

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

TROUBLESHOOTING GUIDE

ISSUE: I have not received anything in the mail.

POSSIBLE EXPLANATION

ACTION

The address we have on file for you is incorrect. You can only fix your own address online with a PIN, but you will not receive a PIN if the address we have on file for you is incorrect.

If you printed your claim information, review it for the correct address. Contact us to fix your address.

You moved and changed your address with us, but did not change it with the national Change of Address.

If you moved, make sure you contact U.S. Postal Service to forward your mail to your new address.

Your identity is unverified.
Your personal identity is checked with the Social Security Administration at the time you submit your claim. If the name and date of birth you provided does not match the records that the Social Security Administration has on file for your SSN, a staff member must verify your identity and correct our records before proceeding.

To prevent the issue: Ensure your information matches exactly how it appears in your social security documents.

If there is an issue: No action is needed on your part unless a staff member contacts you. Staff will fix the claim within a few weeks, which will then trigger your mailings. Once you receive those, you can get started with biweekly claims.

Your home address matches your employer address.
These claims are not automatically processed because, in general, self-employed individuals are ineligible for unemployment compensation (UC). If you are a 1099 recipient, it is likely you have no wages on file and your determination will be ineligible. You will receive a PIN but no debit card if your financial determination is ineligible.

No action is needed on your part unless a staff member contacts you. Staff will process your claim within a few weeks, so you receive your mailings. Individuals who are unemployed as a direct result of a COVID-19 related reason and who do not qualify for regular UC may be eligible for Pandemic Unemployment Assistance.

ISSUE: I have not received a PIN.

POSSIBLE EXPLANATION

ACTION

You filed an initial application for UC benefits within the past 12 months and are reopening an existing claim as opposed to starting a new one.

You will not receive a new PIN when reopening an existing claim. You are welcome to request a new PIN using our online request form.

Claim Confirmation letter (which includes your PIN) was damaged during mail processing.

If you have not received your PIN for at least 3 weeks after you opened your claim, you are welcome to request a new PIN using our online request form.

ISSUE: I received a PIN 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 prior to 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, send your Member 4 DD-214 right away to: 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 greenecard@pa.gov.

You had wages over \$100,000 in the base year. Our 40+ year old legacy system cannot store 6-figure salaries or greater. Staff must manually divide all your wages in half for each quarter of your base year, which still sets you at the maximum weekly benefit amount.

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

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

POSSIBLE EXPLANATION

ACTION

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.

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, you will need to speak to their agents.

You are not financially eligible (or not yet financially eligible if you have missing wages, out-of-state wages, or 100k wages as described, above).

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 payment. Be sure to activate and keep the card when you receive it.

ISSUE: My financial determination says I am denied.

POSSIBLE EXPLANATION

ACTION

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](#).

Unless there are wages missing, you are denied. You may qualify for [PUA](#). If you feel wages or credit weeks are missing from the base year, you may file an appeal and provide documentation.

You indicated you worked out of state. PA must reach out and obtain your wage information. Unfortunately, the system cannot be prevented from sending an incorrect determination when you first file.

You should not appeal the original determination but wait for PA to obtain your wages and issue the correct financial determination. It may help, but is not required, for you to send an email to uchelp@pa.gov to provide how many credit weeks you earned by quarter of your base year. If you opened your claim from April-June, your base year is January-December 2019. Credit weeks are weeks in which you earned a gross amount of at least \$116. Each quarter can have no more than 14 credit weeks.

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ISSUE: Why did I not receive my \$600?

POSSIBLE EXPLANATION

Your payment was reduced to zero for one of the following reasons:

- You served a penalty week from an [overpayment](#)
- You didn't receive any money for the week due to working or a pension or severance pay deduction.

You will still receive the benefit if you have your amount of weekly benefits fully deducted for:

- An overpayment
- Child Support
- Federal Withholding

ACTION

[Federal Pandemic Unemployment Compensation \(FPUC\)](#) is only payable for claim weeks ending 4/4/20 through 7/25/20.

If you are not in one of the categories disqualifying you from receiving payment, you will receive your FPUC payment(s) approximately 1 week after you receive your regular UC payment(s). It could take up to 10 days after you receive payment of regular UC benefit weeks.