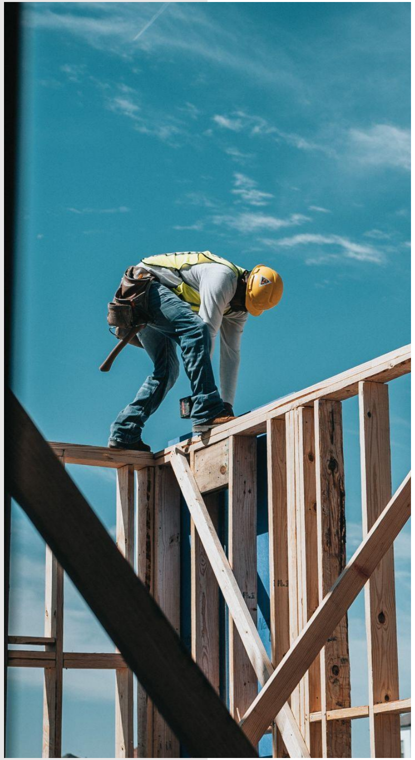
The New MyUI Employer+

Colorado Chamber of Commerce

COLORADO
Department of Labor and Employment

Agenda

- History of current UI premiums system
- MyUI Employer+ features and functionality
- Additional ways to connect with us
- Frequently asked questions
- Q and A and open discussion
    - Drop questions into the Q & A
    - Recording will be sent to all participants following the event



Employer Service Modernization

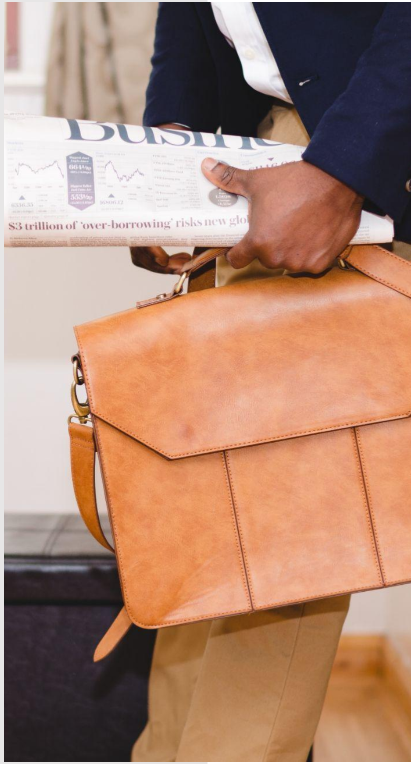
Colorado Automated Tax System (CATS)

The Colorado Automated Tax System (CATS) has been in use for 40+ years, proving to be inflexible and inefficient by modern-day business standards.

Separate benefits and premiums systems present challenges in timeliness, quality, and overall system performance in benefit processing, both internally and externally.

The UI division is modernizing with broad employer stakeholder support for more self-service features and improved system efficiencies.

The new MyUI Employer+ system will be integrated with the benefits system, MyUI+, to streamline the process for employers, third party administrators (TPAs), and Division staff.



MyUI Employer+

A New Premium and Wage Reporting System

The new MyUI Employer+ will deliver Colorado employers, TPAs, and payroll service providers a wealth of news self-service features including:

- Easy Premium Payments
- Simplified Wage Reporting
- Streamlined Account Management
- Customer Service Requests
- New Employer/Third Party Administrator (TPA) account settings, roles & relationships

An Easier Way to Pay Premiums

Simple Payments, Fewer Reports

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Premiums

A New Way To Pay

Premium reports (Form UITR-1) will no longer be required. Instead, amounts owed are automatically calculated based on submitted wages. Online payments can be submitted inside MyUI Employer+.

- Automatically calculated premiums.
- Electronic payments via EFT.
    - Employers must apply for a non-electronic waiver to submit paper check payments and paper wage reports.
- Pay voluntary premium payments, leasing company certification fees, and reimbursable employer securities electronically.
- Search and view employer payment history.
- Save banking information in employer account for streamlined future payments.

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Easier Payments

Online premium payments

Payment Method

Quarterly Due Dates:
Quarter 1 - April 30
Quarter 2 - July 31
Quarter 3 - October 31
Quarter 4 - January 31

If payment is not submitted by the due date indicated, you will be assessed interest and / or penalties.

Contact your bank before setting up an ACH debit payment. If your bank account has a debit block, you must provide the Colorado Department of Labor and Employment's **ACH Company ID 9437678001** to your bank.

Payment Type:: **Regular Payment**
Amount Due: **$0.00** [Summary]
Payment Amount: 0.00 *
Payment Method: ACH Debit *
We do not accept ACH credit payments at this time.

Previous | Next

Save Time Filing Wage Reports

Streamlined Wage Reporting

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Wage Reports

Filing Made Easy

MyUI Employer+ users will see more wage reporting and file upload options, including additional acceptable file formats. Wage reports will now automatically trigger updates to qualification information on the employer account (if applicable).

- File formats and specifications have not changed.
    - Files can also be delimited, ICESA, ESW2, or XML format.
- Select & upload the same wage information from the previous quarter.
- Make wage adjustments inside employer account.
- Search and view previous wage reports.
- Assign multiple contacts to receive automatic correspondence and reminders.

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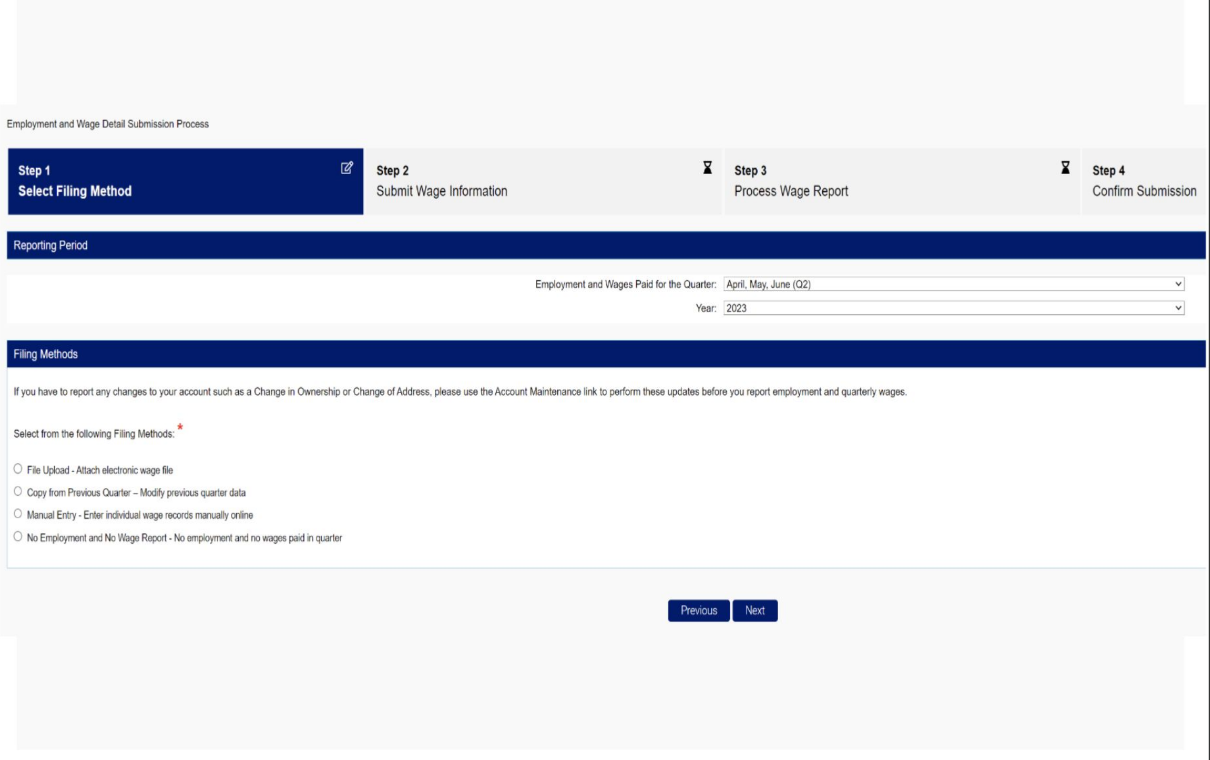

Faster Reports

Streamlined wage reporting

Take Control of Your Account

User-Focused Account Management

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Account Management

Manage Your Business

MyUI Employer+ allows users to view and maintain account information using self-service tools, with less reliance on UI staff.

- View and initiate information changes from the employer homepage.
- Multiple search options for account information like documents, reports, benefits charges, etc.
- Electronic correspondences instead of paper forms.
- Respond to fact-finding requests instantly.
- Integrated wage adjustments, appeals and protests.

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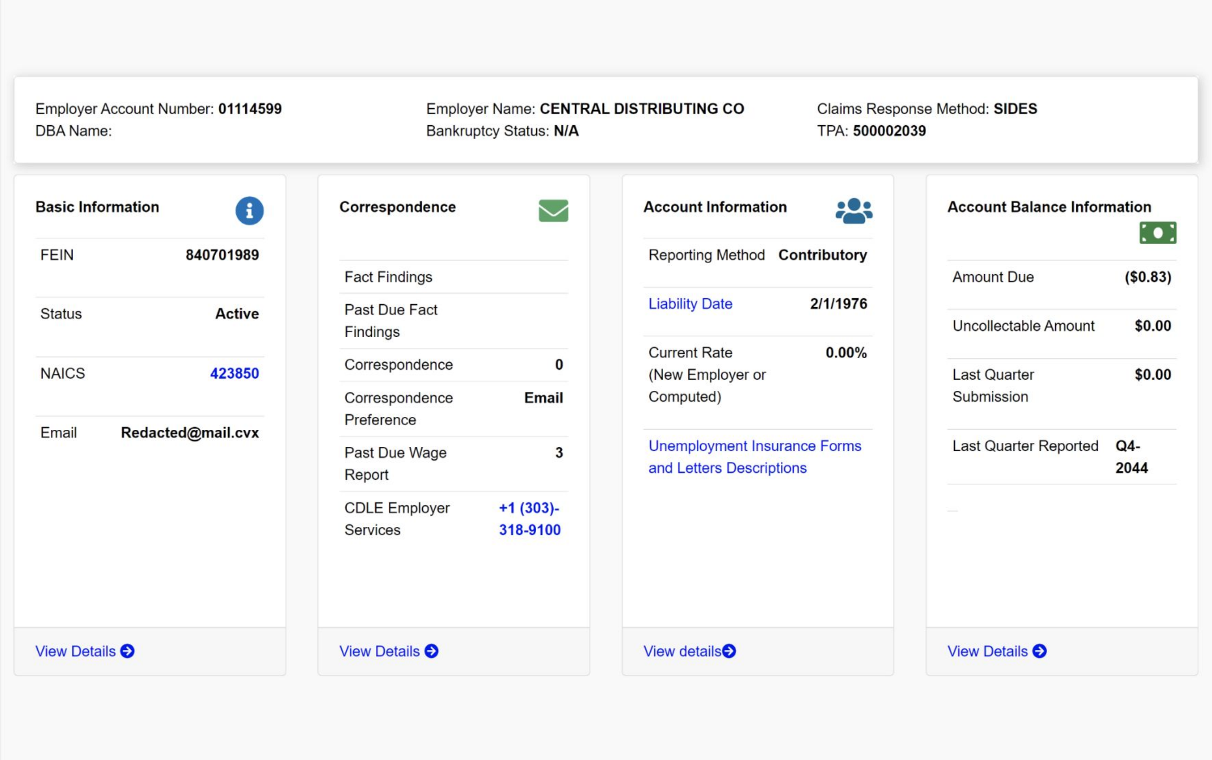

Self-Service Accounts

User-focused functionalities

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For Employers with TPAs

User Roles & Relationships in MyUI Employer+

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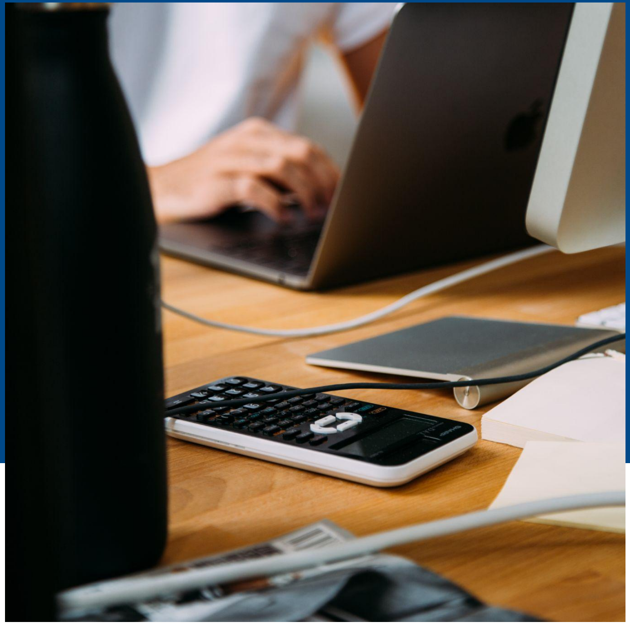
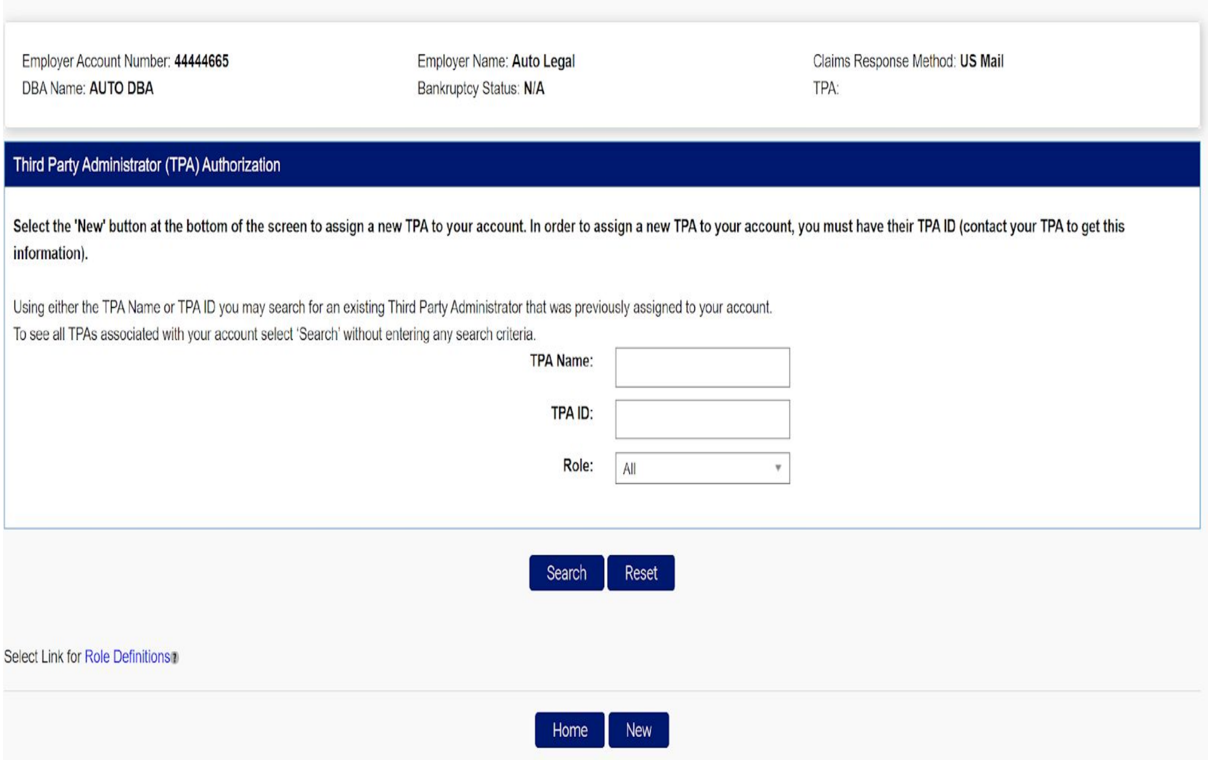


Employers & TPAs

Modernized Collaboration

Employers will view, maintain and specify third party administrator (TPA) relationships, including payroll service providers, inside their My UI Employer+ account. Users have more independent capabilities and options to manage relationships within their individual profiles. TPAs will register with their own account to conduct actions on behalf of their employers, and can administer multiple client accounts from the TPA portal.

- TPA roles/relationships established and managed in employer portal (form UTIL-18 Power of Attorney no longer required).
    - TPA relationships in place at the time of Q2 2023 will be automatically transferred to the new system.
    - TPA "Request for Access" featured planned for future release.
- Separate accounts and functionalities for employers and TPAs.
- TPAs can be assigned any combination of roles to conduct business for Employers.



Employer Account Number: **44444665**
DBA Name: **AUTO DBA**
Employer Name: **Auto Legal**
Bankruptcy Status: **N/A**
Claims Response Method: **US Mail**
TPA:

Third Party Administrator (TPA) Authorization

Select the 'New' button at the bottom of the screen to assign a new TPA to your account. In order to assign a new TPA to your account, you must have their TPA ID (contact your TPA to get this information).

Using either the TPA Name or TPA ID you may search for an existing Third Party Administrator that was previously assigned to your account.
To see all TPAs associated with your account select 'Search' without entering any search criteria.

TPA Name:

TPA ID:

Role: All

Search Reset

Select Link for Role Definitions

Home New

Employers & TPAs

A better way to manage your team

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A Better Way To Connect

Customer Service When You Need It

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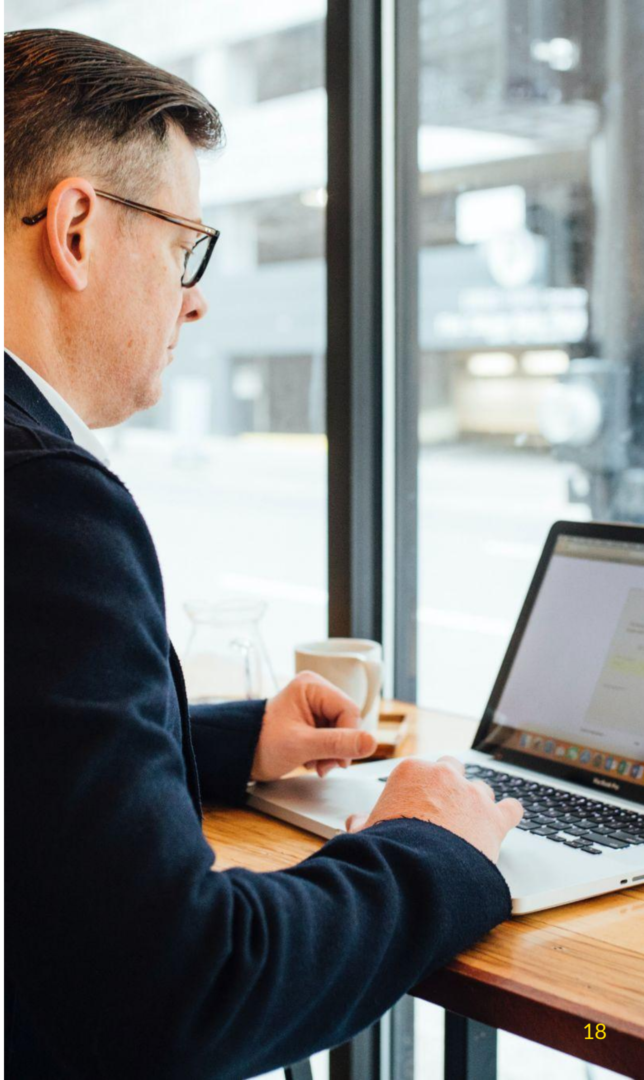
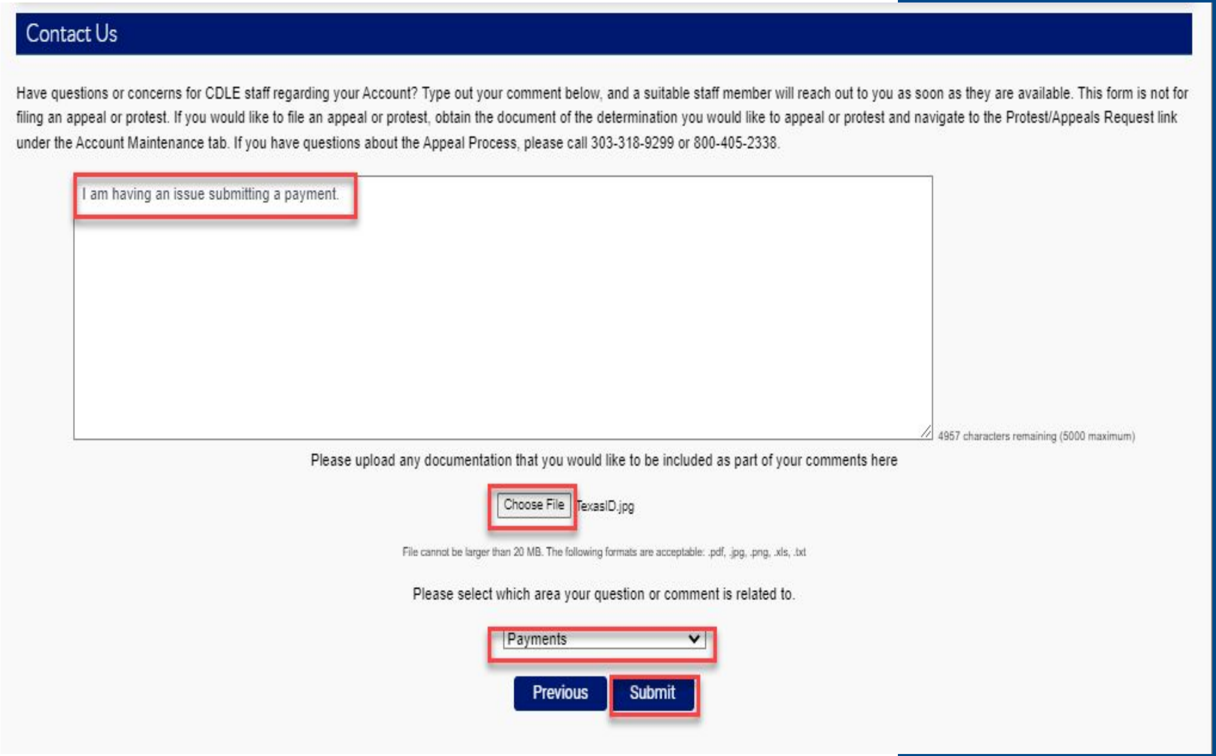
Customer Service

How Can We Help You?

In an effort to provide a better customer service experience, MyUI Employer+ will offer a new way to request help from UI staff. The built-in Contact Us feature allows users to send inquiries directly to UI staff.

- Electronic customer service requests to reduce phone call holding and transfer times.
- Inquiries automatically routed to proper department staff.
- Upload documentation for UI staff review.
- Submit urgent customer service requests.




Contact Us

Have questions or concerns for CDLE staff regarding your Account? Type out your comment below, and a suitable staff member will reach out to you as soon as they are available. This form is not for filing an appeal or protest. If you would like to file an appeal or protest, obtain the document of the determination you would like to appeal or protest and navigate to the Protest/Appeals Request link under the Account Maintenance tab. If you have questions about the Appeal Process, please call 303-318-9299 or 800-405-2338.

I am having an issue submitting a payment.

4957 characters remaining (5000 maximum)

Please upload any documentation that you would like to be included as part of your comments here

Choose File TexasID.jpg

File cannot be larger than 20 MB. The following formats are acceptable: .pdf, .jpg, .png, .xls, .txt

Please select which area your question or comment is related to.

Payments

Previous Submit

Service On-Demand

The help you need, when you need it

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MyUI Employer+

Easier Payments

Online premium payments.

Faster Wage Reports

Streamlined wage reporting process.

Self-Serve Account Mgmt

User-focused functionalities.

On-Demand Customer Service

The help you need, when you need it.

TPAs & Employer Collaboration

A better way to manage your team.

Connect With Us

For the latest MyUI Employer+ news, information & updates

Employer Emails & Updates

Subscribe to CDLE's Employer Email list to receive the Monthly Employer Email Newsletter and MyUI Employer+ Project update with the most up-to-date information.

Visit Us Online

Access video content, publications, and more information online at cdle.colorado.gov/unemployment

And follow CDLE social media channels (Facebook, LinkedIn)

@ColoradoLabor

Get Involved

Your feedback is important to us! Look for more webinars, employer surveys, and more feedback requests in the coming weeks. Your input helps us provide users with the best experience possible!

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Frequently Asked Questions

Important Dates & Deadlines

When does the new system go live?

My UI Employer+ is scheduled to go live on October 1, 2023. The UI Division is debuting the new system with a rolling launch, beginning with select user groups.

When can I access the new system?

- TPAs, including payroll service providers, can activate their accounts beginning October 1, 2023. Once activated, TPA accounts will be assigned a TPA ID number.
- General employer account activation begins October 3, 2023. Employers with an existing UI account will receive a PIN number to activate their account in MyUI Employer+.

Can I keep using the old system?

No, the legacy system will be in accessible when MyUI Employer+ goes live. Any outstanding business in the legacy system, including required payments and correspondences, must be completed by September 27, 2023 when the system will be shut down. Quarter 3, 2023 wage reports will be submitted using the new system.

Electronic Payments, Filings & Waivers

What is the electronic filing requirement?

Employers and TPAs will no longer be able to submit paper filings after the launch of MyUI Employer+. All correspondence to and from the UI division will now be delivered electronically. Employers must apply for a non-electronic correspondence waiver annually.

Can we continue making payments by check?

Paper check payments will still be accepted. However, Electronic Fund Transfer (EFT) is recommended (ACH Debit). TPAs will be able to make bulk payments, and save banking information inside MyUI Employer+ to streamline future payments.

Are wage adjustments and other amendments done online?

Yes, employers and TPAs will make wage adjustments and other amendments inside MyUI Employer+. In some cases amendments will be implemented instantaneously — others will be reviewed by UI staff before implementation.

Do we upload wage files inside the new system?

Yes, employers will upload files inside MyUI Employer+. In some cases, TPAs with files larger than 20mb will upload using AWS file transfer system.

Registration & Account Management

Do we need to re-register for a MyUI Employer+ account?

Yes, employers will need to complete a one-time activation to create a MyUI Employer+ account. Previous MyUI Employer login credentials will not grant you access to the new system.

Can TPA and employer accounts have multiple users?

Yes, each account will have a single account administrator and the option to have multiple subusers. Subusers can be assigned any combination of roles and permissions to manage the account.

Will account payment history be available in the new system?

Yes, current year plus the previous five years will be automatically transferred and viewable inside MyUI Employer+. Employers and TPAs can search and view account history inside the portal.

Does this mean we respond to fact-finding requests online?

Yes, fact-finding requests will be answered inside MyUI Employer+. Determinations and appeals will also be managed within the new system.

TPA Access, Roles & Permissions

How will TPAs get access to employer accounts?

Employers must register for a MyUI Employer+ account to grant TPAs access to manage their UI employer account. TPAs will register for their own TPA account and will be assigned an ID number with which employers can search and assign to their employer account. However, if a TPA has already filed Q2 2023 wages for their respective clients, the relationship (Power Of Attorney) will automatically be grandfathered into the new system once it is launched. We are also planning a TPA "Request for Access" feature in future releases.

Do TPAs and employers need separate accounts?

Yes, employers and TPAs will have separate accounts with separate login credentials. Employers will use employer accounts to grant TPAs access to their account, and can assign TPAs any combination of roles and permissions to conduct business on their behalf. TPAs will use TPA accounts to make payments, file wages, upload documents and manage all of their clients' accounts.

Can TPAs assign themselves to employer accounts?

No, only the employer can assign TPAs to their account in order to ensure account ownership integrity. However, we are currently working on a "request for access" feature for TPAs to be released at a later date. TPAs must be granted access to employer accounts to be able to conduct business on their behalf.

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Q&A

We’re here to help you succeed!

Thank You!

Until We
Meet Again!