Mobile app for filing Unemployment Insurance claims

www.iclaimapp.com

POWERED BY RADHA
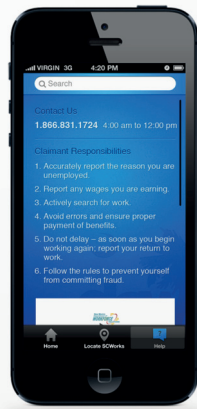
FEATURES

A CLEAN AND SIMPLE LOOK

Designed by UI and mobile experts with a focus on providing an un-paralleled user experience, the I-Claim App features a visually appealing layout and an easy to use functionality.

It was designed for the user to tap and click for filing their weekly UI certification with ease and accuracy. Also, the app easily integrates with each state agency's existing security and authentication system.

FILING BASED ON # OF WEEKS CLAIMED

A customizable menu provides an option for filing weekly UI certifications and work search logs based on states' program requirements.

The I-Claim App automatically detects the week for the claim to be filed. This method ensures that claims are always filed on time and for the appropriate week.

DYNAMIC HELP AND MESSAGING

The I-Claim App has the ability to deliver customized messages and alerts to claimants which can include integrity notices, educational tips and adhoc messages.
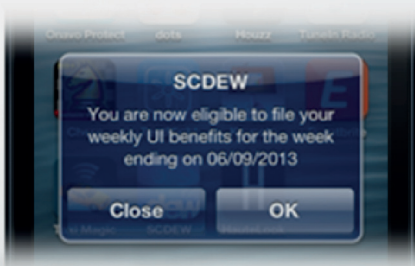
The app enables the agency to load videos and content to be dynamically delivered to claimants. It also allows claimants to quickly read, review and search UI claimant responsibilities and other information normally available on paper or website.

GPS INTEGRATION

I-Claim App utilizes GPS location to help the claimant and agency in different ways. Claimants are provided with maps and directions to nearest state offices to receive employment and other services.

Using geo-tagging, claimants are also flagged who are fraudulently filing a claim outside the state or national boundaries by accurately pinpointing a claimant's location. Hotspots can also be enabled which means that claims coming in from suspicious locations such as jails are automatically flagged.

AUTOMATED ALERTS

I-Claim App automatically sends notifications to claimants prompting them to file their weekly UI certification based on the beginning of the week. This allows all claims to be filed on a timely basis.
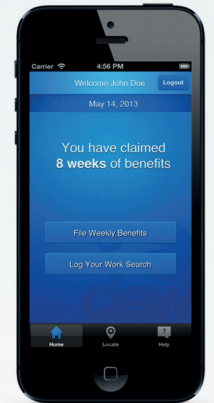
Thru the app, the agency is also able to send any number of customized messages via text or notifications to all or a specific group of claimants. This type of active messaging will support the reduction of improper payment rates, especially for continued claims.

AUTOMATIC IMPROPER PAYMENT DETECTION

I-Claim App automatically flags users if they file a claim from outside the state or from a hot zone as designated by the state administrator. For example if a claimant files from a correctional facility or other unusual locations, the app automatically flags the claim for further review.
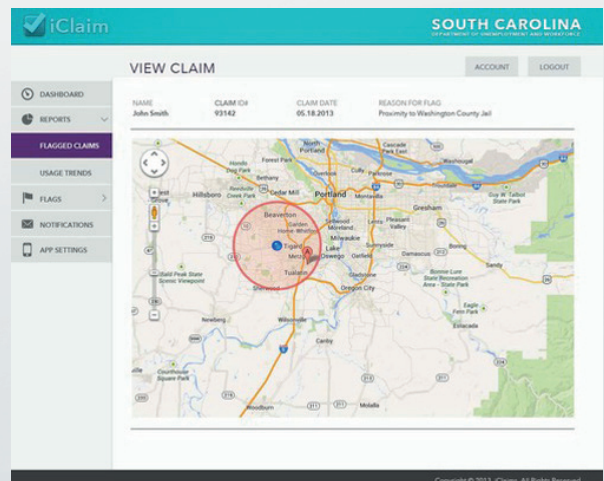
THE UI LANDSCAPE HAS CHANGED – NEED FOR A NEW DELIVERY MODEL

Since its inception under the social security act of 1935, the Unemployment Insurance program has strived to serve citizens by enabling them to meet their basic financial needs and also provided an important stimulus to local economies.

The great recession put an unprecedented strain on the program and has highlighted important issues and challenges in the administration and delivery of UI services.

With a decline in the overall funding for the program, UI directors across the country are faced with a daunting challenge of providing effective and efficient UI services delivered to claimants using technology tools that enable self-service and lead to high claimant satisfaction while maintaining program integrity and solvency of the UI trust fund.

CHANGING CLAIMANT DEMOGRAPHICS AND BEHAVIOR

72% **ONCE A DAY** Use mobile phone for accessing the internet at least once a day

8% **ONCE A WEEK** Use mobile phone for accessing the internet at least once a WEEK/month

20% **NEVER** Use the mobile phone for accessing the internet at least once a day

OVER 20% OF ALL CLAIMANTS ALREADY USE A SMARTPHONE TO FILE CLAIMS

55% of all americans own a smartphone.

Users utilizing smartphone as the device of choice for accessing the web.

Smartphones will outsell computers by 2015.

Accept that mobile is everywhere and its here to stay.

180+ APPS CURRENTLY BEING USED IN STATE GOVERNMENT

180+ states apps/80+ federal apps.

First wave of state build apps – mostly informational and static.

A wave of transactional apps will be seen over the next few years.

Great gains for early adopter states.

APP STORE EXPLOSION

Apple sells 50 billionth app since launching in 2008.

20 billion downloaded in 2012 alone.

Apps have changed from informational to transactional to mission-critical.

RETURN ON INVESTMENT

Improved self-service.

Real-time and targeted messaging.

Enhanced customer service.

Reduced operational costs.

Reduce improper payment rate.

IPIA

COST REDUCTION

MESSAGING

CUSTOMER SERVICE

RADHA

ABOUT US

Radha is an Oregon based privately held strategy and technology integration firm. We partner with state and local government agencies in the strategic analysis, design, development and deployment of enterprise-wide applications.

For more information on the Radha organization, please visit **www.radhaconsulting.com**