Claimant Information
What has changed?

Presented by Maggie Sayles, Unemployment Insurance Agency
COVID-19 is affecting workplaces throughout Michigan and the nation.

We also know you are looking for ways to be flexible and accommodate the needs of your workforce and support the communities where you do business.

This presentation will help us help you! The following information can be shared with employees to assist them in the claims filing process.
Executive Order 2020-24: Extended Unemployment Benefits  Rescinds 2020-10

Under the governor’s order, unemployment benefits would be extended to:

- Workers who have an unanticipated family care responsibility, including those who have childcare responsibilities due to school closures, or those who are forced to care for loved ones who become ill.
- Workers who are sick, quarantined, or immunocompromised and who do not have access to paid family and medical leave or are laid off.
- First responders in the public health community who become ill or are quarantined due to exposure to COVID-19.

Access to benefits for unemployed workers will also be extended:

- Benefits will be increased from up to 20 up to 26 weeks.
- The application eligibility period will be increased from 14 to 28 days.
- The normal registration and work search requirements will be satisfied by the application for benefits.
No registration or work search but must certify!

Register for Work and Work Search Requirements:
• Register for Work and Work Search Requirements are not required at this time. No further action is required.

Report to UI every two weeks that you are still unemployed
• You must certify your eligibility every two weeks to receive payment. The fastest method of certifying is online, although phone certification is also available.
• Online: Visit www.michigan.gov/ui to access your MIWAM account, seven days a week, 24 hours a day.
• By Phone: Call MARVIN at 1-866-638-3993, Monday through Saturday, 8am to 7pm, EST

• If you have questions on your claim, visit www.michigan.gov/ui for tools and resources. Access your MIWAM account 24/7 and chat with an agent during regular business hours or call our Customer Service line at 866-500-0017, M-F, 8am to 4:30pm EST. TTY service is available at 866-366-0004.
CARES ACT

• On March 27, 2020, the President signed into law the CARES Act, which includes the “Relief for Workers Affected by Coronavirus Act.” The CARES Act was designed to help offset the economic effects of the COVID-19 pandemic in a variety of ways, including provisions for providing certain benefits to individuals who have exhausted their entitlement to regular compensation (UC) and who are not eligible for regular UC, such as individuals who are self-employed or have limited recent work history.

• The programs and provisions in the CARES Act operate in tandem with the fundamental eligibility requirements of the Federal-State Unemployment Insurance (UI) program which must be adhered to. For example, individuals are only entitled to benefits if they are unemployed through no fault of their own and they are able and available to work.
CARES Act

- FPUC—Additional $600 per week
  - This program provides eligible individuals with $600 per week in addition to the weekly benefit amount they receive from certain other Unemployment Compensation (UC) programs. The first week for which FPUC may be paid is the week ending April 4, 2020. The last payable week of FPUC is the week ending July 25, 2020.
  - Is taxable and subject to child support payments

- PUA- Pandemic Unemployment Assistance
  - Allows states to pay up to 39 weeks of benefits to individuals who are not eligible to receive or who have exhausted regular unemployment compensation (UC)……and meet eligibility requirements of CARES Act.
  - Self employed, independent contractors, gig economy workers, individuals lacking significant work history, or those otherwise not qualified for regular UC
  - Is taxable and subject to child support payments
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Claimant Information

Tips for Filing for Unemployment
CLAIMING UNEMPLOYMENT BENEFITS IN MICHIGAN COVID-19 GUIDE

If you become unemployed, you may qualify for unemployment insurance benefits. These benefits are intended to provide temporary income as you seek new employment. To be eligible for unemployment benefits, you must be unemployed and able to, available for, and actively seeking suitable full-time work.

Filing for and Receiving Benefits
A claim for unemployment benefits begins the week it is filed. Therefore, you should file your claim during your first week of unemployment.

There are two ways to file a new claim or re-open an existing claim:
- FASTEST AND PREFERRED METHOD: Online – Visit www.michigan.gov/ua and sign into MILogin to access or create an account on the Michigan Web Account Manager (MIWAM).
- Telephone – Call 1-866-366-0017. If you are hearing impaired, TTY service is available at 1-888-365-0017.

Information Needed to File a Claim:
- Your social security card,
- Your driver’s license or ID card number and your MARVIN PIN (if you have one),
- The names and addresses of employers you worked for during the past 18 months along with your quarterly gross earnings,
- The last date of employment with each employer,
- Your most recent employer’s Federal Employer Identification Number (FEIN) (especially if you have not filed a claim within the last three years or have been employed for less than six months) and Employer Account Number (EAN). Depending on your situation, knowing the account number may speed up the processing of your claim.
- If you are not a U.S. citizen or national, you will need your Alien Registration card and the expiration date of your work authorization.

BIVeWeekly Certifications
You must certify your eligibility every two weeks to receive payment. The preferred method of certifying is online, although phone certification is also available.
- Online: Visit www.michigan.gov/ua and sign into MILogin to access your MIWAM account. Your online account is accessible seven days a week, 24 hours a day.
- By Phone: Call MARVIN at 1-866-638-3993, Monday through Saturday, 8:00 a.m. to 7:00 p.m.

Register for Work and Work Search
- Register for work and work search is not required at this time.

Two ways to receive benefits, choose either:
- Direct deposit to your bank account
- Debit card
APPLY FOR UNEMPLOYMENT BENEFITS

The Michigan Web Account Manager (MIWAM) is the UIA’s system for filing your unemployment insurance claim and managing your UIA account online. MIWAM makes doing business with the UIA simpler, faster and more efficient.

FOR EMPLOYEES | FOR EMPLOYERS
INFORMATION FOR EMPLOYEES | INFORMATION FOR EMPLOYERS

COVID-19 Response

We are aware that phone calls to the Unemployment Insurance Agency may be resulting in busy signals for callers and that the online system may be responding slowly. We encourage you to continue with your attempts to file a claim on the designated day of your last name and to go online on off-peak hours, from 8 p.m. to 8 a.m. Meanwhile, please keep in mind the following:

- Every employee in Michigan who applies for unemployment benefits will receive them, if eligible.
- Impacted employees have 28 days from the date of their work stoppage to apply for benefits.
- Approved claims will be back-dated to reflect the date in which a claimant was laid-off or let go from their job due to COVID-19.
- Benefits have been expanded to 39 weeks.

Important notes about the CARES Act and employees who have already filed a claim.

File Online for Unemployment Benefits

The Unemployment Insurance Agency urges Michiganders to use Michigan Web Account Manager (MIWAM). You will experience longer load times – due to the unprecedented number of claims being filed, it may take several minutes for a page to load. Filing online remains the fastest way for Michiganders to apply for unemployment benefits. View the MIWAM Toolkit for Claimants for step by step instructions on how to create your account.

Helpful tips for applying online:

- Website load times will be slow. Click a link once, and if necessary, wait for the response without clicking again.
- Apply online during non-peak hours, 8 p.m. to 8 a.m. The 24-hour website operates faster when fewer people are on the site.

For information on filing a claim, view Fact Sheet 160 - Claiming Unemployment Benefits in Michigan.

www.Michigan.gov/uia
MIWAM for Claimants

First step is creating a MiLogin Account. MiLogin is used to access many state services and systems online, across multiple departments, using a single user ID and Password.

If you have a MiLogin account, you do not need to create a new one. Use the user ID and password previously created.
How do I Log on to MiWAM Using MILogin for Citizens? (cont.)

The first step in creating an account requires the individual to enter his/her Profile Information.

After completing all required information and agreeing to the terms and conditions by clicking the box, click the NEXT button.
How do I Log on to MIWAM Using MIlogin for Citizens? (cont.)

The second step in creating an account involves security:

Security Setup
The required fields concerning the creation of an ID and password must be completed. You should remember the user ID and password. You will need them from this point forward every time you enter the system.

More than one person can use the same email address with MIlogin. However, if more than one person is attached to the same email address, the email address cannot be used to reset passwords.

Security Options
The Security Option designates how you wish to receive information regarding forgotten passwords.

Create Account
When finished with the above sections, click the CREATE ACCOUNT button.

The final step is the confirmation. You will be required to verify your email address after you complete this step and receive the “Success” confirmation. Access your email account for the email address entered in the Profile Information section.

A. To verify your account, open your personal email account.
B. Click the Verify Email hyperlink on the email message sent from DONOTREPLY-MIlogin@michigan.gov, which will open the MIlogin Citizens screen.
C. Click LOGIN.
Sign into MIWAM by going through your MILogin account.

You will be directed to the MILogin for Citizens sign in page. Enter your User ID and Password.
How do I File a New Claim for Benefits?

When your registration for MiLogin is complete. You must continue to verify your identity with a few short steps.

When a new claim is required, follow the steps below:

**File a New Claim**

**Enter Identification**

- Enter your SSN and date of birth to begin filing your unemployment insurance claim.

**Review and Submit**

- Enter your identification.

**Submit**

- Click Submit to proceed.

The Review and Submit box appears and identifies if you have previously filed a claim. If not, click the Submit button.

During this process, the system will determine your next steps:

1. You do not have a previous claim on file and need to file a new claim or
2. You have a previous claim and need to access MiWAM

After logging in through MiLogin for Citizens, you must enter your Social Security number and date of birth.

Click on the Next Step button.
How do I File a New Claim for Benefits? (cont.)

**File a New Claim (cont.)**

Click Yes if you have a valid driver's license or state ID. Then enter your Driver’s License or State ID in the field below. Click Next Step to proceed.

Click Yes to agree to the Acceptable Use Policy. Click Submit to proceed.
How do I File a New Claim for Benefits? (cont.)

File a New Claim (cont.)

Click the Submit button. Begin filing your new claim!

Enter your physical address information and click the Enter the address, then click here to validate the address button. Click the Next Step button.

Once the address is validated, verify the mailing address where your letters will be sent. Answer the questions in the Telephone, Demographic Information, and Additional Information sections. Click Next Step to move forward.
Answer the Additional Info questions in the Claim Date, Out of State Work, and School Information sections.

Click the Next Step button when finished.

Enter your employer’s account number and Federal Employer Identification number if known. If you do not know this information, click both of the ‘I don’t know’ boxes.

Click the hyperlink next to the ‘X’ to answer questions about your last employer. Once you have answered the questions, the orange ‘X’ will become a green check mark.
Employment Information

Provide your employer's Unemployment Insurance Employer Account Number (EAN)

Provide your employer's Federal Employer Identification Number (FEIN)

Stated below are Michigan employers that have reported wages for you in the last 18 months. An employer that you worked for in the last eighteen months is not listed, you must add that employer. This includes any Out of State, Federal or Military employment. To add an employer, click on the 'Click here to add an Employer' hyperlink on the bottom left side of the screen.

Click here to answer and review questions about

Employer Legal Name: [redacted]
Doing Business As: [redacted]

Worked for this Employer
Military Branch

Federal Employer

Click here to add an Employer

For security reasons it is important to remember to close your browser completely when you are done.
During the Employment Information step, you will be asked questions related to your employer during your time of employment.

You may click the search button to search for the Occupation code that best fits your last employment description.

Once you have located the best choice, click the hyperlink and it will appear in the Occupation box.

Answer the separating employer information including which employer was your last employer.

Click Ok.

Click the Next Step button.
Select your payment method. If Direct Deposit is selected, you will need your bank account and routing number.

Click the Next Step button.

Select Go Green or Paper. This will determine how you receive correspondence from UI.
Register for Work and Work Search Requirements:

- Register for Work and Work Search Requirements are not required at this time. No further action is required.

You must certify your eligibility every two weeks to receive payment. The fastest method of certifying is online, although phone certification is also available.

- Online: Visit [www.michigan.gov/uia](http://www.michigan.gov/uia) to access your MIWAM account, seven days a week, 24 hours a day.
- By Phone: Call MARVIN at 1-866-638-3993, Monday through Saturday, 8am to 7pm, EST
Review the information in each step. If you need to make changes, click any hyperlink next to the steps to go back and make corrections.

Click Submit to go to the confirmation page.

The Authentication screen will appear after you click OK on the Confirmation page.

Update your profile information if necessary.
Click the Save button when finished.
If you have filed a claim since October 2013, then your information is stored with UI. However, you will still need to create an account using MILogin for Citizens. Follow the steps on pp. 7-10 to register, then follow the steps below.

You Have Filed a Claim Since 2013 and Your Information is Stored With UI

After your MILogin registration is complete, go to your email and click the click here hyperlink.

The Verify Email Confirmation page will appear. Click the LOGIN button to Verify your email address.

You will be directed to the MILogin for Citizens sign in page. Enter your User ID and Password.
MIWAM is your personal UIA file.
Resources

• Fact Sheet 160 and other relevant fact sheets can be found at
  • www.Michigan.gov/uia

• The MiWAM toolkit is found at the same website

• If you have questions on your claim, visit www.michigan.gov/uia for tools and resources. Access your MIWAM account 24/7 and chat with an agent during regular business hours or call our Customer Service line at 866-500-0017, M-F, 8am to 4:30pm EST. TTY service is available at 866-366-0004.
FAQ

• I can’t get through on the phones!
  • Phones lines are extremely busy. We encourage you to use your MIWAM account to chat with an agent during business hours and send us a message during non-business hours.
  • Filing and sending a message will be smoother during nonpeak times (before 8am and in the evening)

• I’m in school through an apprenticeship, do I need to get a training waiver?
  • NO. Training waivers remove the seeking work requirement, and seeking work is not required at this time. UI is making system changes that will correct the need for a training waiver.

• Will I get the additional 6 weeks?
  • New claims filed after 3/15/20 through 4/20/20 will be allowed up to 6 additional weeks.
  • If you have an active claim with an open benefits year, reopen your claim. (does not matter if you have exhausted benefits or not)

• In the past, MARVIN asked if I was seeking work, will that question still be asked?
  • NO
FAQ

How will I know if I am eligible?

Individuals are encouraged to file a claim if they think they are eligible.