

UIA Frequently asked Questions

How do I check the status of my claim?

Log into your MiWAM account and select your Claim ID number. Review the MiWAM Toolkit for more on how to navigate MiWAM.

What does "fact-finding" mean?

That means there are questions related to your claim that you need to answer. Log into your MIWAM account and click the link that says "Additional Fact Finding is required for your claim. Click here to respond".

What does "pending-adjudication" mean?

If on MIWAM and they see a message that says pending adjudication- means we have an open non-monetary case to resolve. While the case is pending, benefit payments are also pending

What does "ineligible" mean?

Ineligible means not entitled to benefits. Would need to refer to the letter associated with the statement. The letter would explain why the claimant is ineligible, the period of ineligibility. If they disagree with the (re)determination, protest or appeal rights will be included in the letter.

What does "pending employer response" mean?

Every claim filing requires a "10-day hold" where the employer can contest the case.

Says I need proof of ID, what should I do?

Upload in your MiWAM account or fax a Drivers' License or government issued ID, could also include birth certificate or social security card.

What does "open non-monetary issue" mean?

Usually a non-monetary issue means that the claimant certification was accepted but is not payable at this time. There's an issue which has to be reviewed first. Once the review or investigation concerning their eligibility for benefits is complete, they will issue a redetermination.

It's taking a little longer than normal to review claims if there's an issue because of the historical volume we've received. Please know that we're doing everything to get to them as quickly as possible.

Stay tuned to your MiWAM account for updates and continue to certify as you are instructed to do so.

What does "stop payment indicator" mean?

A stop payment indicator is placed on a claim to prevent payment. This may be related to a variety of different reasons such something dealing with fraud/identity theft or something that may be pending on the claim that needs further review or investigation.

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I tried to login but it said my social security number is already in use.

This means you have created multiple MILogin accounts with UI, PMTC or other State Agencies such as DNR, MiBridges, etc. Please call Unemployment Insurance customer service at 1-866-500-0017 to have this corrected.

What if my account has been locked?

If your account has been locked, it will automatically be unlocked after 30 minutes. If you continue to get the locked out message after the 30 minutes has lapsed, you may contact Unemployment Insurance at 1-866-500-0017 or [Michigan.gov/MILogin](https://michigan.gov/MILogin).

What is MARVIN?

MARVIN, which stands for "Michigan's Automated Response Voice Interactive Network" is an automated computer system that lets people who are collecting unemployment report (or "certify") to UIA by telephone.

When you file for unemployment, you will get instructions about how to "talk" with MARVIN. MARVIN's statewide toll-free number is 1-866-638-3993.

What if we cannot get through on MARVIN to certify? What if we missed our time slot to certify?

MARVIN has open windows, meaning they can certify all day, every day. Monday through Saturday 8 am to 7 pm. They can certify on MIWAM, 24/7.

How long does it take to review documents?

It's taking a little longer than normal to review documents because of the large numbers of claims.

We are doing everything to get to them as quickly as possible. Once your issue is resolved, you'll receive a notice in your MiWAM account.

How long does the protest process take?

Most take around a week, some can take longer depending on the complexity.

Are there more requirements I need to meet after I apply?

Yes. Claimants must certify (report) every two weeks that they are eligible for benefits. After the first certification (which is done during the third week of unemployment) they will receive their payment in about 3-5 days. You can [certify online with MiWAM](https://michigan.gov/uia) at michigan.gov/uia 24 hours a day, 7 days a week or by phone at 1-866-638-3993 Monday - Saturday; 8:00 a.m. - 7:00 p.m.

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I have a previous claim for benefits starting before 3/15/20, do I get more weeks of benefits on this claim?

If you have an active claim or benefit year in effect on 3/15/2020, and you were entitled to 20 weeks of benefits, you will get the additional 6 weeks of benefits, unless there are less than 6 weeks left in your benefit year (for example: if you only have 4 weeks left on your benefit year, you will only be paid the 4 weeks).

In addition to the weeks of benefit entitlement on a regular claim, the Relief for Workers Affected by Coronavirus Act adds 13 additional weeks of unemployment benefits in Pandemic Emergency Unemployment Compensation (PEUC). With these additional benefits, individuals may be eligible for up to 39 weeks of benefits. You may also receive an additional \$600 per week of pandemic unemployment compensation (PUC) in addition to the weekly benefit amount payable. This amount is payable for weeks between 3/29/2020 – 7/31/2020. You do not need to do anything additional to receive the additional 13 weeks of PEUC or the additional \$600 of PUC benefits.

I've been on hold for 5 hours today and I've called 600 times over the last week, but I keep getting hung up on. Is anyone actually answering the phones? What do I do now?

We're definitely sorry for the delay in responding.

While we've added hundreds of call center staff and have hundreds more on the way, and expanded the days & hours of operations, we realize this is still not enough to answer the extremely high volume of calls we're receiving.

Because of this, we've expanded our MiWAM online chat and email functionality and have added a number of FAQs and [How-to videos](#) to our website.

Who is eligible for Pandemic Unemployment Assistance (PUA)?

Individuals are eligible for PUA if they do not qualify for regular UI benefits (including self-employed workers and independent contractors) and cannot work because they:

- Are diagnosed COVID-19 or have COVID-19 symptoms and are seeking diagnosis;
- Have a member of the household who is diagnosed with COVID-19;
- Are providing care for a family or household member diagnosed with COVID-19;
- Are the primary caregiver for a child whose school or care facility closed, due to COVID-19;
- Are unable to reach their place of employment due to an imposed quarantine, or because advised by medical provider to self-quarantine, due to COVID-19;
- Were scheduled to start new employment and cannot reach the workplace as direct result of COVID-19;

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- Became the major breadwinner because the head of household died from COVID-19;
- Quit their job as a direct result of COVID-19;
- Had their place of employment closed as a direct result of COVID-19; or
- Meet any additional criteria specified by U.S. Secretary of Labor.
- Individuals are not eligible for PUA if they can telework or are receiving paid sick leave or other paid leave benefits (regardless of meeting a category listed above).

I think my PUA application has been processed, what do I have to do now?

Great news! PUA applications are being processed. Here are some things you should know:

- You can IGNORE the alert for adding income verification if you have already submitted it. The minimum weekly benefit amount is \$160, the maximum is \$362 and that is based off the proof of your previous income. That option is there for those who did not submit wage documentation the first time and think they may qualify for more. The additional \$600 will automatically be applied to your account after certification.

- Be sure to certify on the dates that are assigned to you under your account alerts. If you are assigned this week, give it time. Accounts are still updating. The preferred way is to [certify online in your MiWAM account](#).

- You can also certify by phone using [MARVIN](#) on those assigned dates.

- You can still submit applications. We're committed to making sure that every eligible worker in Michigan who applies for unemployment benefits receives them.

I filled out the PUA application. Now what?

After you fill out the PUA application in your MiWAM account, here are the next steps:

1. At completion, you'll get a confirmation number. This means you have submitted your PUA application for processing.
2. Processing began on April 20.
3. As processing is completed, a claim number will be generated in your MiWAM account where you'll find instructions on any additional steps that may be needed, including on how to certify for your benefits.

I got a confirmation number for the PUA application but it still says draft. Did I submit it?

A confirmation number is generated when the PUA application has been accepted. PUA claims remain in draft status until processing begins on April 20, 2020. Stay tuned to your MiWAM account for updates.

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What do I have to do to get the additional \$600 payment?

If you are already receiving unemployment benefits, you do not need to do anything additional to qualify for this payment; however, you must continue to certify bi-weekly to receive the payment. If you have lost your job due to COVID-19, visit [Michigan.gov/uia](https://www.michigan.gov/uia) for more information and to apply for unemployment benefits online.

When will the additional \$600 be added to my unemployment payment each week?

The \$600 payments will be added to your regular unemployment benefit beginning April 10, 2020. The payment will be retroactively paid for the week ending April 4, 2020.

Source: https://www.michigan.gov/leo/0,5863,7-336-78421_97241_98585---,00.html