

PAT Questions

Please note filing a claim using Pennsylvania Teleclaims (PAT) may require manual processing. The internet is the fastest, most efficient way to file a claim. If you have access to the internet, please file your claim online at www.benefits.uc.pa.gov.

For your certification to be processed, you must answer all questions offered to you and not hang up until you hear the message, *“Thank you for submitting your weekly certification. If you are done, please hang up. If you have another week available for certification, stay on the line and it will be presented to you shortly.”*

After calling the PAT system, you will be greeted with a welcome message and then offered the choice of continuing your certification in English or Spanish. You will be asked to enter your SSN and PIN. The system will then verify your identity.

You will hear a fraud message and any other important messages prior to being offered the ability to certify your week(s).

PAT will inform you of the week ending date being offered for certification. In response to each question, you will press 1 to answer “Yes” or 2 to answer “No.”

After each question you will be asked to confirm your answers.

- a) You selected 1. If that is correct, press 1, otherwise press 2.
- b) You selected 2. If that is correct, press 1, otherwise press 2.

Listed below are the prompt and questions that PAT will ask you when you call to file your weekly claim.

1. A person is not able or available if he or she could not work for most of the week. Some examples of not being able or available are you were on vacation, you had family responsibilities, or you were too ill to work. **Were you able and available to go to work during the week?**
Press 1 for Yes and 2 for No
2. **Did you engage in any new self-employment activities or increase participation in a sideline business for this week?**
Press 1 for Yes and 2 for No
3. **Were you absent from work when work was available during the week?**
Press 1 for Yes and 2 for No
4. **The basic work search requirement is to apply for two jobs each week, plus do a work search activity. Did you complete your required work searches and/or work search activities during the week?**
Press 1 for Yes and 2 for No
5. **Did you refuse any job offers during the week?**
Press 1 for Yes and 2 for No
6. **Did you work full or part-time and earn wages during the week?**
This includes regular earnings, potential earnings if you missed work, and vacation and holiday pay.
Press 1 for Yes and 2 for No

6a. Did you work your regular full-time hours during the week you are claiming?
Press 1 for Yes and 2 for No

6b. Did you work for multiple employers?
Press 1 for Yes and 2 for No

6c. Are you reporting earnings from your most recent employer?
Press 1 for Yes and 2 for No

6d. Enter the total gross amount of regular earnings that you have received, or will receive, from all employers for the week. (If you worked for more than one employer you must add all regular earnings from each employer and enter that total now.) Enter zero if you had none.
You entered...<<earnings typed into keypad>>...if that is correct press 1, otherwise press 2.

6e. If you missed work, when work was available this week, enter the total gross amount of all earnings that you would have earned for that work. If you did not miss work that was available, press zero.
You entered...<<earnings typed into keypad>>...if that is correct press 1, otherwise press 2.

6f. Enter the total gross amount of holiday pay that you earned this week from all employers for the week. If you earned holiday pay from more than one employer, you must add the gross amounts of holiday pay and enter the total. Enter zero if you had none.
You entered...<<earnings typed into keypad>>...if that is correct press 1, otherwise press 2.

6g. Enter the total gross amount of vacation pay you have earned this week, from all employers. If you earned vacation pay from more than one employer, you must add the gross amounts of vacation pay and enter the total. Enter zero if you had none.
You entered...<<earnings typed into keypad>>...if that is correct press 1, otherwise press 2.

6h. Do you have a return-to-work date from the employer with whom you earned vacation pay?
Press 1 to provide the date. If not, Press 2.

6i. Enter the date you will be returning to work. Provide 2 digits for the month, 2 digits for the day, and 4 digits for the year.
You entered...<< date typed into keypad>>...if that is correct press 1, otherwise press 2.

7. I have read and understand the information regarding potential fraud penalties and acknowledge that the information I submitted on this call is true and accurate and wish to continue to file my weekly certification.
Press 1 to acknowledge and submit Press 2 to not submit.

Thank you for submitting your weekly certification. If you are done, please hang up. If you have another week available for certification, stay on the line and it will be presented to you shortly.