

U.S. DEPARTMENT OF LABOR Employment and Training Administration Washington, D. C. 20210	CLASSIFICATION
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None	January 31, 1985

UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 9-84

To: ALL STATE EMPLOYMENT SECURITY AGENCIES

From: BRYAN T. KEILTY, Acting Administrator for Regional Management

Subject: UCFE/UCX Inquiries Sent to Louisiana Claims Control Center

1. Purpose. To apprise State Agencies (SESAs) of their responsibilities on UCFE/ UCX inquiries.
2. References. ET Handbooks 391 and 384.
3. Background. According to UCFE / UCX procedures, SESAs should send inquiry notices to the Louisiana Claims Control Center, formerly referred to as UISDC, in order to detect or prevent duplicate payments. It has come to our attention, however, there have been instances in which SESAs have failed to send UCFE/UCX inquiries to the Louisiana Claims Control Center, or take appropriate action to prevent potential overpayments when informed of Duplicate claims. Such discrepancies and omissions defeat the purpose of having a UCFE/UCX payment control center.
4. Instructions. SESAs are responsible, as outlined in Chapter III of UCFE Handbook and Chapter II of the UCX Handbook, for controlling UCFE/UCX inquiries sent to and replies received from the Louisiana Claims Control Center. Specific emphasis should be placed on the following:
 - a. All SESAs will promptly send inquiries to the Control center at the time a new UCFE/UCX claim is filed. Also, SESAs will maintain UCFE/UCX logs of inquiry notices sent and replies received from the center.
 - b. If a SESA does not receive a reply to a UCFE/UCX inquiry within 10 days, it will send a written follow-up request to the control center, which should show the date of the inquiry, transmittal number, last name, and SSN of the claimant. Subsequent follow-ups should be made by telephone.
 - c. When the control center informs a SESA that it received a prior UCFE/UCX inquiry for a claimant, the SESA will immediately ensure that a duplicate payment or an overpayment is not made. Expeditious use of the above UCFE/UCX control system should prevent potential overpayments before they occur.
5. Action Required. Administrators are requested to provide above instructions to appropriate staff members.
6. Inquiries. Direct inquiries to the appropriate Regional Office.