

MICHIGAN EMPLOYER ADVISOR

A Newsletter for Michigan Employers about Unemployment Insurance

Fall 2018

We Hear You!

Thank you for responding to our employer survey in the Summer 2018 edition. We asked you to help us improve our customer service and you did. This survey, part of our ongoing conversation with you, not only helps us provide useful information, but it also helps us to be more responsive to your needs. We're making changes to online processes (see story, Improving Your Online Experience), updating our contact center for claimants and employers, and enhancing several of our forms, letters and notices for better readability and ease of use. Work groups throughout TIA-UI are in the midst of project initiatives to make navigating the unemployment insurance system simpler and make processes more efficient. We're looking forward to improving your services.



Improving Your Online Experience

To make sure you're receiving the important time-sensitive information you need to manage your unemployment account, TIA-UI has updated its address verification and electronic mail processes, and made it easier to access your account through the Michigan Web Account Manager (MiWAM).

Address Verification

In effect since Aug. 17, 2018, when you access your unemployment insurance account online through the MiWAM, you'll see a "Verify Employer Contact Information" screen which asks you to verify your address, phone number and email address. Before you are able to navigate through your MiWAM account you must confirm that the information is correct, or update the information if it is inaccurate. The verification screen will appear every 30 days. Claimants will also need to update their addresses upon log in.

Coming Soon

Go Green Enhancements

When you choose the option to "Go Green" you are choosing to receive correspondence from TIA-UI electronically. All standard letters, forms or notices will be placed in your MiWAM account. It is best to check your

account regularly, for time-sensitive notices. For your convenience, you will receive email notifications alerting you when you have received correspondence in your MiWAM account. When you opt in or opt out of Go Green, you will also receive notification via postal mail.

Michigan Web Account Manager

A change is coming to the way you log in to your MiWAM account on the unemployment insurance website. From the home page (michigan.gov/uia), there will be individual links to log in for employers or claimants, taking you to a separate MiWAM home page for either employers or claimants. If you have MiWAM bookmarked, you will be redirected to the unemployment insurance home page for access.

This change is a result of the implementation of MiLogin, which brings together MiWAM and Pure Michigan Talent Connect (PMTTC). The new process allows claimants to access their unemployment account through MiWAM and job seeker account through PMTTC using a single user ID and password. Claimants can review their unemployment claim and see job matches all on one Talent Dashboard, helping them to get back to work faster.

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What is the Treasury Offset Program?

Federal law requires that state agencies recover delinquent tax contributions by intercepting the debtor's federal income tax refund through an agreement with the Internal Revenue Service (IRS) and the U.S. Department of Treasury's Bureau of Fiscal Service (BFS). With the Treasury Offset Program (TOP), TIA-UI may recover delinquent unemployment taxes, penalties and interest from employers. This maintains the integrity of the program to keep unemployment taxes as low as possible.

TOP uses a centralized database to match delinquent debts against federal tax refunds. Your account may be submitted for recovery via TOP if the debt balance (including tax, penalties and interest) for each quarter is \$50 or more; and if delinquent debt for each quarter that remains is considered final with no pending protests or appeals.

Obligation assessment tax and interest, debt that has not been assessed, and debt less than \$50 on a quarter are not included in the TOP debt and balances. Be sure to contact the Tax Collections unit for the total balance owed to TIA-UI.

When an employer's delinquent quarter becomes final and is collectable under TOP, Form UIA 6385, *Notice of Intent to Withhold Income Tax Refund*, will be mailed to delinquent employers or responsible parties at least 60 days prior to submission to the Treasury Offset program. The employer or responsible party may provide supporting documents and request a review of the debt balance.

How can I avoid an intercept of my federal tax refund?

You can avoid the risk of an intercept of your federal tax refund by filing timely and accurate reports and paying the balance owed for each quarter. If you are unable to pay the balance in full you may enter into a payment plan with TIA-UI. As long as the payment plan remains current, the debt will not be sent to TOP. Please file your Employer's Quarterly Tax/Wage Reports and submit payments on or before the filing deadline, and always respond to requests for information fully and on time.

For questions about the TOP program, contact Tax Enforcement at 313-456-1360.



Employer Filed Claims

Layoffs can be a stressful time for employers and their workers. If you register to participate in Employer Filed Claims, filing an unemployment claim on time is one less thing your employees have to worry about.

EFC is a service for employers who have at least one mass layoff a year and have at least 100 full-time, permanent employees who file for unemployment benefits at least once a year.

By participating in EFC, you can use MiWAM to submit unemployment claims information online on behalf of your full-time workers who are temporarily or permanently laid off. This fast, secure way of transferring claims information allows you to better manage the accuracy of the information provided to TIA-UI. Using EFC also means you will have a record of all approved layoffs to match against incoming unemployment charges to your account.

More benefits available to EFC program participants:

- Access to an exclusive team of TIA-UI customer service professionals to answer your questions and walk you through the process;
- A temporary waiver of the work registration requirement is available to assist employers with workforce retention efforts during short-term layoffs; and
- On-site informational meetings and helpful resource materials are available for employers and their workers prior to a known layoff.

For more information, or to sign up for EFC, please contact EFC@michigan.gov or call 1-866-845-0007.

Did You Know?

August 14, 2018 marked the 83rd anniversary of the unemployment insurance program. Fully funded by employers, the temporary income provided to jobless workers continues to support economic growth in Michigan and helps to retain a skilled work force.

Did You Know?

Third quarter 2018 Employer's Quarterly Wage/Tax reports are due by **October 25, 2018**.

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Lynda Robinson, Editor; TIA is an equal opportunity employer/program.

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