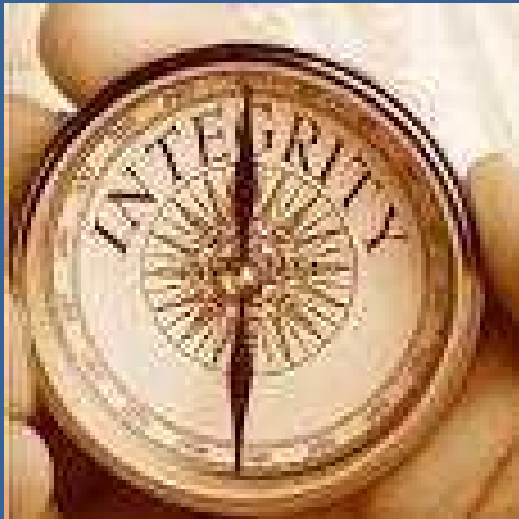


Preventing Improper Payments



**New Hampshire
Employment Security
Integrity Programs**

March 19, 2015

Benefit Payment Control

Mission

The Benefit Payment Control Program is responsible for the prevention, detection, investigation, and disposition of Unemployment Compensation fraud.

The activities of the NHES BPC Unit help to ensure that NH Unemployment Laws & Rules are administered properly, that benefits are paid correctly, and that the Unemployment Trust Fund is protected from the ill effects of fraud.

What is Unemployment Fraud?

UI Fraud Examples

- Unemployment Fraud Includes:
 -
 - Failing to report a job separation
 - Fabricating work search efforts or failing to conduct a valid work search
 - Helping someone file a fraudulent unemployment claim
 - Failing to report refusals of work
 - Failing to report being unable and unavailable to work while collecting benefits
 - Using another person's identity (name and/or social security number) to work and file for unemployment benefits

Deter Claimants from Committing UI Fraud

- Ongoing Messaging Campaign
 - New Claim Instruction Sheet
 - Weekly Continued Claim Certification
 - Rights & Obligations Handbook
 - UI Fraud Video
 - Benefit Check stubs
 - UI Fraud Tip Line
 - Benefit Rights Interview (BRI)
 - Comcast Videos
 - Messaging to Employers on New Hire Reporting
- Refer Cases for Potential Prosecution
- Impose a 20% Monetary Penalty for Fraud
- Penalty Weeks
- Wage Garnishment and Treasury Offset Program

Detect Improper Payments

Fraud and Non-Fraud

- National New Hire Directory Cross match (weekly)
- State New Hire Directory Cross match (daily)
- Employer Protests of Benefit Charges
- Tips and Leads from Outside Sources
- Tips and Leads from Internal Sources
- Benefit Payment and Wage Record Cross match (daily)
- Potential Identity Theft (SSA Verification)
- Investigate UI Benefit Checks (forged signatures)
- Foreign IP Address Blocking
- Fraud Tip Line (via phone or NHES web site)
- State and County Prison Cross match Programs

Identity Verification

Nationwide, identity theft has become one of the fastest growing areas of financial crime

- Tough economy
- Quick and easy way for criminals to get cash (low risk)
- Increased reliance of social media has led to increased hacking and phishing schemes
- Majority of Initial Claims and weekly certifications are now filed via the Internet and over the telephone

Identity Verification

- NHES entered into a Data Exchange Agreement with the Social Security Administration in 2009
- Identity verification is performed during the initial claim filing process
 - Prevention and early detection of any efforts to commit identity theft
 - If unable to verify the SSN, instructions are mailed to claimant with a listing of acceptable identity verification documentation and the designated local office location for in person verification

NHES adjudicated identity verification issues in 2013 and 175 identity verification issues in 2014.

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Fraud Investigation

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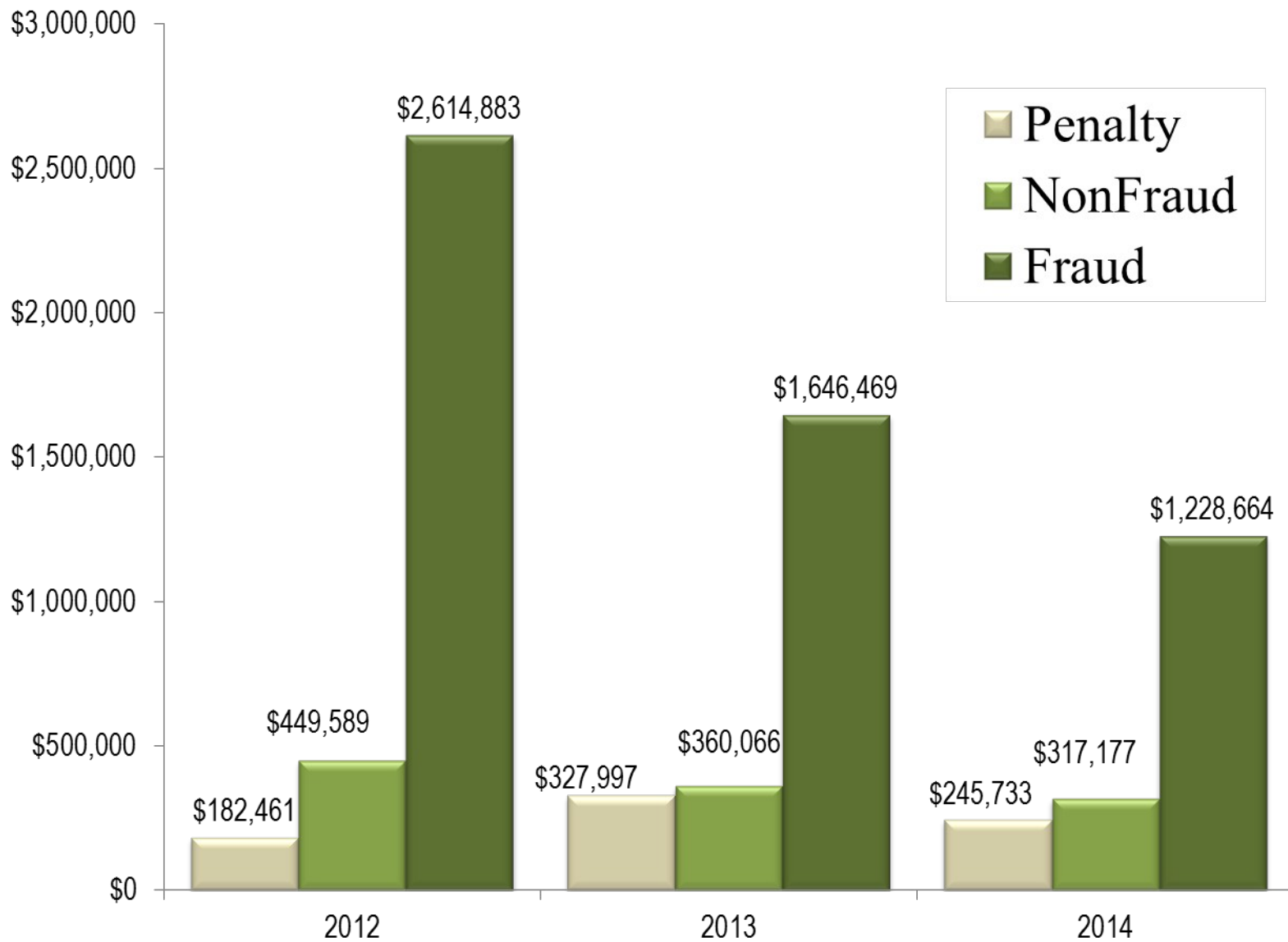
Due Process

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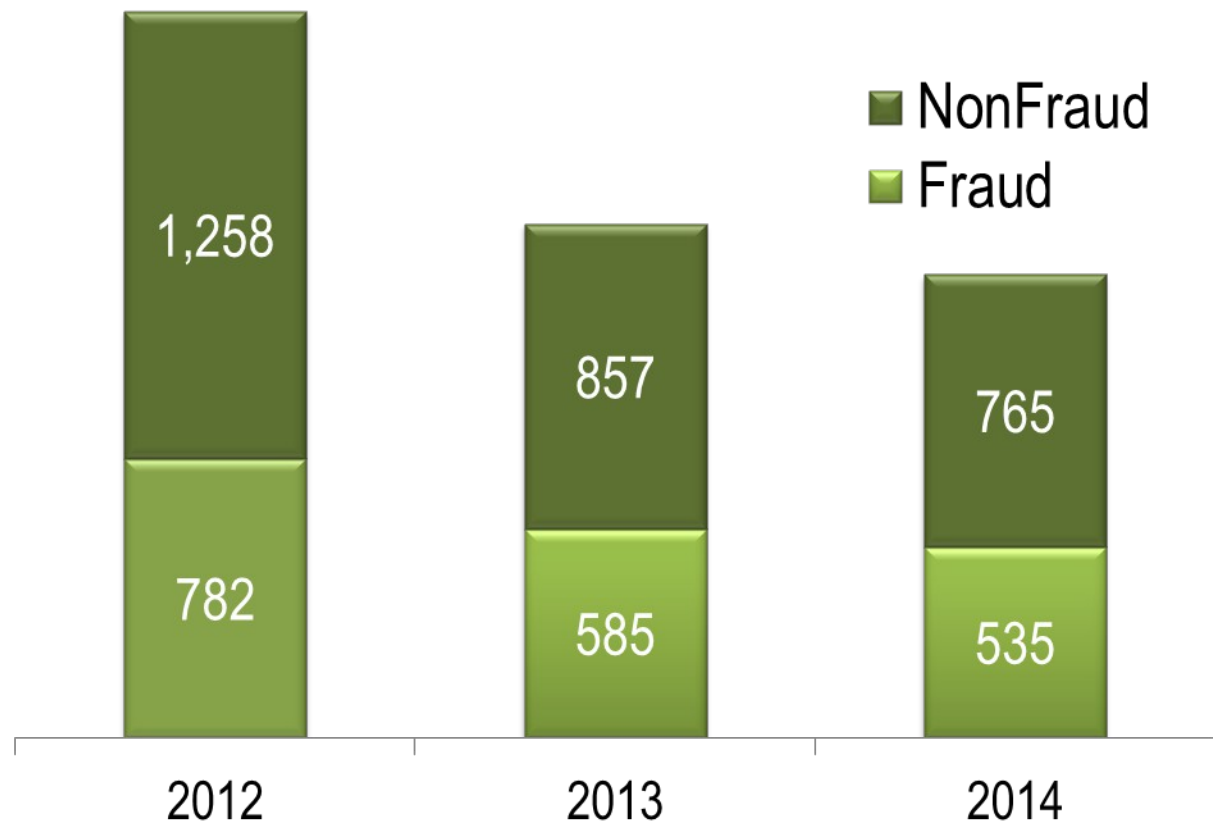
Appeal Hearing

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Total overpayments established **decreased** from \$2,334,532 in 2013 to \$1,791,915 in 2014.



Total number of claimants found overpaid by BPC decreased from 2,040 in 2012 to 1,300 in 2014.

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Benefits Accuracy Measurement (BAM)

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Paid Claims Accuracy (PCA)

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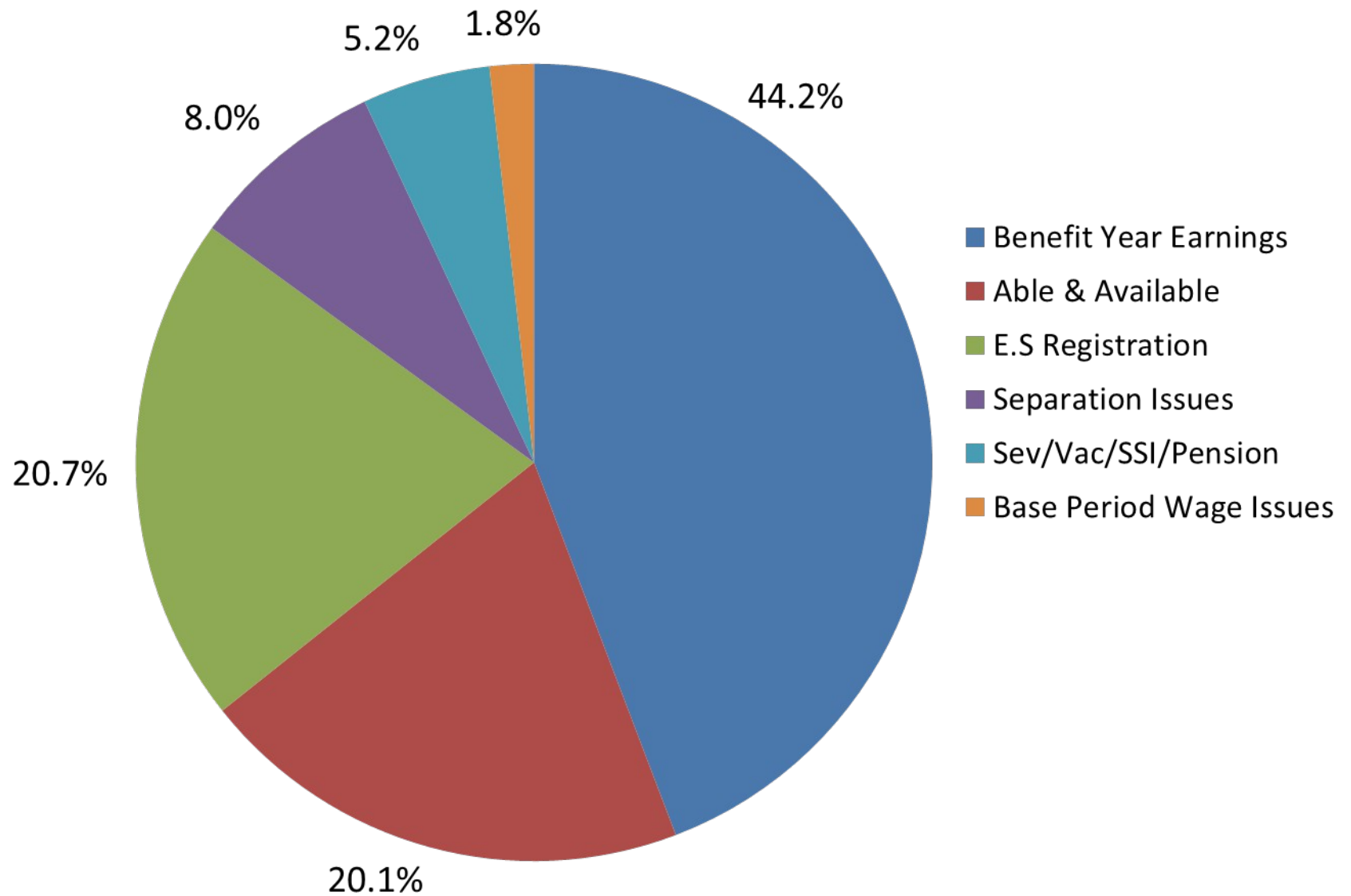
Denied Claims Accuracy (DCA)

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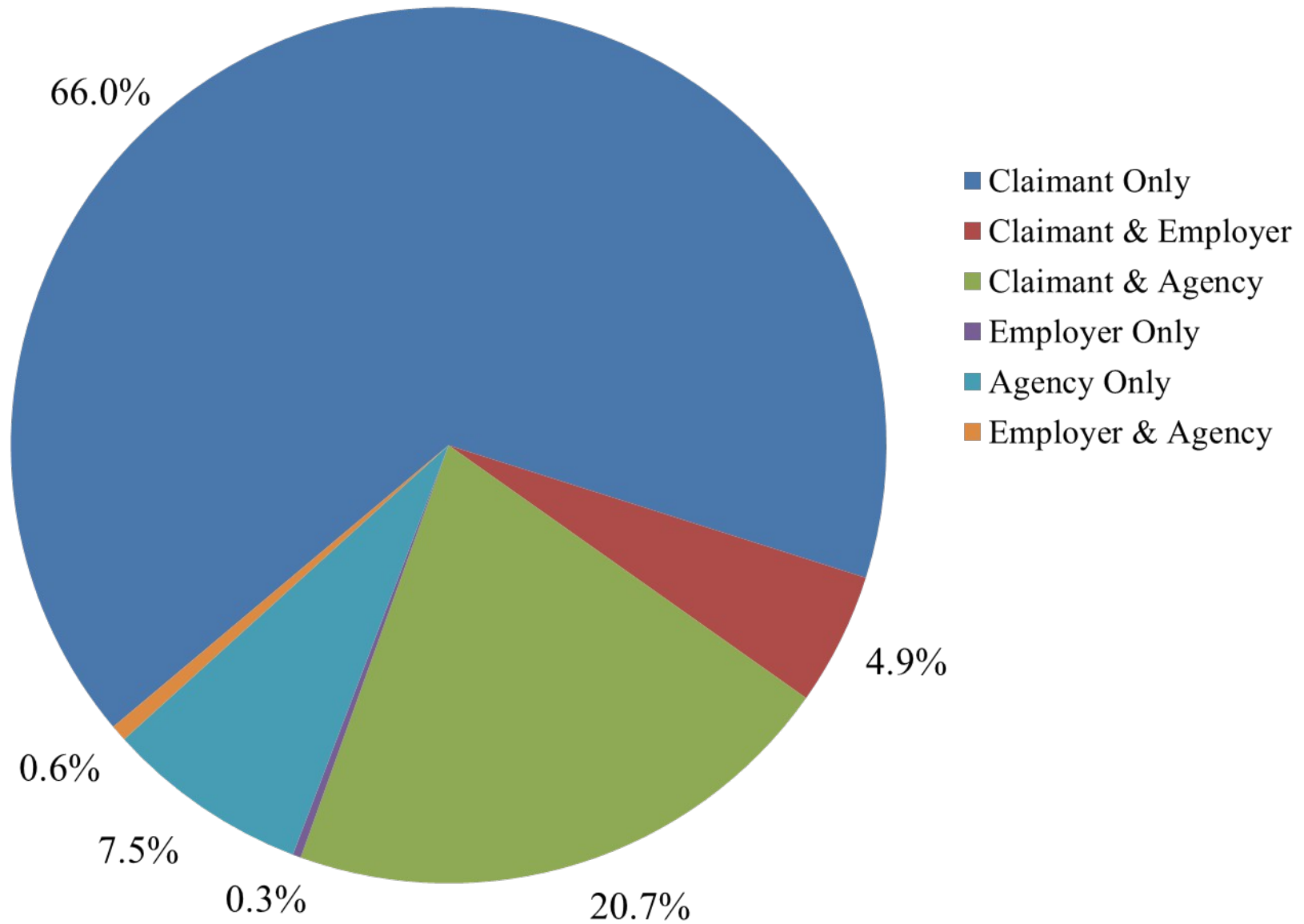
QC Investigations

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Cause for Overpayments - 2014



Responsibility for Overpayments - 2014



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How Employers Can Help

...and Protect Your Experience Rating!

1. Report individuals who are newly hired, rehired or returning to work
2. Review your benefit charges
3. Promptly respond to forms and correspondence
4. Participate in fact-finding appointments and appeal hearings
5. Reply to the department's request for weekly wage information

To Report Potential Unemployment Fraud:

- Call 1-800-852-3400, extension 34016
- Use the e-form: www.nhes.nh.gov

Translation Assistance *an official NEW HAMPSHIRE government website*



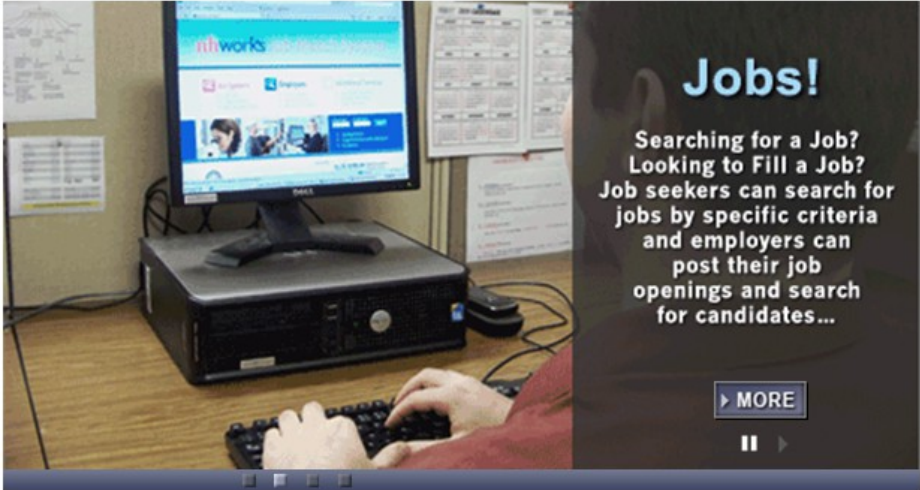
Job Seeker Claimant Employer Researcher

Thursday, March 12, 2015

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File a Claim for Benefits

Employer WEBTAX & New Hire Reporting



Jobs!

Searching for a Job? Looking to Fill a Job? Job seekers can search for jobs by specific criteria and employers can post their job openings and search for candidates...

[MORE](#)

search this site

- How Do I...**
- view videos on NHES topics?
 - file for unemployment benefits or log in to my account?
 - manage my employer UI account?
 - pay employer taxes online?
 - view employer tax rates online?
 - file a New Hire Report
 - search for jobs or post a job order?
 - view the job fair schedule?
 - find employer tax information?
 - report unemployment fraud?

News and Events

- 03/03/2015 **Unemployment News Release for January 2015**
- 02/20/2015 **Exeter Job and Resource Fair March 13th**
- 02/20/2015 **Seabrook Job and Resource Fair to be Held**
- 02/19/2015 **Berlin Job and Resource Fair to be Held April 2nd**
- 02/05/2015 **New Hampshire Economic Conditions Newsletter**

NH Stats

Unemployment Rate



Report Unemployment Fraud | New Hampshire Employment Security - Windows Internet Explorer

http://www.nhes.nh.gov/contact/ui-fraud.htm

File Edit View Favorites Tools Help

Current Claim Empl... Report Unemplo... X

Translation Assistance

an official NEW HAMPSHIRE government website

NHES New Hampshire Employment Security
www.nhes.nh.gov
"We're working to keep New Hampshire working"

Thursday, March 12, 2015

Job Seeker Claimant Employer Researcher

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Report Unemployment Fraud

To report possible claimant UI fraud:

- Call 1-800-852-3400, extension 24016
- Use the e-form: [Reporting Potential Unemployment Insurance Fraud](#)

To Report possible employee misclassification:

- Go to the [Task Force on the Misclassification of NH Workers](#) web site, and click on "Report Suspected Misclassification"

[Translation Resources and Disclaimer](#)

New Hampshire Employment Security (NHES)
45 South Fruit Street | Concord NH 03301 | 603-224-3311 | 1-800-852-3400
TDD Access: Relay NH 1-800-735-2964
webmaster@nhes.nh.gov for web page related issues only

Done

Trusted sites | Protected Mode: Off

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9:23 AM
3/12/2015

Contact:

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Assistant to the Commissioner

Colleen.S.O'Neill@nhes.nh.gov

(603) 228-4073