

## How to View Outstanding Issues on your PA Pandemic Unemployment Assistance (PUA) Claim

**Eligibility Requirements:** To be eligible for PUA benefits, a person must have discontinued working due directly to at least one of the fourteen COVID-19 reasons outlined in federal law. The person must continue being unemployed for one of those reasons for each week when claiming PUA benefits. Since qualifications for this program are so specific, there are multiple reasons a person's eligibility for the program may be in question.

### Follow these instructions to view Outstanding Issues on your PUA dashboard

These instructions demonstrate how to see an unresolved issue on your claim which is holding up your benefits.

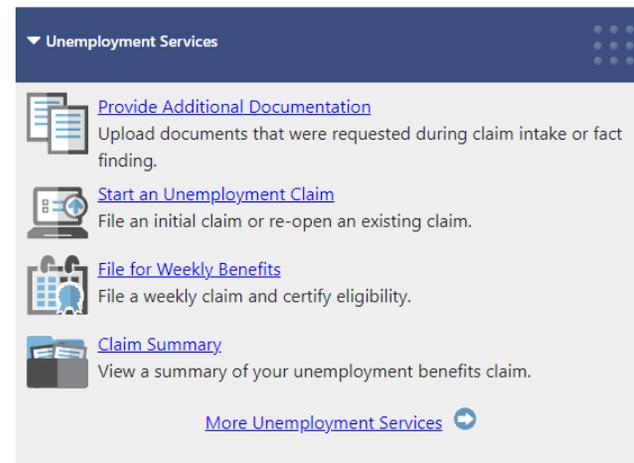
There are multiple ways to navigate to the "Outstanding Claims Issues" section to see any active issues on your claim.

**Option 1:** The "My Benefits Plan" widget shows a summary of issues and provides a link you can follow to see the exact problems.

Click on the link inside the widget, which says, "View Your Benefit Summary."



**Option 2:** Another way to see your Outstanding Issues is to click on the "Claim Summary" link from the "Unemployment Services" widget on your dashboard.



Regardless of which method you used, the next step is to scroll to the section “Outstanding Claim Issues.”

*NOTE: If you are already on the American Rescue plan extension of PUA for a total of 79 weeks of benefits, you will see issues pertaining to those weeks, which are weeks #51-#79. If you want to see issues for weeks #1-#50 of your claim, you will have to select that option in the drop-down menu (second option).*

Select claim to view:

Here is what the Outstanding Claim Issues Section looks like once you arrive there:

### Outstanding Claim Issues

Below are the active issue(s) on your claim, which could affect future benefits. You will be notified by mail when the decision is made. As long as you remain unemployed, continue to file your weekly claim as instructed. Claim decisions may take up to 21 days.

Create Date	Issue Description	Employer	Status
04/13/2021	IP - Investigation Case Special Project Scheme System	N/A	New

Now that you can see the list of your issues, find the “Issue Description” on our online PUA Issue Guide to see if there is any action you need to take to clear the issue. The issues are listed alphabetically in the guide:

<https://www.uc.pa.gov/unemployment-benefits/file/Documents/PUA%20Issue%20Guide.pdf>

*For example, if “IP- Investigation Case Special Project Scheme System” is displayed, it means you must go through the identity verification process before proceeding with your claim. The guide explains you will be receiving a message in your dashboard and need to follow those instructions to verify your identity. After you go through that process, this issue on your claim will be cleared.*

#### PUA Issue Codes and Their Meanings

To be eligible for PUA benefits, a person must have discontinued working due directly to at least one of the fourteen COVID-19 reasons outlined in federal law, and then the person must continue being unemployed for one of those reasons for each week when claiming PUA benefits.

When filing for PUA benefits, there are multiple reasons a person's eligibility for the program may be in question. The below list provides the reasons your eligibility must be further reviewed.

Individuals can see if there are eligibility issues on their claims by logging into their dashboards and clicking on the "My Benefits Plan" widget, and selecting "View Your Benefit Summary." Scroll down to the "Outstanding Claims Issues" section to see which issues may be on your claim and find them on the below list.

If the Issues section of your dashboard shows the issue...	Numerical Code - not displayed	...This means...	...And the action you must take is...
Able & Available - Free hand	316	We received information that you may not be able or available for work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
Absenteeism/Tardiness	45	You indicated on your claim that you are no longer employed because of being absent or tardy, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.

After an issue is resolved, it will no longer display. If you have no open issues on your claim, you will see this:

### **Outstanding Claim Issues**

**No Outstanding Issues have been found for this claim.**