

UNEMPLOYMENT COMPENSATION BENEFITS

ASSISTING CONSTITUENTS WITH FILING OF UC CLAIMS

January is traditionally a period of heavy volume and increased claims activity. Combined with the fact that we continue to experience a high rate of unemployment, you may be contacted by constituents who are having difficulty accessing our Unemployment Compensation system.

The following recommendations and helpful hints are being provided as part of our effort to assist you in responding to those who may contact you.

RECOMMENDATIONS AND HELPFUL HINTS

- **Encourage claimants to use the Internet when possible**

Claimants can visit www.uc.pa.gov to file their initial application for benefits, reopen an existing claim, make their biweekly claims for benefits, perform a change of address, find out the status of their benefit payments or sign up for direct deposit by using our Web site.

Initial claims can be filed 24 hours a day, seven days a week. Continued (bi-weekly) claims may be filed Sunday through Friday from 6:00 am to 9:00 pm.

- **Encourage claimants to call for UC Services later in the week**

UC Service Centers usually experience their heaviest volume on Mondays and Tuesdays.

For faster service, the claimant should call Wednesday through Friday and either earlier in the morning or later in the afternoon when call volumes are lighter. Telephone lines are open 7 am and 8:30 pm Monday through Friday, and 7 am to 2:30 pm Sunday.

Claimants have the full week in which to file their claim – therefore, filing on Thursday or Friday is no different than filing on Monday.*

- **Encourage claimants to file an initial application or reopen an existing claim by mail or fax**

If the constituent wishes to file an initial application for benefits or to reopen an existing claim by mail or fax, a paper application can be downloaded from the UC Home Page at www.uc.pa.gov

The direct link is provided below.

<http://www.portal.state.pa.us/portal/server.pt?open=18&objID=438486&mode=2>

To navigate to this site, follow the following direction: From the UC Home Page, click on “How and When to File,” then click on “online” from the text “Forms can be obtained online.”

- **Encourage claimants to visit their local PA CareerLink**

CareerLinks provide computer access and have staff that can provide assistance in filing for UC benefits. They can also provide access to forms for UC filing.

Find the PA CareerLink office closest to you at www.pacareerlink.state.pa.us.

- * *NOTE -- UC Customer Service Representatives are being flexible with filing deadlines. If a claimant is unable to file timely due an inability to make contact through on the phone lines, the week will be credited as timely filed when contact is finally made.*