



## **Appeals Committee**

### **Item Number 5 – Open Session**

**Subject:** Education: Appeal Issues Series – Employer Services

**Presenter(s):** Jody Cozad / Nicole Snyder

**Item Type:** Information

**Date & Time:** June 14, 2021 – 15 minutes

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**Attachment(s):** None

**PowerPoint(s):** Employer Services Division Appeal Overview

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#### **PURPOSE**

The purpose of this item is to provide the Appeals Committee with an overview of the appeal issues the Employer Services division has administered in the last five calendar years.

#### **DISCUSSION/SUMMARY**

The Appeals Committee has expressed interest in learning more about the types of issues each business area encounters, as well as statistical data related to the number of Decision letters, Determination letters, and requests for administrative hearings. This informational item will provide the Appeals Committee with the requested information regarding substantive issues and related statistical data pertaining to various stages of the administrative appeals process for Employer Services (formally known as Member Account Services). The Compensation Review Unit and Communications and Analytics Team are the two sections within Employer Services that process the division's administrative remedies.

Staff will provide more details on the volume and types of appeal cases for Employer Services during the oral presentation.