New Mexico Department of Workforce Solution (NMDWS)

Assign a Third Party Administrator Guide

uFacts Instructions
A new self-service account has been created for existing businesses that are currently registered with the New Mexico Department of Workforce Solutions (NMDWS). Existing employers should have received a letter from NMDWS listing their User ID and password, and they must activate their account before they can login to the new Unemployment Insurance Tax System to assign a third party agent.

The UI Tax System self-service portal can be accessed from www.dws.state.nm.us/dws-uitax.html.

If you are having trouble with this link, you can access the NMDWS UI Tax webpage from the NMDWS homepage at www.dws.state.nm.us under the “Business Section.”

To access your employer account, you will need your User ID and password. If you do not know your User ID or password contact us at uitax.support@state.nm.us. You will need to provide your existing six (6) digit Employers Account Number, FEIN, employer name and address.

To authorize a Third Party Administrator (TPA) to act on your behalf you must have their nine (9) digit TPA ID. If you do not know their nine (9) digit TPA ID, contact your TPA to obtain.
Create a New Agent Relationship

Login to Unemployment Insurance Tax System

From the employer home page select the ‘Account Maintenance’ link
Select the Third Party Administrator (TPA) Authorization Link

From this page, you can create a new TPA relationship or manage existing TPA’s. To add a Third Party Administrator (TPA), select ‘New.’
Enter the ‘TPA ID’ and select ‘Next.’
The TPA information page is displayed with no roles assigned to the TPA.

Enter the date that this TPA will begin performing services for your organization. Enter the date that this TPA will cease performing services for your organization, if an end date is known. If you choose not to enter an end date, the TPA will be authorized to perform services on your account until an end date is entered.

TPA Services Begin Date (mm/dd/yyyy)
TPA Services End Date (mm/dd/yyyy)

Using the check boxes in the ‘Add’ column, assign the TPA to the roles(s) you would like the TPA to perform.

Select ‘Save’

If an employer has more than one reporting unit, they can assign TPA roles to individual reporting units. The system will, as a default, assign a TPA role to all reporting units unless you change reporting units assigned to each role.
Select the ‘Assigned Units’ link in the ‘Modify’ column in the ‘Assigned Roles’ section to open the window where you can assign roles by business reporting unit.

Check the ‘Add’ box to select the ‘Reporting Unit’ assignment.

Select ‘Save.’
Manage an Existing Relationship

Select the ‘Third Party Administrator (TPA) Authorization’ link from the employer ‘Account Maintenance’ page.

To view existing relationships select the ‘Search’ button. The system will provide a list of all TPA’s associated with your account. You can narrow your search by entering in specific search criteria.

Enter in the ‘TPA ID’ you are searching for and select ‘Search.’
The search results are displayed in the ‘Results’ section of the page. To access the TPA information, select the corresponding ‘TPA ID’ link.
Select ‘Modify’ in the ‘Third Party Administrator (TPA) Information’ section.
Modify Roles as needed.

Select 'Save.'
Modify Reporting Units as needed.

Select ‘Save.’

If an employer has more than one reporting unit, they can assign TPA roles to individual reporting units. The system will, as a default, assign a TPA role to all reporting units unless you change reporting units assigned to each role.
Agent Account Maintenance Roles

The ability to establish a relationship and assign roles to a TPA is now available. The TPA Account Maintenance roles will be effective immediately. Other roles will become effective with the second phase of our new self-service system currently scheduled for implementation in March 2012.

The following is a synopsis of the functionality associated with each role:

'Account Maintenance Update and Submit' role provides the following account maintenance related functions (this functionality became available in March 2011):

- Employer Address Maintenance
- TPA Role Maintenance
- Suspend/Terminate/Reactivate Account (available in April 2012)
- Owner/Officer Information Maintenance
- Reporting Units Maintenance
- View Employer Account History
- Employer Name Maintenance

'Account Maintenance View Only' roles allows authorized individuals access to view the following types of data:

- Employer Address
- TPA Role Assignment
- Account Status (active, suspended, terminated)
- Owner/Officer Information
- Reporting Unit Information
- Account History Information
- Employer Name Information

'Benefit Charges Protest Submission' role provides the following benefit charge-related functions:

- Receive quarterly statement of benefit charges
- Protest charges assessed against the account of both contributory and reimbursing Employers
- Receive annual rate notice

'Benefit Charges View Only' role provides the following benefit charge related functions:

- View Benefit Charge Detail Information
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‘Claims Forms Mailing’ role provides the following benefit and claim-related functions:

- Receive notice of claim filing
- Receive request for separation information
- Submit response to request for separation information online

‘Payments Update and Submit’ role provides the following payment related functions:

- Schedule electronic tax payments for both contributory and reimbursable employers
- Submit electronic tax payments for both contributory and reimbursable employers
- Print a payment voucher to submit with a paper check payment
- Calculate voluntary contributions
- Request a refund of overpaid contributions.

‘Payments View Only’ role provides the following payment related functions:

- View payment details

‘Submit Employment and Wage Detail Update and Submit’ role provides the following Employment and Wage Detail-related functions:

- Submit Employer Employment and Wage Details (original reports)
- Submit Employer Employment and Wage Detail Adjustments

‘Submit Employment and Wage Detail View Only’ role provides the following employment and wage detail related functions:

- View Employer Employment and Wage Submission Details