



SIDES

Fact Sheet

Developed through a strategic partnership between the U.S. Department of Labor and state unemployment insurance (UI) agencies, SIDES is an integrated computer-to-computer interface designed for employers and third-party administrators (TPAs) that typically deal with a large volume of UI information requests. SIDES is especially helpful to those employers and TPAs that operate in multiple states.

SIDES provides a nationally-standardized format in which employers and TPAs can receive and easily respond to UI information requests, attach documentation when needed and receive a date-stamped confirmation of receipt. Employers and TPAs that use SIDES are able to better anticipate and supply the data needed for UI information requests. In return, using SIDES reduces follow-up phone calls, helps prevent payments to those who don't meet eligibility requirements, eliminates unnecessary appeals, and streamlines UI response processes, which reduces paper work while saving time and money. Given the sensitive data exchanged between state UI agencies and employers and TPAs, SIDES has multiple layers of security that require authentication certificates and encrypted records and files.

SIDES is available *free of charge*, although there will be internal IT system development costs to integrate with SIDES.

How It Works

SIDES is an automated computer-to-computer interface for employers and TPAs to receive and respond electronically to UI information requests.

UI information requests from participating states are in the same standard format, and responses from employers and TPAs are in a standard format.

Business rules, edit checks and data validations of both requests and responses ensure that complete and properly-formatted information is exchanged.

SIDES produces performance metrics and provides audit controls.

What It Requires

Employers and TPAs need to develop software to connect their internal IT systems to the SIDES Central Broker which routes requests and responses to the appropriate recipient.

SIDES was developed using the World Wide Web open design and following industry standards. However, each employer and/or TPA system is unique, and integrating SIDES will entail changes to current IT systems and processes. The SIDES team provides written technical implementation guidance and in-person training for developing the SIDES connection. Detailed technical information is available at <http://info.uisides.org>.

Best Suited For

SIDES is best suited for employers and TPAs that typically deal with a large volume of UI information requests. While SIDES requires more up-front integration resources, it has the potential to streamline the UI response process, reducing paper work while saving time and money.

Employers and TPAs that implement a direct interface with SIDES may wish to use the SIDES E-Response website in the interim while they complete interface programming.