



State of New Mexico
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**GOVERNOR SUSANA MARTINEZ ANNOUNCES
NEW UNEMPLOYMENT INSURANCE SYSTEM**

*Fully-integrated Tax and Claims System Launches January 6, 2013;
System will be down first week of January*

ALBUQUERQUE – Today, the State of New Mexico announced that the Department of Workforce Solutions (DWS) will soon launch a new Unemployment Insurance (UI) Tax & Claims system. DWS Secretary Celina Bussey says it will significantly improve the efficiency and integrity of New Mexico's UI program, enhance the level of service provided to unemployed workers and businesses, and strengthen the state's ability to prevent, detect, and recover improper UI payments. Bussey also says the system will be down and unavailable to claimants from January 1 to January 6 and encouraged people to file a claim or certify for benefits by Monday, December 31, 2012.

"We have made amazing strides in the past two years with our unemployment insurance system, improving the process for employers and for New Mexicans relying on unemployment benefits until they find work," says Governor Susana Martinez. "The new system we are launching on January 6th will help New Mexico improve the timeliness and accuracy of UI payments to unemployed workers and provide convenient, online services for employers, claimants, and others who do business with the Department of Workforce Solutions. We have also included new analytical tools to help us identify and prevent fraudulent activities in the state's UI program."

Secretary Bussey and the NMDWS staff have achieved something no other state has done – simultaneously launching a fully-integrated UI Tax and Claims system within a 36-month timeframe.

“We have worked very hard to implement a modern UI system that is more convenient for our customers, more efficient for our workers, and more secure for employers who fund this program,” Bussey said. “Our new system will enhance the UI program for those who are eligible for benefits and will integrate automated cross-match tools with systems such as the State Information Data Exchange System (SIDES) and databases such as the National Directory of New Hires.”

Conversion Week

From Tuesday, January 1, through Saturday, January 5, NMDWS will be converting information into the new UI system. During this time, the department will be unable to respond to inquiries about claims activity.

People are encouraged to file a claim or certify for benefits by Monday, December 31, 2012, 7:00 p.m. via the online system - www.jobs.state.nm.us – or via the self-service options on the toll-free number at 1-877-664-6984. Customer Service Agents will be available in the UI Call Center on Monday, December 31, during regular business hours from 8 a.m. to 4:30 p.m. After that day, the next time a customer will be able to speak to a UI Customer Service Agent or go online to file a claim and/or certify for benefits will be *after* the new UI system launches on Sunday, January 6, 2013. Despite this delay, no one will forgo a benefit to which they are entitled; they just may get it a week late if they do not apply for benefits or certify online by the December 31 deadline.

UI Customer Service Agents will be available again on Monday, January 7, 2013, at 1-877-664-6984 to answer any questions.

Benefits to Unemployed Workers

The new UI system will enable claimants to conduct routine business online without having to wait for the mail to arrive or talk to a customer service agent. This includes applying for benefits, requesting payments, maintaining account information, or responding to requests for information. These new self-service options will help expedite UI payments to unemployed workers and more quickly resolve issues between employers and claimants.

Benefits to New Mexico Employers

The new UI system will provide a single repository of all UI business functions. It will enable employers and third-party administrators to register online and directly manage their own UI accounts without NMDWS staff assistance. This self-service functionality will speed up processing of new registrations and appeals, and allow employers to electronically file wage reports and respond to notices of claim filings. It will also automatically calculate taxable wages and amounts due and accept electronic payments. The full suite of services also includes real-time access to current and historical documents and a complete tracking of benefit charges.

Upgrade Benefits to NMDWS Staff

The new UI system streamlines state operations and replaces outdated, manual processes with modern technology. NMDWS staff will now be able to provide better and more direct service to customers.

Unemployment Insurance Program Integrity

The new UI system includes what is known as “intelligent data collection and data validation” to reduce errors and increase the accuracy of UI payments. The system recognizes applicants after they have logged into their accounts and then directs them to the appropriate task. It also includes new tools to prevent overpayments and automated cross-matches with state and federal databases, such as the National Directory of New Hires.

Additional information about the Unemployment Insurance Program, the new Unemployment Insurance Tax & Claims System launching on January 6, 2013, and the New Mexico Department of Workforce Solutions is available at www.dws.state.nm.us. For the latest announcements and updates, follow NMDWS on Twitter (twitter.com/NMDWS) and the official YouTube channel (youtube.com/user/nmdws).

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