



# Coronavirus (COVID-19)

## Frequently Asked Questions (FAQ)

### For Unemployment Insurance

Effective March 27, 2020

NOTE: If you are unsure if you are eligible based on these questions and answers, please file your claim. As long as you read the questions carefully and answer honestly, there is no penalty for filing. Once you have completed your claim, the state will be able to determine your eligibility. Each state administers their own unemployment process so we have tried to provide overarching information that we believe will apply across all states.

### How do I file?

#### 1. How do I file for unemployment insurance (UI) benefits?

Online, using a computer or smart phone to file, and to see Frequently Asked Questions, the Claimant Handbook, and video tutorials. [Click here](#) for a state-by-state listing of unemployment links.

#### 2. What information do I need when I apply for unemployment insurance (UI) benefits online?

You will need the following information to file:

- A valid email account - your email address will become your Username;
- Your personal information, including your:
  - Driver's license or ID card;
  - Address;
  - Social security number (SSN);
  - Date of birth; and
  - Phone number.
- Information about your last employer, including:
  - Employer's name/company name;
  - Employer's mailing address; and
  - Employer's phone number.
- Information about your employment, including your:
  - Dates of employment; and
  - The reason you are unemployed.

Your bank routing number and account number if you chose direct deposit as your payment option

### Am I eligible?

#### 3. If my employer temporarily shuts down or lays me off because of COVID-19, will I be eligible for unemployment insurance (UI) benefits?

Yes, if an employer must lay off employees due to COVID-19, the employees will be eligible for unemployment insurance (UI) benefits if they have earned enough wages to set up a claim and meet the weekly eligibility criteria. Employees **must** stay in contact with your employer and be available to work when called back by your employer.

4. If I am in quarantine based on a directive from my medical professional or my employer due to COVID-19, will I be eligible for unemployment insurance (UI) benefits?

Yes, if you are not receiving sick pay or other leave pay from your employer, meet the minimum amount of wages, and the reason you are out-of-work is because of the medical quarantine, you should be eligible during this public health emergency.

5. If I cannot continue to work because I am caring for my child (or children) while their school or daycare is closed due to COVID-19, am I still eligible for benefits?

Yes, if you are otherwise eligible, are not receiving sick pay or other leave pay from your employer, meet the minimum amount of wages, and the reason you are out-of-work is because of the school or daycare closure, you should be eligible during this public health emergency.

6. If my hours are reduced but I am still employed, can I apply?

Yes, you may be eligible for benefits, but part-time employment during the week claimed will reduce the amount of benefits paid for that week. To find out if you are eligible, start your application for benefits as soon as you know that your hours are being reduced. If you do work while receiving benefits, you **must** report any money you earned on the voucher **for the week you worked** (not the week you ultimately get paid for the work). Failure to report money you earned is fraud and can result in denial of benefits, collections actions, and criminal prosecution.

7. If I decide to remain at home because of COVID-19 with no directive from a medical professional or from my employer to do so, will I be eligible for unemployment insurance (UI) benefits?

In most cases, no. However, the facts of each circumstance are important. You can file and the Department of Workforce Development will evaluate your claim.

For COVID-19 resources, visit the Miller Hub by [clicking here](#)

