

# What's wrong with my **UNEMPLOYMENT CLAIM?**

## TROUBLESHOOTING GUIDE

### **ISSUE: I received a claim confirmation letter but not a financial determination or debit card.**

#### **POSSIBLE EXPLANATION**

#### **ACTION**

You reported that you worked in another state or states when you filed your initial claim application. PA must request and receive your wages from the other state(s). Depending on the response time from the other state or states, this process could take several weeks.

You must file in a state where you worked, but file only in one state or it causes delays. If you have only out-of-state wages, visit [CareerOneStop](#) to select the state you should file with from the drop-down list.

No action is needed on your part unless a staff member contacts you. Wait 3-5 weeks for your financial determination to arrive, or longer if there are complications such as multiple filings.

Your employer(s) reported wages for you under more than one name, or a name that is different from the name you provided when you filed your claim. In this situation, wages must be manually verified by staff before a financial determination can be issued.

No action is needed on your part unless a staff member contacts you. Wait for your financial determination to arrive.

You said you have federal employment in your base year. PA must request and receive your wages from your federal employer. Depending on the response time from the employer, this process could take several weeks.

You should have entered the employer information on your application using your SF-8 or SF-50. No action is needed on your part unless a staff member contacts you. Wait for your financial determination to arrive.

You said you have active military service in your base year. We will use your Member 4 DD-214 information to assign wages which are in your claim's base year (first 4 of the last 5 completed calendars quarters, as of the date you submitted the claim) and determine your weekly benefit rate.

To prevent the problem: Do not say YES to this question in the initial claim unless your active military service was in the last 2 years. If your service was before the base year of your claim, those wages are not usable and will only hold up your claim.

If you had active duty in the last 2 years, upload a copy with your claim or send your Member 4 DD-214 right away to: [emaildd214@pa.gov](mailto:emaildd214@pa.gov)

You are not a citizen but are residing here legally. We must verify your work authorization before your claim can proceed.

Non-citizen claimants must provide copies of their work authorization documents, as well as a copy of the front and back of their Social Security card to the department via email to [greencard@pa.gov](mailto:greencard@pa.gov).

### **ISSUE: I received a financial determination but have not received a debit card.**

#### **POSSIBLE EXPLANATION**

You had an active claim in the last 3 years. Debit cards are good for 3 years, and US Bank will recognize that and refrain from sending a new one.

You are not financially eligible (or not yet financially eligible if you have missing or out-of-state wages, as described above.)

#### **ACTION**

If your card is lost, stolen, or damaged, please call US Bank Customer Service at 888-233-5916 to obtain a replacement through their phone menu system without waiting to talk to a customer service agent. If you need to update your address with US Bank or your card was stolen, you will need to speak to their agents.

A card is not issued if you are not financially eligible for benefits. If you ever become financially eligible, a card is issued when your eligible financial determination is issued.

## ISSUE: I have not received payments.

### POSSIBLE EXPLANATION

### ACTION

You have an issue on your initial claim which potentially affects benefits. UC law has many provisions which can affect eligibility.

***An example of an initial claim issue:***

Please review the [UCP-41](#) for a brief description of eligibility issues. If one of these describes your situation, the [adjudication process](#) must occur.

**“You said you did not make at least six times your weekly benefit amount with your employer.”**

You have an issue on your continuing claim which potentially affects benefits.

***An example of a continued claim issue:***

Please review the [UCP-41](#) for a brief description of eligibility issues. If one of these describes your situation, the [adjudication process](#) must occur.

**“You said you were not able and available to work.”**

Your part time earnings are too high to be eligible for benefits.

If you are working part time, you must report your earnings when you file claims. If your earnings are over your [combination rate](#) (refer to your financial determination for this figure which is specifically calculated for you), then you earned too much for the week to be eligible for any benefits.

You reopened your claim which was previously denied.

If you have been denied in the past and your determination indicated that you can only be eligible for benefits after you purge the denial, then you would not be receiving payments if: 1. You have not purged the denial, or 2. You have purged the denial by earnings six times your weekly benefit amount, but you have not contacted us to tell us and provide proof of earnings. As you file every 2 weeks, staff are simply cancelling your claims if you have not indicated to us that you purged your denial. The denial you originally received includes instructions for you regarding what to do when you purge your denial.

You are denied benefits.

You may receive multiple determinations, based on your situation. If any one of them is a denial, it overrides any approvals. You cannot be paid benefits if you are denied for any reason for a claim week. Not all denials are the same: some disqualify you from benefits completely until you purge the denial, and some are just a week-to-week denial for the duration of the reason you are denied. Your determinations explain these in detail.

Your payments are on your debit card.

The U.S. Bank Reliacard is frequently sent to individuals even if direct deposit was requested because your direct deposit may not have been set up in time for your first few payments. Be sure to activate and keep the card when you receive it.

### **ISSUE: My financial determination says I am denied.**

#### **POSSIBLE EXPLANATION**

You did not have enough wages or credit weeks in your base year. To learn the details about being financially eligible for UC in PA, see our [financial eligibility page](#).

#### **ACTION**

If you feel wages or credit weeks are missing from the base year, you may file a wage protest.

### **ISSUE: I cannot complete ID.me.**

#### **POSSIBLE EXPLANATION**

You do not have the correct ID documents.

#### **ACTION**

Acquire the [correct ID documents](#).

The personal information on your ID.me account does not match the personal information info on your UC claim.

Update the information on your UC claim (by calling 888-313-7284 or accessing our LiveChat via our website) to match your ID docs.

You did not log onto ID.me.

Log onto ID.me, create an account and follow the steps to identify yourself completely.

[Identity Verification with ID.me \(pa.gov\)](https://pa.gov)

### **ISSUE: I cannot update my information on my claim.**

#### **POSSIBLE EXPLANATION**

#### **ACTION**

The functionality is not available on our UC system.

Please call 888-313-7284 or access our [LiveChat](#) feature to update your personal information on your PA UC claim.

### **ISSUE: I did not receive my MFA verification code.**

#### **POSSIBLE EXPLANATION**

#### **ACTION**

The email notification is in your “junk/spam” folder.

Be sure to check your “junk/spam” folder.

You have specific numbers “blocked” on your cell phone.

Be sure to save the MFA phone number as a contact in your phone.

### **ISSUE: I did not receive my 1099-G tax form.**

#### **POSSIBLE EXPLANATION**

#### **ACTION**

You did not update your address on your PA UC claim.

Please call 888-313-7284 or access our [LiveChat](#) feature to update your personal information on your PA UC claim.

You can retrieve your forms online via your UC Dashboard.

Access your UC Dashboard, go to “My Messages” and click “Enter the Message Center”.

**ISSUE: I received a PUA/UC overpayment in the mail.**

**POSSIBLE EXPLANATION**

You received PUA/UC benefits you were not entitled to.

**ACTION**

Log onto our [UC system](#) and start making payments.

**ISSUE: : I do not know when to re-open my UC claim.**

**POSSIBLE EXPLANATION**

Always re-open your PA UC claim in the week you are totally or partially unemployed. Follow the guides listed on the [Reopening an Existing Claim webpage](#).

**ACTION**

You can log onto your [UC Dashboard](#) and click the Re-open link to proceed.