Establishing a Relationship and Granting Access to Third-Party Administrators

This guide will show how an employer can establish a relationship with a Third-Party Administrator (TPA), and grant access to manage the employer’s account. In the UC Benefits system, a TPA is referred to as an Agent.

1. Agent Requests to Represent an Employer (Page 2-14)
   For each employer the agent selects, the system sends a request notification to the primary employer contact.

2. Employer Activates Agent (Page 15-23)
   Employers review the agent, activate the relationship, and define the agent’s access privileges.

3. Agent Connects Employer to SIDES if appropriate and assists (Page 24-27)
   Agent can select the broker number in the SIDES panel from the Employer’s profile.

4. Employer or Agent Ends the Relationship (Page 28-33)
   At any time, Employer or Third-Party Agent can choose to inactivate the relationship.
Go to [https://benefits.uc.pa.gov/](https://benefits.uc.pa.gov/) (the UC Benefits website home page) and click **Sign In/Register**.
Enter your User Name and password in Option 1 section, and click **Sign In**.

Option 1 - Already Registered

User Name: b-Abcdef12
Password: *********

If you have forgotten your user name and/or password, please click [Retrieve User Name or Password].
Click on **View your Profile and Contact Information**
Use this folder to manage your general company information including contact and login information. If you make changes, click the Save button.

Click on “Representing Employers”
The clients can be viewed under the Representing Employers tab.
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Contact</th>
<th>Location</th>
<th>Signature Date</th>
<th>Start Date</th>
<th>Ending Date</th>
<th>POA</th>
<th>Account Type</th>
<th>Status</th>
<th>FEIN/UIID</th>
<th>Action</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Name 1</td>
<td>Unknown</td>
<td>Employer Address 1</td>
<td>10/01/2021</td>
<td>10/01/2031</td>
<td>POA.pdf</td>
<td>Unemployment</td>
<td>Active</td>
<td>221234567/00123457</td>
<td>View Inactivate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Name 2</td>
<td>Contact Name</td>
<td>Employer Address 2</td>
<td>10/01/2021</td>
<td>10/01/2031</td>
<td>POA.pdf</td>
<td>Unemployment</td>
<td>Active</td>
<td>221234568/00123458</td>
<td>View Inactivate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To sort on any column, click a column title. Current Sort: Company Name descending

Scroll down and click "Search for Employers to Represent"

[ Add Separation Notice Alleging Disqualification ]

[ Search for Employers to Represent ]
Find an Employer to represent

Company Name: 

Federal Employer ID Number: * 221234567

UI Employer Account Number: * 0012345

Account Type: None Selected

Enter the account numbers without hyphens

FEIN: 123456789 (nine digits)
State UI: 1234567 (7 digits)

Click on “Find Employer”

Find Employer
Click on “Select” and “Select Hyperlink”
The second pop-up will prompt you to add an Authorization Document that will be uploaded to the system. Please read and select "OK" to upload the signed and dated the Power of Attorney by an authorized representative of the employer and the attorney-in-fact.
Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with _ when saving the document in our system.
Document Information

If you are providing documents requested during claim intake, select Fact Finding Documentation from the Document Description dropdown.

Document Description:

None Selected

All Power of Attorney documents MUST have human review.

* Document Tags:
Keywords that will be indexed with this attachment.

Enter Keywords that will index the document

Select the Document Description from the drop-down menu

Enter the Date

Select File

Click “Save” at the end
The added employer information can be viewed under the representing employer tab, by filtering the Pending Status.

Expand the Show Filter Options

Click on Representing Employers

Select the “Pending”
Click on “Filter”

TPA can view the Pending Status

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployment</td>
<td>Pending</td>
</tr>
</tbody>
</table>
Go to https://benefits.uc.pa.gov/ (the UC Benefits website home page) and click
Enter your User Name and password in Option 1 section, and click Sign In.

If you have forgotten your user name and/or password, please click Retrieve User Name or Password.
Click on **View your Profile and Contact Information**.
Use this folder to manage your general company information including contact and login information. If you make changes, click the Save button.

[ Employer Portfolio ]

Click on Agent

- Employer Profiles
- Corporate Profile
- General Information
- Locations
- Contacts/Users
- Account Summary
- Documents
- Agents

Or Click on Agent

- Employer Charges
- Claims
- Determinations
- Appeals
- Mass Layoffs
- Labor/Non-Labor

Agents

For help click the information icon next to each section.
<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Contact</th>
<th>Agent type</th>
<th>Location</th>
<th>Signature Date</th>
<th>Start Date</th>
<th>Ending Date</th>
<th>Authorization Docs</th>
<th>Agent Access</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA’S Name</td>
<td>Name</td>
<td>Third Party Administrator Agent</td>
<td>651 Boas ST Harrisburg PA 17121</td>
<td>7/29/2021</td>
<td>8/20/2031</td>
<td>Description of POA.pdf</td>
<td>Pending</td>
<td>View Activate</td>
<td></td>
</tr>
</tbody>
</table>

Click on “Activate”

- **Agent Access**
  - Pending
- **Action**
  - View
  - Activate
### Unemployment Privileges

**User Privileges for UI**
- Review and respond to claims filed (Statement of Potential Charges / Notice of Claim Filed)
- File a separation notice on a former employee (Form 77)
- Review claimant wage information
- Review and protest employer charges
- Manage appeals
- Request part-time credits
- Respond to SIDES/SIDES e-Response requests
- Respond to a Benefits Accuracy Measurement (BAM) request
- Manage Trade Act activities
- Unemployment Messages

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### Select Active and Save

**Type of Agent:** TPA (Third Party Administrators)

**Status:**
- [ ] Pending
- [x] Active
- [ ] Inactive

[Save] [Cancel]

[Return to Agents Folder]
The process to establish an employer-TPA relationship has been completed.
Agent connects Employer to SIDES

Click on Representing Employers

Click on Employer’s name

Scroll down under the General Information
SIDES (State Information Data Exchange System)

SIDES Application Exchanges: Please select options for each Exchange

Separation Information Requests Exchange (SI)

- None
- SIDES Employer / TPA
- SIDES Employer / E-Response

Select the
SIDES Employer / TPA

Separation Information Requests Exchange (SI)

- None
- SIDES Employer / TPA
- SIDES Employer / E-Response

SIDES PIN: [ Generate New Pin ]

[ Update ]
SIDES Application Exchanges: Please select options for each Exchange

Separation Information Requests
Exchange (SI)
- None
- SIDES Employer / TPA
- SIDES Employer / E-Response

SI PIN: [Input Field]
SIDES SI TPA Account: [Dropdown List]
- None Selected
- BR00000000
- BR00000000
- BR00000000
- BR00000000
- BR00000000
- BR00000000

Select the Broker Number from the drop-down list
SIDES (State Information Data Exchange System)

SIDES Application Exchanges: Please select options for each Exchange

Separation Information Requests Exchange (SI)
- None
- SIDES Employer / TPA
- SIDES Employer / E-Response

SIDES PIN: [Redacted]

SIDES SI TPA Account:
- BR00000000 TPA Name

[Update]

Click on Update
Wait until this message disappears
[Update]

Your request has been processed
To Cancel TPA-Employer Relationship

Click on Representing Employers

Click on Employer’s name

Scroll down under the General Information
SIDES Application Exchanges: Please select options for each Exchange

Separation Information Requests Exchange (SI)
- None
- SIDES Employer / TPA
- SIDES Employer / E-Response

SI PIN: 
SIDES SI TPA Account: 

SIDES PIN: 
Generate New Pin

[Update]

Select to “None”
SIDES Application Exchanges: Please select options for each Exchange

Separation Information Requests Exchange (SI)
- None
- SIDES Employer / TPA
- SIDES Employer / E-Response

SI PIN: 
SIDES SI TPA Account: None Selected

SIDES PIN: 
Generate New Pin

[Update]

Click Update

This message appears

Your request has been processed
The active employer status will show up as inactive at the end.

**User Privileges**

- Select All / Un-Select All

**Basic Contact Privileges**

- **User Privileges for Corporate Information**
  - Edit General Information

- **User Privileges for Locations**
  - Add and Edit Locations

- **User Privileges for Locations Associated with this User**
  - Edit Locations
  - Activate and Inactivate Locations

- **User Privileges for Locations NOT Associated with this User**
  - Edit Locations
  - Activate and Inactivate Locations

- **User Privileges for Contacts at the Location(s) Associated with this User**
  - Add and Edit Contacts
  - Edit Contacts
  - Activate and Inactivate Contacts

**Un-Select All click twice**
User Privileges

- Select All / Un-Select All

Contact: Contact Person

Basic Contact Privileges

User Privileges for Corporate Information
- Edit General Information

User Privileges for Locations
- Add and Edit Locations

User Privileges for Locations Associated with this User
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- Add and Edit Contacts
- Edit Contacts
- Activate and Inactivate Contacts

User Privileges for Contacts at the Location(s) NOT Associated with this User
- Add and Edit Contacts
- Edit Contacts
- Activate and Inactivate Contacts
The TPA can view the inactive employer under the representing employer tab by filtering the status inactive.

Click on **Sign**

**Show Filter Options**

To sort on any column, click a column title. Current Sort: **Company Name ascending**
Select the "Inactive"

- Status: Inactive
- FEIN:

Click on Filter

Inactive Status

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<th>Action</th>
</tr>
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Representing Employers