flow 7.4 Earnings are excessive](#).
4. The System shall calculate the revised gross payment amount.
5. Continue with Main Flow, Step 9.

7.4 Earnings are excessive

1. The System shall determine the earnings are excessive.
2. The System shall mark the week(s) as not payable.
3. Continue with Main Flow, Step 9.

7.5 Waiting week needs to be served

1. The System shall determine the waiting week needs to be served.
2. The System shall set the Compensable Week Ending (CWE) as the waiting week.
3. The System shall assign an indicator to the identified week to be served.
4. Continue with Main Flow, Step 10.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-0100	The System shall determine benefit payment(s) due a Claimant for each week claimed.
HR-BENPAY-3900	The System shall calculate the adjusted gross benefit amount (e.g., dependent allowance, severance, pension income, earnings, holiday pay, vacation pay, missed hours, reasonable assurance).
HR-BENPAY-3910	The System shall capture the data to calculate the adjusted gross benefit amount.
HR-BENPAY-5410	The System shall provide the functionality to prevent payment in excess of the weekly benefit rate of the claim.
HR-BENPAY-6300	The System shall identify shared work payments.
HR-BENPAY-6800	The System shall provide the functionality to capture special deduction amounts.
HR-BENPAY-6900	The System shall provide the functionality to apply special deductions to calculate the adjusted gross benefit amount.



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**UCS BENPAY 030 GENERATE
PAYMENTS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for generating payments. This use case begins when the process to generate payments is scheduled. This use case ends when the payment(s) have been generated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- UC Treasury

3. TRIGGERS

- Time is reached to generate payments.

4. PRECONDITIONS

- A week(s)/period have been certified.
- Benefit payment has been calculated.

5. POST CONDITIONS

- Week(s)/period have been paid.
- External entities have been paid on behalf of the Claimant.

6. MAIN FLOW

The Main Flow describes the steps necessary to generate payments.

1. The System shall determine the time is reached to initiate the daily benefit payment process.
2. The System shall provide the ability to identify payments due to the Claimant.
3. The System shall provide the ability to identify payments due to non-Claimant entities (e.g., child support in/out state, bankruptcy, other identified entities).
4. The System shall create a single payment record for each certified week.
5. The System shall create a payment record for offsets.
6. The System shall determine the payment amount does not require approval.
 - If the System determines the payment amount requires additional approval, proceed to [Alternate Flow 7.1 Payment amount requires additional approval.](#)
7. Perform **UCS TFA 010 Calculate Funds To Be Transferred.**
8. Perform **UCS TFA 080 Create Payment File.**
9. The System shall update the payment history detail for each week (e.g., gross, net, deductions, supplements, dependent allowance).
10. The System shall update the available claim balances specific to the UC program as necessary.
11. The System shall update the status of the week(s) paid.
12. The System shall track the number of claim week(s) paid.
13. The System shall identify the claims that have reached their Maximum Benefit Entitlement (MBE).
14. The System shall generate pre-exhaustion notices for each claim when the balance for the UC program paid will be exhausted.
15. The System shall generate an exhaustion notice for each claim when the available balance for the UC program paid is zero.
16. The System shall generate correspondence to Claimant(s) for zero payments.
17. The System shall store a benefit payment summary file.
18. Perform to **UCS BENCHG 040 Post Benefit Payment Activities.**
19. The System shall determine there are no payment requisition reconciliation errors.
 - If the System determines there are payment requisition reconciliation errors, proceed to [Alternate Flow 7.3 Reconcile payment requisition errors.](#)
20. The System shall provide the ability for Agency Staff to generate and print requisition reports.
21. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Payment amount requires additional approval

1. The System shall determine the payment amount requires additional approval.
2. The System shall create a work item for Agency Staff to review the payment for approval.
3. The System shall provide ability for Agency Staff to approve the payment.
4. The System shall determine Agency Staff approves the payment.
 - If the System determines Agency Staff does not approve the payment, proceed to [Alternate Flow 7.2 Agency Staff denies payment](#).
5. Continue with Main Flow, Step 7.

7.2 Agency Staff denies payment

1. The System shall determine Agency Staff does not approve the payment.
2. The System shall provide the ability for Agency Staff to enter payment denial details.
3. The System shall store the history of the payment denial.
4. The System shall suppress the denied payment.
5. The System shall generate correspondence to all interested parties as necessary.
6. The Alternate Flow ends.

7.3 Reconcile Payment Requisition Errors

1. The System shall determine there are payment requisition reconciliation errors.
2. The System shall provide the ability for Agency Staff to resolve the payment requisition errors.
3. The System shall provide the ability for Agency Staff to generate a revised requisition document.
4. Continue with Main Flow, Step 20.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-0800	The System shall provide functionality to generate separate payment files with details and amounts withheld from benefit payments to appropriate parties.
HR-BENPAY-1000	The System shall provide the ability to generate benefit payment requisition by program type.
HR-BENPAY-1100	The System shall provide the ability for authorized Agency Staff to reconcile the benefit payment requisition by program type.
HR-BENPAY-1110	The System shall provide the ability to allow authorized Agency Staff to revise the benefit payment requisition by program type.
HR-BENPAY-1200	The System shall provide the functionality to change a benefit payment prior to transmission of the payment.
HR-BENPAY-1400	The System shall generate benefit payment information for UC programs to Claimants.
HR-BENPAY-1500	The System shall provide confirmation of generated benefit payments.
HR-BENPAY-1600	The System shall maintain detailed payment history for UC programs.
HR-BENPAY-1700	The System shall maintain detailed Claimant benefit payment history.
HR-BENPAY-1800	The System shall capture benefit payment information for UC programs required for benefit charging.
HR-BENPAY-1900	The System shall provide the ability to issue benefit payment to a third party on behalf of the Claimant.
HR-BENPAY-2900	The System shall issue supplemental payments.
HR-BENPAY-3800	The System shall provide the ability to suppress a payment.
HR-BENPAY-3810	The System shall provide the ability for an Authorized User to release a suppressed payment.
HR-BENPAY-4300	The System shall update benefit payment status.
HR-BENPAY-4800	The System shall interface with internal and external systems for payment processing.
HR-BENPAY-5100	The System shall maintain and account for all benefit payments.
HR-BENPAY-5200	The System shall provide the functionality to suppress zero dollar payments.

Requirement ID	Description
HR-BENPAY-5300	The System shall maintain the claim account balance.
HR-BENPAY-5410	The System shall provide the functionality to prevent payment in excess of the weekly benefit rate of the claim.
HR-BENPAY-5500	The System shall provide the functionality to combine multiple weeks into a single payment for the same program type.
HR-BENPAY-6200	The System shall provide the ability to issue overpayment offsets to other states (IRORA).
HR-BENPAY-6600	The System shall provide the functionality to display a consolidated benefit payment summary.
HR-BENPAY-7100	The System shall provide the functionality to display the method in which the payment was issued (e.g., ACH, Debit Card, check).
HR-BENPAY-7300	The System shall provide functionality to execute a crossmatch of payments to active child support cases from Department of Public Welfare (DPW).
HR-BENPAY-7400	The System shall maintain a balance for dependents allowance.
HR-BENPAY-7500	The System shall track payments by program/fund.



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**UCS BENPAY 050 APPLY
ADJUSTMENTS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for applying deductions or other adjustments to the Claimant's Weekly Benefit Amount (WBA) to determine the weekly payment amount due. This use case begins when the System determines weeks have been certified to pay. This use case ends when all adjustments have been calculated for payment.

2. ACTORS

- System

2.1 Interfaces

- N/A

3. TRIGGERS

- A continued claim certification has been filed for a UC Program.
- Adjustment for previously claimed weeks has been initiated.

4. PRECONDITIONS

- Claim exists in the System.

5. POST CONDITIONS

- System has applied deductions or supplements to Claimant payment amount.
- System has calculated the Claimant's total deductions.

6. MAIN FLOW

The Main Flow describes the steps necessary to apply adjustments.

1. The System shall apply the deduction hierarchy to the calculated Weekly Benefit Amount (WBA) for Unemployment Compensation.
2. The System shall provide the ability to calculate reductions to the Claimant's payment.
3. The System shall provide the ability to apply deductions to the Claimant's payment.
4. The System shall provide the ability to calculate the dependent allowance.
5. The System shall determine the Claimant has not received the maximum number of weeks allowed for the dependent allowance.
 - If the System determines the Claimant has received the maximum number of weeks allowed for dependent allowance, proceed to [Alternate Flow 7.2 Claimant has received the maximum number of weeks allowed for dependent allowance.](#)
6. The System shall increase the calculated payment amount by the dependent allowance.
7. The System shall verify that the payment amount does not exceed the available balance amount for the program(s) certified for all applicable levels of a program.
 - If the System determines that the payment amount exceeds the available balance amount for the program(s) certified for all applicable levels of a program, proceed to [Alternate Flow 7.3 Payment amount exceeds the available balance amount for the program\(s\) certified for all applicable levels of a program.](#)
8. The System shall determine the benefit rate reduction is not in effect based on the Trust Fund balance.
 - If the System determines the benefit rate reduction is in effect based on the Trust Fund balance, proceed to [Alternate Flow 7.8 Calculate benefit rate reduction.](#)
9. The System shall determine the Claimant is ineligible to receive Federal/State additional benefits.
 - If the System determines the Claimant is eligible to receive Federal/State additional benefits, proceed to [Alternate Flow 7.6 Claimant is eligible to receive Federal/State additional benefits.](#)
10. The System shall determine overpayments do not exist for the Claimant.
 - If the System determines overpayments exist for the Claimant, proceed to [Alternate Flow 7.4 Overpayments exist for the Claimant.](#)
11. The System shall determine that no overpayment offsets were deducted.
 - If the System determines that overpayment offsets were deducted, proceed to [Alternate Flow 7.5 Overpayment offsets were deducted.](#)
12. The System shall determine there are no penalty weeks.
 - If the System determines there are penalty weeks, proceed to [Alternate Flow 7.9 Penalty weeks.](#)
13. The System shall provide the functionality to prevent payment in excess of the maximum benefit allowance of the claim.
14. The System shall calculate and apply other intercepts (e.g., child support in/out state, bankruptcy court orders, spousal support, human services).
15. The System shall apply Federal withholding information.
16. The System shall determine that the deductions do not equal or exceed WBA.
 - If the System determines that the deductions exceed the WBA, proceed to [Alternate Flow 7.1 Deductions equal or exceed the WBA.](#)

17. The System shall apply all deductions against the adjusted WBA balance.
18. The System shall calculate the net benefit payment.
19. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Deductions equal or exceed the WBA

1. The System shall determine the deductions equal or exceed the WBA.
2. The System shall update the Claimant payment record to indicate entire payment was offset due to the deductions.
3. The System shall generate correspondence to Claimant for zero payments.
4. The System shall set a zero payment indicator.
5. The Alternate Flow ends.

7.2 Claimant has received the maximum number of weeks allowed for dependent allowance

1. The System shall determine Claimant has received the maximum dependent allowance.
2. The System shall determine the Claimant is not eligible for the dependent allowance.
3. Continue with Main Flow, Step 6.

7.3 Payment amount exceeds the available balance amount for the program(s) certified for all applicable levels of program

1. The System shall determine the payment amount exceeds the available balance amount for the program(s) certified for all applicable levels of a program.
2. The System shall maintain the history of the original calculation.
3. The System shall adjust the payment amount to equal the available account balance of the program(s).
4. Continue with Main Flow, Step 8.

7.4 Overpayments exist for the Claimant

1. The System shall determine the overpayments exist for the Claimant.
2. Perform **UCS OVERPAY 210 Determine Overpayment Offset**.
3. Continue with Main Flow, Step 11.

7.5 Overpayment offsets were deducted

1. The System shall determine that overpayment offsets were deducted.
2. The System shall determine the overpayment offset does not equal or exceed the payment amount available.
 - If the System determines that the overpayment offset does equal or exceed the payment amount available, proceed to [Alternate Flow 7.7 Overpayment offset equals or exceeds the payment amount available](#).
3. Perform **UCS OVERPAY 270 Process Payment**.
4. Continue with Main Flow, Step 12.

7.6 Claimant is eligible to receive Federal/State additional benefits

1. The System shall determine the Claimant is eligible to receive Federal/State additional benefits.
2. The System shall determine the amount of Federal/State additional benefits the Claimant is eligible to receive.
3. The System shall maintain Federal/State additional benefits separately for tracking.
4. The System shall increase the Claimant payment amount by the amount of the Federal/State additional benefits.
5. Continue with Main Flow, Step 10.

7.7 Overpayment offset equals or exceeds the payment amount available

1. The System shall determine the overpayment offset equals or exceeds the payment amount available.
2. The System shall update the Claimant payment record to indicate entire payment was offset to the overpayment due.
3. The System shall determine the offset amount taken from the payment amount.
4. The System shall generate correspondence to the Claimant of the offset deducted from the benefit payment.
5. Perform **UCS OVERPAY 270 Process Payment**.
6. Continue with Main Flow, Step 12.

7.8 Calculate benefit rate reduction

1. The System determines the benefit rate reduction is in effect based on the Trust Fund balance.
2. The System shall calculate the benefit rate reduction percentage.
3. The System shall apply the benefit rate reduction amount.
4. The System shall determine the remaining payable amount is zero.
 - If the System determines the remaining payable amount is greater than zero, continue with Main Flow, Step 9.
5. The System shall generate correspondence to the Claimant that no payment is due.
6. The System shall update the payment record.
7. The Alternate Flow ends.

7.9 Penalty week(s)

1. The System shall determine the penalty week(s).
2. Perform **UCS OVERPAY 210 Determine Overpayment Offset**.
3. The System shall set a penalty week indicator as non-payable for each week identified.
4. Continue with Main Flow, Step 13.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-0200	The System shall calculate the dependent allowance for each benefit payment due the Claimant.
HR-BENPAY-0300	The System shall add dependent allowance to benefit payment due the Claimant.
HR-BENPAY-0400	The System shall process adjustments to benefit payments for UC programs.
HR-BENPAY-0500	The System shall process federal withholding to benefit payments for UC programs.
HR-BENPAY-0520	The System shall apply federal withholding to benefit payments for UC programs.
HR-BENPAY-0600	The System shall provide the ability to calculate and apply the benefit reduction percentage to the benefit payment.
HR-BENPAY-0700	The System shall withhold the benefit reduction from payment due to Claimant.
HR-BENPAY-2800	The System shall calculate supplemental payments.
HR-BENPAY-3700	The System shall provide the functionality to apply overpayment offsets across UC programs.
HR-BENPAY-3710	The System shall provide the functionality to apply diversions to benefit payments for all UC programs.
HR-BENPAY-3900	The System shall calculate the adjusted gross benefit amount (e.g., dependent allowance, severance, pension income, earnings, holiday pay, vacation pay, missed hours, reasonable assurance).
HR-BENPAY-3910	The System shall capture the data to calculate the adjusted gross benefit amount.
HR-BENPAY-4000	The System shall calculate the net benefit payable to the Claimant (e.g., overpayment offset, child support, spousal support, bankruptcy, Federal Withholding Taxes)
HR-BENPAY-4010	The System shall capture the data to calculate the net benefit payable.
HR-BENPAY-4100	The System shall provide the functionality to apply child support and spousal support deductions to benefit payments.
HR-BENPAY-4200	The System shall apply the benefit reduction percentage when triggered by the Trust Fund balance.
HR-BENPAY-4400	The System shall provide the functionality to apply adjustments to all UC programs.
HR-BENPAY-4700	The System shall provide the ability to offset benefit payments to collect an out of state

Requirement ID	Description
	overpayment.
HR-BENPAY-5000	The System shall apply adjustments as a result of non-monetary determinations rendered.
HR-BENPAY-5200	The System shall provide the functionality to suppress zero dollar payments.
HR-BENPAY-5400	The System shall provide the functionality to prevent payment in excess of the maximum benefit allowance of the claim.
HR-BENPAY-5410	The System shall provide the functionality to prevent payment in excess of the weekly benefit rate of the claim.
HR-BENPAY-5700	The System shall track Federal Additional Compensation (FAC).
HR-BENPAY-5800	The System shall provide the functionality to apply court ordered deductions to benefit payments (e.g., bankruptcy).
HR-BENPAY-5900	The System shall apply deductions from the PA Department of Public Assistance (DPA).



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**UCS BENPAY 060
STOP BENEFIT PAYMENT**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for stopping a payment from being issued to a Claimant. This use case begins when the System or Agency Staff determines a payment should be stopped. This use case ends when the payment has been stopped.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff determines a payment should be stopped.

4. PRECONDITIONS

- Week(s) have been evaluated and approved for payment, but not paid.
- Payment file has not been sent to UC Treasury.

5. POST CONDITIONS

- Week(s) have been stopped from being paid.
- Claim information has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to stop payment on a week(s) approved for payment.

1. The System shall provide functionality to stop a payment from being issued to a Claimant.
2. The System shall determine a stop payment indicator exists on a claim week(s).
3. The System shall provide the ability for Agency Staff to stop a week(s) submitted for payment.
4. The System shall display claim week(s) information to Agency Staff.
5. The System shall display the claim week status.
6. The System shall provide the ability for Agency Staff to enter reason for stopping a week submitted for payment.
7. The System shall update claim week history status.
8. The System shall remove the payment from the payment file.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-4300	The System shall update benefit payment status.
HR-BENPAY-4900	The System shall determine an unresolved issue prevents the issuance of a benefit payment.
HR-BENPAY-5100	The System shall maintain and account for all benefit payments.
HR-BENPAY-6000	The System shall provide the ability to pend a benefit payment.
HR-BENPAY-6100	The System shall provide the ability to release or cancel a pended benefit payment.
HR-BENPAY-7200	The System shall provide the ability to stop a benefit payment.



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**UCS BENPAY 070
REISSUE BENEFIT PAYMENT**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for reissuing benefit payment(s). A request to reissue may be generated by a returned payment or an affidavit. This use case begins when a request to reissue a payment is received. This use case ends when the benefit payment has been reissued.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff initiates process to reissue a benefit payment.
- Information is received to reissue a benefit payment.

4. PRECONDITIONS

- A previously issued benefit payment has been returned and identified to be reissued.
- Claimant payment record exists.

5. POST CONDITIONS

- A benefit payment has been reissued.

6. MAIN FLOW

The Main Flow describes the steps necessary to reissue payment.

1. The System shall provide the ability for Agency Staff to enter the Claimant information (e.g., SSN).
2. The System shall determine what benefit payments are available to reissue.
3. The System shall provide the ability for Agency Staff to view the claim associated with the benefit payment.
4. The System shall provide the ability for Agency Staff to view the Claimant benefit payment history.
5. The System shall provide the ability for Agency Staff to select payment(s) to reissue.
6. The System shall provide the ability for Agency Staff to select the reason for payment reissue.
7. The System shall provide the ability for Agency Staff to issue the payment to someone other than the Claimant.
8. The System shall provide the ability for Agency Staff to manage the details of the payment to be reissued.
9. The System shall set the reissued payment amount to the net payment amount from the original payment (*Note: payment amount minus child support, garnishments and taxes*).
10. The System shall create a work item for Agency Staff to evaluate the reissued payment effects on the previous tax year 1099.
11. The System shall determine the weeks certified for the original payment have not changed.
 - If the System determines the weeks certified for the original payment have changed, proceed to [Alternate Flow 7.1 Original certified weeks have changed](#).
12. The System shall maintain the history and details of the original and reissued payment(s).
13. The System shall update the weeks paid as necessary.
14. Perform **UCS BENPAY 050 Apply Adjustments**.
15. Proceed to **UCS BENPAY 030 Generate Payments**.
16. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Original certified weeks have changed

1. The System shall determine the weeks certified for the original payment have changed.
2. The System shall compute the payment to be reissued to include changes to the originally certified weeks (e.g., this would include adjustments, supplements, deductions, or offset).
3. The System shall determine that no payment is due.
 - If the System determines a payment is due, continue to Main Flow, Step 12.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-0100	The System shall determine benefit payment(s) due a Claimant for each week claimed.
HR-BENPAY-1900	The System shall provide the ability to issue benefit payment to a third party on behalf of the Claimant.
HR-BENPAY-2000	The System shall provide the functionality to reissue benefit payments that have been redeposited.
HR-BENPAY-3200	The System shall provide the functionality to accept Claimant information regarding missing and replacement payments.



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**UCS BENPAY 080
GENERATE FORM 1099**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for generating Form 1099. This use case begins when the time is reached to initiate the Form 1099 process. The System determines the benefits paid and tax withholding for each Claimant for a tax year. This use case ends when the Form 1099 is generated for a tax year.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- External entity (e.g., IRS, print vendor)
- CWDS (for RTAA and ATAA payments)

3. TRIGGERS

- Time is reached to initiate the Form 1099 process.
- Agency Staff initiates the creation of 1099 Misc.

4. PRECONDITIONS

- Batch job to generate Form 1099 is scheduled.

5. POST CONDITIONS

- System has created Form 1099 file for the tax year.
- System has generated Form 1099 to the Claimant (e.g., mail, self-service).
- System has created file to transmit Form 1099 data to the IRS (e.g., Misc, UC).
- System has created file to transmit Form 1099 data to print vendor.

6. MAIN FLOW

The Main Flow describes the steps necessary to generate 1099's.

1. The System shall schedule the job to generate Form 1099 for the most recently completed tax year for UC programs.
2. The System shall schedule the job to generate Form 1099 for Reemployment Trade Adjustment Assistance (RTAA) and Alternative Trade Adjustment Assistance (ATAA) programs.
3. The System shall provide the functionality to generate Form 1099 Misc.
4. The System shall determine the benefits paid, for all UC programs, during the tax year for each Claimant.
5. The System shall calculate Federal/State additional benefits paid during the tax year for each Claimant.
6. The System shall calculate the amount withheld for federal withholding taxes during the year for each Claimant.
7. The System shall omit Claimant payment amounts which were cancelled/stale dated during the year.
8. The System shall calculate unemployment benefits repaid during the tax year (e.g., reduces the taxable benefit paid amount) for each Claimant.
9. The System shall omit the benefit rate reduction amount.
10. The System shall provide the ability for Agency Staff to generate a corrected Form 1099.
11. The System shall determine Agency Staff has not elected to generate a corrected Form 1099.
 - If the System determines Agency Staff has elected to generate a corrected Form 1099, proceed to [Alternate Flow 7.1 Generate corrected Form 1099](#).
12. The System shall provide the ability to generate a summary report of the generated Form 1099's.
13. The System shall provide the ability to produce a test file of Form 1099 information for Agency Staff validation.
14. The System shall provide the ability to create separate Form 1099 file(s) for transmission to external parties.
15. The System shall provide the ability to transmit the Form 1099 file(s) to external parties.
16. The System shall generate Form 1099 to Claimant.
17. The System shall maintain Form 1099 history.
18. The System shall provide the ability for Claimants to retrieve available Form 1099.
19. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Generate corrected Form 1099

1. The System shall determine Agency Staff has elected to generate a corrected Form 1099.
2. The System shall provide the ability for Agency Staff to enter a reason for issuing a corrected Form 1099.
3. The System shall provide the ability to assign a corrected indicator to Form 1099.
4. The System shall provide the ability to generate correspondence to the Claimant for a corrected Form 1099.
5. Continue with Main Flow, Step 12.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-2100	The System shall provide functionality to generate annual tax statements (e.g., 1099) to Claimants.
HR-BENPAY-2200	The System shall maintain a history of tax forms (e.g., 1099).
HR-BENPAY-2300	The System shall provide the ability to reproduce tax forms for multiple years.
HR-BENPAY-2410	The System shall provide the ability to issue 1099's for TAA.
HR-BENPAY-2500	The System shall provide the functionality to reprint annual tax forms.
HR-BENPAY-5600	The System shall generate tax information to the taxing agency.
HR-BENPAY-6700	The System shall provide the ability for Agency Staff to produce a sample set of Form 1099 for validation.
HR-BENPAY-7000	The System shall provide the ability for Agency Staff to generate a corrected Form 1099.



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**UCS BENPAY 090
PROCESS ADJUSTMENTS FOR PREVIOUSLY
PAID WEEKS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for adjusting a previously paid week for any unemployment program. This use case begins when an adjustment for a week previously paid is identified by the System. This use case ends when the System adjusts the week as appropriate.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- A previous financial determination has been recalculated.
- A nonmonetary determination has been issued.
- A change has occurred on a previously paid week.
- A decision has been issued which impacts a previously paid week.
- Claim data has been modified.

4. PRECONDITIONS

- Claim week(s) have been paid.

5. POST CONDITIONS

- System has adjusted week(s).

6. MAIN FLOW

The Main Flow describes the steps necessary to process adjustments for previously paid weeks.

1. The System shall determine a previously paid week is being adjusted.
2. The System shall determine the adjustment does not result in a change to the waiting week.
 - If the System determines the adjustment results in a change to the waiting week, proceed to [Alternate Flow 7.1 Adjustment results in a change to the waiting week.](#)
3. The System shall determine the adjustment does not result in an adjustment to available program balance.
 - If the System determines the adjustment does result in an adjustment to available program balance, proceed to [Alternate Flow 7.2 Adjustment results in adjustment to available program balance.](#)
4. The System shall determine that the adjustment does not increase the payment due to the Claimant.
 - If the System determines that the adjustment increases the payment due to the Claimant, proceed to [Alternate Flow 7.3 Adjustment increases the payment due to the Claimant.](#)
5. The System shall determine that the previously paid week does not have overpayment offsets.
 - If the System determines that the previously paid week does have overpayment offsets, proceed to [Alternate Flow 7.4 Previously claimed week has overpayment offsets.](#)
6. The System shall determine the adjustment does not result in an overpayment.
 - If the System determines the adjustment does result in an overpayment, proceed to [Alternate Flow 7.5 Adjustment results in an overpayment.](#)
7. The System shall determine the adjustment is not for a week included on an existing overpayment.
 - If the System determines the adjustment is for a week included on an existing overpayment, proceed to [Alternate Flow 7.7 Week being adjusted has an existing overpayment.](#)
8. The System shall process the adjustments for the previously paid weeks.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Adjustment results in a change to the waiting week

1. The System shall determine the adjustment results in a change to the waiting week.
2. The System shall designate the appropriate waiting week.
3. Continue with Main Flow, Step 3.

7.2 Adjustment results in adjustments to available program balance

1. The System shall determine the adjustment results in the need to adjust program available balance.
2. Perform **UCS CLAIMMAINT 080 Manage Available Balance**.
3. Continue with Main Flow, Step 4.

7.3 Adjustment increases the payment due to the Claimant

1. The System shall determine the adjustment increases the payment due on the previously paid week(s) to the Claimant.
2. The System shall calculate the supplemental payment due to the Claimant on the previously paid week(s).
3. The System shall determine the available balance on the program on the previously paid week(s) is enough to pay supplemental payment.
 - If the System determines the available balance on the program on the previously paid week(s) is not enough to pay supplemental payment, proceed to [Alternate Flow 7.6 Available balance for the program is not enough to pay supplemental payment](#).
4. The System shall determine that an overpayment does not exist for the week being adjusted.
 - If the System determines that an overpayment does exist for the week being adjusted, proceed to [Alternate Flow 7.7 Week being adjusted has an existing overpayment](#).
5. Perform **UCS BENPAY 050 Apply Adjustments**.
6. Proceed to **UCS BENPAY 030 Generate Payments**.
7. The Alternate Flow ends.

7.4 Previously claimed week has overpayment offsets

1. The System shall determine the previously claimed week has overpayment offsets.
2. The System shall determine the overpayment offset was equal to the total benefit payment for the previously claimed weeks.
 - If the System determines the overpayment offset was not equal to the total benefit payment for the previously claimed weeks, proceed to [Alternate Flow 7.8 Overpayment offset was not equal to the total benefit payment for the previously claimed weeks](#).
3. Proceed to **UCS OVERPAY 040 Redetermine Overpayment**.
4. The Alternate Flow ends.

7.5 Adjustment results in an overpayment

1. The System shall determine the adjustment results in an overpayment.
2. Proceed to **UCS OVERPAY 030 Establish Overpayment.**
3. The Alternate Flow ends.

7.6 Available balance for the program is not enough to pay supplemental payment

1. The System shall determine the available balance for the program on the previously paid week(s) is not enough to pay supplemental payment.
2. The System shall determine the Claimant does not have payments for subsequent weeks under any programs.
 - If the System determines the Claimant does have payments for subsequent weeks under any programs, proceed to [Alternate Flow 7.9 Claimant does have payments for subsequent weeks under any programs.](#)
3. The System shall create a work item for Agency Staff for review.
4. The Alternate Flow ends.

7.7 Week being adjusted has an existing overpayment

1. The System shall determine an overpayment exists for the week being adjusted.
2. Proceed to **UCS OVERPAY 040 Redetermine Overpayment.**
3. The Alternate Flow ends.

7.8 Overpayment offset was not equal to the total benefit payment for the previously claimed weeks

1. The System shall determine the overpayment offset was not equal to the total benefit payment for the previously claimed week.
2. The System shall determine the new payment amount is equal to or greater than the offset amount from the original payment.
 - If the System determines the new payment is less than the offset amount from the original payment, proceed to [Alternate Flow 7.10 New payment amount is less than the offset amount from the original payment.](#)
3. Proceed to **UCS OVERPAY 040 Redetermine Overpayment.**
4. The Alternate Flow ends.

7.9 Claimant does have payments for subsequent weeks under any programs

1. The System shall determine the Claimant does have payments for subsequent weeks under any programs.
2. The System shall determine payments for subsequent weeks cannot be moved to a different program.

- If the System determines payments for subsequent weeks need to be moved to a different program, proceed to [Alternate Flow 7.11 Payments for subsequent weeks need to be moved to a different program](#).
- 3. The System shall determine supplemental payment cannot be made.
- 4. The System shall create a work item for Agency Staff.
- 5. The Alternate Flow ends.

7.10 New payment amount is less than the offset amount from the original payment

1. The System shall determine the new payment amount is less than the offset amount from the original payment.
2. The System shall set the new payment amount equal to the overpayment offset.
3. Proceed to **UCS OVERPAY 040 Redetermine Overpayment**.
4. The Alternate Flow ends.

7.11 Payments for subsequent weeks need to be moved to a different program

1. The System shall determine payments for subsequent weeks need to be moved to a different program.
2. The System shall determine the payments were not paid in a different benefit year.
 - If the System determines the payments were made in a different benefit year, proceed to [Alternate Flow 7.12 Benefit payment paid in a different year](#).
3. The System shall provide functionality to transfer payment(s) to a different UC program.
4. The System shall update the claim balance as necessary.
5. Perform **UCS CLAIMMAINT 080 Manage Available Balance**.
6. Continue with Main Flow, Step 7.

7.12 Benefit payment paid in a different year

1. The System determines the payments were paid in a different year.
2. The System shall create a work item for Agency Staff.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-0400	The System shall process adjustments to benefit payments for UC programs.
HR-BENPAY-2800	The System shall calculate supplemental payments.
HR-BENPAY-3000	The System shall accept adjustments to previously paid weeks.
HR-BENPAY-3100	The System shall process adjustments to previously paid weeks.
HR-BENPAY-3300	The System shall provide the functionality to transfer benefit payments between UC programs.
HR-BENPAY-3400	The System shall provide the functionality to transfer benefit payments between benefit years.
HR-BENPAY-3500	The System shall provide functionality to establish overpayments due to adjustments of previously paid weeks.
HR-BENPAY-3600	The System shall provide the functionality to apply overpayment offsets for all UC programs.
HR-BENPAY-5410	The System shall provide the functionality to prevent payment in excess of the weekly benefit rate of the claim.



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**UCS BENPAY 100
MODIFY UNPAID CERTIFICATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for modifying unpaid weekly certification information. This use case begins when Agency Staff selects an unpaid weekly certification record to modify. This use case ends when the unpaid weekly certification record has been modified.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- An unpaid weekly certification has been selected for modification.

4. PRECONDITIONS

- Agency Staff notified weekly certification needs to be modified.
- The weekly certification has not been paid.

5. POST CONDITIONS

- The unpaid weekly certification status has been modified.
- The unpaid weekly certification answers have been modified.

6. MAIN FLOW

The Main Flow describes the steps necessary to modify an unpaid weekly certification.

1. The System shall provide the ability for Agency Staff to select the weekly certification to modify.
2. The System shall provide the ability for Agency Staff to modify the weekly certification responses/answers.
3. The System shall provide the ability for Agency Staff to modify the weekly certification status.
4. The System shall provide the ability for Agency Staff to enter the reason for modification of the weekly certification.
5. The System shall maintain the history of changes to the weekly certification.
6. The System shall determine that the modification will release weeks for payments.
 - If the System determines the modification will not release weeks for payments, proceed to [Alternate Flow 7.1 Week\(s\) not released for payment.](#)
7. The System shall provide the ability for Agency Staff to override the certification process.
8. The System shall determine Agency Staff did not elect to override the certification process.
 - If the System determines the Agency Staff elects to override the certification process, proceed to Main Flow, Step 10.
9. Proceed to **UCS CLAIMCERT 040 Process Certification.**
10. Proceed to **UCS BENPAY 010 Calculate Payments.**
11. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Week(s) not released for payment

1. The System determines the modification(s) made to the weeks will not release weeks for payment.
2. The System shall update the payment week status.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-0100	The System shall determine benefit payment(s) due a Claimant for each week claimed.
HR-BENPAY-6000	The System shall provide the ability to pend a benefit payment.
HR-BENPAY-6100	The System shall provide the ability to release or cancel a pended benefit payment.
HR-CLAIMMAINT-2600	The System shall provide the functionality to reset certification responses.



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**UCS BENPAY 110
PROCESS RETURNED PAYMENTS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for handling returned benefit payments. This use case begins when returned benefit payments are received. This use case ends when updates have been made to the Claimant records for the returned funds.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Benefit payments have been returned.

4. PRECONDITIONS

- Benefit payment has been returned.
- Benefit payment had previously been issued to Claimant.

5. POST CONDITIONS

- Claimant records are updated with the returned funds.
- Claim balance can or cannot be restored or credited for returned payment.

6. MAIN FLOW

The Main Flow describes the steps necessary to process returned benefit payments.

1. The System shall provide the ability to receive returned payment information.
2. The System shall provide the ability for Agency Staff to view the Claim associated with the returned benefit payment.
3. The System shall provide the ability for Agency Staff to view the benefit payment history for the claim.
4. The System shall provide the ability for Agency Staff to determine the Claimant does not have an outstanding overpayment.
 - If Agency Staff determines the Claimant has an outstanding overpayment, proceed to [Alternate Flow 7.1 Claimant has outstanding overpayment](#).
5. The System shall provide the ability for Agency Staff to apply the returned payment to an account (e.g., Claimant, designated account for returned payments).
6. The System shall update the claim balance for the claim if applicable.
7. The System shall update the status of the claim week.
8. The System shall generate correspondence to the Claimant.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant has outstanding overpayment

1. The System shall provide the ability for Agency Staff to determine the Claimant has an outstanding overpayment.
2. The System shall provide the ability for Agency Staff to apply the returned benefit payment to the overpayment.
3. Proceed to **UCS OVERPAY 270 Process Payment**.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BENPAY-5100	The System shall maintain and account for all benefit payments.
HR-BENPAY-6400	The System shall provide the ability to identify a payment returned as 'conscious' money.
HR-BENPAY-6500	The System shall provide the ability to credit the related UC program fund for 'conscious' money returned, however the claim balance is not credited or restored.



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**UCS BNSPLPGM 010 SUBMIT
INITIAL DUA CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for filing a claim for Disaster Unemployment Assistance (DUA). This use case begins when a Regular UI claim has been filed and it has been determined the Claimant is eligible for a DUA claim. The information needed to submit an initial DUA claim is collected from the Claimant. The use case ends when the DUA claim has been filed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff determines that the Claimant is potentially eligible for DUA.

4. PRECONDITIONS

- Claimant is unemployed due to a declared disaster.
- Claimant is not eligible for regular UI or other UI program.

5. POST CONDITIONS

- Initial DUA claim has been filed.

6. MAIN FLOW

The Main Flow describes the steps necessary to submit an initial Disaster Unemployment Assistance (DUA) claim.

1. The System shall provide the ability for the Agency Staff to indicate that the Claimant's unemployment is due to a disaster.
2. The System shall display a list of active disaster declarations.
3. The System shall provide the ability for Agency Staff to select the applicable disaster declaration.
4. The System shall provide any existing Claimant demographic information.
5. The System shall determine the application for benefit date of the claim based on the selected disaster declaration.
6. The System shall provide the ability for Agency Staff to enter DUA eligibility information.
7. The System shall provide the ability for Agency Staff to enter DUA applicable employment information.
8. The System shall provide the functionality for Agency Staff to attach documents to the DUA claim.
9. The System shall provide the ability for Agency Staff to provide DUA Benefits Rights Interview (BRI) information to the Claimant.
10. The System shall capture the filing date of the DUA claim.
11. The System shall determine that the DUA claim filing is timely.
 - If the System determines the DUA claim filing is not timely, proceed to [Alternate Flow 7.1 DUA claim filing is not timely.](#)
12. The System shall provide the ability for Agency Staff to override the application for benefits date of the DUA claim.
13. The System shall determine that Agency Staff did not override the application for benefits date.
 - If the System determines that Agency Staff did override the application for benefits date, proceed to [Alternate Flow 7.2 Agency Staff did override the application for benefits date.](#)
14. The System shall determine there are no new issues.
 - If the System determines there are new issues, proceed to [Alternate Flow 7.3 Establish new issue.](#)
15. The System shall provide the functionality to carry over any existing indicators from the qualifying (parent) claim (e.g., existing issues, disqualification, special deductions, and pensions) to the DUA claim.
16. The System shall provide the ability for Agency Staff to modify or remove existing issue indicators.
17. The System shall capture the required information for the DARIS report.
18. Proceed to **UCS MONDET 050 Calculate Financial for Other UC Programs.**
19. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 DUA claim filing is not timely

1. The System shall determine the DUA claim filing is not timely.
2. The System shall display an informational message regarding the untimely filing of the DUA claim.
3. The Alternate Flow ends.

7.2 Agency Staff did override the application for benefits date

1. The System shall determine that Agency Staff did override the application for benefits date.
2. Perform **UCS CLAIMMAINT 040 Process Application for Benefits Date Change**.
3. Continue with Main Flow, Step 14.

7.3 Establish new issue

1. The System determines Agency Staff identifies new issues.
2. Perform **UCS NONMON 020 Establish Issue - Staff**.
3. Continue with Main Flow, Step 15.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-1300	The System shall provide functionality to process Disaster Unemployment Assistance (DUA) claims.
HR-BNSPLPGM-1400	The System shall interface with internal and external Systems to process DUA claims.
HR-BNSPLPGM-1500	The System shall capture required information for completing the DARIS report.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS BNSPLPGM 020 ESTABLISH
TRA CLAIM OR TRA BENEFIT LEVEL**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for establishing a Trade Readjustment Allowance (TRA) claim or TRA benefit level. This use case begins when the claimant has exhausted all entitlement to regular UI benefits and is eligible to transition to a TRA claim. The use case ends when the TRA claim or benefit level has been established.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- The Claimant or Agency Staff has initiated the process to establish a TRA claim or TRA benefit level.

4. PRECONDITIONS

- TAA claim exists.
- An eligible TAA determination has been issued.

5. POST CONDITIONS

- TRA claim or TRA benefit level has been established.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish a Trade Readjustment Allowance (TRA) claim or TRA benefit level.

1. The System shall provide the ability for Agency Staff to indicate the first TRA benefit level must be processed.
 - If the System determines Agency Staff indicates a level other than the first TRA benefit level, proceed to [Alternate Flow 7.1 Agency Staff indicates a level other than the first TRA benefit level](#).
2. The System shall display the existing demographic information for the Claimant from the TAA claim.
3. The System shall provide the ability for Agency Staff to enter/modify the demographic information for the Claimant.
4. The System shall display the existing Employer and petition information from the TAA claim.
5. The System shall provide the ability for Agency Staff to modify the existing Employer and petition information.
6. The System shall provide the ability to transfer the TAA separation information from the TAA claim.
7. The System shall provide the ability for Agency Staff to modify the separation information.
8. The System shall determine the Application for Benefits (AB) date from the UI qualifying claim.
9. The System shall provide the ability for Agency Staff to enter the Application for Benefits (AB) date.
10. The System shall determine the Benefit Year End (BYE) date from the UI qualifying claim.
11. The System shall provide the ability for Agency staff to enter the Benefit Year End (BYE) date.
12. The System shall provide the ability to transfer any indicators from the UI qualifying claim (e.g., existing issue, disqualifications, special deductions, pensions).
13. The System shall provide the ability for Agency Staff to add/modify/remove any indicators.
14. The System shall provide the ability to transfer the Claimant's dependent information and tax withholding information for the UI qualifying claim.
15. The System shall provide the ability for Agency Staff to enter the dependent information and tax withholding information.
16. The System shall provide the ability for Agency Staff to update the Claimant's tax withholding information.
17. The System shall provide the ability for Agency Staff to select the TRA benefit level (e.g., Basic, Additional, Completion).
18. The System shall set an indicator for the TRA benefit level (e.g., Basic, Additional, Completion).
19. The System shall determine there are no new potential issues.
 - If the System determines there are new potential issues, proceed to [Alternate Flow 7.3 System determines new potential issues exist](#).
20. The System shall determine Agency Staff has not identified a new potential issue.
 - If the System determines Agency Staff identified new potential issues, proceed to [Alternate Flow 7.4 Agency Staff identifies new potential issues exist](#).
21. The System shall determine the eligibility period based on the TRA benefit level selected.
22. The System shall display the eligibility questions based on the TRA benefit level selected.

23. The System shall provide the ability for Agency Staff to enter responses on behalf of the Claimant to the eligibility questions.
24. The System shall determine the Claimant is eligible for the TRA benefit level selected.
 - If the System determines the Claimant is not eligible for the TRA benefit level selected, proceed to [Alternate Flow 7.2 Claimant is not eligible for the TRA benefit level selected.](#)
25. The System shall capture required data for submission of the Trade Activity Participant Report (TAPR).
26. The System shall capture required information related to the Health Care Tax Credit (HCTC).
27. The System shall keep a record of information for each TRA benefit level processed.
28. The System shall provide the ability to generate applicable correspondence.
29. Proceed to **UCS MONDET 050 Calculate Financial for Other UC Programs.**
30. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff indicates a level other than the first TRA benefit level

1. The System determines Agency Staff indicated a level other than the first TRA benefit level.
2. Continue with Main Flow, Step 17.

7.2 Claimant is not eligible for the TRA benefit level selected.

1. The System determines the Claimant is not eligible for the TRA benefit level selected.
2. The System shall generate the appropriate correspondence to the interested parties.
3. The Alternate Flow ends.

7.3 System determines new potential issues exist

1. The System shall determine that new potential issues exist.
2. The System shall determine the information provided by the Claimant should result in a non-monetary issue.
 - If the System determines the information provided by the Claimant should not result in a non-monetary issue, proceed to [Alternate Flow 7.5 Information provided by the Claimant should not result in a non-monetary issue.](#)
3. Perform **UCS NONMON 010 Establish Issue.**
4. Continue with Main Flow, Step 20.

7.4 Agency Staff identifies new potential issues exist

1. The System determines Agency Staff identifies new potential issues exist.
2. Perform **UCS NONMON 020 Establish Issue - Staff.**
3. Continue with Main Flow, Step 21.

7.5 Information provided by the Claimant should not result in a non-monetary issue

1. The System shall determine the information provided by the Claimant should not result in a non-monetary issue.
2. Continue with Main Flow, Step 20.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-0100	The System shall process Trade Readjustment Allowances (TRA) claims.
HR-BNSPLPGM-0300	The System shall interface with internal and external systems to process TRA claims.
HR-BNSPLPGM-0800	The System shall capture required data for submission of Trade Activity Participant Report (TAPR).
HR-BNSPLPGM-0900	The System shall capture required information related to the Health Care Tax Credit (HCTC).
HR-BNSPLPGM-1000	The System shall interface with internal and external systems for HCTC.
HR-BNSPLPGM-1100	The System shall process State Extended Benefits (EB) claims.
HR-BNSPLPGM-1900	The System shall provide the functionality to track from multiple programs to the original (parent) UC claim.
HR-BNSPLPGM-2000	The System shall provide the functionality to track TRA claim to UC qualifying claim.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS BNSPLPGM 040 PROCESS
STATE EXTENDED BENEFIT CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for filing a state Extended Benefits (EB) claim. This use case begins when a Claimant has an exhausted or expired Regular UI claim, the Claimant does not have entitlement to Regular UI, and the System determines the Claimant is eligible to file for state Extended Benefits (EB). The use case ends when the claim for state Extended Benefits (EB) has been filed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage records

3. TRIGGERS

- Claimant is potentially eligible for state EB program.

4. PRECONDITIONS

- Claimant is no longer entitled to Regular UI.
- Pennsylvania has triggered an Extended Benefit period.

5. POST CONDITIONS

- The state EB claim is processed.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a state Extended Benefit (EB) Claim.

1. The System shall provide the ability for Agency Staff to enter state EB eligibility information for the Claimant.
2. The System shall provide Claimant's demographic information (from qualifying claim filing).
3. The System shall determine that the Claimant has no new issue(s).
 - If the System determines the Claimant has new issue(s), proceed to [Alternate Flow 7.1 Claimant has new issue\(s\)](#).
4. The System shall provide the functionality to carry over any existing indicators from the qualifying (parent) claim (e.g., existing issues, disqualification, special deductions, pensions) to the state EB claim.
5. The System shall provide the ability for Agency Staff to modify or remove existing issue indicators.
6. The System shall provide Pennsylvania EB Benefit Rights Interview (BRI) information to the Claimant.
7. The System shall provide the ability for Agency Staff to confirm additional eligibility requirements.
8. The System shall capture the required information for state extended benefit reports.
9. Proceed to **UCS MONDET 050 Calculate Financial for Other UC Programs**.
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant has new issue(s)

1. The System shall determine the Claimant has a new issue(s).
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 4.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-1100	The System shall process State Extended Benefits (EB) claims.
HR-BNSPLPGM-1110	The System shall interface with internal and external Systems to process EB claims.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS BNSPLPGM 050 PROCESS
FEDERAL EXTENSION CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the processing of a federal extension claim. The use case begins when a Claimant's Regular UI claim is exhausted or expired, the Claimant does not have entitlement to regular UI benefits, and the System determines the Claimant is eligible to file for a federal extension (EUC). The use case ends when the claim for a federal extension has been filed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage Records

3. TRIGGERS

- Claimant is potentially eligible for a federal extension.

4. PRECONDITIONS

- Claimant is no longer entitled to regular UI.
- A federal extension period is in effect.

5. POST CONDITIONS

- A federal extension claim has been processed.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a federal extension claim.

1. The System shall provide the ability for Agency Staff to enter federal extension claim eligibility information.
2. The System shall provide Claimant demographic information (from qualifying claim filing).
3. The System shall determine that the Claimant has no new issue(s).
 - If the System determines the Claimant has new issue(s), proceed to [Alternate Flow 7.1 Claimant has new issue\(s\)](#).
4. The System shall provide functionality to carry over any existing indicators from the qualifying (parent) claim (e.g., existing issues, disqualification, special deductions, pensions) to the federal extension claim.
5. The System shall provide the ability for Agency Staff to modify or remove existing issue indicators.
6. The System shall provide Federal Extension Benefit Rights Interview (BRI) information to the Claimant.
7. The System shall provide the ability for Agency Staff to confirm additional eligibility requirements.
8. Proceed to **UCS MONDET 050 Calculate Financial for Other UC Programs**.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant has new issue(s)

1. The System shall determine the Claimant has a new issue(s).
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 4.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-1200	The System shall process federal extension claims.
HR-BNSPLPGM-1210	The System shall interface with internal and external Systems to process federal extension claims.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS BNSPLPGM 060 PROCESS
ATAA CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for filing an ATAA claim. The use case begins when Agency Staff determines a Claimant is eligible to file an ATAA claim. The use case ends when the ATAA claim has been processed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Commonwealth Workforce Development System (CWDS)

3. TRIGGERS

- Agency Staff has initiated an ATAA claim for the Claimant.

4. PRECONDITIONS

- Claimant is TAA eligible.
- TAA petition has been certified.

5. POST CONDITIONS

- ATAA claim has been processed.
- System has computed the ATAA benefit.

6. MAIN FLOW

The Main Flow describes the steps necessary for processing an ATAA claim.

1. The System shall display existing demographic data for the Claimant.
2. The System shall provide the ability for Agency Staff to enter/update Claimant demographic data.
3. The System shall determine the entitlement period for ATAA.
4. The System shall provide the ability for Agency Staff to enter additional ATAA eligibility information.
5. The System shall provide the ability for Agency Staff to enter ATAA reemployment information.
6. The System shall provide the ability for Agency Staff to enter wage information.
7. The System shall determine the Maximum Benefit Amount for the ATAA claim.
8. The System shall calculate the Weekly Benefit Amount (WBA) for the ATAA claim based on the wage information entered by Agency Staff.
9. The System shall capture required information related to the Health Care Tax Credit (HCTC).
10. The System shall capture required data for submission of the Trade Activity Participant Report (TAPR).
11. The System shall generate applicable notification(s) to interested parties.
12. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-0400	The System shall provide functionality to process Alternate Trade Adjustment Assistance (ATAA) claims.
HR-BNSPLPGM-0500	The System shall interface with internal and external Systems to process ATAA claims.
HR-BNSPLPGM-0800	The System shall capture required data for submission of the Trade Activity Participant Report (TAPR).
HR-BNSPLPGM-0900	The System shall capture required information related to the Health Care Tax Credit (HCTC).
HR-BNSPLPGM-1000	The System shall interface with internal and external systems for HCTC.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS BNSPLPGM 070 PROCESS
RTAA CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for filing an initial Reemployment Trade Adjustment Assistance (RTAA) claim. This use case begins when Agency Staff initiates the process to file a RTAA claim. The use case ends when a RTAA claim has been processed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Commonwealth Workforce Development System (CWDS)

3. TRIGGERS

- Agency Staff initiates a RTAA claim for the Claimant.

4. PRECONDITIONS

- TAA petition has been certified.
- Claimant is TAA eligible.

5. POST CONDITIONS

- RTAA claim has been processed.
- System has computed the RTAA benefit.

6. MAIN FLOW

The Main Flow describes the steps necessary to process an initial RTAA claim.

1. The System shall display existing demographic data for the Claimant.
2. The System shall provide the ability for Agency Staff to enter/ update the Claimant's demographic data.
3. The System shall provide the ability for Agency Staff to enter additional RTAA eligibility information.
4. The System shall provide the ability for Agency Staff to enter the RTAA reemployment information.
5. The System shall determine the start and end dates for the eligibility period.
6. The System shall provide the ability for Agency Staff to enter Claimant's wage information.
7. The System shall determine the Maximum Benefit Amount (MBA) for the RTAA Claim.
8. The System shall calculate the estimated RTAA subsidy.
9. The System shall capture required data for submission of the Trade Activity Participant Report (TAPR).
10. The System shall capture required information related to the Health Care Tax Credit (HCTC).
11. The System shall generate applicable notification(s) to interested parties.
12. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-0600	The System shall provide functionality to process Reemployment Trade Adjustment Assistance (RTAA) claims.
HR-BNSPLPGM-0700	The System shall interface with internal and external systems to process RTAA claims.
HR-BNSPLPGM-0800	The System shall capture required data for submission of the Trade Activity Participation Report (TAPR).
HR-BNSPLPGM-0900	The System shall capture required information related to the Health Care Tax Credit (HCTC).
HR-BNSPLPGM-1000	The System shall interface with internal and external systems for HCTC.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS BNSPLPGM 080 SUBMIT
INITIAL TAA CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for filing an initial TAA claim. This use case begins when Agency Staff determines a Claimant has requested to file a TAA claim. The use case ends when the TAA claim has been processed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Commonwealth Workforce Development System (CWDS)

3. TRIGGERS

- The Claimant has initiated a request for a TAA determination.

4. PRECONDITIONS

- TAA Petition has been certified.
- Claimant was employed by an employer covered by a certified petition.

5. POST CONDITIONS

- TAA determination has been issued.

6. MAIN FLOW

The Main Flow describes the steps necessary to process an initial TAA claim.

1. The System shall provide existing demographic data for the Claimant.
2. The System shall provide the ability for the Agency Staff to enter/update demographic data.
3. The System shall provide the ability for the Agency Staff to modify TAA claim information.
4. The System shall display all related Employer(s) and Petition(s).
5. The System shall provide the ability for Agency Staff to modify the related Employer(s) and Petition(s).
6. The System shall provide the ability for Agency Staff to select the applicable Employer/Location and Petition for each certified Employer.
7. The System shall provide the ability for Agency Staff to enter the TAA separation information for each certified Employer.
8. The System shall provide the ability for Agency Staff to enter TAA eligibility information.
9. The System shall provide functionality to carry over any indicators from the qualifying (parent) claim (e.g., existing issues, disqualification, special deductions, pensions).
10. The System shall provide the ability for the Agency Staff to modify or remove existing issue indicators.
11. The System shall provide TAA Benefit Rights Interview (BRI) information to the Claimant.
12. The System shall capture required data for submission of the Trade Activity Participant Report (TAPR).
13. The System shall capture required information related to the Health Care Tax Credit (HCTC).
14. The System shall provide the ability for Agency Staff to generate applicable correspondence.
15. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-BNSPLPGM-0800	The System shall capture required data for submission of Trade Activity Participant Report (TAPR).
HR-BNSPLPGM-0900	The System shall capture required information related to the Health Care Tax Credit (HCTC).
HR-BNSPLPGM-1000	The System shall interface with internal and external systems for HCTC.
HR-BNSPLPGM-1700	The System shall process Trade Adjustment Assistance (TAA) claims.
HR-BNSPLPGM-1800	The System shall interface with internal and external Systems to process TAA claims.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.



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**UCS CLAIMINVEST 010 PROCESS
TIPS AND LEADS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of receiving tip/lead information to determine if an improper payment exists. This use case begins when the information is received. This use case ends when a Claimant Investigation case is created and assigned, or the System/Agency Staff determines there is not enough information to pursue the tip/lead.

2. ACTORS

- System
- Agency Staff
- User (Employer, Third Party Administrator (TPA), Anonymous Source, Informant)

2.1 Interfaces

- Internal entities

3. TRIGGERS

- User selects to enter a tip/lead.
- The System receives a tip/lead.

4. PRECONDITIONS

- A tip/lead is received.

5. POST CONDITIONS

- The System/Agency Staff determined there is not enough information to pursue tip/lead.
- A Claimant Investigation case is created.
- Tip/lead information is transferred to other internal/external entity.

6. MAIN FLOW

The Main Flow describes the steps necessary to process tips and leads information.

1. The System shall provide the ability for the User to submit tip/lead information (e.g., self-service, web portal).
2. The System shall confirm the receipt of the tip/lead information.
3. The System shall create a work item for Agency Staff to review the tip/lead.
4. The System shall provide the ability for Agency Staff to indicate an investigation is needed.
 - If the System determines that Agency Staff indicated an investigation is not needed, proceed to [Alternate Flow 7.1 Investigation is not needed.](#)
5. The System shall create a Claimant Investigation case based on tip/lead information.
6. The System shall provide the ability to maintain the status of the tip/lead information.
7. Proceed to **UCS CLAIMINVEST 040 Assign Claimant Investigation Case.**
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Investigation is not needed.

1. The System shall provide the ability for Agency Staff to indicate the tip/lead information does not require an investigation.
2. The System shall provide functionality for Agency Staff to re (assign) the work item.
3. The System shall provide the ability for Agency Staff to enter a reason for not investigating the Claimant.
4. The System shall provide the ability for Agency Staff to maintain the status of the tip/lead.
5. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMINVEST-0100	The System shall electronically receive referrals for an investigation.
HR-CLAIMINVEST-0200	The System shall provide the ability for Agency Staff to identify claims for investigations.
HR-CLAIMINVEST-0210	The System shall provide the ability for Agency Staff to manually create an investigation.
HR-CLAIMINVEST-0600	The System shall create an investigation case.



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**UCS CLAIMINVEST 020 EXECUTE
CROSS MATCH CRITERIA**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of executing a Claimant Investigation cross match of Unemployment Insurance (UI) records against Employer wage reports, new hire data, other government agency records, etc. Based on the match criteria determined by Agency Staff, the System identifies Claimant(s) who fit the cross match criteria. This use case begins when the cross match criteria has been entered into the System. This use case ends when the System has identified Claimant(s) that meet cross match criteria for action and assigns the Claimant Investigation case(s).

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal/State Agencies
- SIDES
- New Hire Data (National/State)
- Department of Health (death certificates)
- Jail Audits (e.g., state, county, and federal prisoner)
- Worker's Compensation
- Systematic Alien Verification for Entitlement (SAVE)
- Wage Record
- Other internal/external sources

3. TRIGGERS

- Scheduled cross match has been executed.
- On demand cross match requested by Agency Staff.

4. PRECONDITIONS

- An internal/external source exists to compare UI data.

5. POST CONDITIONS

- The System has identified Claimant(s) meeting the cross match criteria.

6. MAIN FLOW

The Main Flow describes the steps necessary to execute Claimant Investigation cross match criteria.

1. The System shall provide the ability to execute a cross match at a predefined timeframe.
2. The System shall provide the ability for Agency Staff to select the data source on which to run the Claimant Investigation cross match (e.g., cross match internal data, external cross match source).
3. The System shall provide the ability for Agency Staff to manage the parameters of the Claimant Investigation cross match criteria for the data source.
4. The System shall provide the ability for Agency Staff to (re)enter scheduling parameters for the Claimant Investigation cross match (e.g., weekly, quarterly, monthly on demand).
5. The System shall execute Claimant Investigation cross match based on scheduling parameters (e.g., weekly, quarterly, monthly on demand).
6. The System shall determine a qualifying match does exist (e.g., not a duplicate, no previous open investigation) *Note: Step should be executed until all data/parameters are complete.*
 - If the System determines a qualifying match does not exist (e.g., excluding duplicates, prior cross match), proceed to [Alternate Flow 7.1 Qualifying match does not exist.](#)
7. The System shall generate correspondence to interested parties based on cross match outcome (e.g., wage/earnings information provided by Employer, New Hire form).
8. The System shall update the claim status based on cross match outcome.
9. The System shall determine a Claimant Investigation case should not be created based on the cross match outcome.
 - If the System determines a Claimant Investigation case should be created, proceed to [Alternate Flow 7.2 Investigation case should be created.](#)
10. The System shall determine an issue does not need to be established based on the cross match outcome.
 - If the System determines an issue needs to be established based on the cross match outcome, proceed to [Alternate Flow 7.4 Establish issue.](#)
11. The System shall determine a work item is not needed based on the cross match outcome.
 - If the System determines a work item is needed based on the cross match outcome, proceed to [Alternate Flow 7.5 Create work item.](#)
12. The System shall maintain the history of the executed cross match.
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Qualifying match does not exist

1. The System shall determine a qualifying match does not exist per parameters (e.g., excluding duplicates, prior cross match).
2. The System shall display a message that no qualifying matches exists.
3. Continue with Main Flow, Step 6.

7.2 Investigation case should be created

1. The System shall determine the Claimant Investigation case should be created based on the cross match outcome.
2. The System shall create an investigation case.
 - If the System determines multiple Claimant matches are found based on the cross match performed, proceed to [Alternate Flow 7.3 Multiple Claimant matches found](#).
3. The System shall place an indicator for potential improper payment on an investigation case.
4. Proceed to **UCS CLAIMINVEST 040 Assign Claimant Investigation Case**.
5. The Alternate Flow ends.

7.3 Multiple Claimant matches found

1. The System shall determine multiple Claimant matches are found based on the cross match outcome.
2. The System shall associate multiple Claimants to an investigation case.
3. The System shall place an indicator for potential improper payment on an investigation case.
4. Proceed to **UCS CLAIMINVEST 040 Assign Claimant Investigation Case**.
5. The Alternate Flow ends.

7.4 Establish issue

1. The System shall determine an issue needs to be established based on the cross match outcome.
2. Proceed to **UCS NONMON 020 Establish Issue - Staff**.
3. The Alternate Flow ends.

7.5 Create work item

1. The System determines a work item is needed based on the cross match outcome.
2. The System shall create a work item for Agency Staff.
3. The System shall provide the ability for Agency Staff to (re) assign the work item.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMINVEST-0300	The System shall process cross match information through interfaces with internal and external systems.
HR-CLAIMINVEST-0400	The System shall process cross match and electronically exchange data with external data exchange partners.
HR-CLAIMINVEST-0500	The System shall initiate an investigation based on cross match results.
HR-CLAIMINVEST-0510	The System shall provide the ability for Agency Staff to manually initiate a cross match.
HR-CLAIMINVEST-0520	The System shall provide functionality to query cross match to identify potential fraud.
HR-CLAIMINVEST-0530	The System shall provide functionality to establish parameters for new cross match criteria.
HR-CLAIMINVEST-0600	The System shall create an investigation case.
HR-CLAIMINVEST-0700	The System shall identify potential claims for integrity review (e.g., multiple checks to single address or denied claims later approved).
HR-CLAIMINVEST-0900	The System shall identify potential improper payments.
HR-CLAIMINVEST-1300	The System shall generate investigation correspondence to interested parties.
HR-CLAIMINVEST-2200	The System shall provide the ability for the parameters of the cross match to be configurable.
HR-CLAIMINVEST-2400	The System shall create an appropriate case for a monetary/nonmonetary issue.
HR-CLAIMINVEST-2500	The System shall provide the ability for Agency Staff to associate multiple investigations.
HR-CLAIMINVEST-2600	The System shall provide the ability for Agency Staff to disassociate multiple investigations.
HR-NONMON-0800	The System shall provide the ability for Agency Staff to manually create a non-monetary issue.



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**UCS CLAIMINVEST 030 PROCESS
WAGE/EARNINGS VERIFICATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of entering wage/earnings verification information. The wage/earnings verification is generated as a result of a cross match or tip/lead. This use case begins when the System receives the information or Agency Staff enters the wage/earnings information. The data on the wage/earnings is compared week to week against the certification and/or benefit payment history. This use case ends when the wage/earnings information is updated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- SIDES (earnings verification)

3. TRIGGERS

- Agency Staff enters wage/earnings information.
- System receives the wage/earnings information.

4. PRECONDITIONS

- Wage/earnings information requested from interested parties.

5. POST CONDITIONS

- Wage/earnings information is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to process wage/earnings information.

1. The System shall provide functionality to receive the wage/earnings information.
2. The System shall provide the ability to apply wage/earnings information received from internal/external sources to the affected claim week(s).
3. The System shall determine the wage/earnings information can be applied without Agency Staff intervention.
 - If the System determines wage/earnings information cannot be applied without Agency Staff intervention, proceed to [Alternate Flow 7.1 Wage/earnings information cannot be applied](#).
4. The System shall provide functionality to compare the wage/earnings information against all Claimant benefit payment and/or certification information.
5. The System shall determine no issue(s) exists based on the wage/earnings information received.
 - If the System determines issue(s) exists, proceed to [Alternate Flow 7.2 Establish additional issue\(s\)](#).
6. The System shall update the record.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Wage/earnings information cannot be applied

1. The System shall determine the wage/earnings information cannot be applied without Agency Staff intervention.
2. The System shall provide the ability for Agency Staff to apply/edit the wage/earnings information.
3. The System shall display the impact of earnings changes (e.g., show potential impact without submitting).
4. The System shall provide the ability for Agency Staff to confirm impact of earnings changes.
5. The System shall apply earnings changes (adjustment/correction) to the affected claim week(s).
6. The System shall provide functionality to compare the wage/earnings information against all Claimant benefit payment and/or certification information.
7. The System shall provide the ability for Agency Staff to enter the outcome of the cross match (e.g., intent).
8. Continue with Main Flow, Step 5.

7.2 Establish additional issue(s)

1. The System shall determine additional issue(s) exists as a result of the wage/earnings information.
2. Perform **UCS NONMON 010 Establish Issue.**
3. Continue with Main Flow, Step 6.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMINVEST-0300	The System shall process cross match information through interfaces with internal and external systems.
HR-CLAIMINVEST-1900	The System shall provide the ability to track and monitor Claimants under investigation.
HR-CLAIMINVEST-3000	The System shall provide functionality to receive wage/earning information.
HR-CLAIMINVEST-3100	The System shall provide the ability to apply wage/earnings information to affected claim week(s).
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).



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**UCS CLAIMINVEST 040 ASSIGN
CLAIMANT INVESTIGATION CASE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for assigning a Claimant Investigation case(s). This use case begins when the System or Agency Staff selects Claimant Investigation case(s) for assignment. This use case ends when the Claimant Investigation case(s) is assigned or closed.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- An investigation case was created.
- Agency Staff selects an investigation case to reassign.

4. PRECONDITIONS

- Tip/lead received.
- Claimant Investigation case exists.

5. POST CONDITIONS

- Claimant Investigation case(s) status is updated (e.g., open, pending, closed).

6. MAIN FLOW

The Main Flow describes the steps necessary to assign a Claimant Investigation case.

1. The System shall provide the functionality to automatically assign a Claimant Investigation case to Agency Staff.
2. The System shall provide the ability for Agency Staff to assign Claimant Investigation case(s).
3. The System shall provide the ability for Agency Staff to reassign Claimant Investigation case(s) (e.g., single/multiple case(s)).
4. The System shall provide the functionality for Agency Staff to associate multiple Claimant Investigation cases.
5. The System shall provide the functionality for Agency Staff to disassociate multiple Claimant Investigation cases.
6. The System shall provide the ability for Agency Staff to maintain the status of a Claimant Investigation case (e.g., reopen a previously closed investigation, close a case without assignment).
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMINVEST-2500	The System shall provide the ability for Agency Staff to associate multiple Claimant Investigations.
HR-CLAIMINVEST-2600	The System shall provide the ability for Agency Staff to disassociate multiple Claimant Investigations.
HR-CLAIMINVEST-2900	The System shall maintain Claimant Investigation status (e.g., open, pending, resolved).



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**UCS CLAIMINVEST 050 MANAGE
CLAIMANT INVESTIGATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of managing a Claimant Investigation case. This use case begins when Agency Staff selects a Claimant Investigation case(s) for management. This use case ends when Agency Staff has determined the outcome based on the Claimant Investigation findings.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff initiates the process to update a Claimant Investigation case(s).

4. PRECONDITIONS

- Claimant Investigation case(s) is assigned.

5. POST CONDITIONS

- The outcome of the Claimant Investigation case(s) has been determined.
- Claimant Investigation case(s) status is updated (e.g., open, pending, closed).

6. MAIN FLOW

The Main Flow describes the steps necessary in managing Claimant Investigation case(s).

1. The System shall provide the ability for Agency Staff to select a Claimant Investigation case(s).
2. The System shall provide the ability for Agency Staff to assign and update investigation type (e.g., identity theft, decedent, incarcerated).
3. The System shall receive documentation from interested parties related to the Claimant Investigation case(s) (e.g., imaging).
4. The System shall attach documents received electronically from interested parties to the Claimant Investigation case.
5. The System shall provide the ability for Agency Staff to attach documents to the Claimant Investigation case(s).
6. The System shall provide the ability for Agency Staff to remove documents from the Claimant Investigation case(s) (e.g., wrong information attached).
7. The System shall provide the ability for Agency Staff to update Claimant Investigation case(s) details (e.g., wage/earnings information, separation information).
8. The System shall determine Agency Staff does not elect to create an issue.
 - If the System determines Agency Staff elects to create an issue, proceed to [Alternate Flow 7.1 Agency Staff elects to create an issue.](#)
9. The System shall provide the ability for Agency Staff to (dis)associate multiple individuals to the Investigation case(s).
10. The System shall provide the ability for Agency Staff to (dis)associate the issue from the Claimant Investigation case(s).
11. The System shall determine Agency Staff does not elect to reassign a Claimant Investigation case(s).
 - If the System determines Agency Staff elects to reassign a Claimant Investigation case(s), proceed to [Alternate Flow 7.2 Agency Staff elects to reassign a Claimant Investigation case\(s\).](#)
12. The System shall capture the details regarding all outcomes of a Claimant Investigation case.
13. The System shall provide the ability for Agency Staff to maintain the status of the Claimant Investigation (e.g., including the status for cases that Agency Staff want to monitor).
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff elects to create an issue

1. The System shall determine Agency Staff elects to create an issue.
2. Perform **UCS NONMON 020 Establish Issue-Staff**.
3. Continue with Main Flow, Step 9.

7.2 Agency Staff elects to reassign a Claimant Investigation case(s)

1. The System shall determine Agency Staff elects to reassign a Claimant Investigation case(s).
2. Perform **UCS CLAIMINVEST 040 Assign Claimant Investigation Case**.
3. Continue with Main Flow, Step 10.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMINVEST-0200	The System shall provide the ability for Agency Staff to identify claims for investigations.
HR-CLAIMINVEST-1900	The System shall track and monitor Claimants under investigation.
HR-CLAIMINVEST-1920	The System shall alert Agency Staff when activity occurs related to a claim/Claimant under investigation.
HR-CLAIMINVEST-1950	The System shall create/update an investigation case when activity occurs on a claim with a fraud indicator.
HR-CLAIMINVEST-2000	The System shall determine required actions have been completed in a Claimant Investigation.
HR-CLAIMINVEST-2010	The System shall provide the ability for Agency Staff to indicate required actions have been completed in a Claim Investigation.
HR-CLAIMINVEST-2400	The System shall create an appropriate case for a monetary/nonmonetary issue.
HR-CLAIMINVEST-2800	The System shall provide the ability to display a Claimant Investigation file.
HR-CLAIMINVEST-2900	The System shall maintain Claimant Investigation status (e.g., open, pending, resolved).
HR-CLAIMINVEST-3200	The System shall provide the ability to associate fraud investigations with a claim event.
HR-NONMON-5200	The System shall provide the ability for Agency Staff to associate issues.
HR-NONMON-5220	The System shall provide the ability for Agency Staff to modify issues that are associated.
HR-NONMON-5230	The System shall provide the ability for Agency Staff to disassociate issues.



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**UCS CLAIMMAINT 010 UPDATE
CLAIM INFORMATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for updating claim information. This use case begins when Agency Staff updates claim-specific information for a claim. The use case ends when the claim is updated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff initiates a change to a claim.

4. PRECONDITIONS

- Claim exists in the System.

5. POST CONDITIONS

- Claim information is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to update claim information.

1. The System shall provide the ability for Agency Staff to update information on a claim.
2. The System shall provide the ability for Agency Staff to update the claim Application for Benefits Date.
3. The System shall provide the ability for Agency Staff to update the waiting week on a claim.
4. The System shall provide the ability for Agency Staff to update separation information.
5. The System shall provide the ability for Agency Staff to enter/update information that affects the weekly benefit amount (e.g., pension, severance) information for the Claimant.
6. The System shall provide the ability for Agency Staff to update the claim week availability status for certification.
7. The System shall provide the ability for Agency Staff to transfer certification(s) between UC programs.
8. The System shall provide the functionality to amend a previously submitted continued claim certification.
9. The System shall provide the ability for Agency Staff to transfer certification(s) between benefit years.
10. The System shall provide the functionality to allow for back dating a certification.
11. The System shall provide the ability for Agency Staff to update the claim status from active to inactive and inactive to active.
12. The System shall provide the ability for the Agency Staff to enter/update dependent information.
13. The System shall provide the ability for the Agency Staff to enter/update dates that affect periods of eligibility (e.g., return to work date).
14. The System shall provide the ability for Agency Staff to enter/update credit weeks.
15. The System shall provide the ability for Agency Staff to update the base year.
16. The System shall provide the ability for Agency Staff to confirm the update(s) to the claim information.
17. The System shall maintain a history of changes to claim information.
18. Proceed to **UCS CLAIMMAINT 030 Process Claim Changes**.
19. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0100	The System shall provide the ability to update information on a claim.
HR-CLAIMMAINT-0200	The System shall receive adjustments to claims.
HR-CLAIMMAINT-0310	The System shall provide the ability for Agency Staff to override claim information.
HR-CLAIMMAINT-0500	The System shall maintain a history of changes to claim information.
HR-CLAIMMAINT-1700	The System shall provide the ability for Agency Staff to transfer certification between UC programs.
HR-CLAIMMAINT-1800	The System shall provide the functionality to allow for back dating a certification.
HR-CLAIMMAINT-1900	The System shall provide the ability for Agency Staff to transfer certification between benefit years.
HR-CLAIMMAINT-2000	The System shall provide the functionality to amend a previously submitted continued claim certification.
HR-CLAIMMAINT-2100	The System shall provide the functionality to allow an authorized user to override and manually select the active claim.
HR-CLAIMMAINT-2200	The System shall provide the ability for Agency Staff to correct initial, additional, and reopened claims.
HR-CLAIMMAINT-2300	The System shall provide the ability for Agency Staff to reset a certification.
HR-CLAIMMAINT-2600	The System shall provide the functionality to reset certification responses.



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**UCS CLAIMMAINT 020 UPDATE
CLAIMANT INFORMATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for updating Claimant information. This use case begins when the Claimant accesses the self-service portal or Agency Staff updates Claimant information for a Claimant. The use case ends when the Claimant's information is updated.

2. ACTORS

- System
- User (Claimant, Agency Staff)

2.1 Interfaces

- N/A

3. TRIGGERS

- Claimant initiates the process to update Claimant information via secure self-service portal.
- Agency Staff initiates a claim update for a Claimant.

4. PRECONDITIONS

- Claimant exists in the System.

5. POST CONDITIONS

- Claimant record is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to update Claimant information.

1. The System shall provide the ability for the User to update the Claimant's personal information (e.g., name, alternate name, mailing address, residence address, phone, email, language preference, contact method preference).
2. The System shall provide the ability for the User to update the Claimant's preferred payment method (e.g., direct deposit, debit card).
3. The System shall provide the ability for the User to update the Claimant's claim filing method.
4. The System shall provide the ability for the User to update the Claimant's tax withholding information.
5. The System shall provide the ability for the User to enter/update the Claimant's employment information.
6. The System shall provide the ability for the User to enter/update a change to the Claimant's occupational information.
7. The System shall provide the ability for the User to enter/update a change to the Claimant's academic or vocational school information.
8. The System shall provide the ability for Agency Staff to update the Claimant's SSN.
9. The System shall provide the ability for Agency Staff to modify information associated with Claim/Claimant (e.g., deceased, bankrupt).
10. The System shall provide the ability for the User to confirm the update(s) to Claimant information.
11. The System shall maintain a history of changes to Claimant information.
12. Proceed to **UCS CLAIMMAINT 030 Process Claim Changes**.
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0700	The System shall provide the ability for Claimants to change payment method.
HR-CLAIMMAINT-0800	The System shall receive updates to Claimant information.
HR-CLAIMMAINT-1000	The System shall maintain a history of changes to Claimant information.
HR-CLAIMMAINT-1100	The System shall provide the functionality to confirm changes to Claimant information.
HR-CLAIMMAINT-1200	The System shall provide the functionality to update Claimant information.
HR-CLAIMMAINT-1300	The System shall provide the ability for Agency Staff to update Claimant information.
HR-CLAIMMAINT-1400	The System shall provide the functionality to update federal withholdings.
HR-CLAIMMAINT-1500	The System shall provide the ability for the Claimant or Agency Staff to update Claimant demographic data.
HR-CLAIMMAINT-2400	The System shall provide the functionality to capture Claimant alternative names.



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**UCS CLAIMMAINT 030 PROCESS
CLAIM CHANGES**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for processing changes to Claimant or claim information. This use case begins when the System receives changes to Claimant or claim information. The use case ends when the Claimant or claim information has been updated.

2. ACTORS

- System
- User (Agency Staff)

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff or Claimant has entered changes to Claimant or claim information.

4. PRECONDITIONS

- Claim or Claimant record exists.

5. POST CONDITIONS

- Claimant or claim information has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to process changes to Claimant or claim information.

1. The System shall determine finality has not been reached.
2. The System shall provide the ability for Agency Staff to override finality rules.
3. The System shall determine no Claimant information has changed that requires validation.
 - If the System determines Claimant information has changed that requires validation, proceed to [Alternate Flow 7.1 Claimant information has changed that requires validation](#).
4. The System shall determine the User did not change address information.
 - If the System determines the User did change address information, proceed to [Alternate Flow 7.2 User changed address information](#).
5. The System shall determine the User did not change the Claimant name.
 - If the System determines the User did change the Claimant name, proceed to [Alternate Flow 7.3 User did change the Claimant name](#).
6. The System shall determine the User did not change tax withholding information.
 - If the System determines the User did change tax withholding information, proceed to [Alternate Flow 7.4 User did change tax withholding information](#).
7. The System shall determine the User did not change separation reason.
 - If the System determines the User did change separation reason, proceed to [Alternate Flow 7.5 User did change separation reason](#).
8. The System shall determine the claim being updated is not linked to a separation/claim event.
 - If the System determines that the claim being updated is linked to a separation/claim event, proceed to [Alternate Flow 7.6 Claim being updated is linked to a separation/claim event](#).
9. The System shall determine the User did not update dependent information.
 - If the System determines the User did update dependent information, proceed to [Alternate Flow 7.7 Change has been made to dependent information](#).
10. The System shall determine there has not been a change to the claim application for benefits date.
 - If the System determines there has been a change to the claim application for benefits date, proceed to [Alternate Flow 7.8 Changed application for benefits date](#).
11. The System shall determine a change has not been made to Claimant employment information.
 - If the System determines a change has been made to Claimant employment information, proceed to [Alternate Flow 7.9 Change has been made to Claimant employment information](#).
12. The System shall determine there was not a change to data on a previously filed certification that impacted payment.
 - If the System determines there was a change to data on a previously filed certification that impacted payment, proceed to [Alternate Flow 7.10 Change to data on a previously filed certification that impacted payment](#).
13. The System shall determine there was not a change to data on previously filed certification that created a new non-monetary issue.
 - If the System determines there was a change to data on previously filed certification that created a new non-monetary issue, proceed to [Alternate Flow 7.11 Change to data on previously filed certification that created a new non-monetary issue](#).
14. The System shall determine there was not a change to data on previously filed certification that affected an existing non-monetary issue.

- If the System determines there was a change to data on previously filed certification that affected an existing non-monetary issue, proceed to [Alternate Flow 7.12 Change to data on previously filed certification that affected an existing non-monetary issue.](#)
15. The System shall determine there has not been a change that requires recalculation of the financial determination.
 - If the System determines there has been a change that requires recalculation of the financial determination, proceed to [Alternate Flow 7.13 Change that requires recalculation of the financial determination.](#)
 16. The System shall determine the changes to the claim do not result in a change to claim certification filing requirements.
 - If the System determines the changes to the claim result in a change to claim certification filing requirements, proceed to [Alternate Flow 7.14 Change results in a change to certification filing requirements.](#)
 17. The System shall determine the changes to the claim do not result in a change to work search requirements.
 - If the System determines that the changes to the claim do result in a change to Work Search requirements, proceed to [Alternate Flow 7.15 Changes to the claim resulted in a change to work search requirements.](#)
 18. The System shall determine the changes to the claim do not result in a change to Work Registration requirements.
 - If the System determines that the changes to the claim do result in a change to Work Registration requirements, proceed to [Alternate Flow 7.27 Changes to the claim resulted in a change to work registration requirements.](#)
 19. The System shall determine Agency Staff did not change the base year.
 - If the System determines Agency Staff changed the base year, proceed to [Alternate Flow 7.16 Agency Staff changed the base year.](#)
 20. The System shall determine the changes to the claim do not impact the Claimant's Reemployment Services criteria.
 - If the System determines the changes to the claim impacts the Claimant's Reemployment Services criteria, proceed to [Alternate Flow 7.17 Changes to the claim impacts the Claimant's reemployment services criteria.](#)
 21. The System shall determine no potential issues exist.
 - If the System determines potential issues exist, proceed to [Alternate Flow 7.18 Potential issues exist.](#)
 22. The System shall determine if Agency Staff did not transfer continued claim certifications to another benefit year.
 - If the System determines Agency Staff did transfer continued claim certifications to another benefit year, proceed to [Alternate Flow 7.23 Transfer continued claim certifications.](#)
 23. The System shall determine benefit payment method for the Claimant has not been changed.
 - If the System determines the benefit payment method for the Claimant has been changed, proceed to [Alternate Flow 7.24 Benefit payment method has been changed.](#)
 24. The System shall generate notifications as needed to interested parties by their preferred contact method.
 25. The System shall determine the social security number (SSN) for the Claimant has not been changed.

- If the System determines the SSN for the Claimant has been changed, proceed to [Alternate Flow 7.25 SSN for the Claimant has been changed.](#)
26. The System shall maintain the history of claim changes.
 27. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant information has changed that requires validation

1. The System shall determine Claimant information has changed that requires validation.
2. Perform **UCS CLAIMS 080 Validate Claimant**.
3. Continue with Main Flow, Step 4.

7.2 User changed address information

1. The System shall determine the User changed address information.
2. The System shall determine the address did not change to another state.
 - If the System determines the address did change to another state, proceed to [Alternate Flow 7.20 Address changed to another state](#).
3. The System shall generate a verification notice of the address change to the Claimant.
4. Continue with Main Flow, Step 5.

7.3 User did change the Claimant name

1. The System shall determine the User did change the Claimant name.
2. The System shall provide the ability for Agency Staff to indicate the Claimant name has been verified.
3. The System shall generate a verification notice of the name change to the Claimant.
4. Continue with Main Flow, Step 6.

7.4 User did change tax withholding information

1. The System shall determine the User did change tax withholding information.
2. The System shall update the tax withholding information.
3. Continue with Main Flow, Step 7.

7.5 User did change separation reason

1. The System shall determine the User did change separation reason.
2. Perform **UCS CLAIMS 130 Process Separation Request**.
3. Continue with Main Flow, Step 8.

7.6 Claim being updated is linked to a separation/claim event

1. The System shall determine the claim being updated is linked to a separation/claim event.
2. The System shall provide the ability for Agency Staff to indicate the need to update all linked claims at the same time.
3. The System shall determine Agency Staff did not indicate the need to update all linked claims at the same time.
 - If the System determines Agency Staff did indicate the need to update all linked claims at the same time, proceed to [Alternate Flow 7.21 Agency Staff did indicate the need to update all linked claims at the same time](#).
4. Continue with Main Flow, Step 9.

7.7 Change has been made to dependent information

1. The System shall determine there has been a change to Claimant's dependent information.
2. The System shall update Claimant's dependent information.
3. The System shall determine there has been a change to the Claimant's number of dependents.
 - If there has been a change to the Claimant's number of dependents, proceed to [Alternate Flow 7.26 Change to Claimant's number of dependents.](#)
4. Continue with Main Flow, Step 10.

7.8 Changed application for benefits date

1. The System shall determine there has been a change to the application for benefits date.
2. Perform **UCS CLAIMMAINT 040 Process Application for Benefits Date Change.**
3. Continue with Main Flow, Step 11.

7.9 Change has been made to Claimant employment information

1. The System shall determine a change has been made to Claimant employment information.
2. The System shall determine additional information is not needed to process the change to Claimant employment information.
 - If the System determines additional information is needed to process the change the Claimant employment information, proceed to [Alternate Flow 7.19 Request additional information.](#)
3. Continue with Main Flow, Step 12.

7.10 Change to data on a previously filed certification that impacted payment

1. The System shall determine there was a change to data on a previously filed certification that impacted payment.
2. Perform **UCS BENPAY 090 Process Adjustments for Previously Paid Weeks.**
3. Continue with Main Flow Step 13.

7.11 Change to data on previously filed certification that created a new non-monetary issue

1. The System shall determine there was a change to data on a previously filed certification that created a non-monetary issue.
2. Perform **UCS NONMON 010 Establish Issue.**
3. Continue with Main Flow, Step 14.

7.12 Change to data on previously filed certification that affected an existing non-monetary issue

1. The System shall determine there was a change to data on a previously filed certification that affected an existing non-monetary issue.
2. Perform **UCS NONMON 040 Modify Issue Details.**

3. Continue with Main Flow, Step 15.

7.13 Change that requires recalculation of the financial determination

1. The System shall determine there has been a change that requires recalculation of the financial determination.
2. Perform **UCS MONDET 070 Recalculate Financial Determination**.
3. Continue with Main Flow, Step 16.

7.14 Change results in a change to certification filing requirements

1. The System shall determine the changes to the claim do result in a change to certification filing requirements.
2. The System shall update the certification filing requirements for the claim.
3. Continue with Main Flow, Step 17.

7.15 Changes to the claim resulted in a change to work search requirements

1. The System shall determine changes to the claim resulted in a change to work search requirements.
2. The System shall update the work search requirements for the Claimant.
3. Continue with Main Flow, Step 18.

7.16 Agency Staff changed the base year

1. The System shall determine Agency Staff did change the base year.
2. Perform **UCS MONDET 060 Apply Wages**.
3. Continue with Main Flow, Step 20.

7.17 Changes to the claim impacts the Claimant's reemployment services criteria

1. The System shall determine the changes to the claim impacts the Claimant's reemployment services criteria.
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 21.

7.18 Potential issues exist

1. The System shall determine potential issues exist.
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 22.

7.19 Request Additional Information

1. The System shall determine additional information is needed from the Claimant to process the change to Claimant employment information.
2. The System shall create a work item for Agency Staff to request additional information.
3. The Alternate Flow ends.

7.20 Address changed to another state

1. The System shall determine the address did change to another state.
2. The System shall determine the Claimant is exempt from workforce registration.
 - If the System determines the Claimant is not exempt from workforce registration, continue with [Alternate Flow 7.28 Claimant is not exempt from workforce registration.](#)
3. The System shall determine the Claimant is not receiving state extended benefits.
 - If the System determines the Claimant is receiving state extended benefits, proceed to [Alternate Flow 7.22 Claimant is receiving state extended Benefits.](#)
4. Continue with Alternate Flow 7.2, Step 3.

7.21 Agency Staff did indicate the need to update all linked claims at the same time

1. The System shall determine Agency Staff indicated the need to update all linked claims.
2. The System shall update linked claims with the data changed.
3. Continue with Main Flow, Step 9.

7.22 Claimant is receiving state extended benefits

1. The System shall determine the Claimant is receiving state extended benefits.
2. The System shall update the claim with the remaining weeks of state extended benefits.
3. Continue with Alternate Flow 7.2, Step 4.

7.23 Transfer continued claim certifications

1. The System shall provide the ability for Agency Staff to transfer continued claim certifications.
2. The System shall determine continued claim certifications were transferred to another benefit year or UC program type.
3. Perform **UCS BENPAY 090 Process Adjustments for Previously Paid Weeks.**
4. Continue with Main Flow, Step 23.

7.24 Benefit payment method has been changed

1. The System shall determine the benefit payment method for the Claimant has been changed.
2. The System shall provide the ability to generate notification of the change to the Claimant's benefit payment method to interested parties.
3. Continue with Main Flow, Step 24.

7.25 SSN for the Claimant has been changed

1. The System shall determine the social security number for the Claimant has been changed.
2. Proceed to **UCS CLAIMMAINT 060 Process SSN Change.**

3. The Alternate Flow ends.

7.26 Change to the Claimant's number of dependents

1. The System shall determine there has been a change to the Claimant's number of dependents.
2. Perform **UCS MONDET 070 Recalculate Financial Determination**.
3. Continue with Main Flow, Step 10.

7.27 Changes to the claim resulted in a change to work registration requirements

1. The System shall determine changes to the claim resulted in a change to work registration requirements.
2. The System shall update the work registration requirements for the Claimant.
3. Continue with Main Flow, Step 19.

7.28 Claimant is not exempt from workforce registration

1. The System shall notify the Claimant to provide proof of workforce registration in the new state.
2. The System shall calculate the deadline for providing proof of workforce registration in the new state.
3. Continue with Alternate Flow 7.21, Step 3.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0100	The System shall provide the ability to update information on a claim.
HR-CLAIMMAINT-0300	The System shall validate updated information on a claim.
HR-CLAIMMAINT-0400	The System shall process adjustments to claim.
HR-CLAIMMAINT-0600	The System shall notify interested parties of changes to claim information.
HR-CLAIMMAINT-0710	The System shall interface with internal and external Systems to support changes made to a Claimant's payment method.
HR-CLAIMMAINT-0900	The System shall process updates to Claimant information.
HR-CLAIMMAINT-1200	The System shall provide functionality to update Claimant information.
HR-CLAIMMAINT-1400	The System shall provide the functionality to update federal withholdings.



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**UCS CLAIMMAINT 040 PROCESS
APPLICATION FOR BENEFITS
DATE CHANGE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process that occurs when an application for benefits date is changed on a claim by Agency Staff. This use case begins when an update is made to the application for benefits date. This use case ends when evaluation of the impact on the claim is completed and applicable changes associated with the date change have been made.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center
- UCMS Wage records

3. TRIGGERS

- System determines that an application for benefits date has been changed on a claim.
- Agency Staff initiated a change to an application for benefits date on a claim.

4. PRECONDITIONS

- Claim exists for the Claimant.

5. POST CONDITIONS

- The application for benefits date is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a change to an application for benefits (AB) date on a claim.

1. The System shall determine the application for benefits date change will not result in backdating the claim (e.g., application for benefits date change moves AB date forward).
 - If the System determines the application for benefits date change will result in backdating the claim, proceed to [Alternate Flow 7.1 Application for benefits date change will result in backdating the claim.](#)
2. The System shall determine the application for benefits date change does not alter the base year.
 - If the System determines the application for benefits date change alters the base year, proceed to [Alternate Flow 7.2 Application for benefits date change alters the base year.](#)
3. The System shall determine the change in application for benefits date does not affect previously claimed weeks.
 - If the System determines the change in application for benefits date does affect previously claimed weeks, proceed to [Alternate Flow 7.3 Change in application for benefits date does affect previously claimed weeks.](#)
4. The System shall determine the application for benefits date change does not result in a new separating employer being included in the claim.
 - If the System determines the application for benefits date change does result in a new separating employer being included in the claim, proceed to [Alternate Flow 7.4 Application for benefits date change results in a new separating employer being included in the claim.](#)
5. The System shall determine the application for benefits date change does not result in a different period of employment for an employer previously included on the claim.
 - If the System determines the application for benefits date change does result in a different period of employment for an employer previously included on the claim, proceed to [Alternate Flow 7.5 Application for benefits date change results in a different period of employment.](#)
6. The System shall determine the claim is not a Combined Wage Claim (CWC).
 - If the System determines the claim is a CWC, proceed to [Alternate Flow 7.6 Claim is a Combined Wage Claim.](#)
7. The System shall determine the claim is not a federal (UCFE) claim.
 - If the System determines the claim is a federal (UCFE) claim, proceed to [Alternate Flow 7.7 Claim is a federal \(UCFE\) claim.](#)
8. The System shall determine claim is not a military (UCX) claim.
 - If the System determines claim is a military (UCX) claim, proceed to [Alternate Flow 7.8 Claim is a military \(UCX\) claim.](#)
9. The System shall determine there are no existing unresolved issues on the claim.
 - If the System determines there are existing unresolved issues on the claim, proceed to [Alternate Flow 7.9 Existing unresolved issues on the claim.](#)
10. The System shall determine the application for benefits date change does not result in a new issue.
 - If the System determines the application for benefits date change does result in a new issue, proceed to [Alternate Flow 7.10 Application for benefits date change results in a new issue.](#)

11. The System shall determine non-monetary determinations have not been issued on the claim.
 - If the System determines non-monetary determinations have been issued on the claim, proceed to [Alternate Flow 7.11 Non-monetary determinations have been issued.](#)
12. The System shall generate notification to all interested parties using their preferred contact method.
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Application for benefits date change will result in backdating the claim

1. The System shall determine the application for benefits date change will result in backdating the claim.
2. Perform **UCS CLAIMS 150 Evaluate Request to Backdate.**
3. Continue with Main Flow, Step 2.

7.2 Application for benefits date change alters the base year

1. The System shall determine the application for benefits date change alters the base year.
2. Perform **UCS MONDET 060 Apply Wages.**
3. Continue with Main Flow, Step 3.

7.3 Change in application for benefits date does affect previously claimed weeks

1. The System shall determine the change in application for benefits date does affect previously claimed weeks.
2. Perform **UCS BENPAY 090 Process Adjustments for Previously Paid weeks.**
3. Continue with Main Flow, Step 4.

7.4 Application for benefits date change results in a new separating employer being included in the claim

1. The System shall determine the application for benefits date change results in a new separating employer being included on the claim.
2. Perform **UCS CLAIMS 130 Process Separation Request.**
3. Continue with Main Flow, Step 5.

7.5 Application for benefits date change results in a different period of employment

1. The System shall determine the application for benefits date change results in a different period of employment for an employer previously included on the claim.
2. Perform **UCS CLAIMS 130 Process Separation Request.**
3. Continue with Main Flow, Step 6.

7.6 Claim is a Combined Wage Claim

1. The System shall determine the claim is a Combined Wage Claim.
2. Perform **UCS INTRFDRL 200 Send IB-4 Request Out.**
3. Perform **UCS INTRFDRL 120 Generate IB-5.**
4. Continue with Main Flow, Step 7.

7.7 Claim is a federal (UCFE) Claim

1. The System shall determine the claim is a federal (UCFE) Claim.
2. Perform **UCS INTRFDRL 210 Request UC for Federal Employee.**
3. Continue with Main Flow, Step 8.

7.8 Claim is a Military (UCX) claim

1. The System shall determine claim is a military (UCX) claim.
2. Perform **UCS INTRFDRL 010 Determine UCX Service Wages.**
3. Perform **UCS INTRFDRL 040 Send UCFE UCX Type Request.**
4. Continue with Main Flow, Step 9.

7.9 Existing unresolved issues on the claim

1. The System shall determine there are existing unresolved issues on the claim.
2. Perform **UCS NONMON 040 Modify Issue Details.**
3. Continue with Main Flow, Step 10.

7.10 Effective date change results in a new issue

1. The System shall determine the effective date change results in a new issue.
2. Perform **UCS NONMON 010 Establish Issue.**
3. Continue with Main Flow, Step 11.

7.11 Non-monetary determinations have been issued

1. The System shall determine non-monetary determinations should be reconsidered.
2. The System shall create a work item for Agency Staff to review.
3. Continue with Main Flow, Step 12.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0100	The System shall provide the ability to update information on a claim.
HR-CLAIMMAINT-0200	The System shall receive adjustments to claims.
HR-CLAIMMAINT-0300	The System shall validate updated information on a claim.
HR-CLAIMMAINT-0310	The System shall provide the ability for Agency Staff to override claim information.
HR-CLAIMMAINT-0400	The System shall process adjustments to claim.
HR-CLAIMMAINT-0600	The System shall notify interested parties of changes to claim information.
HR-CLAIMMAINT-0900	The System shall process updates to Claimant information.



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**UCS CLAIMMAINT 050 MANAGE
DIVERSIONS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of receiving and managing diversions to be deducted from Claimant payments. Diversions include child and spousal support, bankruptcy, or public assistance orders. This use case begins when child support, spousal support, bankruptcy or public assistance orders are received, or Agency Staff determine there is a need to update the diversion information. This use case ends when the child and spousal support, bankruptcy, or public assistance orders are updated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- PA Child Support Enforcement System (PACSES)

3. TRIGGERS

- The System receives a file of child support and spousal support orders from the Pennsylvania Child Support Enforcement System.
- Agency Staff determines there is a need to update a child or spousal support order.
- Agency Staff needs to manually enter child or spousal support orders from other states.
- Agency Staff needs to manually enter bankruptcy or public assistance orders received.

4. PRECONDITIONS

- Claim record exists for the Claimant for whom the child or spousal support order has been issued.
- Claim record exists for the Claimant for which a bankruptcy order has been issued.
- Claim record exists for the Claimant for which a public assistance order has been issued

5. POST CONDITIONS

- Child or spousal support diversion has been entered.
- Child or spousal support diversion has been updated.
- Bankruptcy order has been entered and updated.
- Public assistance order diversion has been entered and updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage diversions for Claimants.

1. The System shall provide the functionality to receive the file of child and spousal support orders from the PA Child Support Enforcement System.
2. The System shall determine the diversion information received is not bankruptcy or public assistance.
 - If the System determines the diversion information received is bankruptcy or public assistance, proceed to [Alternate Flow 7.5 Diversion information is bankruptcy or public assistance.](#)
3. The System shall provide the ability for Agency Staff to enter or update child or spousal support information/orders from other states.
4. The System shall determine that an active claim exists for the Claimant for whom the support diversion information was received.
 - If the System determines that an active claim does not exist for the Claimant for whom the support diversion information was received, Proceed to [Alternate Flow 7.1 Active claim does not exist for the Claimant for whom the support diversion information was received.](#)
5. The System shall determine data on the claim does match the information provided from the child support agency (e.g., name).
 - If the System determines data on the claim does not match the information provided from the child support agency, proceed to [Alternate Flow 7.2 Claim does not match the information provided from the child support agency.](#)
6. The System shall determine a matching support diversion record exists for the Claimant.
 - If the System determines a matching support diversion record does not exist for the Claimant, proceed to [Alternate Flow 7.3 Support diversion record does not exist.](#)
7. The System shall provide the ability for Agency Staff to add diversion information (e.g., county, state, court, percentage, docket number, etc.).
8. The System shall provide the ability for Agency Staff to update existing diversion information.
9. The System shall provide the ability for information for multiple support diversions to be added for a Claimant.
10. The System shall update the Claimant record with the diversion information.
11. The System shall maintain a history of child and spousal support orders, bankruptcy, and public assistance diversions.
12. The System shall determine the support diversion does not exceed the state or federal percentage for diversion from the benefit payment.
 - If the System determines the support diversion exceeds the state or federal percentage for diversion from the benefit payment, proceed to [Alternate Flow 7.4 Override support diversion percentage.](#)
13. The System shall generate a file as applicable to the submitting agency.
14. The System shall generate correspondence to the interested parties (e.g., new orders are added, existing orders are modified or vacated).
15. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Active claim does not exist for the Claimant for whom the support diversion information was received

1. The System shall determine that an active claim does not exist for the Claimant for whom the support diversion information was received.
2. The System shall generate an error for the child support agency.
3. The Alternate Flow ends.

7.2 Claim does not match the information provided from the child support agency

1. The System shall determine data on the claim does not match the information provided from the child support agency.
2. The System shall generate an error for the child support agency.
3. The Alternate Flow ends.

7.3 Support diversion record does not exist

1. The System shall determine a matching support diversion record does not exist for the Claimant.
2. The System shall add the support diversion record.
3. Continue with Main Flow, Step 10.

7.4 Override support diversion percentage

1. The System shall determine the support diversion exceeds the state or federal percentage for diversion from the benefit payment.
2. The System shall provide the ability for the Agency Staff to override the state or federal diversion percentage.
3. Continue with Main Flow, Step 13.

7.5 Diversion information is bankruptcy or public assistance

1. The System shall determine the diversion information is bankruptcy.
 - If the System determines the diversion information is public assistance, proceed to [Alternate Flow 7.6 Diversion information is public assistance.](#)
2. Continue with Main Flow, Step 7.

7.6 Diversion information is public assistance

1. The System shall determine the diversion information is public assistance.
2. Continue with Main Flow, Step 7.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0100	The System shall provide the ability to update information on a claim.
HR-CLAIMMAINT-0200	The System shall receive adjustments to claims.
HR-CLAIMMAINT-0310	The System shall provide the ability for Agency Staff to override claim information.
HR-CLAIMMAINT-0400	The System shall process adjustments to claim.
HR-CLAIMMAINT-0500	The System shall maintain a history of changes to claim information.
HR-CLAIMMAINT-0600	The System shall notify interested parties of changes to claim information.
HR-CLAIMMAINT-0900	The System shall process updates to Claimant information.
HR-CLAIMMAINT-1200	The System shall provide the functionality to update Claimant information.
HR-CLAIMMAINT-2500	The System shall provide the functionality for a diversion hierarchy.
HR-BENPAY-3710	The System shall provide the functionality to apply diversions to benefit payments for all UC programs.
HR-BENPAY-4100	The System shall provide the functionality to apply child support and spousal support deductions to benefit payments.
HR-BENPAY-5800	The System shall provide the functionality to apply court ordered deductions to benefit payments (e.g., bankruptcy).
HR-BENPAY-5900	The System shall apply deductions from the PA Department of Public Assistance (DPA).



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**UCS CLAIMMAINT 060 PROCESS
SSN CHANGE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for processing a Social Security Number (SSN) change for an existing Claimant. This use case begins when Agency Staff has elected to change a SSN for an existing Claimant. This use case ends when the Claimant SSN has been changed in the System.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Federal Claims Control Center
- ICON
- UC Treasury
- Wage records

3. TRIGGERS

- Agency Staff has determined a need to change a Claimant's SSN.

4. PRECONDITIONS

- The Claimant exists in the System.

5. POST CONDITIONS

- The Claimant's SSN is changed.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a change to a Claimant's SSN.

1. The System shall provide the ability for Agency Staff to perform SSA crossmatch.
2. The System shall determine wages were not requested from another state for the incorrect SSN.
 - If the System determines wages were requested from another state for the incorrect SSN, proceed to [Alternate Flow 7.1 Wages were requested from another state for incorrect SSN.](#)
3. The System shall determine the claim is not a federal claim (UCFE) for the incorrect SSN.
 - If the System determines the claim is a federal claim (UCFE) for the incorrect SSN, proceed to [Alternate Flow 7.2 Claim is a federal claim for the incorrect SSN.](#)
4. The System shall determine claim is not a military (UCX) claim for the incorrect SSN.
 - If the System determines the claim is a military (UCX) claim for the incorrect SSN, proceed to [Alternate Flow 7.3 Claim is a military claim for the incorrect SSN.](#)
5. The System shall provide the ability for Agency Staff to transfer the Claimant data to the correct SSN (e.g., Claimant personal data, employment information, claim information [e.g., effective date, weekly certifications, payment history, issues established]).
6. The System shall determine the Claimant is not being paid by debit card.
 - If the System determines the Claimant is being paid by debit card, proceed to [Alternate Flow 7.4 Claimant is being paid by debit card.](#)
7. The System shall maintain a history of changes associated with a change to a Claimant SSN.
8. The System shall determine a 1099-G has been filed for the incorrect SSN.
 - If the System determines a 1099-G has not been filed for the incorrect SSN, proceed to [Alternate Flow 7.5 1099-G has not been filed for the incorrect SSN.](#)
9. Proceed to **UCS BENPAY 080 Generate Form 1099.**
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Wages were requested from another state for incorrect SSN

1. The System determines wages were requested from another state for the incorrect SSN.
2. Perform **UCS INTRFDRL 120 Generate IB-5.**
3. Perform **UCS INTRFDRL 200 Send IB-4 Request Out.**
4. Continue with Main Flow, Step 3.

7.2 Claim is a federal claim for the incorrect SSN

1. The System shall determine the claim is a federal claim (UCFE) for the incorrect SSN.
2. Perform **UCS INTRFDRL 210 Request UC for Federal Employee.**
3. Continue with Main Flow, Step 4.

7.3 Claim is a military claim for the incorrect SSN

1. The System shall determine claim is a military (UCX) claim for the incorrect SSN.
2. Perform **UCS INTRFDRL 010 Determine UCX Service Wages.**
3. Continue with Main Flow, Step 5.

7.4 Claimant is being paid by debit card

1. The System shall determine the Claimant was being paid by debit card.
2. The System shall provide the ability to notify the financial institution (UC Treasury) of the Claimant's change in SSN.
3. Continue with Main Flow, Step 7.

7.5 Form 1099-G has not been filed for the incorrect SSN

1. The System shall determine Form 1099-G has not been filed for the incorrect SSN.
2. Continue with Main Flow, Step 910.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0310	The System shall provide the ability for Agency Staff to override claim information.
HR-CLAIMMAINT-0500	The System shall maintain a history of changes to claim information.
HR-CLAIMMAINT-0600	The System shall notify interested parties of changes to claim information.
HR-CLAIMMAINT-0710	The System shall interface with internal and external Systems to support changes made to a Claimant's payment method.
HR-CLAIMMAINT-0800	The System shall receive updates to Claimant information.
HR-CLAIMMAINT-0900	The System shall process updates to Claimant information.
HR-CLAIMMAINT-1200	The System shall provide the functionality to update Claimant information.
HR-CLAIMMAINT-1400	The System shall provide the functionality to update federal withholdings.
HR-BENPAY-7000	The System shall provide functionality for Agency Staff to generate a corrected Form 1099.



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**UCS CLAIMMAINT 070 CANCEL
CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for canceling a claim. This use case begins when Agency Staff determines a claim should be cancelled. The use case ends when the claim is cancelled.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center

3. TRIGGERS

- Agency Staff determines that a claim should be cancelled.

4. PRECONDITIONS

- Claim exists.

5. POST CONDITIONS

- Claim is cancelled.

6. MAIN FLOW

The Main Flow describes the steps necessary to cancel a claim.

1. The System shall determine the cancelled claim was not a qualifying claim to any subsequent UC claims.
 - If the System determines the cancelled claim was a qualifying claim to any subsequent UC claims, proceed to [Alternate Flow 7.5 Canceled claim was a qualifying claim to subsequent UC claims.](#)
2. The System shall provide the ability for Agency Staff to select the claim to be cancelled.
3. The System shall provide the ability for Agency Staff to indicate the reason the claim is being cancelled.
4. The System shall update the status of the selected claim to cancelled.
5. The System shall determine the canceled claim is a regular UI claim.
 - If the System determines the canceled claim is not a regular UI claim, proceed to [Alternate Flow 7.1 Canceled Claim is not a regular UI claim.](#)
6. The System shall update the wage indicator (e.g., used, unused, unusable).
7. The System shall determine the canceled claim did not include combined (CWC) wages.
 - If the System determines the canceled claim did include combined (CWC) wages, proceed to [Alternate Flow 7.2 Canceled claim did include CWC wages.](#)
8. The System shall determine the canceled claim did not include federal (UCFE) wages.
 - If the System determines the canceled claim did include UCFE wages, proceed to [Alternate Flow 7.3 Canceled claim did include UCFE wages.](#)
9. The System shall determine the canceled claim did not include military (UCX) wages.
 - If the System determines the canceled claim did include UCX wages, proceed to [Alternate Flow 7.4 Canceled claim did include UCX wages.](#)
10. Proceed to **UCS BENCHG 060 Process Adjustments.**
11. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Canceled Claim is not a regular UI Claim

1. The System shall determine the canceled claim is not a regular UI claim.
2. Continue with Main Flow, Step 6.

7.2 Canceled claim did include CWC wages

1. The System shall determine the canceled claim did include CWC wages.
2. Perform **UCS INTRFDRL 120 Generate IB-5**.
3. Continue with Main Flow, Step 8.

7.3 Canceled claim did include UCFE wages

1. The System shall determine the canceled claim did include UCFE wages.
2. Perform **UCS INTRFDRL 040 Send UCFE UCX Type Request**.
3. Continue with Main Flow, Step 9.

7.4 Canceled claim did include UCX wages

1. The System shall determine the canceled claim did include UCX wages.
2. Perform **UCS INTRFDRL 040 Send UCFE UCX Type Request**.
3. Continue with Main Flow, Step 10.

7.5 Canceled claim was a qualifying claim to subsequent UC claims

1. The System shall determine the canceled claim was a qualifying claim to any subsequent UC claims.
2. The System shall create a work item for Agency Staff to review.
3. Continue with Main Flow, Step 2.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0100	The System shall provide the ability to update information on a claim.
HR-CLAIMMAINT-2700	The System shall provide the ability for Agency Staff to cancel an initial, additional, or reopened claim.



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**UCS CLAIMMAINT 080 MANAGE
AVAILABLE BALANCE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for managing the available balance on a claim. This use case begins when activity on a claim impacts the claim balance or Agency Staff determines an adjustment is needed. The use case ends when the claim balance has been updated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- A previously claimed week has been adjusted.
- An appeal decision has been rendered.
- Agency Staff determines an adjustment is needed.

4. PRECONDITIONS

- A non-monetary determination has been rendered that changes the available balance.
- A determination has been rendered that changes the available balance.
- Other claim action that requires an adjustment to the claim balance.

5. POST CONDITIONS

- The claim balance has been changed.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage the available balance on a claim.

1. The System shall determine that the available balance on a claim should not be reduced.
 - If the System determines that the available balance on a claim should be reduced, proceed to [Alternate Flow 7.1 Available balance should be reduced.](#)
2. The System shall determine that the available balance on a claim should not be restored.
 - If the System determines that the available balance on a claim should be restored, proceed to [Alternate Flow 7.2 Available balance on a claim should be restored.](#)
3. The System shall provide the ability for Agency Staff to manage the available balance on a claim.
4. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Available balance should be reduced

1. The System shall determine that the available balance on a claim should be reduced.
2. The System shall calculate the amount by which to reduce the available balance.
3. The System shall reduce the available balance amount.
4. The Alternate Flow ends.

7.2 Available balance on a claim should be restored

1. The System shall determine that the available balance on a claim should be restored.
2. The System shall calculate the available balance on the claim.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMMAINT-0100	The System shall provide the ability to update information on a claim.
HR-CLAIMMAINT-0200	The System shall receive adjustments to claims.
HR-CLAIMMAINT-0310	The System shall provide the ability for Agency Staff to override claim information.
HR-CLAIMMAINT-0400	The System shall process adjustments to claim.
HR-BENPAY-0520	The System shall apply federal withholding to benefit payments for UC programs.
HR-MONDET-3200	The System shall provide the ability to reduce or restore funds to the claim balance.



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**UCS CLAIMS 010 FILE UI CLAIM - VIA
CLAIMANT SELF SERVICE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when a Claimant initiates an online claim for Unemployment Insurance (UI) benefits via a self-service portal. The Claimant may need to file a new, additional, or reopened claim for Regular UI, or file a claim for a special UI program (e.g., Disaster Unemployment Assistance (DUA), Trade Readjustment Allowance (TRA), State Extended Benefits (EB) or Federal (EB)). The System identifies the type of claim that should be filed and collects only the necessary information. This use case ends when the claim has been submitted for processing or the Claimant has decided not to file a claim.

2. ACTORS

- System
- Claimant

2.1 Interfaces

- Wage Records
- Interstate Inquiry (IBIQ)

3. TRIGGERS

- Claimant selects option to file a claim.
- System determines that a claim should be filed (based on answers to continued claims certification questions).

4. PRECONDITIONS

- Claimant has logged into their secure self-service portal.
- Claimant has accessed online portal and initiated a request to file a claim.

5. POST CONDITIONS

- Claimant has submitted UI claim for processing.

6. MAIN FLOW

The Main Flow describes the steps necessary for a Claimant to file an unemployment insurance claim online.

1. The System shall provide the ability to display initial disclaimer information.
2. The System shall determine the Claimant does not have a previous partially completed application stored (*Note: This step could occur anywhere during the claims application taking process*).
 - If the System determines the Claimant has a partially completed application stored, proceed to [Alternate Flow 7.15 Resume Application](#).
3. The System shall provide the functionality for the Claimant to enter claim identifier information (e.g., name, SSN).
4. The System shall provide the ability for the Claimant to enter/update personal demographic data (e.g., language preference).
5. The System shall determine the Application for Benefits Date.
6. The System shall provide the functionality for the Claimant to request a specific Application for Benefits Date (e.g., backdate).
7. The System shall determine that the Claimant did not request to backdate the claim application.
 - If the System determines that the Claimant did request to backdate the claim application, proceed to [Alternate Flow 7.16 Claimant did request backdating](#).
8. Perform **UCS CLAIMS 080 Validate Claimant**.
9. The System shall determine the Claimant is not unemployed due to a disaster.
 - If the System determines the Claimant is potentially unemployed due to a disaster, proceed to [Alternate Flow 7.13 Claimant potentially unemployed due to a disaster](#).
10. The System shall determine that the Claimant does not have an active claim with an available balance in another state.
 - If the System determines the Claimant does have an active claim with an available balance in another state, proceed to [Alternate Flow 7.1 Claimant has an active claim with an available balance in another state](#).
11. The System shall determine that the Claimant does not have a financially eligible unexpired benefit year.
 - If the System determines there is a financially eligible unexpired benefit year, proceed to [Alternate Flow 7.2 Financially eligible unexpired current benefit year](#).
12. The System shall capture the Claimant's preferred benefit payment method.
13. The System shall calculate the claim's Benefit Year End (BYE) date based on the Application for Benefits date.
14. The System shall provide the ability for the Claimant to enter eligibility information per program type.
15. The System shall provide functionality to display up to 'X' months of employment history including base year wages, credit weeks and separation information (e.g., separating employer).
16. The System shall provide the ability for the Claimant to answer questions regarding employment during the past 'X' months.
17. The System shall provide the ability for the Claimant to enter self-employment information.
18. The System shall determine there is no federal civilian employment in the past 'X'-month period.

- If the System determines there is federal civilian employment in the past ‘X’-month period, proceed to [Alternate Flow 7.3 Federal civilian employment in past ‘X’-month period](#).
19. The System shall determine there is no active military service in the past X-month period.
 - If the System determines there is active military service in the past ‘X’-month period, proceed to [Alternate Flow 7.4 Active military service in the past ‘X’-month period](#).
 20. The System shall determine there is no gap in the employment history over the ‘X’-month window.
 - If the System determines there is a gap in the employment history over the ‘X’-month window, proceed to [Alternate Flow 7.5 Gap in employment history over X-month window](#).
 21. The System shall determine the Claimant agrees with in-state wages on file for the employer(s) the Claimant provided.
 - If the System determines that the Claimant does not agree with in-state wages on file for the employer(s) the Claimant provided, proceed to [Alternate Flow 7.6 Claimant disagrees with In-state wages on file](#).
 22. The System shall provide the ability for the Claimant to enter occupational information.
 23. The System shall provide the ability for the Claimant to enter tax withholding information.
 24. The System shall provide the ability for the Claimant to enter dependent information.
 25. The System shall determine Claimant did not indicate wages in another state in the past ‘X’ months.
 - If the System determines Claimant has PA wages and indicated wages in another state in the past ‘X’ months, proceed to [Alternate Flow 7.7 Wages indicated in another state in the past ‘X’ months](#).
 26. The System shall provide the ability to display the UI Benefits Rights Interview (BRI) information to the Claimant.
 27. The System shall provide functionality to display an informational message to the Claimant that there is a work search requirement.
 28. The System shall provide functionality to display an informational message to the Claimant of the work registration requirement.
 29. The System shall provide the ability for the Claimant to review a summary of claim information prior to submission of the claim.
 30. The System shall provide the ability for the Claimant to edit or confirm a summary of claim information.
 31. The System shall display confirmation/information messages, and provide internet links to informational correspondence and Commonwealth Workforce Development resources.
 32. The System shall provide the Claimant’s tentative benefit determination.
 33. The System shall provide the ability for the Claimant to elect not to participate in a brief optional survey.
 - If the System determines the Claimant elects to participate in the brief optional survey, proceed to [Alternate Flow 7.8 Participate in a brief optional survey](#).
 34. The System shall determine the Claimant does not elect to save a partially completed application (*Note: This step could occur anywhere during the claims application taking process*).
 - If the System determines the Claimant does elect to save a partially completed claim application, proceed to [Alternate Flow 7.14 Save partial application](#).
 35. Proceed to **UCS CLAIMS 050 Process Initial Claim**.
 36. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant has an active claim with an available balance in another state

1. The System shall determine the Claimant does have an active claim with an available balance in another state.
2. The System shall provide the ability to display an informational message to the Claimant that the active claim in another state has an available balance.
3. The System shall provide contact information regarding the claim in another state.
4. The System shall provide the functionality to store a partially completed claim.
5. The Alternate Flow ends.

7.2 Financially eligible unexpired current benefit year

1. The System shall determine there is a financially eligible unexpired current benefit year.
2. The System shall determine the Claimant has an available balance remaining on the existing claim.
 - If the Claimant does not have an available balance, proceed to [Alternate Flow 7.12 Claimant has exhausted Regular UI benefits.](#)
3. Proceed to **UCS CLAIMS 030 File Additional or Reopened Claim.**
4. The Alternate Flow ends.

7.3 Federal civilian employment in past 'X'-month period

1. The System shall determine there is federal civilian employment in the past 'X'-month period.
2. The System shall provide information regarding federal employers and destination codes.
3. The System shall provide the ability for the Claimant to select the appropriate federal employer and destination codes.
4. The System shall provide the ability for the Claimant to enter information necessary to complete the ES-935 (Claimant's Affidavit of Federal Civilian Services, Wages and Reason for Separation) form for all federal civilian employment in the last 'X' months.
5. The System shall provide the ability for the Claimant to enter information to complete the ES-931 (Request for Wage/Separation Information) form for all federal civilian employment in the last 'X' months.
6. Perform **UCS INTRFDRL 210 Request Unemployment Compensation for Federal Employee.**
7. Continue with Main Flow, Step 19.

7.4 Active military service in the past 'X' - month period

1. The System shall determine there is active military service in the past 'X'-month period.
2. Perform **UCS INTRFDRL 010 Determine UCX Service Wages.**
3. Continue with Main Flow, Step 20.

7.5 Gap in employment history over ‘X’-month window

1. The System shall determine there is a gap in the employment history over the ‘X’-month window.
2. The System shall provide an informational message to the Claimant regarding gap in employment.
3. The System shall provide additional questions to the Claimant regarding the gap in employment.
4. The System shall provide the ability for the Claimant to indicate there are no additional employers to be entered.
 - If the Claimant indicates there are additional employers to be entered, proceed to [Alternate Flow 7.9 Additional employers to be entered.](#)
5. Continue with Main Flow, Step 21.

7.6 Claimant disagrees with In-state wages on file

1. The System shall determine that the Claimant does not agree with in-state wages on file for where Claimant has indicated employment.
2. The System shall prompt the Claimant to answer additional required questions for a potential Wage investigation.
3. Perform **UCS MONDET 080 Initiate Wage Investigation.**
4. Continue with Main Flow, Step 22.

7.7 Wages indicated in another state in the last ‘X’ months

1. The System shall determine Claimant did indicate PA wages and wages in another state in the past ‘X’ months.
2. The System shall provide the Claimant with notice of potential eligibility in another state(s) including potential maximum WBA for the other state(s).
3. The System shall provide the ability for the Claimant to indicate they wish to proceed with the filing of the claim in PA.
 - If the System determines the Claimant does not wish to proceed with the filing of the claim in PA, proceed to [Alternate Flow 7.10 Claimant does not wish to proceed with the filing of the claim in PA.](#)
4. The System shall provide functionality to include wages from all other states.
5. The System shall provide the ability for the Claimant to enter wages from all other states.
 - If the Claimant selects option not to include wages from all other states, proceed to [Alternate Flow 7.11 Claimant selected option not to include out of state wages.](#) (*Note: The employment from the other state(s) should still be reflected on the claim even if the wages are not included.*)
6. The System shall provide functionality to set an IB-4 Request indicator.
7. Continue with Main Flow, Step 26.

7.8 Participate in a brief optional survey

1. The System shall provide the ability for the Claimant to elect to participate in a brief, optional survey.
2. The System shall provide the ability for the Claimant to enter survey information.
3. Continue with Main Flow, Step 34.

7.9 Additional employers to be entered

1. The System shall provide the ability for the Claimant to provide additional employer information.
2. The System shall provide the ability for the Claimant to enter/confirm employer(s), separation information, and employment history.
3. Continue with Main Flow, Step 20.

7.10 Claimant does not wish to proceed with the filing of the claim in PA

1. The System shall determine the Claimant does not wish to proceed with the filing of the claim in PA.
2. The System shall display contact information for filing a claim in other state(s).
3. The Alternate Flow ends.

7.11 Claimant selected option not to include out of state wages

1. The System shall provide the ability for the Claimant to select option not to include wages from another state.
2. Continue with Main Flow, Step 25.

7.12 Claimant has exhausted Regular UI benefits

1. The System shall determine the Claimant does not have an available balance.
2. The System shall determine the Claimant has exhausted Regular UI benefits.
3. Proceed to **UCS CLAIMS 070 Evaluate Other Program Eligibility**.
4. The Alternate Flow ends.

7.13 Claimant potentially unemployed due to a disaster

1. The System shall determine the Claimant is potentially unemployed due to a disaster.
2. Perform **UCS CLAIMS 070 Evaluate Other Program Eligibility**.
3. Continue with Main Flow, Step 10.

7.14 Save partial application

1. The System shall provide the ability to save the Claimant's partial application.
2. The Alternate Flow ends.

7.15 Resume Application

1. The System shall provide the ability for the Claimant to resume the application.
2. Continue with Main Flow, Step 3.

7.16 Claimant did request backdating

1. The System shall determine that the Claimant requested backdating of a claim application.

2. The System shall create a work item for Agency Staff to review the Claimant's request for backdating.
3. Continue with Main Flow, Step 9.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-0100	The System shall provide functionality to process any unemployment claim required by law (e.g., initial, additional, reopen).
HR-CLAIMS-0210	The System shall provide the default language as English.
HR-CLAIMS-0220	The System shall capture the Claimant's language preference.
HR-CLAIMS-0230	The System shall display the claim application (e.g., English or Spanish) based on the Claimant's language preference.
HR-CLAIMS-0300	The System shall require secured log in.
HR-CLAIMS-0400	The System shall provide functionality to create a self-service account.
HR-CLAIMS-0500	The System shall provide functionality for a Claimant to save a partially complete application.
HR-CLAIMS-0600	The System shall provide functionality for a Claimant to complete a partially complete application.
HR-CLAIMS-0700	The System shall assign a unique identifier to a new claim.
HR-CLAIMS-0800	The System shall assign a unique identifier to a new Claimant.
HR-CLAIMS-0900	The System shall provide functionality to collect employment information.
HR-CLAIMS-1300	The System shall capture state(s) where the Claimant worked.
HR-CLAIMS-1500	The System shall collect Claimant demographic information during the claim filing process.
HR-CLAIMS-1600	The System shall collect dependent information for Claimants.
HR-CLAIMS-1610	The System shall determine the dependent qualifies the Claimant for payment of dependent allowance.
HR-CLAIMS-1700	The System shall capture eligibility information for Claimants.
HR-CLAIMS-1800	The System shall determine Claimant work search requirements.

Requirement ID	Description
HR-CLAIMS-1900	The System shall capture occupational information for Claimants.
HR-CLAIMS-2000	The System shall determine the base year for the claim.
HR-CLAIMS-2010	The System shall assign the Application for Benefits Date for the claim.
HR-CLAIMS-2020	The System shall determine the benefit year for the claim.
HR-CLAIMS-2300	The System shall identify potential issues and collect data to assist in fact finding while filing a claim.
HR-CLAIMS-2500	The System shall provide confirmation information upon submission of a claim.
HR-CLAIMS-2700	The System shall provide links to resources.
HR-CLAIMS-2800	The System shall provide functionality to process Shared Work claims.
HR-CLAIMS-2900	The System shall process joint claims.
HR-CLAIMS-3400	The System shall automatically request missing/additional wages.
HR-CLAIMS-3410	The System shall provide functionality to capture data for missing or additional wages during the Initial Claim process.
HR-CLAIMS-3900	The System shall process claims involving educational, seasonal, and professional athletic wages.
HR-CLAIMS-3910	The System shall provide functionality to identify wages as educational, athletic or seasonal wages.
HR-CLAIMS-4900	The System shall capture workforce data.
HR-CLAIMS-5000	The System shall provide the functionality to capture data for job matching.
HR-CLAIMS-5100	The System shall capture Claimant payment information.
HR-CLAIMS-6900	The System shall provide functionality to collect separation information.
HR-MONDET-2300	The System shall calculate pre financial eligibility for verified individuals.
HR-CLAIMMAINT-2400	The System shall provide the functionality to capture Claimant alternative names.



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**UCS CLAIMS 020 ENTER UI CLAIM
- AGENCY STAFF**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when Agency Staff initiates a claim for Unemployment Insurance (UI) benefits on behalf of a Claimant. The Claimant may need to file new, additional, or reopened claim for Regular UI, or file a claim for special UI program (e.g., Disaster Unemployment Assistance (DUA), Shared Work, Trade Readjustment Allowance (TRA), State Extended Benefits (EB) or Federal Emergency Unemployment Compensation (EUC)). The System identifies the type of claim that should be filed and collects only the necessary information. The use case ends when the claim has been submitted for processing.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage Records
- Interstate Inquiry (IBIQ)

3. TRIGGERS

- A Request is received to file a claim on behalf of a Claimant.

4. PRECONDITIONS

- Agency Staff has successfully logged into the System.

5. POST CONDITIONS

- Claim has been submitted for processing.

6. MAIN FLOW

The Main Flow describes the steps necessary for Agency Staff to enter an UI Claim.

1. The System shall provide the ability for Agency Staff to indicate that the initial disclaimer information was provided to the Claimant.
2. The System shall determine the Claimant does not have a previous partially completed application stored (*Note: This step could occur anywhere during the claims application taking process*).
 - If the System determines the Claimant has a partially completed application stored, proceed to [Alternate Flow 7.12 Resume Application](#).
3. The System shall provide the ability to save the Claimant's partial application.
4. The System shall provide the ability for Agency Staff to enter claim identifier information (e.g., Claimant's name, SSN).
5. The System shall provide the ability for Agency Staff to enter/update Claimant's personal (demographic) information.
6. The System shall determine the Application for Benefits date.
7. The System shall provide the ability for Agency Staff to modify the Application for Benefits date.
8. Perform **UCS CLAIMS 080 Validate Claimant**.
9. The System shall provide questions for Agency Staff to determine if the Claimant is potentially unemployed due to a disaster.
 - If Agency Staff determines the Claimant is potentially unemployed due to a disaster, proceed to [Alternate Flow 7.11 Claimant is potentially unemployed due to a disaster](#).
10. The System shall determine the Claimant does not have a claim with an available balance in another state.
 - If the System determines the Claimant has a claim with an available balance in another state, proceed to [Alternate Flow 7.1 Claimant has a claim with an available balance in another state](#).
11. The System shall determine that the Claimant does not have a financially eligible unexpired current benefit year.
 - If the System determines there is a financially eligible unexpired current benefit year, proceed to [Alternate Flow 7.2 Financially eligible unexpired current benefit year](#).
12. The System shall calculate the Benefit Year End (BYE) date based on the Application for Benefits date.
13. The System shall provide the ability for Agency Staff to enter Claimant's eligibility information.
14. The System shall provide the ability for the Agency Staff to enter Claimant's tax withholding information.
15. The System shall provide the ability for Agency Staff to enter Claimant's dependent information.
16. The System shall provide the ability for Agency Staff to enter Claimant's occupation information.
17. The System shall provide the ability for Agency Staff to capture the Claimant's preferred benefit payment method.
18. The System shall provide functionality to display up to 'X' months of Claimant's employment history and separation information (e.g., separating employer).
19. The System shall provide the ability for Agency Staff to enter/confirm information regarding Claimant's employment during past 'X' months.
20. The System shall provide the ability for Agency Staff to enter Claimant's self-employment information.

21. The System shall determine there is no federal civilian employment in the past 'X'-month period.
 - If the System determines there is federal civilian employment in the past X-month period, proceed to [Alternate Flow 7.3 Federal civilian employment in the past X-month period.](#)
22. The System shall determine there is no active military service in the past 'X'-month period.
 - If the System determines there is active military service in the past 'X'-month period, proceed to [Alternate Flow 7.4 Active military service in the past X-month period.](#)
23. The System shall determine there is no gap in the employment history over the 'X'-month window.
 - If the System determines there is a gap in the employment history over the 'X'-month period, proceed to [Alternate Flow 7.5 Gap in the employment history over the 'X'-month window.](#)
24. The System shall display base year in-state wages are on file for the Claimant.
 - If the System determines in-state wages are not on file for where Claimant has indicated employment, proceed to [Alternate Flow 7.6 In-state wages not on file.](#)
25. The System shall provide the ability for Agency Staff to indicate the wages to be used in the claim.
26. The System shall determine Agency Staff did not indicate Claimant has PA wages and wages in another state in the past 'X' months.
 - If the System determines Agency Staff did indicate Claimant has PA wages and wages in another state in the past X months, proceed to [Alternate Flow 7.7 Agency Staff indicated wages in another state in the past 'X' months.](#)
27. The System shall provide the ability for Agency Staff to indicate the state(s) with potential wages.
28. The System shall display all applicable filing options (e.g., Combined Wage Claim, IB-1, file in another state, Regular Base Year and Alternate Base Year).
29. The System shall provide the ability for Agency Staff to indicate the filing option for the Claimant.
30. The System shall provide the ability for Agency Staff to indicate the claim is a Shared Work claim.
31. The System shall provide the ability for Agency Staff to indicate that the Claimant was advised of the work search requirement.
32. The System shall provide the ability for Agency Staff to indicate that the Claimant was advised of the job services registration requirement.
33. The System shall provide the ability for Agency Staff to indicate the UI Benefits Rights Interview (BRI) information was provided to the Claimant.
34. The System shall provide the Claimant's tentative benefit determination.
35. The System shall provide the ability for Agency Staff to confirm submission of the claim.
36. Proceed to **UCS CLAIMS 050 Process Initial Claim.**
37. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant has a claim with an available balance in another state

1. The System shall determine that the Claimant does have a claim with an available balance in another state.
2. The System shall indicate that the Claimant has a claim with an available balance in another state.
3. The System shall provide contact information regarding the claim in another state.
4. The System shall display an information message to Agency Staff that the claims taking process will be terminated.
5. The Alternate Flow ends.

7.2 Financially eligible unexpired current benefit year

1. The System shall determine there is a financially eligible unexpired current benefit year.
2. The System shall determine the Claimant has an available balance remaining on the existing claim.
 - If the Claimant does not have an available balance, proceed to [Alternate Flow 7.8 Claimant has exhausted Regular UI benefits.](#)
3. Proceed to **UCS CLAIMS 030 File Additional or Reopened Claim.**
4. The Alternate Flow ends.

7.3 Federal civilian employment in the past 'X'-month period

1. The System shall determine there is federal civilian employment in the past X-month period.
2. The System shall provide information regarding federal employers and destination codes.
3. The System shall provide the ability for Agency Staff to select the appropriate federal employer and destination codes.
4. The System shall provide the ability for Agency Staff to enter information necessary to complete the ES-935 (Claimant's Affidavit of Federal Civilian Services, Wages, and Reason for Separation) for all federal civilian employment in the last 'X' months.
5. The System shall provide the ability for Agency Staff to enter information to complete the ES-931 (Request for Wage/Separation Information) for all federal civilian employment in the last 'X' months.
6. Perform **UCS INTRFDRL 210 Request UC for Federal Employee.**
7. Continue with Main Flow, Step 22.

7.4 Active military service in the past 'X'-month period

1. The System shall determine there is active military service in the past 'X'-month period.
2. Perform **UCS INTRFDRL 010 Determine UCX Service Wages.**
3. Continue with Main Flow, Step 23.

7.5 Gap in employment history over the ‘X’-month window

1. The System shall determine there is a gap in the employment history over the ‘X’-month window.
2. The System shall provide an informational message to Agency Staff indicating there is a gap in employment history.
3. The System shall provide additional questions about the Claimant’s gap in employment history.
4. The System shall provide the ability for Agency Staff to enter Claimant’s responses to questions about the gap in employment history.
5. The System shall provide the ability for the Agency Staff to indicate that the Claimant has no additional Employers to be entered.
 - If the Agency Staff indicate additional Employers are to be entered, proceed to [Alternate Flow 7.9 Additional Employers to be entered.](#)
6. Continue with Main Flow, Step 24.

7.6 In-state wages not on file

1. The System shall determine that in-state wages are not on file for the Employers indicated by the Claimant.
2. The System shall provide functionality to display additional questions for Agency Staff to ask the Claimant that are required for a potential wage investigation.
3. Perform **UCS MONDET 080 Initiate Wage Investigation.**
4. Continue with Main Flow, Step 25.

7.7 Agency Staff indicated wages in another state in the past ‘X’ months

1. The System shall determine Agency Staff did indicate wages in another state in the past ‘X’ months.
2. The System shall provide the option to include wages from another state.
3. They System shall provide the ability for Agency Staff to select option to include wages from another state.
 - If Agency Staff selects option not to include wages from another state, proceed to [Alternate Flow 7.10 Agency Staff selected option not to include wages.](#) *(Note: The employment from the other state should still be reflected on the claim even if the wages are not included.)*
4. The System shall provide functionality for Agency Staff to set an IB-4 Request indicator.
5. Continue with Main Flow, Step 27.

7.8 Claimant has exhausted Regular UI benefits

1. The System shall determine the Claimant does not have an available balance remaining on the claim.
2. The System shall determine the Claimant has exhausted Regular UI benefits.
3. Proceed to **UCS CLAIMS 070 Evaluate Other Program Eligibility.**
4. The Alternate Flow ends.

7.9 Additional Employers to be entered

1. The System shall provide the ability for the Agency Staff to indicate they have additional Employers to be entered.
2. The System shall provide the ability for Agency Staff to enter and/or confirm Claimant's Employer(s), separation information and employment history.
3. Continue with Main Flow, Step 2424.

7.10 Agency Staff selected option not to include wages

1. The System shall provide the ability for Agency Staff to select option not to include wages from another state.
2. Continue with Main Flow, Step 27.

7.11 Claimant is potentially unemployed due to a disaster

1. The System shall provide the ability for Agency Staff to determine that the Claimant is potentially unemployed due to a disaster.
2. Perform **UCS CLAIMS 070 Evaluate Other Program Eligibility**.
3. Continue with Main Flow, Step 10.

7.12 Resume Application

1. The System shall provide the ability for the Claimant to resume the application.
2. Continue with Main Flow, Step 3.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-0100	The System shall provide functionality to process any unemployment claim required by law (e.g., initial, additional, reopen).
HR-CLAIMS-0700	The System shall assign a unique identifier to a new claim.
HR-CLAIMS-0800	The System shall assign a unique identifier to a new Claimant.
HR-CLAIMS-0900	The System shall provide functionality to collect employment information.
HR-CLAIMS-1300	The System shall capture state(s) where the Claimant worked.
HR-CLAIMS-1500	The System shall collect Claimant demographic information during the claim filing process.
HR-CLAIMS-1600	The System shall collect dependent information for Claimants.
HR-CLAIMS-1610	The System shall determine the dependent qualifies the Claimant for payment of dependent allowance.
HR-CLAIMS-1700	The System shall capture eligibility information for Claimants.
HR-CLAIMS-1800	The System shall determine Claimant work search requirements.
HR-CLAIMS-1900	The System shall capture occupational information for Claimants.
HR-CLAIMS-2000	The System shall determine the base year for the claim.
HR-CLAIMS-2010	The System shall assign the Application for Benefits Date for the claim.
HR-CLAIMS-2020	The System shall determine the benefit year for the claim.
HR-CLAIMS-2300	The System shall identify potential issues and collect data to assist in fact finding while filing a claim.
HR-CLAIMS-2500	The System shall provide confirmation information upon submission of a claim.
HR-CLAIMS-2800	The System shall provide functionality to process Shared Work claims.
HR-CLAIMS-2900	The System shall process joint claims.

Requirement ID	Description
HR-CLAIMS-3400	The System shall automatically request missing/additional wages.
HR-CLAIMS-3410	The System shall provide functionality to capture data for missing or additional wages during the Initial Claim process.
HR-CLAIMS-3700	The System shall automatically generate requests for wages to another state.
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).
HR-CLAIMS-3900	The System shall process claims involving educational, seasonal, and professional athletic wages.
HR-CLAIMS-3910	The System shall provide functionality to identify wages as educational, athletic or seasonal wages.
HR-CLAIMS-4900	The System shall capture workforce data.
HR-CLAIMS-5000	The System shall provide the functionality to capture data for job matching.
HR-CLAIMS-5100	The System shall capture Claimant payment information.
HR-CLAIMS-5200	The System shall provide functionality for Agency Staff to update the application for benefits (AB) date.
HR-CLAIMS-6900	The System shall provide functionality to collect separation information.
HR-CLAIMMAINT-2400	The System shall provide the functionality to capture Claimant alternative names.



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**UCS CLAIMS 030 FILE
ADDITIONAL OR REOPENED CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when a Claimant initiates a claim for Unemployment Insurance (UI) benefits and the System has determined that the Claimant should file an additional or reopened claim for any program. The use case ends when the additional or reopened claim has been submitted for processing.

2. ACTORS

- System
- User (Claimant, Agency Staff)

2.1 Interfaces

- N/A

3. TRIGGERS

- Claimant has filed a claim online via a self-service portal.
- Agency Staff has filed a claim on behalf of a Claimant.
- System has determined that the Claimant should file an additional or reopened claim.
- Agency Staff is filing an additional or a reopened claim.

4. PRECONDITIONS

- Claimant has accessed online self-service portal and initiated a request to file a claim.
- Claimant has an existing claim that has an unexpired current benefit year.

5. POST CONDITIONS

- Additional or reopened claim has been submitted for processing.

6. MAIN FLOW

The Main Flow describes the steps necessary to file an additional or reopened claim.

1. The System shall display all available personal (demographic) data for the Claimant.
2. The System shall provide the ability for the User (e.g., Agency Staff, Claimant) to enter/update the Claimant's personal data.
3. The System shall determine the User did not update the Claimant's personal data.
 - If the System determines the User did update the Claimant's personal data, proceed to [Alternate Flow 7.1 User updated Claimant's personal data.](#)
4. The System shall display the most recent Employer and separation date from the existing claim.
5. The System shall provide the ability for the User to indicate subsequent work.
 - If the User indicates no subsequent work, proceed to [Alternate Flow 7.2 User indicates no subsequent work.](#)
6. The System shall provide the ability for the User to enter employment information for subsequent work.
7. The System shall provide the ability for the User to indicate self-employment.
 - If the User indicates no self-employment, proceed to [Alternate Flow 7.12 User indicates no self-employment.](#)
8. The System shall provide the ability for the User to enter self-employment information.
9. The System shall determine the subsequent Employer(s) is not federal civilian employment.
 - If the System determines the subsequent Employer(s) is federal civilian employment, proceed to [Alternate Flow 7.3 Subsequent Employer\(s\) is federal civilian employment.](#)
10. Perform **UCS CLAIMS 130 Process Separation Request.**
11. The System shall provide the ability for the User to enter remuneration.
12. The System shall determine that the claim is Regular UI Additional or a Reopened claim.
 - If the System determines that the claim is not Regular UI Additional or a Reopened claim, proceed to [Alternate Flow 7.4 Claim is not Regular UI Additional or Reopened claim.](#)
13. The System shall determine the additional or reopened claim's effective date.
14. The System shall provide the ability for Agency Staff to determine the additional or reopened claim effective date.
15. The System shall determine that a high-low monetary determination does not exist on the claim.
 - If the System determines that a high-low monetary determination does exist on the claim, proceed to [Alternate Flow 7.5 High-low monetary determination does exist on the claim.](#)
16. The System shall provide the ability for the User to enter eligibility information.
17. The System shall provide the ability for the User to enter occupational information.
18. The System shall determine the User is not Agency Staff.
 - If the System determines the User is Agency Staff, proceed to [Alternate Flow 7.6 User is Agency Staff.](#)
19. The System shall provide the ability to display the UI Benefits Rights Information (BRI) to the User.
20. The System shall provide the ability to display an informational message to the User that there is a work search requirement.
21. The System shall provide the ability to display an informational message to the User that there is a work registration requirement.
22. The System shall provide confirmation/information messages, and provide links to correspondence and job related resources.

23. The System shall prompt the Claimant to participate in a brief, optional survey.
24. The System shall provide the ability for the Claimant to elect not to participate in a brief optional survey.
 - If the Claimant elects to participate in a brief optional survey, proceed to [Alternate Flow 7.7 Claimant elects to participate in a brief optional survey.](#)
25. The System shall determine there are no new potential issues.
 - If the System determines there are new potential issues, proceed to [Alternate Flow 7.8 New potential issues exist.](#)
26. The System shall determine the Claimant has no existing (resolved or unresolved) issues.
 - If the System determines the Claimant has existing (resolved or unresolved) issues, proceed to [Alternate Flow 7.9 Claimant has existing \(resolved or unresolved\) issues.](#)
27. The System shall generate applicable notification(s) to interested parties.
28. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 User updated Claimant's personal data

1. The System shall determine the User updated Claimant's personal data.
2. Perform **UCS CLAIMMAINT 030 Process Claim Changes**.
3. Continue with Main Flow, Step 4.

7.2 User indicates no subsequent work

1. The System shall provide the ability for User to indicate no subsequent work.
2. Continue with Main Flow, Step 6.

7.3 Subsequent Employer is federal civilian employment

1. The System shall determine the subsequent Employer(s) is federal civilian employment.
2. The System shall provide information regarding federal employers and destination codes.
3. The System shall provide the ability for the User to select the applicable federal employer and destination codes.
4. The System shall provide the ability for the User to enter information to complete the ES-931A (Request for Separation Information) for all federal civilian employment in the last 'X' months.
5. The System shall provide the ability for the User to enter information to complete the ES-935 (Claimant's Affidavit of Federal Civilian Services, Wages and Reason for Separation) form for all federal civilian employment in the last 'X' months.
6. Continue with Main Flow, Step 11.

7.4 Claim is not Regular UI Additional or Reopened claim

1. The System shall determine that the claim is not Regular UI Additional or Reopened claim.
2. Perform **UCS CLAIMS 070 Evaluate Other Program Eligibility**.
3. Continue with Main Flow, Step 13.

7.5 High-low monetary determination does exist on the claim

1. The System shall determine that a high-low monetary determination does exist on the claim.
2. The System shall determine the effective date does not fall within a potentially ineligible period.
 - If the System determines the effective date does fall within a potentially ineligible period, proceed to [Alternate Flow 7.10 Effective date does fall within a potentially ineligible period](#).
3. Continue with Main Flow, Step 16.

7.6 User is Agency Staff

1. The System shall determine the User is Agency Staff.
2. The System shall display confirmation/information messages.
3. Continue with Main Flow, Step 19.

7.7 Claimant elects to participate in a brief optional survey

1. The System shall provide the ability for the Claimant to elect to participate in a brief optional survey.
2. The System shall provide the ability for the Claimant to enter survey information.
3. Continue with Main Flow, Step 25.

7.8 New potential issues exists

1. The System shall determine there are new potential issues.
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 26.

7.9 Claimant has existing (resolved or unresolved) issues

1. The System shall determine the Claimant has existing (resolved or unresolved) issues.
2. The System shall determine the issues should not be applied to the additional or reopened claim.
 - If the System determines the issues should be applied to the additional or reopened claim, proceed to [Alternate Flow 7.11 Issues should be applied](#).
3. The Alternate Flow Ends.

7.10 Effective date does fall within a potentially ineligible period

1. The System shall determine the effective date does fall within a potentially ineligible period.
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 16.

7.11 Issues should be applied

1. The System shall determine that issues should be applied to the additional or reopened claim.
2. Perform **UCS NONMON 040 Modify Issue Details**.
3. Continue with Main Flow, Step 28.

7.12 User indicates no self-employment

1. The System shall provide the ability for User to indicate no self-employment.
2. Continue with Main Flow, Step 8.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-0700	The System shall assign a unique identifier to a new claim.
HR-CLAIMS-1500	The System shall collect Claimant demographic information during the claim filing process.
HR-CLAIMS-1700	The System shall capture eligibility information for Claimants.
HR-CLAIMS-1800	The System shall determine Claimant work search requirements.
HR-CLAIMS-1900	The System shall capture occupational information for Claimants.
HR-CLAIMS-2300	The System shall identify potential issues and collect data to assist in fact finding while filing a claim.
HR-CLAIMS-2500	The System shall provide confirmation information upon submission of a claim.
HR-CLAIMS-4900	The System shall capture workforce data.
HR-CLAIMS-6000	The System shall provide the ability to assign a unique identifier to additional and reopened claim.
HR-CLAIMS-7000	The System shall provide the functionality to capture data for Liable/Agent Data Transfer (LADT) reporting.



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**UCS CLAIMS 050 PROCESS INITIAL
CLAIM**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when a claim for Unemployment Insurance (UI) benefits, federal or state extended benefits (EB) is submitted for filing. This use case is initiated following the submission of a claim. The use case ends when work items have been identified, and the claim is submitted for further processing.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- State Identification Inquiry (SIDI)
- Interstate Inquiry (IBIQ)
- PA Department of Treasury
- Workforce
- Liable Agent Data Transfer (LADT)
- PA Child Support
- PA Department of Human Services

3. TRIGGERS

- A claim is submitted.

4. PRECONDITIONS

- A claim for unemployment benefits has been submitted for processing.

5. POST CONDITIONS

- Work items have been identified and claim has been submitted for further processing.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a claim.

1. The System shall determine SIDI and IBIQ were performed at time of claim intake (*Note: this would be done for all internet filed claims, and any claims filed when the interfaces to outside systems were not available*).
 - If the System determines SIDI and IBIQ were not performed at time of claim intake, proceed to [Alternate Flow 7.1 SIDI and IBIQ were not performed at time of claim intake](#).
2. The System shall determine the Claimant does not have an existing claim with an available balance in another state.
 - If the System determines the Claimant has an existing claim with an available balance in another state, proceed to [Alternate Flow 7.2 Claimant has an existing claim with a balance in another state](#).
3. The System shall determine wages returned from IBIQ match the state(s) indicated by the Claimant.
 - If the System determines wages returned from IBIQ do not match the state(s) indicated by the Claimant, proceed to [Alternate Flow 7.3 Wages returned from IBIQ do not match the state\(s\) indicated by the Claimant](#).
4. The System shall determine the Claimant does not have filing options in another state.
 - If the System determines the Claimant does have filing options in another state, proceed to [Alternate Flow 7.4 Claimant does have filing options in another state](#).
5. The System shall provide the ability to indicate that the Claimant was given the option to file a Combined Wage Claim.
 - If the Claimant was not given the option to file a Combined Wage Claim, proceed to [Alternate Flow 7.5 Claimant was not given Combined Wage Claim filing options](#).
6. The System shall determine the claim is not for a subsequent benefit year (transitional claim, AB date past BYE date).
 - If the System determines the Claim is for a subsequent benefit year, proceed to [Alternate Flow 7.6 Claim is for a subsequent benefit year](#).
7. The System shall determine the separating Employer(s).
8. The System shall determine the separating Employer has not provided a multi-Claimant separation list.
 - If the System determines the separating Employer has provided a multi-Claimant separation list, proceed to [Alternate Flow 7.7 Separating Employer has provided a multi-Claimant separation list](#).
9. The System shall determine the separation reason is not a Labor Dispute.
 - If the System determines the separation reason is a Labor Dispute, proceed to [Alternate Flow 7.8 Separation reason is a Labor Dispute](#).
10. The System shall determine the Claimant is not linked to a separation/claim event.
 - If the System determines the Claimant is linked to a separation/claim event, proceed to [Alternate Flow 7.19 Claimant is linked to a separation/claim event](#).
11. Perform **UCS CLAIMS 130 Generate Separation Request**.
12. The System shall place an indicator on the claim to indicate that employer separation information has been requested and receipt of the information is pending.
13. The System shall determine there are no new potential issues.

- If the System determines there are new potential issues, proceed to [Alternate Flow 7.9 New potential issues exist.](#)
14. The System shall determine the Claimant has no existing (resolved or unresolved) issues from a prior claim.
 - If the System determines the Claimant has existing (resolved or unresolved) issues from a prior claim, proceed to [Alternate Flow 7.10 Claimant has existing \(resolved or unresolved\) issues from a prior claim.](#)
 15. The System shall determine that the IB-4 Request Indicator is not enabled.
 - If the System determines the IB-4 Request Indicator is enabled, proceed to [Alternate Flow 7.11 IB-4 request indicator is enabled.](#)
 16. The System shall generate notification(s) for the parties associated with the claim.
 17. The System shall determine that the claim was not backdated.
 - If the System determines the claim was backdated, proceed to [Alternate Flow 7.12 Claim was backdated.](#)
 18. The System shall generate outgoing files for the required claim-related interfaces.
 19. The System shall determine if the Claimant is exempt from work registration and set an indicator.
 20. The System shall establish the claim.
 21. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 SIDI and IBIQ were not performed at time of claim intake

1. The System determines SIDI and IBIQ were not performed at time of claim intake.
2. The System shall access the SIDI and IBIQ interface.
3. Continue with Main Flow, Step 2.

7.2 Claimant has an existing claim with a balance in another state

1. The System shall determine the Claimant has an existing claim with a balance in another state.
2. The System shall provide notification of the existing claim with a balance in another state.
3. The System shall determine that the claim is being filed by Agency Staff.
 - If the System determines the claim is not being filed by Agency Staff, proceed to [Alternate Flow 7.13 Claim is not being filed by Agency Staff](#).
4. The Alternate Flow ends.

7.3 Wages returned from IBIQ do not match the state(s) indicated by the Claimant

1. The System shall determine wages returned from IBIQ do not match the state(s) indicated by the Claimant.
2. The System shall create a work item for Agency Staff to review the IBIQ results.
3. Continue with Main Flow, Step 4.

7.4 Claimant does have filing options in another state

1. The System shall determine Claimant does have filing options in another state.
2. The System shall provide the ability to generate correspondence to advise the Claimant of filing options in another state.
3. Continue with Main Flow, Step 5.

7.5 Claimant was not given Combined Wage Claim filing options

1. The System shall determine the Claimant was not given Combined Wage Claim filing options.
2. The System shall provide the ability to generate correspondence to advise the Claimant of Combined Wage Claim filing options.
3. Continue with Main Flow, Step 6.

7.6 Claim is for a subsequent benefit year

1. The System shall determine the claim is for a subsequent benefit year.
 - If the System determines the claim is a transitional claim, proceed to [Alternate Flow 7.14 Claim is a transitional claim](#).
2. The Alternate Flow ends.

7.7 Separating Employer has provided a multi-Claimant separation list

1. The System shall determine the separating Employer has provided a multi-Claimant separation list.
2. The System shall determine the Claimant is on the multi-Claimant separation list.
 - If the Claimant is not on the multi-Claimant separation list, proceed to [Alternate Flow 7.15 Claimant is not on the multi-Claimant separation list.](#)
3. The System shall determine issues exist relating to the separation data (e.g., separation pay).
 - If the System determines issues do not exist relating to the separation data, proceed to [Alternate Flow 7.16 Issues do not exist relating to separation data.](#)
4. Perform **UCS NONMON 010 Establish Issue.**
5. Continue with Main Flow, Step 9.

7.8 Separation reason is a Labor Dispute

1. The System shall determine the separation reason is a Labor Dispute.
2. Perform **UCS CLAIMS 110 Process Labor Dispute Claimants.**
3. Continue with Main Flow, Step 10.

7.9 New potential issues exist

1. The System shall determine that new potential issues exist.
2. The System shall determine the information provided by the Claimant should result in a non-monetary issue.
 - If the System determines the information provided by the Claimant should not result in a non-monetary issue, continue with Alternate Flow 7.9, Step 4.
3. Perform **UCS NONMON 010 Establish Issue.**
4. The System shall determine the information provided by the Claimant should result in a monetary issue.
 - If the System determines the information provided by the Claimant should not result in a monetary issue, proceed to [Alternate Flow 7.17 Information provided by the Claimant should not result in an issue.](#)
5. Perform **UCS MONDET 080 Initiate Wage Investigation.**
6. Continue with Main Flow, Step 14.

7.10 Claimant has existing (resolved or unresolved) issues from a prior claim

1. The System shall determine the Claimant has existing (resolved or unresolved) issues from a prior claim.
2. The System shall determine the existing issue(s) should not be applied to the new benefit year.
 - If the System determines the existing issue(s) should be applied to the new benefit year, proceed to [Alternate Flow 7.18 Existing issue\(s\) should be applied to the new benefit year.](#)
3. Continue with Main Flow, Step 15.

7.11 IB-4 request indicator is enabled

1. The System shall determine the IB-4 request indicator is enabled.
2. Perform **UCS INTRFDRL 200 Send IB-4 Request Out**.
3. Continue with Main Flow, Step 16.

7.12 Claim was backdated

1. The System shall determine the claim was backdated.
2. Perform **UCS CLAIMS 150 Evaluate Request to Backdate**.
3. Continue with Main Flow, Step 18.

7.13 Claim is not being filed by Agency Staff

1. The System shall determine the claim is not being filed by Agency Staff.
2. The System shall generate correspondence that provides notification of the other state claim to the Claimant.
3. The Alternate Flow ends.

7.14 Claim is a transitional claim

1. The System shall determine the claim is a transitional claim.
2. The System shall create a work flow item for Agency Staff to review the claim.
3. Continue with Main Flow, Step 7.

7.15 Claimant is not on the multi-Claimant separation list

1. The System shall determine the Claimant is not on the multi-Claimant separation list.
2. Continue with Main Flow, Step 9.

7.16 Issues do not exist relating to separation data

1. The System shall determine issues do not exist relating to separation data.
2. Continue with Main Flow, Step 9.

7.17 Information provided by the Claimant should not result in an issue

1. The System shall determine the information provided by the Claimant should not result in an issue.
2. Continue with Main Flow, Step 14.

7.18 Existing issue should be applied to the new benefit year

1. The System shall determine the existing issue should be applied to the new benefit year.
2. Perform **UCS NONMON 040 Modify Issue Details**.
3. Continue with Main Flow, Step 15.

7.19 Claimant is linked to a separation/claim event

1. The System shall determine the Claimant is linked to a separation/claim event.

2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 12.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-0910	The System shall identify the separating employer.
HR-CLAIMS-0920	The System shall provide the ability to create and maintain a repository of separating Employers.
HR-CLAIMS-1000	The System shall provide functionality to process Employer information from the established base year of the claim.
HR-CLAIMS-2100	The System shall determine the weeks for continued claim filing.
HR-CLAIMS-2200	The System shall automatically create issue(s) using information submitted on claim.
HR-CLAIMS-3200	The System shall identify claims that require review.
HR-CLAIMS-3400	The System shall automatically request missing/additional wages.
HR-CLAIMS-3410	The System shall provide functionality to capture data for missing or additional wages during the Initial Claim process.
HR-CLAIMS-3500	The System shall monitor first payment timeliness.
HR-CLAIMS-3600	The System shall provide the functionality to compare data across claims.
HR-CLAIMS-3700	The System shall automatically generate requests for wages to another state.
HR-CLAIMS-5200	The System shall provide functionality for Agency Staff to update the application for benefits (AB) date
HR-CLAIMS-6600	The System shall provide functionality to determine wages are pension or severance.
HR-CLAIMS-6700	The System shall provide the functionality to determine wages are educational, seasonal and professional athletic.
HR-CLAIMS-7000	The System shall provide the functionality to capture data for Liable/Agent Data Transfer (LADT) reporting.
HR-INTRFDRL-2300	The System shall process ES-935 (Claimant's affidavit of federal civilian service, wages and reason for separation) information.



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**UCS CLAIMS 070 EVALUATE
OTHER PROGRAM ELIGIBILITY**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when a Claimant has initiated a claim for Unemployment Insurance (UI) benefits and the System determines that the Claimant has an open benefit year that has exhausted Regular UI benefits. The Claimant's eligibility for other programs is evaluated. The use case ends when eligibility for another program is found or the System determines that the Claimant is ineligible for any other unemployment benefits program.

2. ACTORS

- System
- User (Claimant, Agency Staff)

2.1 Interfaces

- ICON

3. TRIGGERS

- Claimant files a claim.
- Agency Staff files a claim on behalf of a Claimant.

4. PRECONDITIONS

- Claimant has an open benefit year with no available balance.

5. POST CONDITIONS

- Claimant's eligibility for other UI programs was evaluated.

6. MAIN FLOW

The Main Flow describes the steps necessary to evaluate a Claimant's eligibility for other UI benefits programs.

1. The System shall determine there are no wages from other states.
 - If the System determines there are wages from other states, proceed to [Alternate Flow 7.1 Out of state wages.](#)
2. The System shall determine there are no federal extensions available.
 - If the System determines there are federal extensions available, proceed to [Alternate Flow 7.2 Federal extensions available.](#)
3. The System shall determine there are no state extended benefits available.
 - If the System determines there are state extended benefits, proceed to [Alternate Flow 7.3 State extended benefits are available.](#)
4. The System shall determine if the Claimant is covered by a trade petition.
 - If the System determines the Claimant is covered by a trade petition, proceed to [Alternate Flow 7.4 Eligible for any trade program.](#)
5. The System shall determine there is no potential eligibility for Disaster Unemployment Assistance (DUA).
 - If the System determines there is potential eligibility for Disaster Unemployment Assistance (DUA), proceed to [Alternate Flow 7.5 Potential Eligibility for DUA.](#)
6. The System shall provide the functionality to notify the User that the Claimant does not have eligibility for any unemployment insurance program.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Out of state wages

1. The System shall determine there are out of state wages.
2. The System shall notify Claimant/Agency Staff of Claimant's potential eligibility in another state.
3. The Alternate Flow ends.

7.2 Federal extensions available

1. The System shall determine there are federal extensions available.
2. The System shall determine the Claimant has a Current or previous Benefit Year with federal extensions.
 - If the System determines the Claimant does not have a Current Benefit Year with federal extensions, proceed to [Alternate Flow 7.6 No Current Benefit Year with federal extensions](#).
3. Proceed to **UCS Claims 030 File Additional or Reopened Claim**.
4. The Alternate Flow ends.

7.3 State extended benefits are available

1. The System shall determine there are state extended benefits available.
2. The System shall determine the Claimant has a Current Benefit Year with state extended benefits.
 - If the System determines the Claimant does not have a Current Benefit Year with state extended benefits, proceed to [Alternate Flow 7.7 No Current Benefit Year with state extended benefits](#).
3. Proceed to **UCS Claims 030 File Additional or Reopened Claim**.
4. The Alternate Flow ends.

7.4 Eligible for any trade program

1. The System shall determine the Claimant is eligible for any trade program.
2. The System shall create a work item for Agency Staff to review trade program eligibility.
3. The Alternate Flow ends.

7.5 Potential Eligibility for DUA

1. The System shall determine there is potential eligibility for DUA.
2. The System shall create a work item for Agency Staff to review DUA eligibility.
3. The Alternate Flow ends.

7.6 No Current Benefit Year with federal extensions

1. The System shall determine the Claimant does not have a Current Benefit Year with federal extensions.
2. The System shall determine the Claimant does not have a previous Benefit Year with federal extensions.
3. The System shall determine that the Claimant is eligible for a federal extension.

- If the System determines the Claimant is ineligible for a federal extension, proceed to [Alternate Flow 7.8 Claimant is ineligible for a federal extension.](#)
- 4. Proceed to **UCS BNSPLPGM 050 Process Federal Extension Claim.**
- 5. The Alternate Flow ends.

7.7 No Current Benefit Year with state extended benefits

1. The System shall determine the Claimant does not have a Current Benefit Year with state extended benefits.
2. The System shall determine that the Claimant is eligible for state extended benefits.
 - If the System determines that the Claimant is ineligible for state extended benefits, proceed to [Alternate Flow 7.9 Claimant is ineligible for state extended benefits.](#)
3. Proceed to **UCS BNSPLPGM 040 Process State Extended Benefit Claim.**
4. The Alternate Flow ends.

7.8 Claimant is ineligible for a federal extension

1. The System shall determine the Claimant is ineligible for a federal extension.
2. Continue with Main Flow, Step 3.

7.9 Claimant is ineligible for state extended benefits

1. The System shall determine that the Claimant is ineligible for state extended benefits.
2. Continue with Main Flow, Step 4.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-3200	The System shall identify claims that require review.
HR-CLAIMS-3300	The System shall determine the program for which the Claimant is eligible.



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**UCS CLAIMS 080 VALIDATE
CLAIMANT**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for validating a Claimant against various data sources (e.g., Social Security Administration, Department of Motor Vehicles, etc.). This use case begins when a claim for unemployment benefits is initiated by a Claimant, or Agency Staff (on behalf of a Claimant). The use case ends when the validation of the Claimant has been completed and applicable work items for Agency Staff have been identified and created.

2. ACTORS

- System

2.1 Interfaces

- Systematic Alien Verification for Entitlements (SAVE)
- Social Security Administration (SSA)
- Department of Motor Vehicles (DMV)
- PA Department of Health

3. TRIGGERS

- UI claim has been filed by a Claimant.
- UI claim has been entered by Agency Staff.
- Other claims processes requiring Claimant validation.

4. PRECONDITIONS

- A claim for unemployment compensation has been submitted.

5. POST CONDITIONS

- Validation of Claimant has been completed.
- Applicable work items for Agency Staff have been identified and created.

6. MAIN FLOW

The Main Flow describes the steps necessary to validate a Claimant.

1. The System shall determine that the Claimant address is a US or Canadian address.
 - If the System determines that the Claimant address is not a US or Canadian address, proceed to [Alternate Flow 7.1 Claimant address is not a US or Canadian address.](#)
2. The System shall determine that the Claimant indicated US citizenship.
 - If the System determines that the Claimant has indicated non-US citizenship, proceed to [Alternate Flow 7.2 Claimant has not indicated US citizenship.](#)
3. The System shall access Social Security Administration (SSA) information for SSA validation.
4. The System shall determine that SSA information does match with information from the Claimant.
 - If the System determines SSA information does not match, proceed to [Alternate Flow 7.3 SSA information does not match.](#)
5. The System shall access PA Department of Health information for birth date validation.
6. The System shall determine that PA Department of Health birth certificate information for the Claimant does match the Claimant information.
 - If the System determines PA Department of Health birth certificate information does not match the Claimant information, proceed to [Alternate Flow 7.4 Birth certificate does not match.](#)
7. The System shall determine that PA Department of Motor Vehicles (DMV) information does match the Claimant information.
 - If the System determines PA DMV information does not match the Claimant information, proceed to [Alternate Flow 7.5 PA DMV information does not match.](#)
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant address is not a US or Canadian address

1. The System determines that the Claimant address is not a US or Canadian address.
2. The System shall create a work item for Agency Staff to review the out of country address.
3. Continue with Main Flow, Step 2.

7.2 Claimant has not indicated US citizenship

1. The System shall determine that the Claimant indicated non US-citizenship.
2. The System shall provide the ability for the User to enter citizenship data.
3. The System shall interface Claimant data to Systematic Alien Verification for Entitlements (SAVE).
4. The System shall determine the Claimant is authorized to file a claim based on information received from SAVE.
 - If the System cannot determine that the Claimant is authorized to file a claim based on information received from SAVE, proceed to [Alternate Flow 7.6 SAVE indicates additional verification required.](#)
5. The System shall capture data returned from SAVE.
6. Continue with Main Flow, Step 3.

7.3 SSA information does not match

1. The System shall determine that SSA information does not match.
2. The System shall create a work item for Agency Staff to perform additional verification of the SSA information.
3. Continue with Main Flow, Step 5.

7.4 Birth certificate does not match

1. The System shall determine that a birth certificate for the Claimant does not match.
2. The System shall create a work item for Agency Staff to perform additional verification of the birth certificate.
3. Continue with Main Flow, Step 8.

7.5 PA DMV information does not match

1. The System shall determine that PA DMV information for the Claimant does not match the Claimant information.
2. The System shall create a work item for Agency Staff to perform additional verification of the Claimant DMV information.
3. The Alternate Flow ends.

7.6 SAVE indicates additional verification required

1. The System shall determine that the Claimant is not authorized for benefits based on information received from Systematic Alien Verification of Entitlements (SAVE).
2. The System shall create a work item for Agency Staff to perform additional verification of the SAVE match.
3. Perform **UCS NONMON 010 Establish Issue**.
4. Continue with Main Flow, Step 4.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-1100	The System shall provide functionality to perform validation of Claimant information with the Social Security Administration.
HR-CLAIMS-1200	The System shall provide functionality to verify alien/non-citizen status through Systematic Alien Verification for Entitlements (SAVE).
HR-CLAIMS-3200	The System shall identify claims that require review.
HR-CLAIMS-5800	The System shall provide functionality to perform validation of Claimant birth information with the Pennsylvania Department of Health.
HR-CLAIMS-5900	The System shall provide functionality to perform validation of Claimant driver license information with the Pennsylvania Department of Motor Vehicles.



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**UCS CLAIMS 090 ESTABLISH AND
MAINTAIN LABOR DISPUTE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for handling the report of a labor dispute. This use case begins when information is received regarding a potential labor dispute. The use case ends when all required information has been collected from the Employer(s), Claimant(s), Attorney(s), and/or Union(s), and the labor dispute report is either activated or excluded in the System.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Employer notifies the agency of a labor dispute.
- Claimant filing a claim indicating a labor dispute.

4. PRECONDITIONS

- A potential labor dispute exists.

5. POST CONDITIONS

- A labor dispute has been activated or excluded by Agency Staff.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish and maintain a labor dispute.

1. The System shall provide the ability for Agency Staff to determine sufficient information exists to establish the labor dispute.
 - If Agency Staff determines sufficient information to establish the labor dispute does not exist, proceed to [Alternate Flow 7.1 Sufficient information to establish the labor dispute does not exist.](#)
2. The System shall provide the ability for Agency Staff to enter all required information regarding the potential labor dispute.
3. The System shall provide the functionality for Agency Staff to attach documents associated with the labor dispute.
4. The System shall determine there is not an active labor dispute for the Employer and job grade/class.
 - If the System determines there is an active labor dispute for the Employer and job grade/class, proceed to [Alternate Flow 7.2 Active labor dispute for the Employer and job grade/class.](#)
5. The System shall provide the ability for Agency Staff to determine that information from the Employer(s) and/or Union(s) is not complete.
 - If the Agency Staff determines that information from the Employer(s) and/or Union(s) is complete, proceed to [Alternate Flow 7.3 Agency Staff determines that information from Employer and/or Union\(s\) is complete.](#)
6. The System shall provide the ability for the Agency Staff to request additional information from Employer(s) and/or Union (s) regarding the potential labor dispute.
7. The System shall provide functionality to receive additional information regarding the potential labor dispute.
 - If the System does not receive requested information from the Employer and/or Union within 'X' days of request, proceed to [Alternate Flow 7.4 Requested information was not received from the Employer and/or Union within X days of request.](#)
8. The System shall provide the ability for Agency Staff to exclude the labor dispute based on additional information received from the Employer(s) and/or Union(s).
 - If the Agency Staff determines that the labor dispute should be excluded based on additional information received from the Employer(s) and/or Union(s), proceed to [Alternate Flow 7.5 Labor dispute should be excluded based on additional information.](#)
9. The System shall provide the ability for Agency Staff to activate the labor dispute and enter the beginning and ending dates for the labor dispute.
10. The System shall provide the ability to generate notifications regarding the labor dispute to Employer(s) and/or Union(s).
11. The System shall provide the ability for Agency Staff to update the status of the labor dispute.
12. Proceed to **UCS CLAIMS 110 Process Labor Dispute Claimants.**
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Sufficient information to establish the labor dispute does not exist

1. The System shall provide the ability for Agency Staff to determine sufficient information to establish the labor dispute does not exist.
2. The System shall provide the ability for Agency Staff to enter the exclusion reason for the labor dispute.
3. Continue with Main Flow, Step 13.

7.2 Active labor dispute for the Employer and job grade/class

1. The System shall determine there is an active labor dispute for the Employer and job grade/class.
2. The System shall display an informational message to Agency Staff regarding the active labor dispute.
3. The System shall provide the ability for Agency Staff to update the active labor dispute.
4. Continue with Main Flow, Step 13.

7.3 Agency Staff determines that information from Employer and/or Union(s) is complete

1. The System shall provide the ability for Agency Staff to determine that information from the Employer and/or Union(s) is complete.
2. Continue with Main Flow, Step 6.

7.4 Requested information was not received from the Employer and/or Union within X days of request

1. The System shall determine requested information was not received from the Employer and/or Union within X days of request.
2. The System shall provide the ability to generate notifications to Employer(s) and/or Union(s).
3. The Alternate Flow ends.

7.5 Labor Dispute should be excluded based on additional information.

1. The System shall provide the ability for Agency Staff to exclude the labor dispute based on additional information received from the Employer(s) and/or Union(s).
2. The System shall provide the ability for Agency Staff to enter the exclusion reason for the labor dispute.
3. Continue with Main Flow, Step 13.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-4000	The System shall accept information regarding a potential Labor Dispute.
HR-CLAIMS-4100	The System shall provide the ability for Agency Staff to indicate a labor dispute exists.
HR-CLAIMS-4200	The System shall provide the ability for Agency Staff to update labor dispute information.
HR-CLAIMS-4300	The System shall track multiple labor disputes claims.
HR-CLAIMS-4400	The System shall accept data received from interested parties involved in a labor dispute.



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**UCS CLAIMS 100 LINK MULTI
CLAIMANT ISSUE CLAIMS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of linking multiple Claimant issue claims potentially associated with a particular separation or claim event (e.g., employer mass layoff, government shutdown, etc.). This use case begins when the System determines the claims can be linked together. The use case ends when the claims are linked.

2. ACTORS

- System

2.1 Interfaces

- N/A

3. TRIGGERS

- Claimants associated with the separation/claim event have been identified.

4. PRECONDITIONS

- A separation/claim event has been recorded in the System.

5. POST CONDITIONS

- Multi Claimant issue claims are identified and linked together.

6. MAIN FLOW

The Main Flow describes the steps necessary to link multi Claimant issue claims.

1. The System shall identify all Claims matching separation or claim event identifier (*Note: a claim may have already had a decision reached*).
2. The System shall link together the claims matching with the event identifier.
3. The System shall provide the ability to categorize linked claims by issue type.
4. The System shall update the work items associated with these claims to show the relationship between the claims (*Note: The Work Flow Tool needs to be able to alert Agency Staff of the relationship between claims*).
5. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-2800	The System shall provide functionality to process Shared Work claims.
HR-CLAIMS-3600	The System shall provide the functionality to compare data across claims.
HR-CLAIMS-4700	The System shall process mass separation claims.
HR-CLAIMS-5600	The System shall provide the ability to link multi-claimant issue claims.



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**UCS CLAIMS 110 PROCESS LABOR
DISPUTE CLAIMANTS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

The use case describes the process for identifying Claimants involved in a labor dispute. Claimants are matched to a labor dispute based on the Employer and job grade/class. This use case begins when the Claimants are identified who have an existing claim with an Employer and a job class that matches an active labor dispute. This use case ends when the matched Claimants are associated with the labor dispute.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- A claim for unemployment benefits has been filed.
- A labor dispute has been activated or excluded.

4. PRECONDITIONS

- An active labor dispute exists.
- A Claimant has a claim with a separation issue of labor dispute.

5. POST CONDITIONS

- Claimants who meet match criteria have been associated with an active labor dispute.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a labor dispute Claimant.

1. The System shall identify Claimants who have an existing claim with a separation reason of labor dispute from the Employer with an active labor dispute.
2. The System shall associate the Claimant with the matched labor dispute based on Employer and job grade/class.
3. The System shall provide the ability for Agency Staff to review the matched Claimants for the labor dispute by Employer and job grade/class.
4. The System shall provide the ability for Agency Staff to indicate that the Claimant shall remain associated with the labor dispute.
 - If the Agency Staff indicates Claimant shall not remain associated with the labor dispute, proceed to [Alternate Flow 7.1 Claimant shall not remain associated with the labor dispute.](#)
5. Proceed to **UCS NONMON 010 Establish Issue.**
6. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant shall not remain associated with the labor dispute

1. The System shall provide the ability for the Agency Staff to determine that the Claimant shall not remain associated with the labor dispute.
2. Proceed to **UCS CLAIMMAINT 010 Update Claim Information.**
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-4000	The System shall accept information regarding a potential Labor Dispute.
HR-CLAIMS-4100	The System shall provide the ability for Agency Staff to indicate a labor dispute exists.
HR-CLAIMS-4200	The System shall provide the ability for Agency Staff to update labor dispute information.
HR-CLAIMS-4300	The System shall track multiple labor dispute claims.
HR-CLAIMS-5300	The System shall provide functionality to process claims associated with a labor dispute.
HR-CLAIMS-5400	The System shall provide the ability for Agency Staff to associate a claim with a labor dispute or claim event.
HR-CLAIMS-5500	The System shall provide the ability for Agency Staff to disassociate a claim from a labor dispute or claim event.
HR-CLAIMS-5700	The System shall provide the ability for Agency Staff to modify claims associated with a labor dispute.



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**UCS CLAIMS 120 MANAGE
SEPARATION/CLAIM EVENT NOTIFICATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for creating or managing a mass separation or claim event when Agency Staff receive information that a separation or other claim event has occurred or will occur. This use case begins when Agency Staff selects the option to enter a new separation or other claim event. The use case ends when the event is created.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff initiates the process to enter an Employer's separation or other claim event information.

4. PRECONDITIONS

- The Employer has provided separation or other claim event information for worker(s).
- Agency Staff selects the option to enter a separation or other claim event type.

5. POST CONDITIONS

- The separation or other event has been created by Agency Staff.
- Claimants who meet match criteria have been associated with an active labor dispute or claim event.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a separation/claim event notification.

1. The System shall provide the ability for Agency Staff to upload a file of worker separation information.
2. The System shall provide the ability for Agency Staff to select a separation/claim event.
3. The System shall provide the ability for Agency Staff to modify a separation/claim event.
4. The System shall provide the ability for Agency Staff to create the separation/claim event.
5. The System shall identify Claimants who have an existing claim with a separation reason of labor dispute from the Employer with an active labor dispute.
6. The System shall associate the Claimant with the matched labor dispute based on Employer and job grade/class.
7. The System shall provide the ability for Agency Staff to enter/update worker separation information.
8. The System shall provide the ability for Agency Staff to indicate the separation/claim event type.
9. The System shall provide the ability to create a unique separation/claim event identifier.
10. The System shall determine a claim does not exist for a Claimant on the separation list.
 - If the System determines a claim does exist for a Claimant on the separation list, proceed to [Alternate Flow 7.1 Claim does exist for a Claimant on the separation list.](#)
11. The System shall associate the Claimant with the separation/claim event based on Employer and job grade/class.
12. The System shall provide the ability for Agency Staff to review the Claimants for the separation/claim event by Employer and job grade/class.
13. The System shall determine Agency Staff does not indicate an issue exists.
 - If the System determines Agency Staff indicates an issue exists, proceed to [Alternate Flow 7.2 Establish Issue.](#)
14. The System shall provide the ability for Agency Staff to associate/disassociate the Claimant with the separation/claim event.
15. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claim does exist for a Claimant on the separation list

1. The System shall determine a claim does exist for a Claimant on the separation list.
2. Proceed to **UCS CLAIMS 140 Process Separation/Claim Event Information**.
3. The Alternate Flow ends.

7.2 Establish Issue

1. The System shall determine Agency Staff indicates an issue exists.
2. Proceed to **UCS NONMON 020 Establish Issue-Agency Staff**.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-4100	The System shall provide the ability for Agency Staff to indicate a labor dispute exists.
HR-CLAIMS-4200	The System shall provide the ability for Agency Staff to update labor dispute information.
HR-CLAIMS-4300	The System shall track multiple labor dispute claims.
HR-CLAIMS-4500	The System shall collect Employer/Third Party information to process Mass Separation Claims (e.g., declared vacation weeks, severance).
HR-CLAIMS-5300	The System shall provide functionality to process claims associated with a labor dispute.
HR-CLAIMS-5400	The System shall provide the ability for Agency Staff to associate a claim with a labor dispute or claim event.
HR-CLAIMS-5500	The System shall provide the ability for Agency Staff to disassociate a claim from a labor dispute or claim event.
HR-CLAIMS-5700	The System shall provide the ability for Agency Staff to modify claims associated with a labor dispute.
HR-CLAIMS-6100	The System shall provide the functionality to create a claim event.
HR-CLAIMS-6200	The System shall provide the functionality to modify a claim event.
HR-CLAIMS-6400	The System shall provide functionality to establish as Claim Event for mass layoff, disaster/declaration, labor dispute, work sharing agreement, or any other multi-claimant issue that needs to be kept together for UC Benefit or Appeal processing.
HR-CLAIMS-6500	The System shall provide the functionality to create or modify the association between a claim event and a system object (e.g., claim, Claimant, case, etc.)
HR-CLAIMS-6800	The System shall receive information regarding individuals without a claim.
HR-CLAIMS-6810	The System shall provide functionality to enter information regarding individuals without a claim.



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**UCS CLAIMS 130 GENERATE
SEPARATION REQUEST**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to request separation information from an Employer. This use case ends when the request for separation information has been generated to the Employer.

2. ACTORS

- Agency Staff
- System

2.1 Interfaces

- SIDES

3. TRIGGERS

- Claim has been filed.
- Claim has been submitted for processing.
- Claimant record is updated.
- Claim has been updated.
- Claimant's unique identifier is changed.

4. PRECONDITIONS

- Claim exists in the System.

5. POST CONDITIONS

- The Employer separation request has been generated.

6. MAIN FLOW

The Main Flow describes the steps necessary to process separation request information.

1. The System shall determine a separation/claim event notification does not exist.
 - If the System determines a separation/claim event notification does exist, proceed to [Alternate Flow 7.1 Separation/claim event notification does exist.](#)
2. The System shall determine if the Employer is enrolled in SIDES.
3. The System shall generate a request for separation information to the Employer(s).
4. The System shall provide the ability for Agency Staff to manually generate request for separation information to the Employer.
5. The System shall determine the due date for the request for separation response.
6. The System shall update the indicator for pending separation information.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Separation/claim event notification does exist

1. The System shall determine a separation/claim event notification does exist.
2. Proceed to **UCS CLAIMS 140 Process Separation/Claim Event Information**.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-2300	The System shall identify potential issues and collect data to assist in fact finding while filing a claim.
HR-CLAIMS-2400	The System shall track the timeliness of the Employer response to a request for information.
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).



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**UCS CLAIMS 140 PROCESS
SEPARATION/CLAIM EVENT INFORMATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when receiving separation or other claim event information from an Employer. This use case begins when the Employer submits the separation or other claim event information. This use case ends when the separation or other claim event information has been processed.

2. ACTORS

- System
- Employer

2.1 Interfaces

- SIDES

3. TRIGGERS

- The separation or other claim event has been entered into the System.

4. PRECONDITIONS

- Claim exists in the System.

5. POST CONDITIONS

- The Employer response has been processed.

6. MAIN FLOW

The Main Flow describes the steps necessary to process separation or other claim event information.

1. The System shall provide functionality to associate the claim to the separation or claim event.
2. The System shall record the separation or claim event information from the notification.
3. The System shall provide notification to interested parties of the separation or claim event.
4. The System shall determine there is an existing unresolved issue for the separation or other claim event.
 - If the System determines there is not an existing unresolved issue for the separation or other claim event, proceed to [Alternate Flow 7.1 No existing unresolved issue for the separation or other claim event.](#)
5. Perform **UCS NONMON 040 Modify Issue Details**.
6. The System shall determine the separation or other claim event information does not impact charging.
 - If the System determines the separation or other claim event information does impact charging, proceed to [Alternate Flow 7.2 Separation or other claim event information does impact charging.](#)
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 No existing unresolved issue for the separation or other claim event

1. The System shall determine there is not an existing unresolved issue for the separation or other claim event.
2. The System shall determine an issue should be created for the separation or other claim event.
 - If the System determines that an issue should not be created for the separation or other claim event, proceed to [Alternate Flow 7.3 Issue should not be created.](#)
3. Proceed to **UCS NONMON 010 Establish Issue.**
4. The Alternate Flow ends.

7.2 Separation or other claim event information does impact charging

1. The System shall determine the separation or other claim event information does impact charging.
2. Proceed to **UCS BENCHG 030 Modify Employer Charging Liability.**
3. The Alternate Flow ends.

7.3 Issue should not be created

1. The System shall determine an issue should not be created for the separation or other claim event.
2. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).
HR-CLAIMS-4600	The System shall provide notification to interested parties of separation or claim event.
HR-CLAIMS-4700	The System shall process mass separation claims.



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**UCS CLAIMS 150 EVALUATE
REQUEST TO BACKDATE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to evaluate a request to backdate a claim. This use case begins when the request for backdating is received. This use case ends when the request to backdate has been evaluated.

2. ACTORS

- Agency Staff
- System

2.1 Interfaces

- N/A

3. TRIGGERS

- A request to backdate has been received by Agency Staff.

4. PRECONDITIONS

- Claim is being filed.
- Claim exists in the System.

5. POST CONDITIONS

- Request to backdate has been evaluated.

6. MAIN FLOW

The Main Flow describes the steps necessary to evaluate a request to backdate a claim.

1. The System shall provide the ability for Agency Staff to enter parameters permitting automatic backdating (e.g., downtime due to disaster).
2. The System shall determine the claim being filed does not meet the parameters entered for automatic backdating.
 - If the System determines the claim being filed does meet the parameters entered for automatic backdating, proceed to [Alternate Flow 7.1 Claim meets parameters entered for automatic backdating.](#)
3. The System shall determine the claim cannot be automatically backdated.
4. The System shall create a work item for Agency Staff to evaluate the request to backdate a claim.
5. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claim meets parameters entered for automatic backdating

1. The System shall determine the claim being filed meets the parameters entered for automatic backdating.
2. The System shall backdate the claim based on parameters entered.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-3200	The System shall identify claims that require review.
HR-CLAIMS-5200	The System shall provide functionality for Agency Staff to update the application for benefits (AB) date.
HR-CLAIMS-6300	The System shall provide the functionality to backdate a claim.



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**UCS CLAIMS 180 PROCESS
SEPARATION RESPONSE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for the recording of an Employer response to a request for separation information. This use case begins when a response to the request for separation information has been received from the Employer. The use case ends when the Employer separation response has been processed.

2. ACTORS

- Agency Staff
- System
- Employer
- Third Party Administrator (TPA)

2.1 Interfaces

- SIDES

3. TRIGGERS

- The Employer response to request for separation information has been received.

4. PRECONDITIONS

- Claim exists in the System.

5. POST CONDITIONS

- The Employer separation response has been processed.

6. MAIN FLOW

The Main Flow describes the steps necessary to process the Employer response to a request for separation information.

1. The System shall provide functionality to receive the Employer response to a request for employee separation information.
2. The System shall record the separation information response.
3. The System shall determine the response was timely.
 - If the System determines the response was not timely, proceed to [Alternate Flow 7.4 Response not timely.](#)
4. The System shall indicate that the Employer response to the request for separation information has been received and shall update the indicator for pending separation information.
5. The System shall determine there is an existing unresolved issue for the separation.
 - If the System determines there is not an existing unresolved issue for the separation, proceed to [Alternate Flow 7.1 No existing unresolved issue for the separation.](#)
6. Perform **UCS NONMON 040 Modify Issue Details.**
7. The System shall determine the separation information does not impact charging.
 - If the System determines the separation information does impact charging, proceed to [Alternate Flow 7.2 Separation information does impact charging.](#)
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 No existing unresolved issue for the separation

1. The System shall determine there is not an existing unresolved issue for separation.
2. The System shall determine the separation notice is from an Employer.
3. The System shall determine the separation notice from the Employer should create a non-monetary issue.
 - If the System determines the separation notice from the Employer should not create a non-monetary issue, proceed to [Alternate Flow 7.3 Separation notice should not create a non-monetary issue](#).
4. Proceed to **UCS NONMON 010 Establish Issue**.
5. The Alternate Flow ends.

7.2 Separation information does impact charging

1. The System shall determine the separation information does impact charging.
2. Proceed to **UCS BENCHG 030 Modify Employer Charging Liability**.
3. The Alternate Flow ends.

7.3 Separation notice should not create a non-monetary issue

1. The System shall determine the separation notice from the Employer should not create a non-monetary issue.
2. Continue with Main Flow, Step 7.

7.4 Response not timely

1. The System shall determine the response was not timely.
2. The System shall assign a non-timely indicator.
3. Continue with Main Flow, Step 4.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLAIMS-2200	The System shall automatically create issue(s) using information submitted on claim.
HR-CLAIMS-2300	The System shall identify potential issues and collect data to assist in fact finding while filing a claim.
HR-CLAIMS-2400	The System shall track the timeliness of the Employer response to a request for information.
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).



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**UCS CLMCERT 010 DETERMINE
PROGRAM TYPE FOR CERTIFICATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process involved in determining the program type for which the Claimant is eligible to certify weeks. The program type can be Regular UI, Federal Extended Benefits, State Extended Benefits, Trade Readjustment Allowance (TRA), Reemployment Trade Adjustment Allowance (RTAA), Alternative Trade Adjustment Allowance (ATAA), Disaster Unemployment Assistance (DUA), Shared Work, or other program type defined in the System. This use case begins when the User elects to file a weekly certification. The use case ends when the correct program (if the Claimant is eligible under any program) for the weekly certification is identified.

2. ACTORS

- System
- User (Claimant, Employer, Agency Staff)

2.1 Interfaces

- Interactive Voice Response (IVR)

3. TRIGGERS

- User elects to file a weekly certification.

4. PRECONDITIONS

- A claim exists.

5. POST CONDITIONS

- System has identified the program type (if any) for the certification.

6. MAIN FLOW

The Main Flow describes the steps necessary to determine program type for certification.

1. The System shall determine the certification was not received via paper form.
 - If the System determines the certification was received via paper form, proceed to [Alternate Flow 7.2 Certification was received via paper form.](#)
2. The System shall provide the ability for the User to select the option to file a weekly certification.
3. The System shall display the program type for which the Claimant is eligible to certify based on established program hierarchy (*Note: Based on hierarchy in UCS MONDET 010*).
4. The System shall determine the Claimant is ineligible to file a weekly certification for the Shared Work program.
 - If the System determines the Claimant is eligible to file a weekly certification for the Shared Work program, proceed to [Alternate Flow 7.1 Claimant is eligible to file a weekly certification for the Shared Work program.](#)
5. The System shall determine the Claimant is ineligible to file a weekly certification on any program type defined in the System.
 - If the System determines the Claimant is eligible to file a weekly certification on any program type defined in the System (other than Shared Work), proceed to [Alternate Flow 7.3 Claimant is eligible to file a weekly certification.](#)
6. The System shall provide an informational message regarding the Claimant's ineligibility to file a weekly certification.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant is eligible to file a weekly certification for the Shared Work program

1. The System shall determine the Claimant is eligible to file a weekly certification for the Shared Work program.
2. Proceed to **UCS CLMCERT 050 Process Shared Work Certifications.**
3. The Alternate Flow ends.

7.2 Certification was received via paper form

1. The System shall determine the certification was received via paper form.
2. The System shall provide the ability for Agency Staff to manually enter the paper certification.
3. The System shall create a work flow item for Agency Staff to review and enter the paper certification.
4. Continue with Main Flow, Step 2.

7.3 Claimant is eligible to file a weekly certification

1. The System shall determine the Claimant is eligible to file a weekly certification on any program type (other than Shared Work).
2. Proceed to **UCS CLMCERT 020 Determine Eligible Weeks for Certification.**
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLMCERT-0200	The System shall check for regular UI eligibility as part of the certification process.
HR-CLMCERT-0400	The System shall determine the program type for continued claim certifications.
HR-CLMCERT-0900	The System shall provide the ability to allow a Claimant to file certifications for a week.
HR-CLMCERT-1100	The System shall provide the functionality to interface with internal and external Systems to support the certification of the continued claims process.
HR-CLMCERT-2000	The System shall provide the ability to associate continued claim certifications with a claim.
HR-CLMCERT-4300	The System shall provide the ability to input program specific information based on certification questions for that program.



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**UCS CLMCERT 020 DETERMINE
ELIGIBLE WEEKS FOR CERTIFICATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for determining the weeks that a Claimant is eligible to certify. This use case begins when the User selects the option to file a weekly certification. The use case ends when available weeks are identified for the User to certify.

2. ACTORS

- System
- User (Agency Staff, Claimant)

2.1 Interfaces

- Interactive Voice Response (IVR)
- Self-service portal

3. TRIGGERS

- User accesses the System to certify weeks.

4. PRECONDITIONS

- A Claim exists.
- System has identified the correct program type.

5. POST CONDITIONS

- System has identified the available weeks to be certified.

6. MAIN FLOW

The Main Flow describes the steps necessary to determine eligible weeks for certification.

1. The System shall determine the claim week ending (CWE) date is within the benefit year for the claim program.
 - If the System determines the CWE date is not within the benefit year for the claim program, proceed to [Alternate Flow 7.1 CWE date is not within the benefit year for the claim program.](#)
2. The System shall determine the Claimant has not met pre-exhaustion of benefits.
 - If the System determines the Claimant has met pre-exhaustion of benefits, proceed to [Alternate Flow 7.2 Claimant has met pre-exhaustion of benefits.](#)
3. The System shall determine the Claimant has not met pre-expiration of benefits.
 - If the System determines the Claimant has met pre-expiration of benefits, proceed to [Alternate Flow 7.3 Claimant has met pre-expiration of benefits.](#)
4. The System shall determine the weeks available for certification.
 - If the System determines there are no weeks available for certification, proceed to [Alternate Flow 7.4 No weeks are available for certification.](#)
5. The System shall provide available weeks for certification.
6. Proceed to **UCS CLMCERT 030 Collect Claim Certification Information.**
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 CWE date is not within the benefit year for the claim program

1. The System shall determine the CWE date is not within the benefit year for the claim program.
2. The System shall provide an informational message.
3. The Alternate Flow ends.

7.2 Claimant has met pre-exhaustion of benefits

1. The System shall determine the Claimant has met pre-exhaustion of benefits.
2. The System shall generate pre-exhaustion of benefit notices.
3. Continue with Main Flow, Step 3.

7.3 Claimant has met pre-expiration of benefits

1. The System shall determine the Claimant has met pre-expiration of benefits.
2. The System shall generate a benefit pre-expiration notice.
3. Continue with Main Flow, Step 4.

7.4 No weeks are available for certification

1. The System shall determine there are no weeks available for certification.
2. The System shall provide an informational message indicating there are no weeks available for certification.
3. The System shall determine the Claimant is not eligible for any other UC program.
 - If the System determines the Claimant is eligible for any other UC program, proceed to **UCS CLAIMS 10 File UI Claim – Via Claimant Self Service.**
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLMCERT-0210	The System shall present the valid weeks for certification.
HR-CLMCERT-0300	The System shall determine when a Claimant has submitted a continued claim certification for another UC program and the UI BYE has expired.
HR-CLMCERT-0310	The System shall determine a claim's benefit year has expired.
HR-CLMCERT-0320	The System shall provide the functionality to determine the next available claim action (e.g., file a new claim or resume existing claim).
HR-CLMCERT-0330	The System shall determine the claim's maximum benefit entitlement is exhausted.
HR-CLMCERT-1100	The System shall provide the functionality to interface with internal and external Systems to support the certification of the continued claims process.
HR-CLMCERT-1700	The System shall determine the valid active claim and present weeks for continued claim filing.
HR-CLMCERT-2100	The System shall determine the waiting week.
HR-CLMCERT-3400	The System shall provide the ability to notify Claimant of pending benefit exhaustion.



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**UCS CLMCERT 030 COLLECT
CLAIM CERTIFICATION
INFORMATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for collecting weekly claim certification information for Unemployment Insurance (UI) programs. This use case begins when the User elects to file a continued claim certification. The System generates the certification questions required for the correct program(s) and the User provides information for the week(s) being filed. The use case ends when the User submits the continued claim certification for processing.

2. ACTORS

- System
- User (Claimant, Agency Staff)

2.1 Interfaces

- Interactive Voice Response (IVR)
- Self-service portal

3. TRIGGERS

- User begins the process of filing a continued claim certification.

4. PRECONDITIONS

- Claimant has a claim with available weeks.

5. POST CONDITIONS

- System identifies submitted continued claim weeks for processing.

6. MAIN FLOW

The Main Flow describes the steps to collect information for a continued claim certification.

1. The System shall present in chronological order the weeks available for certification.
2. The System shall provide the ability for the User to select weeks for certification.
3. The System shall provide the certification questions in the Claimant's preferred language.
4. The System shall determine the certification questions based on the program.
5. The System shall capture the certification filing method (e.g., web, IVR, paper).
6. The System shall provide the ability to display additional eligibility questions based on responses to prior questions.
7. The System shall capture certification responses and maintain response history.
8. The System shall generate a single comprehensive list of weekly claim certification questions for each week being claimed.
9. The System shall determine the certification is filed timely.
 - If the System determines the certification is not filed timely, proceed to [Alternate Flow 7.3 Certification is not filed timely.](#)
10. The System shall provide the functionality for the User to attach documents (e.g., wage documents for ATAA/RTAA).
11. The System shall determine that work search information is not required for the program type.
 - If the System determines that work search information is required for the program type, proceed to [Alternate Flow 7.1 Work search information is required.](#)
12. The System shall provide the ability for the User to decline a week for certification.
13. The System shall provide the ability for the User to enter a reason for declining a week for certification.
14. The System shall provide the ability for the User to review and correct answers before submitting weekly claim certification.
15. The System shall provide the ability for the User to confirm the certification.
16. The System shall display a confirmation page.
17. The System shall provide the ability for User to submit the weekly claim certification.
18. The System shall perform cross-matches when User submits a continued claim certification.
19. The System shall determine that the User did not select additional week(s) for certification.
 - If the System determines that the User did select additional week(s) for certification, proceed to [Alternate Flow 7.2 User did select additional week\(s\) for certification.](#)
20. Proceed to **UCS CLMCERT 040 Process Certification.**
21. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Work search information is required

1. The System shall determine that work search information is required.
2. The System shall provide the ability for the User to enter work search information.
3. The System shall provide the ability to capture work search information.
4. Continue with Main Flow, Step 10.

7.2 User did select additional week(s) for certification

1. The System shall determine that the User did select additional week(s) for certification.
2. Continue with Main Flow, Step 7.

7.3 Certification is not filed timely

1. The System shall determine the certification is not filed timely.
2. The System shall provide informational message to the User.
3. The System shall provide the ability for the untimely certification to be filed.
4. The System shall create a work item for Agency Staff to review.
5. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLMCERT-0100	The System shall provide the functionality to receive continued claim certifications for UI programs (e.g., UI, federal extension, state extension, TRA, RTAA, ATAA, and DUA).
HR-CLMCERT-0210	The System shall present the valid weeks for certification.
HR-CLMCERT-0820	The System shall process reopen and additional claims during the continued claims taking process.
HR-CLMCERT-0900	The System shall provide the ability to allow a Claimant to file certifications for a week.
HR-CLMCERT-0910	The System shall record when a Claimant has declined to file a certification for a week.
HR-CLMCERT-0920	The System shall record when a Claimant has made an unsuccessful attempt to file a certification.
HR-CLMCERT-0930	The System shall provide the functionality for the Claimant to enter the reason for declining to file a week.
HR-CLMCERT-1100	The System shall provide the functionality to interface with internal and external Systems to support the certification of the continued claims process.
HR-CLMCERT-1500	The System shall provide the functionality to perform a cross-match of continued claim certifications.
HR-CLMCERT-1600	The System shall provide the ability to enter Trade Readjustment Allowances (TRA) training information.
HR-CLMCERT-1800	The System shall provide the functionality to receive continued claim certifications through multiple methods (e.g., web, telephone, paper, IVR).
HR-CLMCERT-1900	The System shall capture earnings and earning related information during the continued claim certification.
HR-CLMCERT-2300	The System shall maintain a history of responses to continued claim certifications for each week.
HR-CLMCERT-2500	The System shall provide the ability to determine partial benefit credit.
HR-CLMCERT-2600	The System shall provide claim certification in multiple languages.
HR-CLMCERT-2800	The System shall provide the ability to allow an Authorized User to select weeks for certification.

Requirement ID	Description
HR-CLMCERT-2900	The System shall provide the functionality to allow the Claimant to enter work search information.
HR-CLMCERT-3000	The System shall determine when work search information is required.
HR-CLMCERT-3100	The System shall capture the method of claim certification filing.
HR-CLMCERT-3200	The System shall capture return to work information.
HR-CLMCERT-3300	The System shall provide the functionality to display additional questions based on responses to prior questions.
HR-CLMCERT-3900	The System shall capture all attempts to file a continued claim.
HR-CLMCERT-4000	The System shall display a history of attempts to file a continued claim.
HR-CLMCERT-4200	The System shall provide the ability for the User to review and correct answers before submitting weekly claim certification.
HR-CLMCERT-4300	The System shall provide the ability to input program specific information based on certification questions for that program.



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**UCS CLMCERT 040
PROCESS CERTIFICATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes processing a certification for all UI programs with the exception of Shared Work. Shared Work is handled by its own certification process. This use case begins after Claimant or Agency Staff submits a certification. The use case ends when the System processes the certification, checks for exceptions and proceeds to calculate payment (if there are no exceptions).

2. ACTORS

- System

2.1 Interfaces

- Interactive Voice Response
- Web portal

3. TRIGGERS

- Certification has been submitted for processing.

4. PRECONDITIONS

- An active claim exists.

5. POST CONDITIONS

- System processes the certification and proceeds to calculate payment.
- System processes the certification and does not pay the week.

6. MAIN FLOW

The Main Flow describes the steps to process a certification.

1. The System shall process the certification checking for issues and payment exceptions.
2. The System shall determine the Claimant's answer to question(s) on the certification does not raise an issue.
 - If the System determines the Claimant's answer to question(s) on the certification raises an issue, proceed to [Alternate Flow 7.1 Claimant's responses raise an issue](#).
3. The System shall determine there is not an existing issue.
 - If the System determines the Claimant has an existing issue, proceed to [Alternate Flow 7.2 Claimant has an existing issue](#).
4. The System shall determine the week being certified is payable.
 - If the System determines the week being certified is not payable, proceed to [Alternate Flow 7.3 Week being certified is not payable](#).
5. Proceed to **UCS BENPAY 010 Calculate Payment**.
6. The Main Flow Ends.

7. ALTERNATE FLOW(S)

7.1 Claimant's responses raise an issue

1. The System determines the Claimant's responses to question(s) on a certification raise an issue.
2. The System shall capture the circumstance associated with the issue identified during certification.
3. The System shall create a work item for Agency Staff to review the issue.
4. Continue with Main Flow, Step 3.

7.2 Claimant has an existing issue

1. The System shall determine the Claimant has an existing issue.
2. The System shall not create a duplicate issue based on the existing issue.
3. Continue with Main Flow, Step 4.

7.3 Week being certified is not payable

1. The System shall determine that the week being certified is not payable (e.g., excessive earnings, issue that denies week, etc.).
2. The System shall assign a non-payable identifier to the week being certified.
3. The System shall provide a notification regarding the non-payable week.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLMCERT-0800	The System shall process continued claim certifications for each benefit program.
HR-CLMCERT-0820	The System shall process reopen and additional claims during the continued claims taking process.
HR-CLMCERT-0910	The System shall record when a Claimant has declined to file a certification for a week.
HR-CLMCERT-0920	The System shall record when a Claimant has made an unsuccessful attempt to file a certification.
HR-CLMCERT-0930	The System shall provide the functionality for the Claimant to enter the reason for declining to file a week.
HR-CLMCERT-1200	The System shall determine the Claimant meets program eligibility requirements for each week claimed.
HR-CLMCERT-1300	The System shall capture the circumstance associated with potential issue(s) identified during the continued claim certification.
HR-CLMCERT-2200	The System shall detect issue(s) during the continued claim certification process.
HR-CLMCERT-2400	The System shall determine excessive earnings reported in the continued claim process.
HR-CLMCERT-2500	The System shall provide the ability to determine partial benefit credit.
HR-CLAIMS-7000	The System shall provide the functionality to capture data for Liable/Agent Data Transfer (LADT) reporting.



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**UCS CLMCERT 050 PROCESS
SHARED WORK CERTIFICATIONS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for weekly certification for a Shared Work claim. This use case begins when the certifications are entered by Agency Staff or the Employer. The use case ends when the Shared Work certification process has been completed.

2. ACTORS

- System
- User (Agency Staff, Employer)

2.1 Interfaces

- Self-service portal

3. TRIGGERS

- Agency Staff or Employer has entered Shared Work certification information.

4. PRECONDITIONS

- Employer has an approved Shared Work plan.
- A Shared Work claim exists for the Claimant.

5. POST CONDITIONS

- Claimant Shared Work certification is completed.

6. MAIN FLOW

The Main Flow describes the steps necessary for processing a Shared Work certification.

1. The System shall provide the ability for the User to enter Shared Work certification information.
2. The System shall provide the ability for the User to confirm the Shared Work plan information.
 - If the System determines the User does not confirm the weekly Shared Work plan information, proceed to [Alternate Flow 7.1 User does not confirm the weekly Shared Work plan information.](#)
3. The System shall provide the ability for the User to select workers for certification.
4. The System shall display and collect data for the Shared Work certification.
5. The System shall provide the functionality to apply Shared Work rules during the continued claims certification.
6. The System shall provide the ability for the User to review and correct answers before submitting the Shared Work certification.
7. The System shall provide the ability for User to submit the Shared Work certification.
8. The System shall determine the week being certified is payable.
 - If the System determines the week being certified is not payable, proceed to [Alternate Flow 7.2 Week being certified is not payable.](#)
9. Proceed to **UCS BENPAY 010 Calculate Payment.**
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 User does not confirm the weekly Shared Work plan information

1. The System shall determine the User does not confirm the weekly Shared Work plan information.
2. The System shall provide the ability for the User to document the difference in the weekly Shared Work plan information.
3. The System shall create a work item for Agency Staff to review the weekly Shared Work plan information.
4. Continue with Main Flow, Step 3.

7.2 Week being certified is not payable

1. The System shall determine that the week being certified is not payable (e.g., excessive earnings, issue that denies week, etc.).
2. The System shall assign a non-payable identifier to the week being certified.
3. The System shall provide a notification regarding the non-payable week.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLMCERT-0100	The System shall provide the functionality to receive continued claim certifications for UI programs (e.g., UI, federal extension, state extension, TRA, RTAA, ATAA, and DUA).
HR-CLMCERT-0800	The System shall process continued claim certifications for each benefit program.
HR-CLMCERT-0820	The System shall process reopen and additional claims during the continued claims taking process.
HR-CLMCERT-3500	The System shall provide the functionality for an Employer to submit certifications for Shared Work.
HR-CLMCERT-3600	The System shall provide the functionality to apply Shared Work rules during the continued claims certification.
HR-CLMCERT-3700	The System shall identify Claimants participating in Shared Work.



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**UCS CLMCERT 110 EVALUATE
QUARTER CHANGE FOR FEDERAL
EXTENSIONS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for evaluating quarter change for all programs other than Regular UI. The quarter change is performed on claims other than Regular UI to determine if the Claimant is eligible for Regular Unemployment Insurance (UI). This use case begins when the quarter change process is scheduled to run. The use case ends when all identified Claimants have been evaluated for eligibility for a Regular UI Claim.

2. ACTORS

- System

2.1 Interfaces

- SIDI
- IBIQ
- Wage Records

3. TRIGGERS

- A change in quarter has occurred.
- Quarter change process has been scheduled.

4. PRECONDITIONS

- Claimant is in active filing status for a program other than Regular UI.

5. POST CONDITIONS

- Identified Claimants have been evaluated to determine eligibility for Regular UI.

6. MAIN FLOW

The Main Flow describes the steps necessary to evaluate quarter change for all programs other than Regular UI.

1. The System shall provide functionality to identify Claimants currently claiming benefits under all programs other than Regular UI.
2. The System shall determine the Claimant's benefit year has not expired.
 - If the System determines the Claimant's benefit year has expired, proceed to [Alternate Flow 7.1 Claimant's benefit year has expired.](#)
3. The System shall determine Claimant does not have wages in another state.
 - If the Claimant does have wages in another state, proceed to [Alternate Flow 7.2 Claimant does have wages in another state.](#)
4. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant's benefit year has expired

1. The System shall determine the Claimant's benefit year has expired.
2. The System shall determine the Claimant is monetarily eligible for a new regular UI claim.
 - If the System determines the Claimant is not monetarily eligible for a new claim, proceed to [Alternate Flow 7.3 Claimant is not monetarily eligible for a new claim.](#)
3. The System shall generate correspondence to the Claimant regarding potential eligibility for a new regular UI claim.
4. The System shall stop payment and assign an indicator.
5. Continue with Main Flow, Step 3.

7.2 Claimant does have wages in another state

1. The System shall determine the Claimant does have wages in another state.
2. The System shall generate correspondence to the Claimant regarding the potential for filing a claim in another state.
3. The System shall stop payment and assign an indicator.
4. The Alternate Flow ends.

7.3 Claimant is not monetarily eligible for a new claim

1. The System shall determine the Claimant is not monetarily eligible for a new claim.
2. Continue with Main Flow, Step 3.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-CLMCERT-0200	The System shall check for regular UI eligibility as part of the certification process.
HR-CLMCERT-4100	The System shall provide the functionality to capture test claim history.



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**UCS EMPMAINT 010 MANAGE
EMPLOYERS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to manage Employer records for the UC benefit and appeal programs. An Employer record is one created for benefit information (e.g., claim filing) and is not intended to replace the UC Tax registration process. Employers, for benefit processing, include employers registered to pay PA UC taxes (liable) and employers that are not required to register to pay PA UC taxes (non-labile). Non-labile Employers would include out-of-state Employers, other state or federal agencies, or separating Employers. The Employer records include data necessary to support benefit payment processes, such as wages used in a claim, benefit charges, mailing addresses, contact information, and solvency fee payment status. This use case ends when the Employer record has been created or modified.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- UCMS Tax and Wage
- ICON

3. TRIGGERS

- Agency Staff elects to create or modify an Employer record.
- The System initiates a process that requires the creation of an Employer record.
- A claim is filed with an Employer that does not exist or cannot be found in the System.
- Financial determination is issued, revised or reissued.
- Wages are sent to or received from another state to be used on a claim.

4. PRECONDITIONS

- A benefit or appeal process requires an Employer record.

5. POST CONDITIONS

- Employer record is created or modified.
- A record of wages used in a financial determination for a claim (PA or other state) has been created or updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage Employer records for benefits and appeals.

1. The System shall create or update the Employer Record.
2. The System shall assign a unique identifier to the Employer record (*Note: This will be separate from the PA UC Account Number and Federal Employer Identification Number (FEIN)*).
3. The System shall capture data that created or updated the Employer record.
4. The System shall determine based on business rules the data should not be routed to Agency Staff for review.
 - If the System determines based on business rules the data should be reviewed, proceed to [Alternate Flow 7.1 Agency Staff Review](#).
5. The System shall provide the ability for Agency Staff to create or update an Employer record.
6. The System shall provide the ability for Agency Staff to associate an existing Employer record with another Employer record.
7. The System shall determine the Employer does not participate in SIDES E-Response.
 - If the System determines the Employer participates in SIDES E-Response, proceed to [Alternate Flow 7.2 Employer Participates in SIDES E-Response](#).
8. The System shall provide the ability for Agency Staff to search existing Employer records.
9. The System shall provide the ability for Agency Staff to maintain the indicators of an employer record.
10. The System shall provide the ability for Agency Staff to create or update multiple address, contacts or locations for an Employer record (e.g., address information for benefit charge statements, separation and wage requests, UC Tax Mailing address).
11. The System shall provide the ability for Agency Staff to create and maintain Employer's preferred method of contact by form number or process.
12. The System shall use the UC Tax Mailing address as the default for benefits related correspondence (e.g., benefit charging, separation) if no other mailing address is available.
13. The System shall provide the ability for Agency Staff to create or update Employer Power-of-Attorney information.
14. The System shall determine Agency Staff does not elect to create or update a Power of Attorney (POA).
 - If the System determines Agency Staff elects to create or update a Power of Attorney (POA), proceed to [Alternate Flow 7.3 Agency Staff elects to create or update a Power of Attorney \(POA\)](#).
15. The System shall set the appropriate indicators on the Employer record (e.g., type, status, liable/non-liable, separating, active/inactive, wages available for use in subsequent claims/use in only this claim, SIDES E-Response, SIDES-TPA).
16. The System shall create the appropriate records for posting benefit charges.
17. The System shall maintain a history of updates to the Employer record or Employer Account.
18. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff Review

1. The System shall determine based on business rules the data should be routed to Agency Staff for review.
2. The System shall create a work item.
3. The System shall provide Agency Staff an option to override or continue creating the Employer record.
4. Continue with Main Flow, Step 6 .

7.2 Employer Participates in SIDES E-Response

1. The System shall determine the Employer participates in SIDES E-Response.
2. The System shall provide the ability for Agency Staff to update the SIDES E-Response information for an Employer.
3. The System shall provide the ability to issue a randomly generated SIDES PIN.
4. The System shall provide the ability to re-issue the SIDES PIN.
5. Continue with Main Flow, Step 10.

7.3 Agency Staff elects to create or update a Power of Attorney (POA)

1. The System shall determine Agency Staff elects to create or update a Power of Attorney (POA).
2. The System shall determine Agency Staff approves the Power of Attorney (POA) request or update.
 - If the System determines Agency Staff denies the Power of Attorney (POA) request or update, proceed to [Alternate Flow 7.4 Agency Staff denies the Power of Attorney \(POA\) request or update](#).
3. The System shall update the TPA's client list when the Power of Attorney (POA) request or update is approved.
4. The System shall generate correspondence.
5. The Alternate Flow ends.

7.4 Agency Staff denies the Power of Attorney (POA) request or update

1. The System shall determine Agency Staff denies the Power of Attorney (POA) request or update.
2. The System shall provide the ability for Agency Staff to enter a reason for the denial.
3. The System shall generate correspondence.
4. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-EMPMAINT-0700	The System shall provide the ability for Agency Staff to create an Employer Record.
HR-EMPMAINT-0900	The System shall provide functionality to create and maintain Employer records for UC Benefits and Appeals.
HR-EMPMAINT-1000	The System shall provide the ability to create and manage preferred method of communication by process (e.g., benefit charge, separation, wage requests).
HR-EMPMAINT-1100	The System shall provide the ability to interface with UCMS – Tax for Employer Account information for benefits and appeals (e.g., PA UC Account Number, Federal Employer Identification Number (FEIN), status, employer type, addresses, solvency fee, preferred method of contact)
HR-EMPMAINT-1200	The System shall provide functionality to create and manage data for liable and non-liable employers for benefits purposes, including State Employment Security Agencies and Federal employers (Military and Civilian).
HR-EMPMAINT-1300	The System shall provide functionality to maintain an indicator for the Annual Solvency Fee.
HR-EMPMAINT-1400	The System shall provide the ability to create and maintain a record of non-Pennsylvania wages (Federal, other state) used in a Pennsylvania claim.
HR-EMPMAINT-1500	The System shall provide functionality to create and manage multiple addresses (e.g., work locations) and contact information for any employer or employer type record.
HR-EMPMAINT-1600	The System shall provide functionality to create a new employer record based on separating employer information.
HR-EMPMAINT-1700	The System shall provide the ability to associate employer records with System objects (e.g., appeal, claim event, another employer record).
HR-EMPMAINT-1800	The System shall provide functionality to create and maintain employer Power of Attorney (POA) information.
HR-EMPMAINT-1900	The System shall provide the ability to assign a SIDES PIN number.
HR-CLAIMS-0920	The System shall provide the ability to create and maintain a repository of separating Employers.
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).
HR-MONDET-3300	The System shall provide the ability to mark wages used or not used to determine financial eligibility in PA or other state claim.

Requirement ID	Description
HR-MONDET-3310	The System shall provide the ability to create and maintain a record of Pennsylvania wages used in a PA or other state claim.



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**UCS EMPMAINT 020 MANAGE TPA-
AGENCY STAFF**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for Agency Staff to establish and manage Third Party Administrator (TPA) and Separation Information Data Exchange System (SIDES) TPA employer/client lists. This use case begins when Agency Staff accesses the System to manage TPA information. This use case ends when information is updated for the TPA.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff initiates the process to create or modify a TPA.

4. PRECONDITIONS

- Agency Staff receives a TPA request.

5. POST CONDITIONS

- Third Party Administrator record is created.
- Third Party Administrator record is updated.
- Third Party Administrator record is terminated.
- Third Party Administrator's client list is created or modified.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish and manage information.

1. The System shall provide the ability for Agency Staff to create a TPA record.
 - If the System determines a TPA record exists, proceed to [Alternate Flow 7.1 TPA record exists](#).
2. The System shall assign a unique identifier to the TPA record.
3. The System shall create the TPA user account (for self-service log-in).
4. The System shall provide the ability for Agency Staff to create/upload a client list for a TPA record.
5. The System shall provide the ability for Agency Staff to add/remove the SIDES indicator on a TPA record.
6. The System shall provide the ability for Agency Staff to manage TPA data.
7. The System shall determine the TPA is not enrolled in SIDES.
 - If the System determines the TPA is enrolled in SIDES, proceed to [Alternate Flow 7.2 TPA is enrolled in SIDES](#).
8. The System shall provide the ability for Agency Staff to add/update the designated effective date(s) on the TPA client list for the individual Employer record.
9. The System shall provide the ability for Agency Staff to indicate the type of forms to be sent to the TPA for the individual employer record on the TPA client list.
10. The System shall provide the ability for Agency Staff (dis)associate the Power of Attorney or other documents to the TPA client list.
11. The System shall utilize the TPA Client list as the default contact for the identified processes or forms.
12. The System shall assign the SIDES indicator on the employer record.
13. The System shall establish a relationship between the TPA and employer record identified on the TPA client list.
14. The System shall display the TPA as an authorized contact on the employer's record.
15. The System shall maintain a history of the TPA Client list.
16. The System shall generate correspondence.
17. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 TPA record exists

1. The System shall determine the TPA record exists.
2. The System shall provide the ability for Agency Staff to select a TPA record.
3. The System shall provide the ability for Agency Staff to manage the details of a TPA record.
4. The System shall provide the ability for Agency Staff to maintain the status of a TPA record (e.g., inactivate, reactivate)
5. The System shall provide the ability for Agency Staff to view, sort and search the TPA client list.
6. Continue with Main Flow, Step 4.

7.2 TPA is enrolled in SIDES

1. The System determines the TPA is enrolled in SIDES.
2. The System shall assign a SIDES-TPA indicator on the employer records associated to the TPA.
3. Continue with Main Flow, Step 8.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-EMPMAINT-0200	The System shall provide functionality to add/update/terminate TPA or SIDES TPA Employer/client relationships.
HR-EMPMAINT-0300	The System shall provide the ability to manage TPA or SIDES TPA client relationships.
HR-EMPMAINT-0400	The System shall provide the ability to create a TPA or SIDES TPA account.
HR-EMPMAINT-0800	The System shall provide the ability for Agency Staff to create a TPA or SIDES TPA record.
HR-EMPMAINT-2000	The System shall provide the ability to maintain a history of the TPA or SIDES TPA Employer/client relationship.
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).



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**UCS EMPMAINT 030 – MANAGE
EMPLOYER SELF-SERVICE**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case begins when the Employer accesses the benefits self-service System to update their benefit contact information, respond to various requests or upload information. This use case ends when the Employer has performed their applicable services.

2. ACTORS

- System
- Employer

2.1 Interfaces

- N/A

3. TRIGGERS

- Employer logs-in to the System.

4. PRECONDITIONS

- Employer exists in the System.
- Employer has been given access to self-service portal.

5. POST CONDITIONS

- Employer benefit record is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to provide the ability for an Employer to manage their existing employer record via self-service.

1. The System shall provide the ability for an Employer to manage their existing Employer record.
2. The System shall provide the ability for an Employer to update their demographic and contact information.
3. The System shall provide the ability for an Employer to (un)assign multiple address types for benefit correspondence.
4. The System shall provide the ability for an Employer to view or search benefit information for their record (e.g., correspondence, wage requests).
5. The System shall provide the ability for an Employer to respond to benefit information requests (e.g., separation, fact finding).
6. The System shall provide the ability to view and search their benefit charge statements (e.g. by issue date, claimant SSN).
7. The System shall provide the ability for an Employer to download their benefit charge data.
8. The System shall provide the ability for an Employer to submit a request to (un)designate a Power of Attorney.
9. The System shall provide the ability for an Employer to submit a request for relief from charges.
10. The System shall provide the ability for an Employer to submit a request for an appeal.
11. The System shall provide the ability for an Employer to confirm their submissions prior to processing.
12. The System shall provide the ability for an Employer to attach documentation to their requests.
13. The System shall provide the ability for an Employer to cancel their requests submitted prior to processing.
14. The System shall provide the ability for an Employer to view and search their requests submitted via self-service (e.g., by form, issue date, claimant SSN).
15. The System shall maintain a history of the changes or requests submitted via the Employer's self-service account.
16. The System shall display confirmation when a request has been submitted.
17. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-EMPMAINT-0100	The System shall provide the ability for the Employer to maintain their record via self-service.
HR-EMPMAINT-0500	The System shall provide the functionality to designate an Employer address for benefit charges.
HR-EMPMAINT-0600	The System shall provide the functionality for the Employer to designate a preferred method of contact for benefits.
HR-EMPMAINT-2100	The System shall provide the functionality to (un)designate a representative (e.g., Power of Attorney).
HR-EMPMAINT-2200	The System shall provide the ability for the Employer to submit requests via self-service.



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**UCS EMPMAINT 040 MANAGE
GROUP ACCOUNTS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of managing the relationship(s) between a group representative (Group Account) and the participating Employers. A Group Account is established for the purpose of sharing the cost of benefits paid that are attributable to wages for the period the employer is covered by the Group Account. Currently Pennsylvania has only one entity operating as a group account. Employers participate in the Group Account for a specific period of time (term). This use case begins when Agency Staff determines a change is needed on a Group Account. This use case ends when the Employer-Group Account relationship has been established or modified.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Agency Staff initiates a change to a Group Account.

4. PRECONDITIONS

- Employer exists in the System.
- Group Account exists in the System.

5. POST CONDITIONS

- Employer relationship to Group Account is created or modified.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage a Group Account.

1. The System shall provide the ability for Agency Staff to search for a Group Account.
2. The System shall provide the ability for Agency Staff to select the Group Account.
3. The System shall provide the ability for Agency Staff to view the Group Account.
4. The System shall provide the ability for Agency Staff to view Employers participating in the Group Account.
5. The System shall provide the ability for Agency Staff to search, sort and filter the list of participating employers.
6. The System shall provide the ability for Agency Staff to select one or multiple existing participant(s) and modify the effective dates (beginning and ending).
7. The System shall provide the ability for Agency Staff to add a new employer to the list of participating employers.
8. The System shall provide functionality to capture the PA UC Account Number and dates of participation for the new employer.
9. The System shall provide functionality to update the relationship(s) between a group representative (Group Account) and the participating employers
10. The System shall provide functionality to display the Group Account relationship on the Employer record.
11. The System shall provide functionality to consolidate benefit charge details (based on business rules) for employers under the Group Account.
12. The System shall provide functionality to generate correspondence to the Group Account.
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-EMPMAINT-2300	The System shall provide functionality to create Employer-Group account relationships.
HR-EMPMAINT-2400	The System shall provide the ability to manage Employer-Group account relationships.
HR-BENCHG-5200	The System shall provide the functionality for processing benefit charges to a group account.



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**UCS EMPMAINT 050 MANAGE TPA
CLIENT LIST**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process for Third Party Administrator (TPAs) to create or manage their employer/client relationships. This use case begins when an authorized TPA has been approved to create or manage their employer/client lists. This use case ends when TPA information has been submitted.

2. ACTORS

- System
- Third Party Administrators

2.1 Interfaces

- N/A

3. TRIGGERS

- Third Party Administrator (TPA) initiates the process to create or modify their client list.

4. PRECONDITIONS

- Third Party Administrator is established in the System.

5. POST CONDITIONS

- TPA submits request via self-service to establish their client list.
- TPA submits request via self-service to modify their client list.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish and manage TPA information.

1. The System shall provide the ability for the TPA to login to their user account.
2. The System shall provide the ability for the TPA to enter identifying information (e.g., address, e-mail)
3. The System shall provide the ability for the TPA to establish and manage their client list.
4. The System shall provide the ability for the TPA to upload their client list.
5. The System shall provide the ability for the TPA to request to add an employer to their client list.
6. The System shall provide the ability for the TPA to view, sort and search their client list.
7. The System shall provide the ability for the TPA to request to modify an employer on their client list.
8. The System shall provide the ability for the TPA to request to terminate an employer(s) from their client list.
9. The System shall provide the ability for the TPA to attach documentation (e.g., Power of Attorney) to their request.
10. The System shall provide the ability for the TPA to submit their request.
11. The System shall display confirmation when a request has been submitted.
12. The System shall create a work item for Agency Staff to review the requests (based on the POA information or requested changes).
13. The System shall maintain a history of requests from the TPA.
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated to this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-EMPMAINT-0300	The System shall provide the ability to manage TPA or SIDES TPA client relationships.
HR-EMPMAINT-2500	The System shall provide the ability for a TPA or SIDES TPA to manage their client list.
HR-CLAIMS-3800	The System shall support USDOL wage/separation applications (e.g., SIDES).



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**UCS MONDET 010 ESTABLISH UC
BENEFITS HIERARCHY**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of establishing the UC benefits hierarchy for calculating a Claimant's financial eligibility across benefit programs. This use case begins when the UC benefits program has been established and a claim is filed. This use case ends when the benefit hierarchy has been applied to the Claimant's financial determination.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- A Claimant files a claim for a UC benefits program.

4. PRECONDITIONS

- An Unemployment Compensation (UC) Program has been activated.

5. POST CONDITIONS

- Program eligibility has been established for a Claimant.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish the UC benefits financial eligibility hierarchy.

1. The System shall determine the active program is not Regular Unemployment Insurance (UI).
 - If the System determines there is Regular UI, continue with Main Flow, Step 7.
2. The System shall determine there is not an active Federal Extended Benefits period.
 - If the System determines there is an active Federal Extended Benefits period, continue with Main Flow, Step 8.
3. The System shall determine there is not an active State Extended Benefits (SEB) period.
 - If the System determines there is an active State Extended Benefits (SEB) period, continue with Main Flow, Step 8.
4. The System shall determine there are not approved active Trade programs (e.g., TRA, RTAA, ATAA).
 - If the System determines there are approved active Trade programs, continue with Main Flow, Step 8.
5. The System shall determine there is not another active program subsequently identified via special programs.
 - If the System determines there is another active program subsequently identified via special programs, continue with Main Flow Step 8.
6. The System shall determine there is not an active Disaster Unemployment Assistance (DUA) declaration.
 - If the System determines there is an active Disaster Unemployment Assistance (DUA) declaration, continue with Main Flow, Step 8.
7. Proceed to **UCS MONDET 040 Calculate Financial for Regular UI.**
8. Proceed to **UCS MONDET 050 Calculate Financial for Other UC Programs.**
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-0100	The System shall determine the financial eligibility for UC programs based on the program hierarchy (e.g., UI, TAA (TRA, RTAA, ATAA), DUA, EUC, SEB).



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**UCS MONDET 030 CALCULATE
PRE-FINANCIAL - AGENCY STAFF**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of calculating an estimated financial determination (pre-financial) for Unemployment Compensation (UC) benefits. This use case begins when Agency Staff determines the need to calculate an estimated pre-financial. This use case ends when the estimated pre-financial is calculated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON (IBIQ, SIDI)
- Wage Record

3. TRIGGERS

- Agency Staff initiates the process of a pre-financial estimate.

4. PRECONDITIONS

- Agency Staff chooses to calculate a pre-financial estimate for a Claimant.

5. POST CONDITIONS

- An estimated pre-financial is calculated.

6. MAIN FLOW

The Main Flow describes the steps necessary to calculate Agency Staff pre-financial determination.

1. The System shall provide the ability for Agency Staff to enter the Claimant information (e.g., name, SSN).
2. The System shall provide the ability for Agency Staff to enter the application for benefits (AB) date (*note: default to Sunday date of the current week*).
3. The System shall determine the benefit year end (BYE) date.
4. The System shall provide the ability for Agency Staff to select the UC Program (*note: default to Regular UI and allow Agency Staff to select from active UC programs*).
5. The System shall access the PA wage record.
6. The System shall determine there is a Claimant ID match on the base year wage file.
 - If the System determines there is not a Claimant ID match on the base year wage file, proceed to [Alternate Flow 7.2 No Claimant ID match on the base year wage file](#).
7. The System shall access the SIDI and IBIQ interfaces based on the available information.
8. The System shall provide the ability for Agency Staff to enter wages not in the state System (e.g., wages earned in another state).
9. The System shall determine the wages and credit weeks to be used.
10. The System shall provide the ability for Agency Staff to enter the number of dependents.
11. The System shall provide the ability for Agency Staff to enter credit weeks.
12. The System shall calculate the Weekly Benefit Rate (WBR).
13. The System shall calculate the Maximum Benefit Amount (MBA).
14. The System shall provide the ability to calculate the maximum dependent allowance.
15. The System shall provide the ability to calculate the Partial Benefit Credit (PBC).
16. The System shall calculate the estimated duration (in weeks) of the claim.
17. The System shall calculate any supplemental benefits for which the Claimant may be eligible.
18. The System shall display the calculated estimated financial eligibility to Agency Staff.
19. The System shall provide the ability for Agency Staff to elect not to change data fields (e.g., benefit year begin date (BYB), highest quarter wages, second highest quarter wages, total wages).
 - If the Agency Staff elects to change data fields, proceed to [Alternate Flow 7.1 Agency Staff to elect to change data fields](#).
20. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff to elect to change data fields

1. The System shall provide the ability for Agency Staff to elect to change data fields.
2. Continue with Main Flow, Step 2.

7.2 No Claimant ID match on the base year wage file

1. The System determines that there is not a Claimant ID match on the base year wage file.
2. The System shall provide the ability to display the mismatched base year wage file for the Claimant ID.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-2300	The System shall calculate pre-financial eligibility for verified individuals.
HR-MONDET-2320	The System shall provide the ability for Agency Staff to calculate the pre-financial for a potential Claimant.



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**UCS MONDET 040 CALCULATE
FINANCIAL FOR REGULAR UI**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of calculating a financial determination for a regular Unemployment Insurance (UI) initial claim. This use case begins when a Claimant has filed a regular UI claim. This use case ends when a regular UI financial determination has been calculated.

2. ACTORS

- System
- Agency Staff
- UC Treasury

2.1 Interfaces

- Wage Record
- ICON

3. TRIGGERS

- A claim has been filed.

4. PRECONDITIONS

- A claim has been filed.

5. POST CONDITIONS

- A financial determination has been generated.
- Any exceptions have been identified (including name mismatches, use of educational/seasonal/professional athlete wages).

6. MAIN FLOW

The Main Flow describes the steps necessary to calculate financial eligibility for regular UI.

1. The System shall determine there are no pending wage requests (based on business rules per type of a claim).
2. The System shall determine which PA wages will be used.
3. The System shall determine the Claimant is eligible using regular base year wages.
 - If the System determines the Claimant is not eligible using regular base year wages, proceed to [Alternate Flow 7.1 Claimant is not eligible using regular base year wages](#).
4. The System shall determine the Claimant is eligible using the credit weeks for the base year.
 - If the System determines the Claimant is not eligible using the credit weeks for the base year, proceed to [Alternate Flow 7.13 Claimant is not eligible using the credit weeks in the base year](#).
5. The System shall calculate the credit weeks to be used in the base year.
6. The System shall determine there is a Claimant ID match on the base year wage file.
 - If the System determines there is not a Claimant ID match on the base year wage file, proceed to [Alternate Flow 7.2 No Claimant ID match on the base year wage file](#).
7. The System shall determine the financial determination is not for a second (subsequent) benefit year.
 - If the System determines the financial determination is for a second (subsequent) benefit year, proceed to [Alternate Flow 7.3 Financial determination for a second \(subsequent\) benefit year](#).
8. The System shall calculate the Weekly Benefit Rate (WBR).
9. The System shall determine the financial determination is not for a Shared Work Claim.
 - If the System determines the financial determination is for a Shared Work Claim, proceed to [Alternate Flow 7.12 Financial determination for a Shared Work Claim](#).
10. The System shall calculate the Maximum Benefit Amount (MBA).
11. The System shall provide the ability to calculate the dependent allowance.
12. The System shall calculate the maximum dependent allowance.
13. The System shall provide the ability to calculate any additional payments for which the Claimant may be eligible.
14. The System shall provide the ability to calculate the Partial Benefit Credit (PBC).
15. The System shall provide the ability to calculate the benefit rate reduction.
16. The System shall calculate the number of weeks the claimant is eligible to receive benefits.
17. The System shall determine CWC wages were not used to calculate the financial determination.
 - If the System determines CWC wages were used to calculate the financial determination, proceed to [Alternate Flow 7.4 CWC wages were used to calculate the financial determination](#).
18. The System shall determine Educational/Seasonal/Professional Athlete wages were not used to calculate the financial determination.
 - If the System determines Educational/Seasonal/Professional Athlete wages were used to calculate the financial determination, proceed to [Alternate Flow 7.11 Educational/Seasonal/Professional Athlete wages were used to calculate the financial determination](#).
19. The System shall determine a low financial determination is not required based on wages in the base year.

- If the System determines a low financial determination is required based on wages in the base year, proceed to [Alternate Flow 7.5 Low financial is required based on wages in the base year.](#)
20. The System shall determine a non-monetary issue is not warranted based on the Educational/Seasonal/Professional Athlete Wages in the financial determination.
 - If the System determines a non-monetary issue is warranted based on the Educational/Seasonal/Professional Athlete Wages in the financial determination, proceed to [Alternate Flow 7.6 A non-monetary issue is warranted based on the Educational/Seasonal/Professional Athlete Wages in the financial determination.](#)
 21. The System shall determine the Claimant is deemed financially eligible.
 - If the System determines the Claimant is deemed financially ineligible, proceed to [Alternate Flow 7.7 Claimant is deemed financially ineligible.](#)
 22. Perform **UCS BENCHG 010 Identify and Calculate Potentially Chargeable Employer.**
 23. The System shall update the wage indicator on wages as used or not used.
 24. The System shall generate a financial determination to all interested parties.
 25. The System shall maintain the history of the calculation of the financial determination (e.g., WBA, MBA, PBC, claim balance, available weeks to claim).
 26. The System shall determine Agency Staff did not elect to suppress the printing of the financial determination.
 - If the System determines Agency Staff elects to suppress the printing of the financial determination, proceed to [Alternate Flow 7.10 Agency Staff elects to suppress the printing of the financial determination.](#)
 27. The System shall determine Agency Staff did not elect to vacate the financial determination.
 - If the System determines Agency Staff elected to vacate the financial determination, proceed to [Alternate Flow 7.14 Agency Staff elects to vacate the financial determination.](#)
 28. The System shall create a file for UC Treasury for all eligible Claimants.
 29. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claimant is not eligible using the regular base year wages

1. The System determines the Claimant is not eligible using the regular base year wages.
2. The System determines the Claimant indicated there is workers compensation.
 - If the System determines the Claimant indicated there is no workers compensation, proceed to [Alternate Flow 7.15 Claimant indicated there is no workers compensation](#).
3. The System shall create a work item for Agency Staff to review workers compensation eligibility.
4. The Alternate Flow ends.

7.2 No Claimant ID match on the base year wage file

1. The System determines there is not a Claimant ID match on the base year wage file.
2. The System shall provide the ability to mark the wages that do not match Claimant ID from the base year.
3. The System shall create a work item for Agency Staff to review questionable wages.
4. The Alternate Flow ends.

7.3 Financial determination for a second (subsequent) benefit year

1. The System shall determine the financial eligibility is for a second (subsequent) benefit year.
2. The System shall determine the Claimant has met the criteria for a second (subsequent) benefit year.
 - If the System determines the Claimant has not met the criteria for a second (subsequent) benefit year, proceed to [Alternate Flow 7.8 Claimant has not met the criteria for a second \(subsequent\) benefit year](#).
3. Continue with Main Flow, Step 8.

7.4 CWC wages were used to calculate the financial determination

1. The System shall determine CWC wages were used to calculate the financial eligibility.
2. The System shall determine that the inclusion of the CWC wages increases the weekly benefit amount (WBA) or maximum benefit amount (MBA) on the Claimant's claim.
 - If the System determines that the inclusion of the CWC wages does not increase the WBA or (MBA) on the Claimant's claim, proceed to [Alternate Flow 7.9 CWC wages does not increase the WBA or MBA on the Claimant's claim](#).
3. Perform **UCS INTRFDRL 120 Generate IB-5 Out**.
4. Continue with Main Flow, Step 18.

7.5 Low financial is required based on wages in the base year

1. The System shall determine a low financial is required based on wages in the base year.
2. Perform **UCS MONDET 100 Calculate Low Financial Eligibility**.
3. Continue with Main Flow, Step 20.

7.6 A non-monetary issue is warranted based on Educational/Seasonal/Professional Athlete Wages in the financial determination

1. The System shall determine a non-monetary issue is warranted based on the Educational/Seasonal/Professional Athlete Wages in the financial determination.
2. Perform **UCS NONMON 010 Establish Issue**.
3. Continue with Main Flow, Step 21.

7.7 Claimant is deemed financially ineligible

1. The System shall determine the Claimant is deemed financially ineligible.
2. Continue with Main Flow, Step 24.

7.8 Claimant has not met the criteria for a second (subsequent) benefit year

1. The System shall determine the Claimant has not met the criteria for a second (subsequent) benefit year.
2. Perform **UCS MONDET 080 Initiate Wage Investigation**.
3. Continue with Main Flow, Step 24.

7.9 CWC wages does not increase the WBA or MBA on the Claimant's claim

1. The System shall determine CWC wages does not increase the WBA or the MBA on the Claimant's claim.
2. Perform **UCS INTRFDRL 120 Generate IB-5 Out**.
3. Continue with Main Flow, Step 18.

7.10 Agency Staff elects to suppress the printing of the financial determination.

1. The System shall determine Agency Staff elects to suppress the printing of the financial determination.
2. The Alternate Flow ends.

7.11 Educational/Seasonal/Professional Athlete Wages were used to calculate the financial determination

1. The System shall determine educational/seasonal/professional athlete wages were used to calculate the financial determination.
2. The System shall calculate the high financial based on the Educational/Seasonal/Professional Athlete Wages used in the financial determination.
3. Continue with Main Flow, Step 19.

7.12 Financial determination for a Shared Work Claim

1. The System shall determine the financial determination is for a Shared Work Claim.
2. The System shall calculate the reduction percentage of the Weekly Benefit Rate (WBR).
3. Continue with Main Flow, Step 10.

7.13 Claimant is not eligible using the credit weeks in the base year

1. The System shall determine the Claimant is not eligible using the credit weeks in the base year.
2. The System shall determine the Claimant is financially ineligible.
3. Continue with Main Flow, Step 24.

7.14 Agency Staff elects to vacate the financial determination

1. The System shall determine Agency Staff elects to vacate the financial determination.
2. Proceed to **UCS NONMON 110 Vacate Determination**.
3. The Alternate Flow ends.

7.15 Claimant indicated there is no workers compensation

1. The System shall determine that the Claimant indicated there is no workers compensation.
2. Continue with Main Flow, Step 24.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-0200	The System shall calculate financial eligibility for UI claims (e.g., UCFE, UCX, joint, CWC (combination)).
HR-MONDET-0900	The System shall interface with internal and external systems to support financial (re)determination processes.
HR-MONDET-1000	The System shall calculate multiple financial determinations.
HR-MONDET-1100	The System shall calculate multiple UC program eligibilities based on a regular UI claim.
HR-MONDET-1200	The System shall determine the base year.
HR-MONDET-1400	The System shall calculate the financial determinations using the regular base year.
HR-MONDET-1500	The System shall calculate financial determinations using the worker's compensation alternate base year.
HR-MONDET-1600	The System shall calculate financial eligibility with base year wages which includes educational, athletic, or seasonal wages.
HR-MONDET-1700	The System shall determine/revise the Weekly Benefit Amount (WBA).
HR-MONDET-1800	The System shall determine/revise the Maximum Benefit Amount (MBA).
HR-MONDET-1900	The System shall calculate the partial benefit credit (PBC).
HR-MONDET-1910	The System shall provide the ability for Agency Staff to revise the partial benefit credit (PBC).
HR-MONDET-2000	The System shall calculate financial eligibility for Shared Work claims.
HR-MONDET-2100	The System shall determine the qualifying UI claim to establish financial entitlement to other UC programs.
HR-MONDET-2200	The System shall identify wage, Claimant name, and/or Social Security Number discrepancies.
HR-MONDET-2400	The System shall determine the usable wages in the base year.
HR-MONDET-2500	The System shall calculate the low financial determination for educational/professional athletic/seasonal wages.
HR-MONDET-2600	The System shall calculate the high financial for educational/athletic/seasonal wages.

Requirement ID	Description
HR-MONDET-2700	The System shall process financial determination/revisions based on federal and state law.
HR-MONDET-2900	The System shall provide functionality for the printing of a financial determination to be suppressed.
HR-MONDET-3000	The System shall provide functionality to notify interested parties of the financial determination (including revised) by their preferred method of contact.
HR-MONDET-3010	The System shall provide the ability to vacate a determination.
HR-MONDET-3100	The System shall calculate the claim balance.
HR-MONDET-3400	The System shall determine/revise usable credit weeks.
HR-MONDET-3410	The System shall provide the ability for Agency Staff to enter/modify the number of credit weeks.
HR-MONDET-3500	The System shall capture the history of changes to the financial (re)determination.
HR-MONDET-3900	The System shall calculate the benefit rate reduction.
HR-CLAIMS-6600	The System shall provide functionality to determine wages are pensions or severance.
HR-CLAIMS-6700	The System shall provide the functionality to determine wages are educational, seasonal and professional athletic.



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**UCS MONDET 050 CALCULATE
FINANCIAL DETERMINATION FOR OTHER
UC PROGRAMS**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process after an initial claim for a program other than Unemployment Insurance (UI) has been filed or modified to calculate the financial determination for a Federal-State Extended Benefit (EB), Disaster Unemployment Assistance (DUA), Trade Readjustment Assistance (TRA), or other additional non-UI programs as may be defined in the future. This use case begins when a Claimant is eligible for a monetary calculation for other Unemployment Compensation (UC) programs. This use case ends when the financial determination for other UC programs is calculated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage Record

3. TRIGGERS

- A claim has been filed for other UC programs.

4. PRECONDITIONS

- A claim has been filed for other UC programs.

5. POST CONDITIONS

- The appropriate financial determination/revision has been processed.
- Any exceptions have been identified.

6. MAIN FLOW

The Main Flow describes the steps necessary to calculate financial eligibility for other UC programs.

1. The System shall provide the ability to determine all active UC programs.
2. The System shall determine the claim is not for an active Federal Extended benefits claim.
 - If the System determines the claim is for an active Federal Extended benefits claim, proceed to [Alternate Flow 7.1 Claim is for an active Federal Extended benefits claim.](#)
3. The System shall determine the claim is not for an active State Extended benefit claim.
 - If the System determines the claim is for an active State Extended benefit claim, proceed to [Alternate Flow 7.2 Claim is for an active State Extended benefit claim.](#)
4. The System shall determine the claim is not for an active Trade Readjustment Allowance (TRA) benefits.
 - If the System determines the claim is for an active TRA benefits, proceed to [Alternate Flow 7.3 Claim is for active TRA benefits.](#)
5. The System shall determine the claim is not for Reemployment Trade Adjustment Assistance (RTAA).
 - If the System determines the claim is for RTAA benefits, proceed to [Alternate Flow 7.4 Claim is for RTAA benefits.](#)
6. The System shall determine the claim is not for Alternative Trade Adjustment Assistance (ATAA) Benefits.
 - If the System determines the claim is for ATAA benefits, proceed to [Alternate Flow 7.5 Claim is for ATAA benefits.](#)
7. The System shall determine the claim is not for Disaster Unemployment Assistance (DUA) claim.
 - If the System determines the claim is for a DUA claim, proceed to [Alternate Flow 7.6 Claim is for a DUA claim.](#)
8. The System shall determine the claim is not for another active program subsequently identified via special programs.
 - If the System determines the claim is for another active program subsequently identified via special programs, proceed to [Alternate Flow 7.7 Claim is for another active program subsequently identified via special programs.](#)
9. The System shall determine the Claimant is not deemed financially eligible for subsequent benefit programs.
 - If the System determines the Claimant is deemed financially eligible for subsequent benefit programs, proceed to [Alternate Flow 7.8 Claimant is deemed financially eligible for subsequent benefit programs.](#)
10. The System shall generate a financial determination to the interested parties.
11. The System shall maintain the history of the calculation of the financial determination (e.g. WBA, MBA, PBC, claim balance, available weeks for the claim).
12. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claim is for an active Federal Extended benefits claim

1. The System shall determine the claim is for an active Federal Extended benefits claim.
2. The System shall determine the associated qualifying regular UI Claim.
3. The System shall determine the Federal Extension Weekly Benefit Rate (WBR).
4. The System shall determine the Federal Extension Maximum Benefit amount (MBA).
5. The System shall provide the ability to calculate any supplemental benefits for which the Claimant may be eligible.
6. The System shall provide the ability to calculate the dependents allowance.
7. The System shall provide the ability to calculate the maximum dependents allowance.
8. The System shall provide the ability to calculate the partial benefit credit (PBC).
9. The System shall provide the ability to calculate the benefit rate reduction.
10. Continue with Main Flow, Step 10.

7.2 Claim is for an active State Extended benefit claim

1. The System shall determine the claim is for an active State Extended benefit claim.
2. The System shall determine the associated qualifying regular UI claim
3. The System shall determine the State Extended Benefit Weekly Benefit Rate (WBR).
4. The System shall determine the State Extended Maximum Benefit Amount (MBA).
5. The System shall provide the ability to calculate the dependents allowance.
6. The System shall provide the ability to calculate the maximum dependents allowance.
7. The System shall provide the ability to calculate any supplemental benefits for which the Claimant may be eligible.
8. The System shall provide the ability to calculate the partial benefit credit (PBC).
9. The System shall provide the ability to calculate the benefit rate reduction.
10. Continue with Main Flow, Step 10.

7.3 Claim is for active TRA benefits

1. The System shall determine the claim is for active Trade Readjustments Allowance (TRA) program.
2. The System shall determine there is an associated qualifying regular UI claim.
 - If the System determines there is no associated qualifying regular UI claim, proceed to [Alternate Flow 7.9 No associated qualifying Regular UI claim for TRA.](#)
3. The System shall determine the TRA Weekly Benefit Amount (WBA).
4. The System shall determine the TRA Maximum Benefit Amount (MBA).
5. The System shall provide the ability to calculate the dependents allowance.
6. The System shall provide the ability to calculate the maximum dependents allowance.
7. The System shall provide the ability to calculate any supplemental benefits for which the Claimant may be eligible.
8. The System shall provide the ability to calculate the partial benefit credit (PBC).
9. The System shall provide the ability to calculate the benefit rate reduction.
10. Continue with Main Flow, Step 10.

7.4 Claim is for RTAA benefits

1. The System shall determine the claim is for RTAA benefits.
2. The System shall determine the RTAA weekly subsidy amount.
3. The System shall determine the RTAA maximum subsidy amount.
4. The System shall generate correspondence.
5. The Alternate Flow ends.

7.5 Claim is for ATAA benefits

1. The System shall determine the claim is for ATAA benefits.
2. The System shall determine the ATAA weekly subsidy amount.
3. The System shall determine the ATAA maximum subsidy amount.
4. The System shall generate correspondence.
5. The Alternate Flow ends.

7.6 Claim is for DUA claim

1. The System shall determine the claim is for DUA.
2. The System shall determine the appropriate base period.
3. The System shall determine the DUA Weekly Benefit Rate (WBR).
4. The System shall determine the DUA Maximum Benefit Amount (MBA).
5. The System shall provide the ability to calculate the dependents allowance.
6. The System shall provide the ability to calculate the maximum dependents allowance.
7. The System shall provide the ability to calculate any supplemental benefits for which the Claimant may be eligible.
8. The System shall provide the ability to calculate the partial benefit credit (PBC).
9. The System shall provide the ability to calculate the benefit rate reduction.
10. Continue with Main Flow, Step 10.

7.7 Claim is for another active program subsequently identified via special programs

1. The System shall determine the claim is eligible for another active program subsequently identified via special programs.
2. The System shall determine the financial data associated with the identified program.
3. Continue with Main Flow, Step 9.

7.8 Claimant is deemed financially eligible for subsequent benefit programs

1. The System shall determine the Claimant was deemed financially eligible for subsequent benefit programs.
2. Perform **UCS BENCHG 010 Identify and Calculate Potentially Chargeable Employer**.
3. Continue with Main Flow, Step 10.

7.9 No associated qualifying Regular UI claim for TRA

1. The System shall determine there is no associated qualifying regular UI claim for TRA.
2. Perform **UCS MONDET 090 Calculate Financial for TRA Claims-No Regular UI.**
3. Continue with Main Flow, Step 11.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-0100	The System shall determine the financial eligibility for UC programs based on the program hierarchy (e.g., UI, TAA, TRA, RTAA, ATAA, DUA, EUC, SEB).
HR-MONDET-0300	The System shall calculate financial eligibility for Federal extended benefits.
HR-MONDET-0400	The System shall calculate financial eligibility for state extended benefits.
HR-MONDET-0500	The System shall calculate financial eligibility for TRA claims (e.g., basic, additional, remedial, completion and prerequisite).
HR-MONDET-0600	The System shall calculate financial eligibility for RTAA claims.
HR-MONDET-0700	The System shall calculate financial eligibility for ATAA claims.
HR-MONDET-0800	The System shall calculate financial eligibility for DUA claims.
HR-MONDET-1900	The System shall calculate the partial benefit credit (PBC).
HR-MONDET-2700	The System shall process financial determination/revisions based on federal and state law.
HR-MONDET-3000	The System shall provide functionality to notify interested parties of the financial determination (including revised) by their preferred method of contact.
HR-MONDET-3010	The System shall provide the ability to vacate a determination.
HR-MONDET-3100	The System shall calculate the claim balance.
HR-MONDET-3500	The System shall capture the history of changes to the financial (re)determination.



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UCS MONDET 060 APPLY WAGES

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of applying wages to a new claim when new wages have been received for an existing claim, or a change has been made to wages applied to an existing claim. This use case begins when the System determines new or revised wages have been added to the System. This use case ends when the System determines the appropriate action has been taken to apply the new or revised wages.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- ICON
- FCCC (via ICON)
- Wage record

3. TRIGGERS

- Wage information modified on an existing claim.

4. PRECONDITIONS

- A claim has been filed.
- A financial determination has been established.
- New wages have been received.

5. POST CONDITIONS

- Wages have been applied, modified, or removed from the claim.
- Potentially generate a revised financial determination.

6. MAIN FLOW

The Main Flow describes the steps necessary to apply wages to a claim.

1. The System shall provide the ability to identify that base year wages have been revised.
2. The System shall determine the additional wages were received before finality.
 - If the System determines the additional wages were received after finality, proceed to [Alternate Flow 7.1 Wages received after finality](#).
3. The System shall provide the ability to add supplemental wage and credit week data necessary to calculate financial eligibility.
4. The System shall provide the ability for Agency Staff to provide any supplemental wage data and credit weeks necessary to calculate financial eligibility.
5. The System shall provide the ability to modify any wage data discrepancies (e.g., removal, correction).
6. The System shall provide the ability for Agency Staff to modify any wage data discrepancies (e.g., removal, correction).
7. The System shall provide the ability to mark wages not used in the calculation to establish financial eligibility.
8. The System shall provide the ability for Agency Staff to mark wages not used in the calculation to establish financial eligibility.
9. The System shall provide the ability to determine the wages could potentially create a high/low monetary.
10. The System shall provide the ability for Agency Staff to mark wages for use in high/low monetary.
11. The System shall provide the ability for Agency Staff to provide wages for use on a specific program (e.g., non-covered wages for DUA).
12. The System shall indicate the reason for the update (e.g., wage investigation, CWC).
13. The System shall provide the ability for Agency Staff to indicate the reason for the update (e.g., wage investigation, CWC).
14. The System shall determine the new/revised wages were not associated with a previously transmitted IB-4 Response.
 - If the System determines the new/revised wages were associated with a previously transmitted IB-4 Response, proceed to [Alternate Flow 7.2 New/revised wages were associated with a previously transmitted IB-4 Response](#).
15. The System shall apply the wage changes to the claim.
16. Proceed to **UCS MONDET 070 Recalculate Financial Determination**.
17. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Wages received after finality

1. The System shall determine wages were received after finality.
2. The System shall determine wages should not be applied to the claim.
 - If the System determines wages should be applied to the claim, continue with Main Flow, Step 5.
3. The System shall create a work item for the Agency Staff to review wages received after finality.
4. The Alternate Flow ends.

7.2 New/revised wages were associated with a previously transmitted IB-4 Response

1. The System shall determine the new/revised wages were associated with a previously transmitted IB-4 Response.
2. Proceed to **UCS INTRFDRL 100 Amended IB-4 Response Out**.
3. The Alternate Flow ends.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-1300	The System shall apply wages to the claim for a financial determination.
HR-MONDET-1310	The System shall provide the ability for Agency Staff to apply wages to the claim to determine financial eligibility.
HR-MONDET-2800	The System shall provide the ability for Agency Staff to revise a financial determination after finality.
HR-MONDET-2810	The System shall receive updates to base year wages and revise financial determinations based on configurable business rules.
HR-MONDET-3300	The System shall provide the ability to mark wages used or not used to determine financial eligibility in PA or other state claim.
HR-MONDET-3310	The System shall provide the ability to create and maintain a record of Pennsylvania wages used in a PA or other state claim.
HR-MONDET-4600	The System shall determine the finality.



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**UCS MONDET 070 RECALCULATE
FINANCIAL DETERMINATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process when a financial determination recalculation is needed following the application of new or revised wages, or when changes to other determinations have occurred. This use case ends when a work item is created or all available wages have been used to revise the financial eligibility determination.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage Record
- ICON

3. TRIGGERS

- New or revised wages and credit weeks have been applied to the established claim.
- Changes to other determinations have occurred.

4. PRECONDITIONS

- New or revised wages have been received and needs to be applied to a claim.
- A change has been made to wages previously applied to a claim.

5. POST CONDITIONS

- The financial determination for the claim has been recalculated.

6. MAIN FLOW

The Main Flow describes the steps necessary to recalculate financial determinations.

1. The System shall determine all previously requested wages have been received (e.g., CWC IB-4, and/or UCFE/UCX responses are not pending, wage protest).
 - If the System determines all previously requested wages have not been received (e.g. CWC IB-4, and/or UCFE/UCX responses are pending, wage protest), proceed to [Alternate Flow 7.1 All previously requested wages have not been received.](#)
2. The System shall determine that finality has not been reached.
 - If the System determines finality has been reached, proceed to [Alternate Flow 7.2 Finality has been reached.](#)
3. Perform **UCS MONDET 040 Calculate Financial for Regular UI.**
4. The System shall determine that claim weeks have not been paid (on this claim).
 - If the System determines that claim weeks have been paid (on this claim), proceed to [Alternate Flow 7.4 Claim weeks have been paid \(on this claim\).](#)
5. The System shall determine a previous financial determination does not impact an existing issue.
 - If the System determines that the financial determination does impact an existing issue, proceed to [Alternate Flow 7.5 Impacts existing issue.](#)
6. The System shall determine there are no previous benefit charges (on this claim).
 - If the System determines there are previous benefit charges (on this claim), proceed to [Alternate Flow 7.6 Previous benefit charges \(on this claim\).](#)
7. The System shall recalculate the maximum benefit allowance.
8. The System shall determine there was not a subsequent financial claim on the qualifying UI claim.
 - If the System determines there was a subsequent financial claim on the qualifying UI claim, proceed to [Alternate Flow 7.3 Subsequent financial claim based on the qualifying UI claim.](#)
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 All previously requested wages have not been received

1. The System shall determine all previously requested wages have not been received (e.g., CWC IB-4s, and/or UCFE/UCX responses are pending).
2. The Alternate Flow ends.

7.2 Finality has been reached

1. The System shall determine that Finality has been reached.
2. The System shall determine the source of new/revised wages.
3. The System shall determine wages should not be applied to the claim.
 - If the System determines wages should be applied to the claim, continue with Main Flow, Step 3.
4. The System shall create a work item for the Agency Staff to review wages received after finality.
5. The Alternate Flow ends.

7.3 Subsequent financial claim on based on the qualifying UI claim

1. The System shall determine there was a subsequent financial claim based on the qualifying UI claim.
2. Proceed to **UCS MONDET 050 Calculate Financial for Other UC Programs**.
3. The Alternate Flow ends.

7.4 Claim Weeks have been paid (on this claim)

1. The System shall determine that claim weeks have been paid (on this claim).
2. Perform **UCS BENPAY 090 Process Adjustments for Previously Claimed Weeks**.
3. Continue with the Main Flow, Step 5.

7.5 Impacts existing issue

1. The System shall determine the financial redetermination does impact an existing issue.
2. Perform **UCS NONMON 040 Modify Issue Details**.
3. Continue with the Main Flow, Step 6.

7.6 Previous benefit charges (on this claim)

1. The System shall determine there are previous benefit charges (on this claim).
2. Perform **UCS BENCHG 060 Process Adjustments**.
3. Continue with the Main Flow, Step 7.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-2800	The System shall provide the ability for Agency Staff to revise a financial determination after finality.
HR-MONDET-2810	The System shall receive updates to base year wages and revise financial determinations based on configurable business rules.
HR-MONDET-3000	The System shall provide functionality to notify interested parties of the financial determination (including revised) by their preferred method of contact.
HR-MONDET-3100	The System shall calculate the claim balance.
HR-MONDET-3200	The System shall provide the ability to reduce or restore funds to the claim balance.
HR-MONDET-3400	The System shall determine/revise usable credit weeks.
HR-MONDET-3410	The System shall provide the ability for Agency Staff to enter/modify the number of credit weeks.
HR-MONDET-3420	The System shall automatically calculate revised determinations based on changes made to credit weeks.
HR-MONDET-3500	The System shall capture the history of changes to the financial (re)determination.
HR-MONDET-3900	The System shall calculate the benefit rate reduction.
HR-MONDET-4600	The System shall determine the finality.



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**UCS MONDET 080 INITIATE WAGE
INVESTIGATION**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of collecting data to initiate a wage investigation. This use case begins when the System, Claimant, or Agency Staff determines a wage investigation is necessary. This use case ends when the wage investigation information is resolved.

2. ACTORS

- System
- User (e.g., Agency Staff, Claimant)

2.1 Interfaces

- Wage record
- ICON

3. TRIGGERS

- A wage investigation is requested.

4. PRECONDITIONS

- A claim is established.

5. POST CONDITIONS

- A wage investigation has been resolved.

6. MAIN FLOW

The Main Flow describes the steps necessary to initiate a wage investigation.

1. The System shall determine the wage investigation was initiated by the Claimant.
 - If the System determines the wage investigation was not initiated by the Claimant, proceed to [Alternate Flow 7.2 Wage investigation initiated by Agency Staff](#).
2. The System shall determine the wage investigation was initiated during the claims intake process.
 - If the System determines the wage investigation was not initiated during the claims intake process, proceed to [Alternate Flow 7.4 Wage investigation initiated after the claims intake process](#).
3. The System shall determine the wage investigation is not for pending incoming wages and/or credit weeks.
 - If the System determines the wage investigation is for pending incoming wages and/or credit weeks, proceed to [Alternate Flow 7.1 Wage investigation for pending incoming wages and/or credit weeks](#).
4. The System shall provide the ability for the User to upload/attach supporting documents.
5. The System shall provide the ability for the User to enter information (e.g., wages, employment information, comments) for the wage investigation.
6. The System shall create a work item for Agency Staff to conduct the wage investigation.
7. The System shall generate correspondence as necessary to interested parties.
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Wage investigation process for pending incoming wages and/or credit weeks

1. The System shall determine the wage investigation is for pending incoming wages and/or credit weeks.
2. The System shall alert the User of pending incoming wages and/or credit weeks (e.g., UCX, UCFE, and CWC).
3. The Alternate Flow ends.

7.2 Wage investigation initiated by Agency Staff

1. The System shall determine the wage investigation was initiated by Agency Staff.
2. The System shall provide the ability for Agency Staff to establish a monetary issue.
3. The System shall provide the ability to assign a monetary issue indicator.
4. The System shall provide the ability for Agency Staff to initiate fact-finding.
5. The System shall determine Agency Staff did not elect to vacate the financial determination.
 - If the System determines Agency Staff elected to vacate the financial determination, proceed to [Alternate Flow 7.5 Agency Staff elects to vacate a financial determination.](#)
6. The System shall provide the ability for Agency Staff to generate correspondence to interested parties for the wage investigation.
7. The System shall provide the ability for Agency Staff to modify the wage investigation.
8. The System shall provide the ability for Agency Staff to resolve the wage investigation.
 - If the System determines the wage investigation has not been resolved, proceed to [Alternate Flow 7.3 Wage investigation has not been resolved.](#)
9. Proceed to **UCS MONDET 060 Apply Wages.**
10. The Alternate Flow ends.

7.3 Wage investigation has not been resolved

1. The System shall determine the wage investigation has not been resolved.
2. The System shall provide the ability for Agency Staff to update the status of the wage investigation.
3. The Alternate Flow ends.

7.4 Wage investigation initiated after the claims intake process

1. The System shall determine the wage investigation was initiated after the claims intake process.
2. The System shall display to the User the effective date of the claim for which the wage investigation should be considered.
3. The System shall display all financial (re)determinations generated for the specific effective date selected.
4. The System shall provide the ability for the User to select the (re)determination to be investigated.
5. Continue with Main Flow, Step 4.

7.5 Agency Staff elects to vacate a financial determination

1. The System shall determine Agency Staff elects to vacate a financial determination.
2. Perform **UCS NONMON 110 Vacate Determination**.
3. Continue with Alternate Flow 7.2, Step 6.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-3610	The System shall provide functionality to receive wage investigation information.
HR-MONDET-3700	The System shall provide functionality to process wage investigation information.
HR-MONDET-3800	The System shall provide the ability to notify interested parties of the results of wage investigation.
HR-MONDET-4000	The System shall provide functionality to create a work item for monetary processes.
HR-MONDET-4100	The System shall provide the ability to associate wage investigation with a claim.
HR-MONDET-4200	The System shall provide functionality to identify interested parties to a wage investigation.
HR-MONDET-4300	The System shall provide functionality to assign a wage investigation.
HR-MONDET-4400	The System shall provide functionality to identify wage issues for all Unemployment Insurance (UC) programs (e.g., unemployment insurance (UI), Trade Readjustment Allowance (TRA), Reemployment Trade Adjustment Assistance (RTAA), Alternate Trade Adjustment Assistance (ATAA), Disaster Unemployment Assistance (DUA), Federal Extensions, State Extended Benefits (EB), Shared Work).
HR-MONDET-4500	The System shall provide the ability to create a wage investigation.
HR-MONDET-4600	The System shall determine the finality.
HR-CLAIMS-3400	The System shall automatically request missing/additional wages.



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**UCS MONDET 090 CALCULATE
FINANCIAL FOR TRA CLAIMS-NO REGULAR
UI**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of calculating financial eligibility for a Trade Readjustment Assistance (TRA) claim when there is no qualifying regular Unemployment Insurance (UI) claim. This use case begins when the System has determined there is no qualifying regular UI claim. This use case ends when the TRA financial determination has been calculated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage record

3. TRIGGERS

- TRA claim has been established by Agency Staff.

4. PRECONDITIONS

- Agency Staff determines that a TRA claim needs to be established, but no qualifying regular UI claim exists.
- There is an approved TRA petition on record.
- An eligible TAA determination has been issued.

5. POST CONDITIONS

- Financial eligibility for TRA claim has been calculated.

6. MAIN FLOW

The Main Flow describes the steps necessary to calculate financial for TRA claims.

1. The System shall determine the type of TRA claim for which the financial should be calculated (e.g., remedial, basic, completion, additional).
2. The System shall calculate the TRA Weekly Benefit Amount (WBA).
3. The System shall calculate the Maximum Benefit Amount (MBA) for TRA.
4. The System shall provide the ability for Agency Staff to enter the reduction(s) to the potential Maximum Benefit Amount (MBA) for TRA.
5. The System shall provide the ability to calculate the dependent allowance.
6. The System shall provide the ability to calculate the maximum dependent allowance.
7. The System shall provide the ability to calculate the Partial Benefit Credit (PBC).
8. The System shall provide the ability to calculate the Benefit Rate Reduction.
9. The System should provide the ability to calculate any supplemental benefits for which the Claimant may be eligible.
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-0500	The System shall calculate financial eligibility for TRA claims (e.g., basic, additional, remedial, completion and prerequisite).



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**UCS MONDET 100 CALCULATE
LOW FINANCIAL ELIGIBILITY**

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process of calculating a low financial determination. This use case begins when a claim is filed that necessitates a low financial calculation. This use case ends when the low financial eligibility is calculated.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- Wage Record
- ICON

3. TRIGGERS

- A claim has been filed.

4. PRECONDITIONS

- A claim for benefits has been filed with wages that would trigger a low financial eligibility (e.g. educational, seasonal, professional athlete wages)
- Claimant indicated in initial claim that they worked for a school.
- A non-monetary determination was issued.

5. POST CONDITIONS

- The System has calculated the low financial eligibility.

6. MAIN FLOW

The Main Flow describes the steps necessary to calculate a low financial eligibility.

1. The System shall identify the wages and credit weeks in the base year to be excluded from the low financial eligibility calculation.
2. The System shall identify the potentially low eligibility periods based on each associated Employer account.
3. The System shall provide the ability for Agency Staff to review and modify the wages and credit weeks to be excluded from the low eligibility periods.
4. The System shall calculate the Weekly Benefit Rate (WBR).
5. The System shall calculate the Maximum Benefit Amount (MBA).
6. The System shall provide the ability to calculate the dependent allowance.
7. The System shall provide the ability to calculate the maximum dependent allowance.
8. The System shall provide the ability to calculate the Partial Benefit Credit (PBC).
9. The System shall calculate the anticipated duration of the claim (in weeks).
10. The System shall calculate the Benefit Reduction Rate.
11. The System shall provide the ability to generate associated correspondence regarding low financial eligibility issues.
12. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. RELATED HIGH LEVEL FUNCTIONAL REQUIREMENTS

Requirement ID	Description
HR-MONDET-1700	The System shall determine/revise the Weekly Benefit Amount (WBA).
HR-MONDET-1800	The System shall determine/revise the Maximum Benefit Amount (MBA).
HR-MONDET-1900	The System shall calculate the partial benefit credit (PBC).
HR-MONDET-2500	The System shall calculate the low financial determination for educational/professional athletic/seasonal wages.
HR-CLAIMS-3900	The System shall process claims involving educational, seasonal and professional athletic wages.
HR-CLAIMS-6700	The System shall provide the functionality to determine wages are educational, seasonal and professional athletic.