

Unemployment Insurance Q and A

AIC: Q. What does AIC mean when it is placed on the claimants profile in UI? A. Additional Initial Claim, which is UInteract jargon for Renewal.

Able and Available while on Covid-19 quarantine. Q. How should a claimant answer the question regarding Able and Available if they are unemployed due to being quarantined due to Covid-19? A. They should answer yes. They should consider the question as if they were not under quarantine would they otherwise be available and able to work.

Access card: Q. Do we have a time frame for those clients who must choose to receive the Access card due to not having a bank account? A. They should receive it within a week. Keep in mind that is dependent on mail delivery. Q. I had a phone call from a client who originally filed on 4/5/2020 and still has not received the card. Would a call back form be indicated here? A. No, callback form will not help here they need to contact the bank that is issuing the card.

Acronyms: Q. UI acronyms related to PUA program. A. NIW, non-insured worker; REG NIW PEUC, Registered non-insured worker Pandemic Emergency Unemployment Compensation; WBA, Weekly Benefit Amount; FPUC, Federal Pandemic Unemployment Compensation.

NIW = Non-insured worker, which means they do not have sufficient earnings in their base period to be eligible for unemployment benefits under regular UI qualifications. This will be the case for all self-employed, as they will have no insured wages, as well as recent entrants to the labor market.

Q. The question was asked what does payment method "DC" mean. Normally, if they are receiving their benefits on the Missouri Access Debit Card, it says "EPC", but on Darrell Morris xxx-xx-2134 it says "DC". A. Based on Mr. Morris' Payment Option History, "DC" indicates Debit Card also. Inconsistent acronyms can be frustrating to try to interpret. I will report so appropriate changes can be made.

Alien issues in filing for UI: Q. What documents do alien workers need to file for UI? A. They need to fax their signed verification letter along with copies of work authorization documentation to 573-751-5040.

Appeal fax number: Q. What is the fax number for appeals. A. If you are providing a fax number to a caller to have their appeal withdrawn, the best number to provide is 573-751-5620. Faxing to the 5620 number will insure the document is processed in a more timely manner, and will make it easier for Appeals to import into UInteract.

Backdating a claim: Q. How can I back date a customer's claim after they already submitted their claim? A. Staff should be able enter a BD request outside of the claim filing process if you have the role that allows this. To enter the BD Request:

- Click on Benefit Maintenance
- Backdate Claim Request
- Fill in the desired BYB
- Fill in the reason for backdating
- Make a History Log comment listing why the claim is being backdated and the BD Date requested.

Backdating a weekly claim: Q. Can a claimant backdate a weekly request for claim? A. Once they have claimed the most recent week, I do not believe UInteract will allow them to claim prior weeks. If you provide the claimant info, DES can contact and assist with filing prior weeks.

Benefit Claim Year Ending: Q. I have had 3 people in the past 2 days who received a B-230-3 Form telling them to refile their claim for **BENEFIT CLAIM YEAR ENDING**. These clients are not self-employed. Was this form sent in error? A. The B230-3 is sent during last week of Benefit year. I would assume the 3 individuals filed their initial claims a year ago. They will need to file a new Benefit year. If they can do that online it would be the best.

Call back date: Q. If the claimant *enters* a call back date, does it adversely affect the claimants if they do not return on that date. Is it required of the claimant to call to extend the date or does it automatically covert over to the extended benefits timeframe merely because it is COVID-19? A. If the claimant has entered a call back date and they will not be returning to work on that date they will need to contact claim center to have the dated changed.

Call back date change by employer: Q. If an employer changed a call back date or changed to permanent layoff, wouldn't they communicate that will DES? A. The employer should contact us if they are removing a recall date. If the layoff is due to COVID-19, all claimants are given an 8-week recall from the week they file their initial or renewed claim.

Callback form email address: Q. What is the address that we send the callback sheets to again? A. esuicallback@labor.mo.gov

Call back/recall date: Q After customer has revealed the call back/recall date, how long does it take to reflect 0 job contacts on Weekly Request for Payment claim? A. 0 contacts will reflect the following workday.

Call back form: Q. Could you check to see from UI how many times they will attempt to contact a claimant once we send in the call back form? A. **If the claimant does not answer and DES cannot leave a message, they will make 2 or 3 attempts.**

Call back form response time: Q. I received a call from a client who has not received a call back from a Call Back form sent in on Monday in the a.m. What expectation should we tell clients for a call back? We were telling them 24-48 hours. A. **Due to the volume of call back requests DES is receiving it may take longer for the claimant to get a call from DES. Also, they will only attempt to contact the person 2 or 3 times, so if the claimant does not answer the phone they will be dropped. If they have not received a call after 3 days they should contact the claims center or staff can submit a second call back form and indicate second request.**


Chat bot: Q. Will the Chat Bot work on a smart phone? A. **Yes**

Commission workers: Q. I had my first caller yesterday who is paid off commission. His business is not closing and he's still required to come into work at this time. He reports having worked his full week, but because there's no incoming business, he's not earning any wages. I encouraged this caller to apply for UI wages. Do you happen to know if that was accurate or not? A. **You did the right thing in having him file that is the only way he can find out if he is eligible for benefits. Being paid commission is always a tricky business because you still have a job. However with COVID-19 there may be the case where you have no customers due to the order to stay at home and practice social distancing.**

Date of birth: Q. We are encountering customers with 11/11/1111 date of birth on Uinteract. These customers are not able to create an account because of this birthdate does not match theirs. "Information Does Not Match". A. **This will have to be changed by DES or OWD staff. Benefit Maintenance → Update Claimant Profile → Contact Details.**

Determination section: Q. What does it mean when there is the date 09/09/9999 in the determination section? A. **The 09/09/9999 date is generated by the system to indicate the denial is open-ended, meaning it will not end until the circumstances creating the denial change, or additional information is received which indicates DES can terminate or reconsider the denial.**

Determination on file: Q. What does the below mean on a claim?

| Week Ending Date | Filed Date | Processed Date | Status  | Amount Paid (\$) |
|----------------------------|------------|----------------|--|------------------|
| 04/11/2020 | 04/12/2020 | 04/13/2020 | Determination on File | 0.00 |
| 04/04/2020 | 04/05/2020 | 04/13/2020 | Determination on File | 0.00 |
| 03/28/2020 | 03/30/2020 | 04/13/2020 | Determination on File | 0.00 |

- A. Determination on file means DES has made a decision which denied benefits. Claimant would need to file appeal. If they can access UInteract, they can see the reason for the denial in their Non-Monetary file or there will be a letter in the claimant's Correspondence file.

Direct deposit issue: Q. If customers are filing out their Uinteract profile as wanting Direct Deposit, why would this customer receive a paper check? A. If someone has been set up for debit card, then changes over to direct deposit, there is often a check issued for a week or two in between while DES verifies the direct deposit information.

Documents to be sent to DES: Q. How can a claimant send documents to DES if they can't email them? A. Mail to Division of Employment Security, Box 59, Jefferson City, Mo. 65104-0059 or fax to 573-751-9730.

Q. I have had 2 people complain that they set up Direct Deposit and didn't know why they got the debit cards? The cards are coming in the mail but the \$ is still not showing up in their bank? A. The only situation where I have encountered a person requesting direct deposit and being send a debit card was when there was an error in entering the routing or account number, or a problem with the bank account.

Earned wages: Q. If an employee is laid off due to COVID-19 from their company and the company is paying a fraction of their wages during layoff, would that small payment be considered "earned wages" when they file for UI benefits? A. Yes. DES is updating the questions on the weekly requests question to cover this.

~~Eligibility for FPUC \$600 payment: Q. Will the workers who are partially unemployed, be eligible for the additional funding by the government, the extra \$600 everyone is hearing? A. Yes, if an individual is receiving any amount of state UI benefits they will be receiving the Federal Pandemic Unemployment Compensation (FPUC) \$600 payment. (This benefit is no longer in effect)~~

Email address for documents: Q. Is there an email address that I can send UI related documents to for claimants? A. esuiclaims@labor.mo.gov

Employer needs to report employee not returning to work: Q. If an employer provides the employee with suitable work, and the employee does not return to work, will unemployment benefits cease? A. The DES has developed a portal for employers to submit information about employees who quit their jobs. Employers would need to login to UInteract at uinteract.labor.mo.gov, click on "Benefits" and then on "Work Offer Refusal Detail." Instructions can be found on a Help button on the Work Offer Refusal Detail Screen.

Employer questions: Q. If an employer contacts the ETT team with questions, could we request a call-back for them? If so, would it go to a different e-mail? A. Yes the call back form can be used to request a call back from DES for an employer. Use the same email address, esuicallback@labor.mo.gov.

Employer needing to contact DES: Q. What is a way the employer can contact DES regarding employee layoffs? A. https://labor.mo.gov/DES/Employers/extended_waiver and provide the employer phone number for DES, 573-751-1995.

Employer UI account: Q. I have an employer asking if a former employee files for unemployment, does it affect the employer's business credit. Do you know the answer to that? A. If the employee files for UI due to COVID-19 there will be no charge to the employers UI account (business credit).

Exhausted benefits: Q. If a person filed for UI on 09/27/2019 and exhausted benefits as of 03/28/20, would they still be eligible for an extension under the CARES Act. A. There is a Pandemic Emergency Unemployment Compensation (PEUC) which will provide up to 13 weeks of benefits for individuals who have exhausted their right to UI. We have not yet received guidance from USDOL on PEUC. Potential eligible claimants should be referred to <https://labor.mo.gov/coronavirus#mini-panel-coronavirus-tabs1>. I checked the agreement between MO and USDOL – we did agree to implement PEUC. Update as of 4/15/20. Pandemic Emergency Unemployment Compensation (PEUC) provides up to 13 additional weeks of benefits to individuals who have exhausted their entitlement to UI. If you speak to a caller who has exhausted UI benefits, encourage them to continue filing weekly requests. We expect to be able to process weekly requests filed after exhaustion on their PEUC claim once that program is implemented and their claim is established. PEUC began on April 26 and will provide an additional 13 weeks of benefits. Claimants should continue to file weekly claim to receive PEUC once they exhaust regular UI (20 weeks).

Extended Benefits: Q. Will self-employed claimants on PUA be eligible for state extended benefits? A. No, Self-employed are only eligible for PUA. Once those 39 weeks have been drawn, they are not eligible for additional benefits.

Extended Benefits, State: Q. Has State extended benefits ended and if yes can a claimant file for PUA? A. Yes, state extended benefits ended with the week ending October 10, 2020. Claimants who were receiving EB benefits may be eligible for the Pandemic Unemployment Assistance (PUA) program if they are unemployed due to one of the COVID reasons.

Filing claim again within 12 month period: Q. If they have exhausted their claim in the last 6 months, but were currently working, and now laid off again due to COVID –

the UInteract system is not allowing them to file. **A. You can only receive UI benefits for 20 weeks in a benefit year that is why they cannot file a new claim until their benefit year is up.**

Fraud: Q. An employer has called me stating he thinks that he has a former employee that is trying to get UI from both Iowa and Missouri. He wants to report it, who does he need to talk to? **A. The DES appreciates all tips regarding individuals fraudulently receiving benefits. To report UI claims fraud, please email: ReportUIFraud@labor.mo.gov, or call 573-751-4058 and select option 4.**

Furlough pay: Q. Some claimants are being told to report the Furlough Pay according to the Pay Period their employer is assigning it too and then dividing the Furlough Pay over the Paid Period, i.e. If they are normally paid every 2 weeks and they got \$200. Then they assign \$100 to each of the weeks.

OR...

Some claimants are being told when they get the Furlough Pay just report the whole amount as soon as they get it to the next week that they have not yet filed and don't worry about trying to get it on the correct week. **A. The first method described is accurate. Unless the furlough pay is designated for a specific time period, it should be pro-rated and applied over the period that it covers. If the person is receiving furlough pay on an ongoing basis as if still employed, they should report it each week.**

Holiday, vacation, leave, payment on UI weekly claim: Q. Is there someone we can ask to find out how to answer those questions that pop up when you answer YES to "are you receiving holiday, warn, emergency pay etc." that ask for how many hours worked, dates etc. **A. You should advise the claimant to list any type of payment they have received i.e., holiday, warn, sick leave, vacation, emergency pay, etc. The reason is to prevent an overpayment that the claimant would at some point have to pay back.**

Hot line calls: ~~Q. Can our staff conference call in a claimant with claim center staff via the "hot line"? A. No, DES will be providing a "call back" form that staff can use to obtain direct assistance for a UI claimant. (The direct line to a Claims Specialist is temporarily disconnected)~~

Illness and eligibility: Q. If a person is ill and cannot work due to COVID-19 are they eligible for UI? **A. Anyone can file for UI and should be instructed to do so if they have been laid off from their job. However, the requirement to be "available and able" for work is still in effect. If a person is unable to work due to illness they may be ineligible for benefits during the time they are ill.**

Inactive Claim: Q. When does the 3 weeks start for the claim to go inactive? Is it from the last time of activity in the system or from the last claimed week? For

example: Last claimed week is Aug 29th but the day they claimed that week is say September 1st. When does the clock start? A. The claim goes inactive when 28 days have passed from the week ending date of the last week claimed. For today September 21, if a claimant has not filed a weekly request since week ending August 22, or before, they will not be able to file their weekly request without RCC staff assistance.

Insurance premiums: Q. I received a check from my previous employer for COBRA. The purpose of this check is to pay my insurance premiums while I'm on unemployment. Do I have to claim this check on my weekly request for payment? A. The payment is reportable and deductible. The key is the employer is paying the claimant, to then go pay their COBRA premium, which they could ultimately decide to spend in another way. If the employer was directly paying the premium, and the claimant never saw the money, then it would not be deductible.

IVR operating hours: Q. Are the IVR phone lines open 24-7 for those that are just filing their "weekly request for payment"? A. For weekly requests, the IVR is available 24-7. For initial or renewed claims, they would have to call between 8:00 and 5:00 Monday through Friday.

Job Searching requirement: Q. Will the requirement for job searching ever be reinstated? A. The requirement for job searching still is in effect, only those laid off due to COVID-19 are exempt as well as other regular exemptions like shared work or director approved training, etc. (The exemption for those unemployed due to COVID-19 is no longer in effect)

Layoff due to COVID-19: Q. If a person is laid off due to COVID-19 does their employer have to contact DES to make them exempt from job searching? A. No, there is a question at the beginning of the claim filing process that asked them if they are filing due to COVID-19, if they say yes when they complete the claim filing it will tell them they are exempt from job searches for 8 weeks. And is that for a term of only 8 weeks? Currently it is for 8 weeks but that could be extended based on the situation involving COVID-19 after 8 weeks. (The exemption for those unemployed due to COVID-19 is no longer in effect)

Leave of absence: Q. Is it legal for a person to get UI if they are on a leave of absence from their employer because of COVID-19 due to being a primary care giver to elderly parents that do not live with them? A. For regular UI benefits, if the employer still has work available and a person is unable to work because they have to care for a relative, they will probably be held ineligible. However, they may qualify for benefits under the Pandemic Unemployment Assistance program.

Lost Wages Assistance Program: Q. What is the Lost Wages Assistance Program (LWA)? A. Programming for the Lost Wages Assistance (LWA) program went in last night. LWA payments to qualified claimants for week ending 8/1/2020 will process in

~~today's batch run. Claimants should start seeing LWA payments for week ending 8/1/2020 tomorrow. (The LWA is no longer in effect, it ended with the last payable week being 9/5/20)~~

Remember, to qualify for an LWA payment, the claimant's weekly benefit amount must be at least \$100.00. If their WBA is greater than or equal to \$100.00, and they are eligible for at least \$1.00 benefit payment on REG, Shared Work, PEUC, EB, or PUA programs for the week claimed, they will be eligible for the \$300.00 LWA payment.

~~Lost Wages Assistance Program: Q. The question was asked if the job center staff are allowed to complete the online self-certification for the lost wages assistance program. A. Since the certification requires the claimant to "self-attest" to their eligibility staff cannot complete for them. (The LWA is no longer in effect, it ended with the last payable week being 9/5/20)~~

Married name change: A. We are encountering customers trying to create an account on Uinteract with their new married name however Uinteract reflects previous married name or maiden name. Will Uinteract allow customer to enter new married name with an issue or should the customer be entering the previous married name/maiden name and show proof of name change at a later date? A. Claimant can update their name through Update Address. (NOTE: If maiden name or prior married name is part of the User ID, that cannot be changed).

Mass claim filing/weekly claim: Q. If someone's employer filed a mass claim for all of their employees on shared work, does the individual need to call in to file their weekly claim each week, or is it all handled by the employer? A. The claimant will need to call in or log into UInteract to file weekly claim.

Minimum age to draw UI: Q. Do you have to be 18 to file UI? A. No minimum age for drawing UI. Just old enough to work and earn wages.

Mobile app for filling claim: Q. What is the mobile app, I tried looking on DOLIR website and could not find it. A. DES do not have a mobile app. However, UInteract does have "responsive design", which means if you access UInteract from a smartphone or tablet, the system will recognize the device and format accordingly.

Name change on claim: Q. We have received conflicting information. Can a claimant change their name once they access their UI account? And if so what tab would they use? A. Update Address tab.

NIW: Q. What does NIW stand for? A. NIW = Non-insured worker, which means they do not have sufficient earnings in their base period to be eligible for unemployment benefits under regular UI qualifications. This will be the case for all self-employed, as they will have no insured wages, as well as recent entrants to the labor market.

Out-of-state claim: Q. If someone works in a state other than the state they live in, which state would they need to file a UI claim? A. **The state the wages are reported to is the state to file in. In almost every case, that will be the state they worked in.**

Out of state Notice to appear: Q: What do you do when a claimant lives out of state and they receive a MODES 5092 “Notice to Appear” letter? A: **Complete the PO-84 Potential Fraud case note template, submit and then DES will contact the claimant to resolve the issue.**

Overpayment: Q. If someone is ineligible due to a fraudulent overpayment, does the ineligibility terminate when they pay back the overpayment? (Overpayment on a previous claim.) A. **Yes, as long as they are currently eligible.**

Overpayment due to receiving check from employer: Q. If customers receive a check when they return to work from an employer that has received a payroll protection loan, how does that effect their UI? How should they report that? A. **If the employer reports the wages to DES then it may result in an overpayment and they will have to make restitution. Claimant does not have to do anything, DES will send them an overpayment notice.**

Overpayment on \$600 FPUC payment: Self-employed customers that have been reporting wages on their Weekly Requests still received the \$133+\$600 even though wages exceeded WBA. Customers are being notified the \$133 is considered an over-payment and will be required to pay back, however nothing about the \$600. If the \$133 is an over-payment won't customers owe the \$600 as well? **Yes they are currently being handled separately. We have not yet started setting up the FPUC overpayments but will likely do so in the near future.**

Part-time job: Q. I heard that you may know how to enter the employment information (UI claim) for an individual who is working two part-time jobs and gets laid off from one? A. **They can put the last day they worked as of the time they are filing the claim. They should answer “Working Part Time” for reason they are no longer working for this employer.**

Paid partial wages, impact on UI: Q. I had someone call and say they were told by employer that they (the employer) got a loan and will be paying staff partial wages; the claimant is worried how to report and if will cause payback. Any guidance we can provide? A. **They should report any wages received when they make their weekly claim for the week which they were paid. If the wages are less than their UI benefits they will get the difference. There is an earnings allowance for UI benefits, each claimant is allowed to earn up to 20% of their weekly benefit amount before DES deduct from their check. DES would not deduct for the first \$64 they earned during the week. If they earned \$280, DES would deduct \$216 and they will receive \$104. The problem comes**

in if the employer has paid them for past weeks and they already received benefits for those weeks then that could result in an overpayment.

Password reset: Q. Where can I find the following? “Open the Dolir.PasswordReset Inbox and review the oldest email in the basket”. A. It should be in Outlook below their regular email boxes.

Password reset: Q. When resetting a person’s IVR password, does it default to 0000? A. Yes, in the IVR it resets to 0000.

Password reset locked out: Q. I have seen this often in comments – namely that the Uinteract Reset Password function does not work. Do you know this to be an issue, or not? A. When logging in with the **wrong user name** it will raise an error message and you’ll be locked out of the system. Even if you know the security question it will not let you in.

Payment delay: Q. Have you heard of customers having problems with receiving payment on their UI. I had a person that said she first filed 3 weeks ago. Might it be a slowdown in the system? A. It could be one of a couple things, if not filing due to COVID-19 there is a waiting week and then a 10 day protest period for the employer to say if the person was laid off due to no fault of their own. So three weeks is normal in some instances. However, if no payment and no letter from DES after 4 weeks they should contact the claim center.

Payment method: Q. What does it mean where it shows the payments were rejected and then above that it states – valid payment method found & reprocessed? A. This is indicating direct deposit account set-up is processing, and the next step would be the payments actually being sent. If you look at the History Log, there is a comment stating “DD Status changed to Active from PreNote”. Once the pre-note period is over, and direct deposit is active, payments should resume.

Payment pending: Q. What does Payment Pending 10 Days AIC means? A. It means that the claim was renewed, and is now in the protest period.

Pension and PUA: Q. On the PUA online application question 9 is “Do you receive a private pension or part of a system?” I do have a public pension with the Public School Retirement System"...I answered the question as "No" because it is not a private pension...Was that the correct answer? A. Should have answered “yes” because the public school pension is part of a retirement system.

Pension is Reportable Income: Q. I am receiving a pension, should that be reported on my weekly request for benefits? If a claimant is receiving a pension from a base period employer, that pension is deductible. The claimant only needs to answer “yes” to the pension question when the pension starts, or if the amount changes. The claimant does not

need to enter the pension amount weekly. DES will make an entry in UInteract to apply the appropriate amount to each week claimed.

PEUC and exhausted benefits: Q. Can you give us some information on why some claimants show a balance on their PEUC claim, but the weekly requests show exhausted. A. If claimant has a PEUC or EB claim with a balance but weeks are processing on the REG claim and the status is Benefits Exhausted, this indicates there is a non-monetary work item which needs to be resolved.

PIN reset: Q. A claimant does not have internet access and was trying to utilize the IVR system. How does she get a PIN? A. The PIN can be reset in UInteract from the password reset page. It will be reset to 0000.

Phone calls to claimants from DES: Q. Are RCC representatives making phone calls on Saturdays and what time do they start taking calls during the week? A. DES does make outgoing calls on Saturdays for claims we are working on. They do not take incoming calls on Saturdays, except for calls being returned to a staff member's personal line. All calls are made between 8am and 5pm.

Potential T1 question: Q. Potential T1 Establishment has been identified. What does this statement mean? A. This comment is made when a claimant has exhausted their UI benefits. UInteract will automatically file the PEUC claim after the last UI payment processes.

Pre-populated questions: Customers are stating when they go to answer some of the questions the system has already answered the question for them and will not let them change it. How do we handle that situation? It is because of an answer(s) given to previous question(s). Claimant will need to contact a claims specialist to correct.

Proof of Identity (POI): Q. Quick question about this so that I am telling my staff the correct information: when you say initial registration, does this mean that the customer only has to have a Wagner Peyser application date to send the PO84? Or do they need the application date and participation date to send the PO84? A. At the bare minimum a person needs to be a registered user of MoJobs. That means they complete Registration (we are not talking about WP at this point in time). When registration is completed they get a State ID and we are then able to add a case note on that individual's record and a PO84 is a case note.

Proof of Identity (POI): Q. Are staff at the job center responsible for calling UI once someone completes their proof of ID? A. Job Center staff are not required nor should we be calling DES once we complete POI. Submitting the appropriate PO-84 is all JC staff are required to do.

Proof of Identity (POI) Out of State Issue: Q: An Oklahoma Job Center made contact with me yesterday. They have 2 customers who reside in Oklahoma but have filed MO UI. The customers received a Notice to Appear. I know one of the customers lives in Central Oklahoma so it would be a multi hour drive to a MO Job Center. Oklahoma tried to call MO UI to find out how to handle and they were unable to reach anyone. Can you advise of the process for the Notice to Appear so that I may pass the info along to Oklahoma? A: **When the claimant is residing out of state, just complete the PO-84 with that information and DES will contact them for POI.**

POI - Claimant in Quarantine at time of Notice to Appear: Q: What do you do if a client is in quarantine during a notice to appear request and they call the job center? A: **Protocol in this case is to complete the PO-84 Potential Fraud case note template stating the claimant is on COVID quarantine and DES will contact the claimant to resolve the issue.**

Proof of Identity (POI) and Verified PO-84: Q. After a client has done their Notice to Appear or Proof of Identity and after two weeks of waiting their accounts are still locked. Is there someone Job Center staff can contact to have the accounts unlocked? A. **Once it is verified that the PO-84 was correctly completed and submitted if it has been more the five days please send a call back form to the DHEWD/ERCC mail box and we will notify DES management.**

PUA, and UI: Q. I had a call from a lady that works part time as a school bus driver & filed a standard UI claim last month & was approved. She also owns her own full time business & once the PUA was initiated tried to file it as well. Can someone have both a regular UI & a PUA claim? A. **No, you cannot receive both.**

PUA and excessive earning: Q. Is a claimant eligible to receive PUA even if they denied reg. UI because of excessive earnings. A. **Yes, in order to receive PUA claimant must be denied regular UI.**

PUA question 12: Q. Customers are confused on question 12 of the PUA application which is -- Did you accept all of the work offered during each of the weeks selected above? The confusion is: these claimants are able and available but there is no work for them to turn down.

Claimants are worried if they answer "NO" it is reflecting that they are refusing work, even though there is no work to refuse. Can you advise us on how we should advise the customer? A. **They should answer "yes", think of it as if they were offered work they would have accepted.**

PUA message in error: Q. I have had a few self- employed PUA claimants text me today when they were doing their weekly request for payment they received the following message. Can you try and help me explain this message as I am sure I will be getting more questions regarding this message tomorrow.

Please contact 800-788-4002 prior to **-Sunday, December 13, 2020** . Failure to contact the agency by this date will result in a denial of benefits for all subsequent weeks.

A. They can ignore the message. We are going to have it removed in a future update, I would expect sometime this week. We used our framework for the DUA program to stand up the PUA program, due to the many similarities. This message applies to how we process weeks on DUA, not PUA.

PUA vs DUA: Q. I'm having trouble grasping the difference between the DUA and PUA. Can you enlighten me? **A.** PUA is Pandemic Unemployment Assistance which is currently in effect. DUA is Disaster Unemployment Assistance which is currently not available. The state has to apply to DOL for DUA and then DOL has to approve. To date Missouri does not have a DUA approved for COVID-19.

PUA claimant working part-time: Q. If PUA self-employed individuals are performing some self-employment, but not what they would normally work, is there any guidance on how they should answer the following weekly certification question: **"Are you still unemployed as the direct result of this pandemic?"** **A.** They should answer yes, since they are not employed full time. But they need to report what income they do receive for part time work.

Quarterly earnings for PUA: Q. When answering 2019 quarterly earnings question on PUA application/ Add Wage Information screen, should the Self-Employed claimant report a breakdown of net earnings reflected on Schedule C of their 1040? **A.** It is based on Net earnings from Schedule C, F, or SE of 2019.

Refusal of work due to COVID-19: What if an employee refuses to return to work? Will they still be eligible for unemployment benefits? **A.** Missourians who have been placed on a temporary layoff related to COVID-19 but refuse to return to work when recalled by their employer will lose unemployment benefits, except for certain circumstances including:

- If you have tested positive for COVID-19 and are experiencing symptoms;
- If you have recovered but it caused medical complications rendering you unable to perform essential job duties;
- If a member of your household has been diagnosed with COVID-19;
- If you are providing care for a member of your household who was diagnosed with COVID-19;
- If you do not have childcare due to COVID-19 reasons; or
- If you do not have transportation to your place of work because of COVID-19.

Refusal of work due to COVID-19: Q. We are starting to have individuals called back to work, but may have a COVID-19 related issue that prevents them from returning to work. How would they report on their weekly claim that they have refused offer of

work, but it is for one of the excused reasons allowed in the CARES act? A. They should answer “yes” to refused a job. This will create an issue, and will also cause a questionnaire to be displayed. They can provide the reason they refused the offer of work on the questionnaire.

Retirement income: Q. I had a lady contact me today, she stated she is not receiving a pension but she is receiving a retirement check monthly from 10 years ago. It didn't show up in her last four quarters of wages obviously, but was wondering if that is considered the same as receiving a pension. Does that need included? A. Yes, retirement wages are to be reported as income and should be broken down as weekly income when they file weekly claim if paid monthly. Simple example: receives \$1000 per month would report \$250 weekly.

Self-employed filing: Q. Should we be telling self-employed customers to file weekly claims even though they have been denied? We understand self-employed customers can file quarterly however we are needing clarity if they should be filing weekly like uninsured workers? A. They should file the weekly requests. DES is still working out how PUA is going to be set up, and it is possible with PUA there will be an alternate method to claim weekly. But, if DES is able to use the previously submitted weekly requests it will make the process easier for them.

Self-employment wages: Q. Can claimants who earn money from self-employment still draw their full weekly benefit payment? A. The rules for UI claims do allow claimants who earn money from self-employment to still draw their full weekly benefit payment. The rules are different for PUA. Because PUA benefits are available to self-employed individuals, where regular UI benefits are not, self-employment earnings are deductible from PUA weekly claims.

Self-employed weekly claim question: Q. How should self-employed customers be answering the Self-Employment question on weekly request for payment claim? Should they be answering YES they are self-employed and working 0 hours, or NO due to they are no longer working? A. If they are not working any hours in self-employment, they should answer “No”. If they are performing some tasks for their self-employment, report the number of hours worked that week.

Self-quarantine: Q. If an individual is required to self-quarantine for 14 days and during that time their employer will not allow them to work, will they be denied their regular UI benefits and need to file a PUA claim? A. If the claimant's only reason for being off work is due to COVID-19, they should answer the questions regarding being able and available from the perspective of, “were it not for COVID-19, I would be able and available to work” and answer “yes” to both questions. In addition, if they have a definite date to return to work, for example following the 14-day quarantine, they can also indicate they have a recall date, so they will not be required to look for other work.

Severance Pay: Q. Does severance pay count against UI benefits? A. **Severance pay is not reportable or deductible from UI.**

Shared work program: Q. How can a company participate in Shared Work program? A. **An employer can participate in a Shared Work plan if they meet the eligibility requirements for Missouri's Shared Work program. The Shared Work Unemployment Compensation Program is an alternative to layoffs for employers faced with a reduction in available work. It allows an employer to divide the available work among a specified group of affected employees instead of a layoff. These employees receive a portion of their unemployment benefits while working reduced hours. For more information about the eligibility requirements for Missouri's shared work program, please visit www.sharedwork.mo.gov, email shared.work@labor.mo.gov, or call 573-751-WORK (9675). Employees that are eligible for Shared Work during a week are also eligible for the \$300 FPUC supplement for that week.**

Shared work: Q. If the claimant has been on Shared Work, but is now being laid off, either temporarily or permanently, how do they convert their claim to a regular claim in order that they may file weekly certifications? Do they have to call the RCC? A. **The claimant will need to contact the RCC or you can submit a call back form.**

Stimulus checks: Q. Do the stimulus checks count as income on a weekly claim? A. **No that is not reportable income.**

SSI disability payments: Q. Should disability payments for SSI be reported as income on weekly claim? A. **No, Social Security payments are not deductible. The concern with someone drawing SSI is are they able to work? If they had been working up until COVID-19, probably so.**

Suitable work: Q. What is the pay requirement to be considered for suitable work? A. **To be considered suitable work, the job must pay at least 80% of their prior wage for the same or similar work.**

Tax withholding for UI: Q. I had a claimant question the tax withholding form.

If it includes the last four digits of the SSN in the signature line, does it need to be signed and returned? A. **Yes, it needs to be signed and returned if they want taxes to be withheld.**

Temporary Work: Q. Is it a job activity if it is temp work? A. **Part-time employment performed during the week credited on a per day basis. (Ex. – An individual works on Tuesday and Thursday of the week will be credited as having completed two work search activities). Earnings from any employment during the week must be reported when a Weekly Request for Payment is made.**

Third Party answering UI 800 calls: Q. is there a third party that answers the UI 800 number? How should we inform the claimant when they get referred back to us? A. DES has contracted with two outside companies to assist with answering incoming calls. There are escalation procedures if their staff are not able to handle the request. Those procedures do not include referring callers to the Job Center. The only time that should occur is if the caller is seeking a Job Center related service, i.e. RESEA appointment.

Time to process UI payment: Q. When claim shows payment approved, how long does it take to get the payment to their account or card? A. Debit card – it will be there by 5:30 on the same day the payment processes. Direct Deposit – it is dependent on the bank, but generally they are there with 2 business days.

Trade clients eligible for FPUC: Q. Will Trade clients receive the \$600 FPUC payment? A. yes.

Training Waiver on PUEC: Q. If attending WIOA training while on PUEC does that exempt the claimant from A&A or do they need to get Director Approved status? A. If a claimant is in WIOA Dislocated Worker Training, they are relieved of having to complete work search activities on PEUC also.

UI: Q. What does UI stand for? A. You and I, together we will get through these times😊

Unemployment verification: Q. I've had a couple of times where individuals are clicking on Unemployment Verification on their screens and reporting to me that they are seeing "Issue on File/Denied" where I will only see "Issue on File" on my side. There is no determination letter stating that they have been denied. A. If the claim is within three weeks of being filed it is probably because DES has contacted the employer to see if they want to protest the claim. That is why you are not seeing any specific issue or correspondence, it is still in the determination phase. I would advise them if after three weeks if not resolved to contact RCC.

Vacation pay reporting: Q. Can you provide guidance on where vacation pay would be reported on the PUA weekly claim? A. Are you looking for a place to report vacation pay that will not be there. Just report it under wages earned. They should pro-rate their vacation pay. If they work 40 hours per week and receive 120 hours of vacation pay, they should report 40 hours for the next 3 weeks.

Voluntary layoff: Q. Is a voluntary layoff considered a layoff by DES and the person is eligible for benefits? A. We consider it a layoff anytime the employer is the one making the decision. For example, if the employer has decided I am laying 10 people off, and they take the first 10 people who come to them and volunteer, then that is a layoff.

Where it gets tricky is if the employer offers a layoff to anyone who wants it, but also gives them the option to continue working. This is rare, but some employers do make offers like this. When this happens, and the employee has control over whether they continue working or not, taking the voluntary layoff may be looked at as a quit.

Waiting week: Q. A claimant started a new claim. It states the week ending May 9, 2020 is to be a waiting week. I was lead to believe that all waiting weeks were waved.
A. Currently all claimants must serve a waiting week.

Work search waiver extension: Q. some individuals on UI are now having to job search due to going past the 8 weeks they were allowed to draw without doing the searches. Are they extending those dates? A. For anyone who has a claim marked as COVID, we have extended the recall date to 7/4/2020. For anyone who was on an extended recall prior to the onset of COVID, we run a program weekly to extend their recall date by 4 weeks.

Wrong SSAN reported by employer: Q. If a company reports wages for a claimant under the wrong SS# and the customer's claim comes back as insufficient wage claim, is it the company's responsibility to contact UI to let them know they reported the claimant's wages under the wrong SS# or is it the claimant's responsibility? A. In normal times if the claimant lets us know, we can start a wage investigation and this is a quick and easy fix. With the volumes we have now, still easy but cannot promise quickly.