



MICHIGAN DEPARTMENT OF
**LABOR & ECONOMIC
OPPORTUNITY**

Unemployment Insurance 101

Unemployment Insurance Agency

Unemployment Insurance Agency

Resources available on www.Michigan.gov/UIA:

How to tutorials – YouTube Channel

UIA handbook

MiWAM handbook

Ask AVA chat bot



UIA-Legislative@Michigan.gov



Regular Unemployment Compensation

Provides temporary income to those who have lost their job due to no fault of their own. Unless the requirement is waived, claimants must be able, available and actively seeking full-time work and must meet minimum wage requirements to be eligible.

- Up to 20 weeks.
- Benefit amount – up to \$362 per week.
- Effective dates – From benefit year begin date to benefit year ending (a claim is established for 52 weeks from the week it is filed).



Who Is Eligible?

- Those who are unemployed
- Those who are able and available for full-time work
- Those willing to actively seek work

Predeterminations on eligibility cannot be given. Workers should file for benefits answering all questions fully and truthfully for the Agency to determine eligibility.



How to File



Online with MiWAM at
Michigan.gov/UIA
is the preferred and quickest
way to file a claim



By phone at **866-500-0017**
8 a.m. – 5 p.m., Mon. – Fri.



UI 101 COVID-19

UNEMPLOYMENT INSURANCE AGENCY

HOW DO I FILE A CLAIM?

- > Online at michigan.gov/uia using the MiWAM portal
- > By phone 1-866-500-0017 Option 1 "to inquire about and to file a claim"



WHAT DO I NEED TO FILE?

- > Social Security number
- > Employment information for the past 18 months: employer name and address, first/last day worked/ gross earnings
- > Your address, phone number, date of birth
- > Non-Citizens Alien registration and the expiration date of your work authorization card
- > Driver's License or State ID



WHAT'S NEXT?

How do I get paid?

In order to get paid, **EVERY TWO WEEKS** you must *report* (certify) that you are still unemployed by answering some questions.

How do I report?

- > Online 24/7 through your MiWAM account.
- > Phone MARVIN (1-866-638-3993) Monday-Saturday 8:00 am – 7:00 pm.

Payment posts within 2-3 business days from the date you report. Saturdays, Sundays, and holidays are not considered a business day.



There are two options for payment

- > Direct deposit through your bank or credit union - You will need your routing number and account number
- > UIA Bank of America debit card



QUESTIONS ON YOUR CLAIM?

- > Visit michigan.gov/uia for tools and resources
- > Access your MiWAM account 24/7
- > Chat with an agent M-F, 8 am to 5 pm or
- > Call our Customer Service line at 866-500-0017, M-F, 8 am to 4:30pm. TTY service is available at 866-366-0004.



Monetary Determinations or “Mon-Dets”

After filing, every worker will receive a Monetary Determination UIA form 1575C; this includes:

- If your claim has been allowed or denied based on the wages you have earned
- How your Weekly Benefit Amount (WBA) was calculated
- The number of weeks you are allowed
- The separation reason for each employer
- What week to begin certifying
- Protest rights



Work Registration

1. Create your job seeker profile on Pure Michigan Talent Connect.

- Visit [MiTalent.org](https://www.mitalent.org) to get started.

2. Meet with staff from your local Michigan Works! Service Center, either virtually or in person.

- Contact Michigan Works! At 1-800-285-WORKS (9675) or find your local Michigan Works! Service Center by clicking on the map at [MichiganWorks.org](https://www.michiganworks.org).

The Register for Work requirement is not complete until you meet with Michigan Works! Service Center staff, who will verify your job seeker profile and send their verification to the Unemployment Insurance Agency (UIA). Claimants will receive a confirmation email when the process is completed successfully. The two steps - creating a profile and meeting with Michigan Works! staff must be completed and verified at least one business day before you certify for the first time to receive unemployment benefits. Failing to complete these steps could prevent you from receiving your unemployment benefits.



Bi-weekly Certifications

You must certify your eligibility every two weeks to receive payment.

- Online at Michigan.gov/UIA using the MiWAMportal, accessible 24/7
- By phone, call MARVIN at **866-638-3993** Monday through Friday from 8 a.m. to 4:30pm



UNEMPLOYMENT INSURANCE Call in Schedule for Certifying by Phone

Call on your designated day and time **AND** Certify according to your social security

Last 2 Digits of SSN	Day of the Week	Eastern Standard Time
00-15	Monday	8:00 a.m. – 12:30 p.m.
16-33	Monday	12:30 p.m. – 4:30 p.m.
34-48	Tuesday	8:00 a.m. – 12:30 p.m.
49-66	Tuesday	12:30 p.m. – 4:30 p.m.
67-81	Wednesday	8:00 a.m. – 12:30 p.m.
82-99	Wednesday	12:30 p.m. – 4:30 p.m.
Thursday and Friday if you missed your days		8:00 a.m. – 4:30 p.m.

– To report your work search activity –
Stay on the line after you answer the automated questions to speak with an agent.

Work Search

To remain eligible for benefits, claimants must actively seek work and report at least one work search activity for each week they claim benefits.

A work search activity could include:

- Submitting a job application.
- Interviewing with an employer
- Attending a job fair or employment workshop
- Participating in reemployment services through Michigan Works! or creating an account on job search sites such as MiTalent.org.

Claimants should keep a written log of weekly work search activities with details such as date, activity, website, employer address, method of contact, etc.



Non-monetary Issue (Non-Mon)

Typically, a non-monetary issue means that the claimant certification was accepted but is not yet payable because there's an issue that needs to be reviewed first. When there is an issue, a situation, or condition that affects the claimant's benefits rights, the UIA must investigate.

Examples of a non-monetary issue include a claimant that voluntarily quit their employment, or a claimant did not seek work or accept employment.

Once the review or investigation concerning your eligibility for benefits is complete, you will be notified in your MiWAM account.

Continue to certify bi-weekly while you wait for our team to review the issues with your claim.



Fact-Finding

- “Fact Finding” means there are questions related to your claim that you need to answer for the Agency. This typically happens after Completing certification.
- Log into your MIWAM account and click the link that says:
“Additional Fact Finding is required for your claim. Click here to respond”.



Claimants should READ all correspondence



The screenshot shows the MNRM web portal interface. At the top, there is a navigation bar with links for My Account, Certification, Submissions, **Correspondence**, Claimant Services, Determination Status, and Fact Finding. Below this, there are sections for Unread Messages and Unread Letters, both with 'View' buttons. The Unread Letters section lists two items: 'New Correspondence from UIA' and 'RE: issued 12/18/2017', both with 'View Letters' buttons. Below this is a 'Letters' section with a 'View Multiple' button. A table lists the letters with columns for Sent, Type, Letter Id, and Week. Each row has a 'Mark As Read' button. The table contains 6 rows of data.

Sent	Type	Letter Id	Week
01-Feb-2018	UIA 1713 -- Fact Finding	L004	
01-Feb-2018	UIA 1713 -- Fact Finding	L004	
28-Nov-2017	UIA 1220 -- EFC Processed	L004	
20-Jun-2017	UIA 1220 -- EFC Processed	L003	
11-Feb-2017	UIA 1742 -- Medical Statement	L003	
25-Jan-2017	UIA 1575C -- Claimant Mondet	L003	

The Letters window will appear. Once you have read the letter, you will have the option to mark it read. To do this, click the "Mark As Read" hyperlink.

Each letter has a unique letter ID number, making it easier to search for correspondence related to a specific topic. Enter the letter ID in the search bar for a faster search.



Protests

- If you disagree with the (re)determination, you may submit a statement protesting the decision. Your statement should indicate the reason(s) you disagree with the decision. If your protest is over 30 days from the mail date of the (re)determination, explain why you did not submit your protest within 30 days. You can submit your protest through your MIWAM account.

After accessing your MIWAM account:

- Click on the claim ID of the involved benefit year to view the details.
- Next, click on "Determination Status", and then click on "file a protest" or "file appeal" for the issue you wish to protest.
- Complete all the required fields and use the "add" feature to include any documentation/evidence you would like to include with your protest.



Welcome to the CRT World

- CRT Centralized Response Team
 - UIEs, Unemployment Insurance Examiners, who work on inquiries received in CRTIS
- CRTIS Centralized Response Team Inquiry System
 - Developed in May 2020 as a messaging system to receive inquiries and respond
 - CRT email crashed in early 2020 with 10,000 inquiries, CRTIS was created
 - Currently over 256000 total inquires, over 233000 resolved



Accessing CRTIS

<https://app.leg.state.mi.us/CRTIS/auth/login?ReturnUrl=%2FCRTIS%2F>

Multiple offices send inquiries through CRTIS

- Michigan House and Senate
- Congressional offices
- USDOL
- Governor Constituent Services Office
- Attorney General
- Executive Office



CRTIS

Michigan.gov WinelandR@michigan.gov - Logout

The Department of
Labor and Economic Opportunity

"Please consider encouraging constituents to schedule a phone, virtual, or in-person appointment at [Schedule Appointment with Unemployment Insurance Agency \(as.me\)](#) before entering a case into CRTIS"

CRTIS Inquiry Dashboard

[Create An Inquiry](#)

Submitted CRTIS Inquiries

#	Name	Phone #	Address	MidAS-Status*	Subject	Submit Dt	Status	Status Dt	Disposition
307163	[REDACTED]	[REDACTED]	[REDACTED]		Payment Issue	5/4/2022	Inquiry Closed	5/5/2022	No contact, 2 c attempts
305970	[REDACTED]	[REDACTED]	[REDACTED]	Claimant is currently being paid	Payment Issue	4/15/2022	Inquiry Closed	4/18/2022	Other
304715	[REDACTED]	[REDACTED]	[REDACTED]		Other General Information	4/1/2022	Inquiry Closed	4/19/2022	Ask Ava for help
301617	[REDACTED]	[REDACTED]	[REDACTED]	Determination issued - no protest	Claim Filing Issue	3/3/2022	Inquiry Closed	3/7/2022	Customer issu



CRTIS

- Enter Inquiries
- Update inquiries
- Submitter can close
- Inquires are worked in order received
- Other UI resources are available to claimant

When to Use CRTIS

- Did the claimant call customer service: 855-500-0017
- Has the claimant set a virtual or in person appointment?
- Has the claimant read all correspondence and replied to UI in a timely manner?



Submitter Guide

Provides details on the “How to” in CRTIS.

- Submit an inquiry
- Search/Review an inquiry
- Add information to an inquiry
- Close an inquiry
- Escalate an inquiry

Additional Resources:

- https://www.michigan.gov/leo/0,5863,7-336-94422_97241---,00.html
- Ask Ava
 - Chat bot in the lower right-hand corner

