

# Unemployment Insurance (UI) Benefits Guide



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The Arizona Department of Economic Security (DES) can provide individuals who have lost their job through no fault of their own with a weekly stipend to supplement lost income while they search for employment.

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# General Overview

## General Information & Eligibility Requirements

The Arizona Department of Economic Security (DES) can provide individuals who have lost their job through no fault of their own with a weekly stipend of up to \$240 for up to 26 weeks, to supplement lost income while they search for employment.

The application will verify details in regard to to your

- **Non-Monetary Requirements**
- **Monetary Requirements**

## Non-Monetary Requirements

**To meet Non-Monetary requirements you must:**

- Reside within the U.S, Puerto Rico, or Virgin Islands
- Be able to physically and mentally work for the job for which you are qualified (education, experience, training, etc.)
  - You are not eligible for UI Benefits if you are sick or otherwise not able to work
- Be available to the labor market which has employment for which you are qualified (education, experience, training, etc.). You must be available to accept full-time work when offered and to being at said employment at the time required by the employer.
  - Domestic responsibilities (ex: childcare), should not "present" a barrier toward reemployment
- Continue an active effort to search for employment for each week you claim benefits
- Register with the Arizona Job Connection (DES Employment Service)
  - DES Employment Services will attempt to register you based on the information provided via the Arizona Initial Claim for UI Application
- Submit proof of your Union Membership at any time (if applicable)

**Attention:** As of March 11, 2020 this requirement has been revised as stated in the State of Arizona Executive Order issued due to COVID-19. Please see below for changes or Visit <https://azgovernor.gov/> for more information.

DES encourages the following individuals impacted by COVID-19 to apply for Unemployment Insurance Benefits:

- Individuals whose employer has permanently or temporarily ceased or drastically reduced operations due to COVID-19 resulting in a reduction of wages;



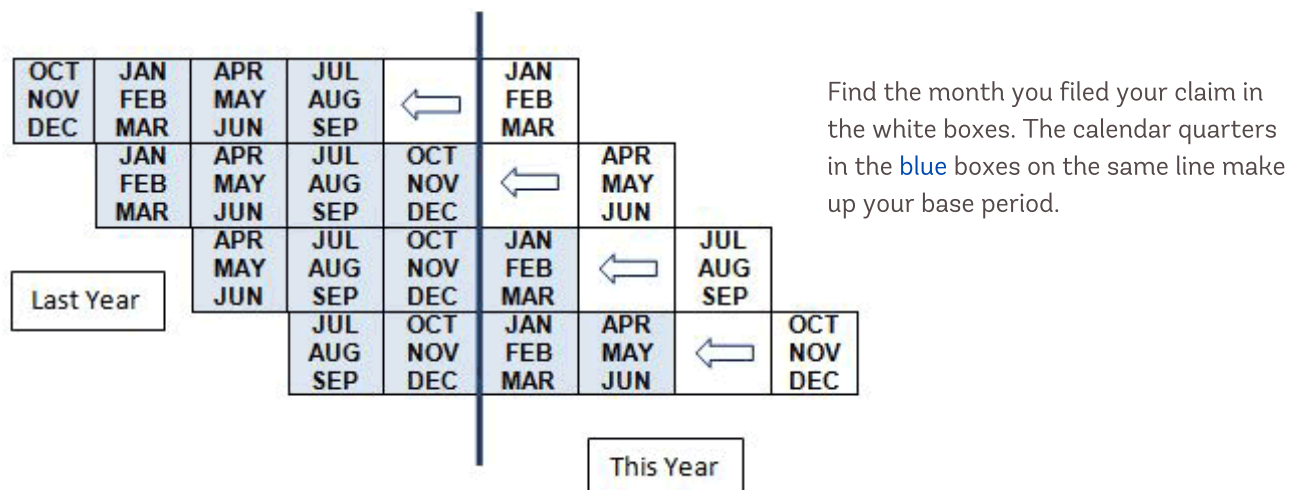
- Individuals who, due to requirements that the individual be quarantined, are separated from employment and do not have any available paid leave even if the individual has an expectation of returning to work after the quarantine is over;
- Individuals who leave employment due to a risk of exposure or infection and are a member of a population that is particularly susceptible to COVID-19
- Individuals who leave employment to care for a family member who has been infected by COVID-19 or;
- Individuals who for any other scenario are separated from work for reasons related to COVID-19

## Monetary Requirements

### To meet these requirements you must:

- Have authorization to be employed within the United States
- Have worked for an employer who paid unemployment tax and you must have earned\*:
  - At least 390 times the Arizona minimum wage (\$12/hour x 390=\$4,680) in your highest earning quarter and the total of the other three quarters must equal at least one half of the amount in your high quarter and the total of the other three quarters must equal at least one half of the amount in your high quarter.
    - For example, if you made \$5000 in your highest quarter you need to have earned a total of \$2500 within the remaining three quarters combined
  - Or at least \$7000 in total wages in at least two quarters of the base period, with wages in one quarter equal to \$5987.50 or more.

\*Calculated Wages are based on Gross (before taxes) Income\*



<https://des.az.gov/services/employment/unemployment-individual/unemployment-insurance-benefits-definitions-base-period>



# What to Prepare Before you Apply

## Required

- Social Security Number
- AZ Driver's Licence/AZ State-Issued ID
- Your Mailing address, City, State, Zip-code, County
- Employment information for past 18-months
  - Names, Addresses, Phone Numbers
- Last day of employment prior to filing UI Claim

To apply for UI benefits, you must provide the CORRECT Mailing address and telephone number for your most recent employer

## If Applicable

- Amount & Date of any received: severance, vacation, holiday or payment for unused sick-pay
- Name & Local Number of Union Hall
- Alien Registration Number
- Copy of #4 DD Form 214 (if released from military within last 18-months)
- SF8 or SF50 (if employed in Federal Civilian Service within last 18-months)
- Start date of Pension and Monthly Benefit Amount

## What happens after you apply?

**You should expect the following documents by postal mail within approximately one week:**

(Due to COVID-19 claims processing times will vary. Additionally, if there are issues with the claim, such as incomplete information, processing the claim could take up to 21 days)

- A Guide to Arizona UI Benefits PAU-007 (General informational overview of UI)
- Wage Statement UB-107 (Contains earnings records based on the submitted social security number via the Arizona Initial Claim UI Application)
- Certificate of Understanding (Eng/Span) UB-99Y (Form is to be completed and returned only if instructed by DES Unemployment Insurance personnel to do so)

**Some Applicants may receive:**

- Electronic Payment Card (mailed in plain white envelope)
- Form UB-436 (Contains information regarding eligibility issues detected in Arizona Initial Claim UI Application. Provides an opportunity to provide additional details/supplemental documents to support your claim)
- Report of Illness or Physical Disability UB-296 (This form is to be completed and returned only if instructed by DES Unemployment Insurance personnel to do so)



# Applying for UI Benefits

## Arizona Initial Claim for Unemployment Insurance

You must apply online for UI Benefits (Arizona Initial Claim for Unemployment Insurance) as soon as possible after the last day of work. If you are still currently working, you will need to wait until after your last day of work to complete your application for UI benefits (please see pages 2-3 for recent updates).

To file your online application please see the following steps:

1

Visit <https://uiclaims.azdes.gov/> and select your preferred language

2

Read and review the Arizona Internet Claim Filing and Click on Proceed

3

Read and review the Arizona Internet Claims Filing System and Click on "File a Claim"

4

Utilizing your prepared information (page 4) complete the required questionnaire to the best of your ability and submit your application\*

5

Complete your first Weekly UI Benefits Claim beginning the Sunday after completing the online application (Arizona Initial Claim for Unemployment Insurance). Visit to complete your first Weekly UI Benefits Claim <https://azuiinternetweeklyclaim.azdes.gov/>

**\*IMPORTANT:** Once you submit your application, you will receive a confirmation number. You must save this confirmation number as it will serve as an identifier for your claim. If you did not receive a confirmation number, your application will not be processed. In addition, if you exit the application prior to receiving a confirmation number, all submitted information will be discarded.\*\*



# Filing Weekly UI Benefits Claims

Weekly UI Benefits Claims are filed by all individuals who have applied for Unemployment Insurance (UI) Benefits (whether or not your application has been processed, accepted or in pending status) and those who have an existing Arizona Unemployment Insurance Claim with a monetary balance (remaining balance on EPC card or alternative form of UI payments).

**All weekly claims are for a calendar week which starts at 12:01 a.m. Sunday and ends at 12:00 midnight on the following Saturday.**

To be considered eligible to receive benefits with respect to any week, you must:

- have actively engaged in a sustained effort to obtain employment during at least 4 days/each week
- have made at least one employment contact on each of those four days during the week being claimed.

**Attention:** As of March 11, 2020 the eligibility requirement above regarding active efforts to gain employment and employment contact, has been waived as stated in the State of Arizona Executive Order issued due to COVID-19. Visit <https://azgovernor.gov/> for more information.



## Why do I need to file Weekly UI Benefits Claim?

**The initial UI Application is the first step of the benefits claims process.**

You must file regular weekly claims online. Weekly UI Claims and eligibility requirements must be filed and met each week to continue receiving UI Benefits.



## How do I file a Weekly UI Benefits Claim?

**Weekly UI Claims can be filed online.**

Each time you file your weekly UI claims online you will be required to enter the Personal Identification Number (PIN) that you created when you completed your initial application for UI benefits. You can file your Weekly UI Benefits Claims by visiting <https://azuinternetweeklyclaim.azdes.gov/>



## How do I receive my Weekly UI Benefits?

**If you are approved for UI Benefits, you will automatically be enrolled in the Electronic Payment Card (EPC) program.**

EPC cards are typically received via postal mail within a week after the initial application is processed. The EPC card will have a balance of zero until the first Weekly UI Benefit payment is processed. If you prefer to receive payments via Direct Deposit, you must complete the [Agreement for Direct Deposit Form UIB-1091A](#).



# Filing an Appeal

If you are denied UI benefits, you will receive one of the following notices via postal mail:

- **Determination of Deputy:**
  - Provides a decision in regard to your eligibility for UI Benefits. This decision will be based on "the reason your last job ended (last employment prior to applying for UI Benefits)" or other issues that are found during the application process or your first Weekly UI Claim.
- **Determination of Overpayment**
  - Provides a notification that you received benefits for which "you were not entitled."

If you disagree with a Determination of Deputy or Determination of Overpayment, you have the right to appeal and have a hearing. Your appeal rights are printed on both of these determinations. The appeal must be filed within 15 calendar days after the mailing date found on either the Determination of Deputy or Determination of Overpayment notices.



## File an Appeal via Phone

Call the telephone number listed on the Determination of Deputy or Determination Overpayment to speak with a DES representative about filing an appeal. Be prepared to state why you believe the decision is in error.



## File an Appeal in Writing

You may FAX or mail your appeal to the Department. Both the FAX number and mailing address are shown on the determination. You may submit your written appeal in person at any Employment Service Office.



## File an Appeal Online

Currently, the option to file an appeal online is only available to current claimants. To file an appeal, visit <https://uiappeals.azdes.gov/>

### Be prepared to provide your:

- Social Security #
- Pin #





# The C.A.R.E.S Act

## A general overview of its impact on UI

The C.A.R.E.S (Coronavirus Aid, Relief, and Economic Security) Act also known as the Coronavirus Stimulus Package, is a \$2 trillion response bill intended to provide emergency economic relief across the United States.

### Unemployment Insurance under the C.A.R.E.S Act includes the following:

#### **Federal Pandemic Unemployment Compensation (FPUC/PUC)**

The FPUC/PUC benefit provides most individuals receiving unemployment Insurance (UI), as well as those eligible for Pandemic Unemployment Assistance (PUA), an emergency increase in traditional unemployment benefits by providing an additional \$600 per week through July 25, 2020

#### **Pandemic Unemployment Assistance (PUA)**

The PUA provides an expansion of benefits to individuals typically not eligible for UI benefits. This benefit is available to individuals who are furloughed/out of work as a direct result of COVID-19, self-employed and independent contractors, in addition to those seeking part-time employment, lack sufficient work history or those whom have exhausted existing UI benefits. Applications for PUA will be processed beginning the week of May 12, 2020 and payments will begin for eligible claimants that same week. Individuals who may have already applied and have been denied should not apply again, as DES will be implementing PUA to those who have been denied dating back to Feb. 2, and FPUC benefits will be retroactive as of March 29, 2020.

\*\*Those who are eligible under PUA will receive the weekly \$600 FPUC funds along with UI benefits.\*\*

#### **Pandemic Emergency Unemployment Compensation (PEUC)**

PEUC provides an additional 13 weeks of emergency unemployment benefits for people who remain unemployed after they've exhausted their traditional unemployment benefits.

**For more information:** To learn more about the C.A.R.E.S Act and its impact on Arizona Unemployment Insurance Benefits, please visit

<https://des.az.gov/services/employment/unemployment-individual/ui-extension-cares-act>



# Frequently Asked Questions

## Applying for UI Benefits

### What does "unemployed through no fault of my own" mean?

Employees who are laid off for economic reasons such as: lack of work, business closing, reduction-in-force (as examples) are considered to be unemployed due to no fault of their own. All UI Benefits eligibility determinations will be conducted by the appropriate Arizona Revised Statute, Administrative Code or applicable federal laws.

### How much will I receive through a Weekly UI Benefit?

Your Weekly UI Benefit amount (WBA) is calculated on wages you earned from employers who paid unemployment tax to the state of Arizona.

**The WBA is 4% of the wages paid in the highest quarter of your base period. The current maximum WBA is \$240.**

### I have worked in another state, can I still apply for UI benefits?

**Yes, you can still apply.**

- If all of your past employment was conducted in another state and you now live in Arizona, you can find information on your previous state's UI Program by visiting [Careeronestop.com](http://Careeronestop.com)
- If you receive(d) wages from Arizona in the same base period as another state, you can choose to combine your received incomes to establish monetary eligibility.

**You have the option of either:**

- Filing a claim against any state in which you were employed using only the wages from that state
- Filing a claim against any state in which you were employed, using the wages from all states in which you earned wages.

### I am experiencing challenges with the application process, what should I do?

If eligibility issues present themselves during the application process, a window will appear for each issue identified. The window will allow for you to provide general information related to the presented issues.

- After the application has been processed, questionnaires (UB-436 form) will be sent to you via postal mail for each identified issue.
- This will allow you to provide supplemental information & documentation to support your UI claim.

## Filing Weekly UI Benefits Claims

### I haven't been paid by my employer, do I still need to report earnings on my Weekly UI Benefit Claim?

**Yes, each time you file a weekly claim for benefits, you must report if you performed any work or earned any money during the week you are claiming.**

You must report the total amount earned before deductions. The reported amount must be for the week in which the work was performed, even if you have not been paid for it at the time you file your weekly claim.



### **I forgot to file my Weekly UI Benefits Claim, what do I do?**

**All Weekly UI Benefits Claim(s) must be filed in order, with no breaks.**

However, if a Weekly UI Benefits Claim is missed, you may file for the current week and the prior week (week period missed) ONLY. If more than (2) weeks of UI Benefits Claim(s) goes without filing, the Weekly Claim filing system will no longer recognize your account. If you receive a message indicating a lack of record for your Social Security Number, this indicates that the Weekly Claim Filing system is missing (2) or more of your weekly claims. Claims can be reactivated online.

### **I submitted my UI Benefits application, when can I expect to receive the first payment?**

Your unemployment insurance claim becomes effective the Sunday of the week you open your claim. The first week of unemployment during which you meet all eligibility requirements is the waiting week. Your waiting week cannot be a week in which you earn wages equal to or in excess of your weekly benefit amount, a week for which you are ineligible for any reason, nor a week which occurred prior to the effective date of your claim. The waiting week is not a payable week. If there are no issues with your initial UI Benefits claim, you can expect to receive your first benefit payment (after you have filed your second weekly claim) within 10-business days. If a general issue is presented, the first benefit payment is typically processed with approximately 15-business days.

**Attention:** As of March 11, 2020 the waiting week requirement has been waived as stated in the State of Arizona Executive Order issued due to COVID-19. Visit <https://azgovernor.gov/> for more information. This may shorten the time it takes for you to receive benefits.

### **Who can I contact for questions regarding UI Applications, Weekly Claims, or Appeals?**

#### **Arizona Unemployment Insurance Call Center**

Toll Free: 1 (877) 600-2722 | Phoenix: (602) 364-2722 | Tucson: (520) 791-2722

Telecommunications Relay Service (for the Deaf/Hard of Hearing): 711 Toll-Free

Email: UIAClientAdvocate@azdes.gov

#### **Office of Appeals**

Phone: (602) 771-9036 | Fax: (602) 257-7056

1990 W. Camelback Rd. Suite 200

Phoenix, AZ 85015

#### **Office of Appeals-Phoenix**

Phone: (602) 771-9019 | Fax: (602) 257-7056

1990 W. Camelback Rd. Suite 200

Phoenix, AZ 85015

#### **Office of Appeals-Tucson**

Phone: (520) 629-0211 | Fax: (602) 257-7057

2255 W. Ina Road Suite 131

Tucson, AZ 85741



## The C.A.R.E.S Act

### How do I know if I am eligible for the \$600/increase provided by the Federal Pandemic Unemployment Compensation (FPUC/PUC)?

You are eligible for FPUC if you receive any of the following benefits:

- Unemployment Insurance (UI)
- Unemployment Compensation for Federal Employees (UCFE)
- Unemployment Compensation for Ex-Servicemembers (UCX)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Pandemic Unemployment Assistance (PUA)
- Extended Benefits (EB)
- Shared Work (SW)
- Trade Readjustment Allowances (TRA)
- Disaster Unemployment Assistance (DUA)

This benefit is currently being issued to eligible individuals, and will be issued to those who are eligible for PUA, once the program is implemented. Retroactive payments will also be made for weeks claimed going back to March 29 beginning the week of April 20th.

### I am currently receiving or eligible for UI, UCFE, UCX, PEUC, PUA, EB, SW, TRA, DUA; do I need to refile or reapply to receive FPUC/PUC?

No, if you are already receiving benefits from one of the programs listed above, you do not need to take any extra steps to receive FPUC/PUC. Individuals who are eligible for Pandemic Unemployment Assistance (PUA) will receive FPUC/PUC benefits at the same time the PUA benefits are paid.

### I am currently receiving UI and have secure part-time employment, will this prevent me or make me ineligible from continuing to receive benefits?

While securing part-time employment while receiving UI does not necessarily make you ineligible, it may impact your weekly benefit amount. When filing your weekly claim, any earnings must be reported. Any earnings over \$30/single week will be deducted from that week's benefits. If you earn more than \$240 in earnings in a single week, you will not be eligible for benefits that week. You must receive at least \$1 in benefits in order to qualify for FPUC/PUC.

### I applied for UI/PUA but was denied, will my case be reconsidered?

Individuals who have already submitted an application and have been denied should not apply again. The AZ Department of Economic Security will be implementing PUA to those who have been denied dating back to February 2, 2020. The FPUC/PUC benefits will be retroactive as of March 29, 2020, 2020.

### I have applied for UI and believe I am also eligible for PUA, how can I confirm this?

If you already applied for Unemployment Insurance benefits and you think you may be eligible for PUA the Department of Economic Security will contact you when further action is needed. Keep a record of your earnings each week as this information will be required to determine your eligibility when PUA is implemented.

