
New Jersey Unemployment News

Effective October 17, 2018, New Jersey's Division of Unemployment Insurance launched E-Adjudication. E-Adjudication is a web-based computer application that replaces, in some instances, the traditional scheduled telephone fact-finding interview for non-monetary issues.

See Announcement below:

Effective October 17, 2018, the Division of Unemployment Insurance changed how claims examiner appointments are handled. For claimants that have an email address on file with the Division, the claimant will be emailed a secure link that will take them to an online application where they'll be asked to complete information regarding their claim.

This online process will replace scheduled claims examiner appointments (or fact-finding hearings) and allow for a more efficient way of processing the unemployment claim. Instead of having to wait weeks for a scheduled claims examiner appointment, an email questionnaire will be sent within days of filing a claim. Claimants will have up to 10 days to complete the questions provided on the online form. This method will allow for greater efficiency in reviewing the claim and will allow for all parties to receive a timelier decision concerning eligibility for unemployment insurance benefits.

Note for employers: Once a claimant completes the online questionnaire, the response is immediately routed to a claims examiner to process. At that point, a claims examiner may contact the employer if additional separation information is required before the claims examiner can issue a determination on eligibility for benefits. There may be instances when the employer is contacted by a claims examiner earlier in the claims process than you have been accustomed to. For claims that are adjudicated using E-Adjudication, there will be no fact-finding hearing scheduled so you will be contacted by a claims examiner via a cold call. If you are contacted by a claims examiner and are not prepared to provide any requested information, let the examiner know you need extra time to respond. Each examiner will work with the employer to establish mutually agreed upon response time if necessary. Scheduled telephone fact-finding hearings will continue for claims that are filed and have not provided an email address to the Division. For those claims, you will continue to receive appointment notices for the hearings, same as occurs currently.

Currently employer notifications and responses are still completed using paper forms (BC-3E, BC2WR, etc.) or electronic responses through UISIDES for third party agents. We are working on developing an electronic response for all employers and hope to have that deployed by the end of 2018.

How will this affect my organization?

For employers that are clients of CCC nothing has changed. If you are not working with CCC or another TPA, you should expect an increase in calls from New Jersey's DUI. You will need to ensure that you respond timely to calls from the agency provide information regarding all unemployment claims.