



OFFICE OF
INSURANCE COMMISSIONER

May 12, 2020

Dear Insurance Companies across Washington State:

As you no doubt are aware, the COVID-19 crisis has had more than a health impact. It has had a profound economic impact. One of the key tools to mitigate that impact is Unemployment Insurance. That is why unemployment applications have risen to such an unprecedented level – increasing 909% week over week in just the first week of the crisis.

And that is why I am reaching out to you today, in partnership with the Employment Security Department (ESD) Commissioner, Suzi LeVine. We are asking for your help to address this historic volume of unemployment applications.

With this volume of applications also comes a volume of claims that require adjudication and investigation. But, as you know, you can't just add water and grow adjudicators and investigators. They are skilled and often take years to hone their abilities.

Thus, what Suzi and I would like to ask you during this exceptional period is whether you would be able to "loan" some of your adjudicators and investigators to work at ESD for the next 3-6 months on a non-permanent basis. Attached are the job descriptions as well as a description of the specific special investigations team in which some of them would be working. All the positions would be virtual and ESD would provision the hardware and software needed for them to be fully functional. They would also provide necessary training so that the individuals could become familiar with the relevant aspects of the respective jobs.

Especially for those of you whose work has been reduced because of COVID-19, this provides a great way for you to keep your staff fulfilled and compensated without having to worry about reducing hours or pay. It also would be a very positive way to contribute to the efforts to battle this virus. Depending on the response to this request, we may craft an announcement to share how the Washington state insurance industry is stepping up in partnership with the Office of the Insurance Commissioner and ESD to help Washingtonians obtain the financial relief they so desperately need and protect them against imposter fraud.

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If your companies have any interested staff, contact Sam Virgil, Strategic Initiatives Manager, Unemployment Insurance Customer Support Division, at SVirgil@esd.wa.gov or by phone at 360.742.7095. Any questions should also be directed to Sam Virgil.

Thank you so much for any help you can provide!

Sincerely,



Mike Kreidler
Insurance Commissioner
Washington State Office of the Insurance
Commissioner



Suzan G. LeVine
Commissioner
Washington State Employment Security
Department

Enclosure

LETTER SENT ELECTRONICALLY

Additional information on the positions needing staff

Unemployment Insurance Specialist Level 4 Adjudicators

Monthly: \$4,600 – \$6,036

Our Claim Centers Operations is seeking to hire multiple non/permanent, Unemployment Insurance Specialist (UIS4) Adjudicator positions. As subject matter experts in the insurance industry, we'll train you in unemployment insurance law and policy so that you can, you'll be relied upon for your thorough understanding of unemployment insurance law and policy. Working independently, you will independently issue determinations that either allow or deny unemployment insurance benefits that involve separation issues such as quits, discharges, availability, suitability, fraud and routine over-payments. You'll also advise claimants of final rights and responsibilities and represent the agency in appeal hearings. If this sounds like the right opportunity for you, like it matches with your skillset, we hope you'll consider joining our team in making a difference in our communities!

Fraud Investigator Level 3

Monthly: \$3,682 – \$4829

Our Unemployment Insurance Customer Service (UICS) division, Office of Special Investigations and Collections (OSIC) unit is seeking to hire multiple non/permanent Fraud Investigator 3 positions. The mission of OSIC is to protect the integrity of the Unemployment Insurance Trust Fund by preventing and detecting financial losses due to fraud or malfeasance. The Fraud Investigator uses cross-match technology and processes, as well as, skip-tracing, tips and leads from the public, referrals from local, state, and federal agencies, to conduct the most complex and difficult investigations of sensitive and controversial cases. They identify and research patterns of practice, ongoing patterns of criminal activity, and vendor fraud. Cases contain multiple issues, schemes involving multiple entities, as well as, multi-jurisdictional investigations. Are you skilled in utilizing various investigative techniques, excel in challenges, and your analytical skills find researching, looking for and detecting violations interesting, then you maybe the right candidate for this position. If you're ready for the opportunity to utilize your critical thinking and research skills, using unemployment insurance law and eligibility to guide you, then we hope you will consider joining us, and apply to be a part of our team!

More than Just a Paycheck

Washington State offers one of the most competitive [benefits packages](#) in the nation. Beyond the traditional benefits such as Health, Life Insurance, Retirement, and related benefits, we offer Flex Spending Accounts, Dependent Care Assistance, Deferred Compensation and so much more. We take work life balance seriously and many of our offices offer flexible work hours with a wider variety of shift and schedule option to assist in this.