

Unemployment FAQs

4/29/2020

Question: What is the best response to the question regarding whether a claimant has looked for work? Yes? No?

Answer: Claimants should answer this based on action taken or not to seek work. There are many jobs currently available that filers may be seeking, or they may remain sheltered at home. Please direct claimants to review our work search guidance previously shared in YouTube video for weekly filing.

Question: The message on my account shows that I have missed a call from UI. What happens now?

Answer: If instructions for further information were left by the UI staff, we ask filers to follow these instructions immediately. If no further instructions were provided, then the decision on the claim will be made with the information that is in file.

Question: They asked for my identity confirmation through the mail, I sent it to them and was still denied. What should I do?

Answer: Identity verification is required for security and program integrity purposes. If identity cannot be properly verified through SSA and/or Homeland Security benefits are denied. If filer feels this was done in error, the decision provides information indicating appeals rights.

Question: If I am collecting UI benefits and I am trying to go back to school, will that affect my benefits?

Answer: It may, it is dependent on the individual claimant circumstances.

Question: When I get a reference number and it tells me to call the help desk at a specific number, I call and get through for them to tell me they can't help me on this line, all they do is reset passwords? What do I do now?

Answer: Please try the call center main information line from our listed contacts. Please verify when calling in that you are selecting the appropriate queue for your question and not the security helpdesk.

Question: If I have an appointment between 8 am and 4 pm today, will someone call me, or should I go somewhere?

Answer: Yes, that is indication that our adjudication unit is trying to reach the filer to get more information to make an eligibility decision.

Question: I've received my bankcard, but there are no funds on it yet. Is there something wrong with my claim? What should I do?

Answer: Check their online claim information to determine if additional information is required to be submitted to complete the claim decision process. Our office may be awaiting documentation to finalize the decision. Receipt of the bankcard does not mean that their benefit decision is favorable or that they should expect to see benefits on the card. The card is issued as part of the registration process for UI and not a reflection of the decision.

Question: What if my employer isn't responding to UI, with required information?

Answer: The claimant is not required to contact the employer. DETR will attempt to

contact with the employer as needed.

Question: I work for a fitness company, why did unemployment send me a sports athlete form?

Answer: Professional athletes have some additional eligibility factors that may have to be considered to determine eligibility. An employee may be deemed professional athlete depending on the company structure and their role with the company is the problem. For example, you can work for a golf center as a “professional” that provides training, demonstrations, etc. and this UI rule may apply. It really is role and company specific. A filer needs to respond to requested information with what is needed to verify their particular employment relationship.

Question: How long is the waiting period once I file my claim?

Answer: Filers may be waiting for a determination of eligibility and this can take several weeks or more depending on the items on their claim. Filers are encouraged to review their correspondence tab in UInV for updates.

Question: If I don't file my claim on Sunday, can I file on Monday or Tuesday?

Answer: Currently filing a weekly claim can be done any day of the week following the week ending (Saturday) you are filing for.

Question: How do I file for the alternate base period?

Answer: You will need to contact the Call Center to determine if this option is possible.

Question: What does “discrepancy pending resolution” mean?

Answer: Wages or information provided does not match reported information and requires action. Please following instructions that may appear in the correspondence section of the claim for further action.

Question: I had an interview, but was never contacted, now what?

Answer: We currently have a volume that exceeds the number of staff to fit in all interviews at the pre-scheduled times. Since filers are home and not working, they should expect to receive a call from an adjudicator any day of the week until 8pm at night, except Sundays. They are expected to accept the call during any of these times in order anytime to complete this process.

Question: What does it mean if a person receives an “Error” or “Reference” number? What should be their next step?

Answer: If someone received either of these messages please refer them to this form: <http://gov.nv.gov/Forms/Unemployment/>. Here they will provide as much information as possible and then submit the form, indicating the error in the “Issue” section. The recipient can also include additional information. Someone from Unemployment will remedy the problem within 24-48 hours and instructions will be sent back to them based on the contact information provided in the form.

Question: Will employers see an increase in the unemployment premium because they were ordered to close, or did we provide an exception?

Answer: We won't know for a while what the flexibility is going to be and it likely will include a process through the Employment Security Counsel.

Question: To qualify for food assistance, does my unemployment application have to be accepted or rejected? Is this application and response a requirement to receiving food assistance from the Department of Welfare and Social Services (DWSS)?

Answer: DWSS does not require Supplemental Nutrition Assistance Program (SNAP) recipients to pursue available resources such as Unemployment to be eligible for SNAP. DWSS does not delay SNAP benefits waiting for Unemployment to make their decision. DWSS does not pend a customer for proof of Unemployment Benefits or Status to evaluate SNAP.

Question: If my employment was in another state but I only worked in Vegas a few months, can I file my claim here?

Answer: Yes, a UI representative will talk with you about filing a combined wage claim as well. Please call the local number.

Question: What does it mean that my claim is pending due to alternative income review?

Answer: This means there is something in that section that UI may need to contact you about. On your home page it will tell you the day they will potentially set up a phone interview with you.

Question: What do I do if the password reset number is always busy and we've been calling constantly?

Answer: Unfortunately, that is the only way you will be able to reset your password. Also there is a new form online for an alternative method of requesting a new password: <http://gov.nv.gov/Forms/Unemployment/>

Question: I am getting an error message when I am trying to submit my claim, what do I do?

Answer: I know this can be frustrating, please wait 30 minutes and try again. If that doesn't work, you may have to call the UI number. Additionally, some of the errors for submissions is due to the volume of attempts at peak times. We ask individuals to try to file during off peak hours. Peak hours are 6 am - 9 pm.

Question: I haven't received my bank card yet, but payment has been issued. What do I do?

Answer: Please do not into the Call Center. The provider of the cards is extremely backed up due to the volume of claims that have been filed. The Call Centers cannot answer the status of the mailing of the card and the timeliness related to when it would be received. The claimant needs to contact Bank of America at: Debit Card PIN Assistance Tel (888) 339-8569; www.bankofamerica.com/nevadauidebitcard Claimants should wait about 14 days to do this as we know that there is significant delays as previously stated.

Question: Can I file unemployment if my company still owes me PTO/Sick and Vacation pay?

Answer: If your company/employer will be paying you any wages/remuneration during this time in any format, people should not be filing for unemployment. This would result in a disqualification for the benefits and/or would result in filers having to pay any benefits back if it was determined that they were being paid in any manner.

Question: In the "issues delaying payment" box, if there is something there, does that mean someone will contact me?

Answer: Yes, issues delaying payment will require action by the filer and may include a call from a UI Adjudicator. Filers should review the correspondence section of their online claim and clarification may be provided on the claim directing them to take steps to do something outside on discussion with staff. Please revise the timeline regarding calls from adjudication. Due to the workload currently, there are significant delays and it may be a few weeks before a call is made to the filer.

Question: How can I fix my social security number on my claim?

Answer: You will need to speak with a representative from UI to change that for you. If someone has provided the wrong social security number other steps will be necessary to verify their identity before a claim eligibility decision can be made. Please reinforce the importance of people triple checking SSN, mother's maiden name, DOB's, last employer, any contact information and other identity-based information. Errors in any of these areas will result in additional delays.

Question: I think some of my wages are missing. what do I do now?

Answer: If wages are missing from a contributing employer it is best to provide proof of income information as directed through UInv. Filers can attach w-2's and other payroll documents to their claim. They may after all of this need to speak to a representative but should try through these methods first.

Question: I received my unemployment card from immigration and there is a sticker on the card stating I cant use this card, what do I do?

Answer: Nevada Unemployment Insurance uses the SAVE feature through Homeland Security to validate alien workers that are eligible for unemployment if the filer works for a contributing employer. If they are legal to work in the country, have completed the I-9 process, have been issued an alien registration number, and have the expiration information, they should have sufficient information to complete filing steps. If information cannot be verified through SAVE, the worker would be given additional steps to complete to verify identity, work status and expiration. This information may be found in reviewing correspondence on the claim online or may result in contact from an Adjudicator. Filers are encouraged to check back about 5-7 days after filing to see if information has been updated online.

Question: How do I file my next week's claim if my employer is paying me for 2 weeks? Do I file my claim as if I am working or not?

Answer: If your employer is paying then those wages should be reported of the week

paid, this may disqualify you for that week of Unemployment benefit if your wages exceed your benefit amount. If you have not yet filed for unemployment, you should wait to file until after your paid time is exhausted.

Question: How do I reset my password?

Answer: Login or PIN Assistance ONLY - Monday through Friday, 8:00am to 5:00 pm, now 8-noon on Saturdays (except holidays)

Northern Nevada: Tel (775) 687-6838

Southern Nevada: Tel (702) 486-3293

Also there is a new form online for an alternative method -

<http://gov.nv.gov/Forms/Unemployment/>

Question: Problem with the employer. It didn't show my employer so I put other and it kicks me out of the system, and I can't get back in. What do I do?

Answer: If there is confusion on your employer's name, they may be doing business under another name (DBA). You may be able to find this information from your payroll check stub, W-2, or bank direct deposit record for your employer. You can also look for this information on the Secretary of State's website to determine the Corporate Name that may be needed to locate your employer name:

<https://esos.nv.gov/EntitySearch/OnlineEntitySearch>

Question: How do we find out the true name of my employer so I can file my claim correctly?

Answer: A: If there is confusion on your employer's name, they may be doing business under another name (DBA). You may be able to find this information from your payroll check stub, W-2, or bank direct deposit record for your employer. You can also look for this information on the Secretary of State's website to determine the Corporate Name that may be needed to locate your employer name:

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Question: Will our benefits be retroactive from the day we file if we are having problems with the system?

Answer: UI is backdating the claim to the claimant's first eligibility date; this will be different for each claimant. Claims may be back dated back to the week of 3/15/20 only. The delay of access to file will not affect the claim. There is no reason for a filers to call the call center, staff are automatically doing this as they review claims.

Question: Do I qualify for the extra \$600 if I am claiming unemployment?

Answer: UI is working on plans for implementation of the CARES Act that was signed by the President Friday, March 27. Please advise folks that the Department will be posting information on its website as we can provide details.

Question: I have exhausted my claim and there is not option for me to start a new claim. How do I file a new claim or get an extension?

Answer: If someone exhausted their claim, we don't have functionality yet operational for the Extended Benefits outlined in the CARES Act. This will be forthcoming and

people should watch for guidance under our COVID-19 webpage link: [https://detr.nv.gov/Page/COVID-19 \(Coronavirus\) Information for Claimants and Employers](https://detr.nv.gov/Page/COVID-19%20(Coronavirus)%20Information%20for%20Claimants%20and%20Employers) If someone is trying to file a new standard UI claim then they would need sufficient weeks of wages to requalify. This is individual specific, and they would apply under additional claim option.