

LAWATS Third Party Administrator FAQs

Registration

Will my current login information work in the new system?

Employers and TPAs will be able to use their Log Ins, but will need to update their email addresses and complete a one-time multi-factor authentication process for a new LAWATS account. The TPA's Federal Identification Number (FEIN) must be updated the first time a login is attempted. TPAs cannot enter the same FEIN as their employer clients.

Can I register employer accounts on behalf of my clients?

No. Only employers can register their LAWATS account. To ensure account ownership integrity, TPAs and employers are required to have separate accounts and separate FEINs.

What is Multi Factor Authentication (MFA)?

Multi Factor Authentication is an extra layer of security for your account. After logging in, users will be sent an email to enter a temporary security code. Users are required to enroll in MFA in order to access LAWATS accounts.

Account Management

How will Third Party Administrators (TPA) gain access to employer accounts?

TPA/Employer relationships can be added and managed inside employer LAWATS account. Only Employer account owners can add, assign, and manage TPA access to their employer account.

TPAs will not be able to perform any actions (except bulk wage and bulk wage amendment filings) for an employer inside of LAWATS until they have been assigned to the employer account. The employer must log in to their LAWATS account and link the agent to their account. Agents are assigned an agent access code and should communicate the code to the employer clients who wish to have the agent conduct business on their behalf in LAWATS.

Do TPAs and employers have to have separate accounts?

Employers and TPAs are required to have separate LAWATS accounts in order to maintain account ownership integrity. TPAs can be assigned permissions once the employer account has been activated.

Can I file wages for employers if I don't have access to their account?

TPAs can only file bulk employer wage and wage amendment files without having access to the employer account. TPAs will not be able to perform any other actions on behalf of employers until they are given access to the employer account by the employer client(s). Once linked to an employer account, TPAs can be assigned roles and responsibilities inside the employer account.

Bulk Filings

How will the bulk filing process work?

In most cases, TPAs will upload bulk files inside of LAWATS. File formats and specifications will not change. Files can be submitted by .TXT or CSV.

Bulk files uploaded inside the system will be applied to the employer accounts immediately. There will no longer be an overnight waiting period for posting.

LAWATS calculates the amount owed based on the employers' rates and submitted wage reports. Payments can be made immediately after bulk files have been applied to the account.

Is there a list of critical errors?

Bulk files will be rejected due to critical errors including:

- Missing Employer Account Number (EAN)
- Invalid EAN (either number does not exist, or invalid characters used)
- Incorrect year and quarter (either before the business start date or a future quarter)
- Duplicate Social Security Number (SSN)
- Invalid SSN (Not meeting Social Security Administration guidelines)
- Non-critical errors such as missing first or last name will not prevent the file from uploading

Can I make adjustments and amendments online?

Yes. All adjustments and amendments can be made inside LAWATS. In many cases, adjustments will be implemented immediately. However, some adjustments may require staff validation before the amendment can be processed.

UI Tax Payments

Can TPAs make bulk payments in the new system?

Yes. TPAs can submit bulk ACH payment files on behalf of their clients without linking to the employers. EFT payments can be made inside of LAWATS if the agent is linked to their employer client. Paper checks will also be accepted with the required paper check voucher.

NOTE: Payment will be applied to the oldest quarter due.

Who do I contact with more questions about my TPA account?

TPAs experiencing issues with their LAWATS account, or have additional questions about the new system can contact the Employer Call Center via email to UITax@lwc.la.gov.

For additional assistance, contact the Employer Call Center at 1-833-708-2866.