



Nevada Unemployment Insurance for CLAIMANTS

COVID-19 coronavirus FAQ

updated 5/12/20

How do I file for Unemployment Insurance benefits?

File a claim online using the Claimant Self Service (CSS) at ui.nv.gov. The telephone claim center is available *only* if you are not able to file online. Staff assisted filing is available, but you may experience excessive wait times due to the current high volume.

Am I eligible for unemployment benefits if I am self-employed, 1099 worker or gig worker?

Federal Legislation has passed that provides unemployment support for otherwise ineligible workers; including self-employed and 1099 workers. Nevada is currently working with the Federal Government to implement these programs. If you are self-employed, 1099, or a gig worker, we ask that you **DO NOT attempt to file for unemployment insurance benefits at this time**. We ask that you monitor updated information at the [DETR COVID-19 Information for Claimants and Employers](#) page for future instructions on filing for benefits under the *Pandemic Unemployment Assistance* program.

Will I qualify for unemployment benefits if the coronavirus (COVID-19) causes my employer to shut down operations or lay-off workers?

Yes. Unemployment Insurance benefits may be available for eligible individuals who are out of work and no longer receiving pay from their employer as a consequence of COVID-19, if otherwise eligible.

Am I eligible for unemployment benefits if I am not working but I am still receiving my regular pay?

Workers who are still receiving their pay are not considered unemployed and are not eligible for benefits.

My employer told me I am being furloughed; am I still eligible for UI? Updated 5/12/20

Depends. A separation due to layoff or furlough is similar in that you are separated from employment through no fault of your own. However, a furlough separation could potentially affect your eligibility to benefits. If you will be paid while on furlough, you may not be eligible for benefits. If your furlough will be a reduction in pay or your pay has been eliminated then you may be eligible for benefits.

Are there any extensions available? Updated 5/12/20

Federal Legislation has passed that expands the assistance available for unemployed individuals. As of May 11, 2020, the Division has implemented Pandemic Emergency Unemployment Compensation (PEUC). PEUC allows for an additional 13 weeks of benefits for unemployment insurance exhaustees. More information on PEUC is available on [DETR's COVID-19 page](#).

Are there any 'special' programs available other than regular Unemployment Benefits for those affected by COVID-19? Updated 5/12/20

The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) was signed into law by the President on Friday, March 27, 2020. The Division has received guidance from the Department of Labor (DOL) and is now working on the implementation of the various programs.

- **Pandemic Unemployment Assistance (PUA):** Unemployment support for otherwise ineligible workers, including self-employed.
Status: The Division has selected a vendor to take these claims and is expected to be available by mid-May.
- **Pandemic Emergency Unemployment Compensation (PEUC):** 13 additional weeks of benefits for unemployment insurance exhaustees.
Status: As of May 11, 2020. The Division implemented programming in UInv to begin paying the extended PEUC benefits to eligible claimants.
- **Federal Pandemic Unemployment Compensation (FPUC):** An additional \$600 added to each week of unemployment insurance or Pandemic Unemployment Assistance.
Status: As of April 12, 2020. The Division has started paying the additional \$600 Federal Pandemic Unemployment Compensation (FPUC) payments to eligible claimants in UInv for the period starting with the week ending April 4, 2020, and payable thru the week ending July 25, 2020.

New information will be updated on [DETR's COVID-19 page](#) as it becomes available.

Can I file a claim in person?

No. There are no in-person claim filing methods. All JobConnect offices are temporarily closed as well.

I selected 'None of the above' when providing my employer information because they were not listed. I am locked out of my account, what should I do?

Updated 5/12/20

If you are locked out of your account by selecting 'None of the Above' on the UInv **Claimant Registration: Employer** page, send an email to internethelp@detr.nv.gov with the subject line **Error Reference # (insert error number)**. Please include your full name, claimant ID and your date of birth in the body of the email; this will help us identify and reset your account.

The employers listed on the **Claimant Registration: Employer** page have reported wages for you. By selecting one, you are confirming you worked for one of the listed employers at some point in the past. Employers are listed by corporate or legal business names. The Division advises to have a W2 form or paycheck stub from the previous year and a half to help identify an employer.

How do I find the true name of my employer? Updated 5/12/20

Your employer may be listed under their corporate or legal business name and not their “Doing Business As” (DBA) name. Review your payroll check stub, W-2, or bank direct deposit records for your employer’s legal business name.

What do I do if wages are missing from my base period? Updated 5/12/20

If you have wages missing or not listed in your base period, you will need file a wage protest request. Wage protests can be filed online at ui.nv.gov. Wage protest requests can be submitted during the registration process or when filing a new UI claim. On the **Unemployment Insurance Benefits Estimator** page, select any of the options (aside from ‘*The wages reported are correct*’) in the dropdown list under ‘**Do you have missing or incorrectly reported wages in the base period listed above?**’. Selecting the option that best applies. You will have to answer fact finding questions about the employer and state if you have proof of earnings documentation. Your documentation must be faxed to (775) 684-0338. The Monetary unit will conduct the investigation for your wage protest and issue a resolution. Please note that any changes or additions may impact your monetary eligibility and can change your weekly and maximum benefit amounts.

How do I correct my Social Security Number (SSN) or name entered in error?

Updated 5/12/20

If you opened a claim under an incorrect SSN, you must withdraw your claim, and create another account at ui.nv.gov. Please do not use the same username as the incorrect claim when creating a new profile. To request your claim to be withdrawn send an email to Internethelp@detr.nv.gov stating you would like your claim to be withdrawn. Please include your name, claimant ID or last 4 of your Social Security Number, and your Date of Birth or Mother’s Maiden Name.

How do I cancel my claim if I filed one but don’t need it or want it?

To request your claim to be withdrawn send an email to Internethelp@detr.nv.gov stating you would like your claim to be withdrawn. Please include your name, claimant ID or last 4 of your Social Security Number, and your Date of Birth or Mother’s Maiden Name.

How do I end my claim after I return to work?

If you have returned to work, simply stop filing your weekly claims. If is not necessary to contact the Division to stop your benefits.

If my hours are reduced, am I eligible for any unemployment benefits?

Depends. If a person is still employed, but the regular hours of work have been reduced, depending on the number of hours that have been reduced and the amount of earning for the week, the person may be eligible for reduced Unemployment Benefits. If you still are receiving more than \$469 gross earnings per week, you will not be eligible.

I have filed my initial claim for UI, now what do I do? Updated 5/12/20

Once you have completed your UInv registration and the process of initial claim filing, your next step is to begin filing weekly claims. The Notice of Monetary Determination that will be mailed to you shows your weekly benefit amount (WBA), maximum benefit amount (MBA), and eligible number of weeks. **You may file weekly claims beginning each Sunday for the prior week.**

Do I still have to search for work during this crisis?

No. An executive order issue by Governor Sisolak waives all work search requirements for those who are currently filing for Unemployment Insurance benefits.

How long do work search waivers last? Updated 5/12/20

Work search waivers are in place beginning 03/15/20 for all claimants. These waivers are automatically applied to claims. Additional guidance will be provided in line with the [Governor's Roadmap to Recovery](#). Changes to the requirement of waivers may occur on a **weekly** basis due to this guidance so please watch for additional instructions or advisements.

When filing my weekly claim, how do I bypass the Work Search Activity page since work search is not currently required?

To bypass the Work Search Activity page, select the, 'Submit to Continue,' button on the bottom right hand corner of the page. There is no need to enter anything in any field. **SIMPLY, click the "Submit to Continue" button.**

What if the system creates an issue on my claim even though the work search requirements were waived?

For benefit weeks ending on 03/21/20 or later, the system may automatically create an 'Available–Did not look for work' issue, however this issue does not affect the claim and will NOT stop weekly benefit payments. There is no action required and claimants do not need to call the unemployment office, as this issue will be eventually removed from the claim.

Where do I get additional information?

Detailed information on Unemployment Insurance benefits can be found at ui.nv.gov by selecting the link for [Nevada Unemployment Insurance Facts for Claimants booklet](#) or by watching the [filing tutorial videos on YouTube](#).

When are Unemployment Benefits paid?

Benefits are paid after a claim has been filed and all eligibility requirements have been met. Information on eligibility requirements can be found at ui.nv.gov by selecting the link for **Nevada Unemployment Insurance Facts for Claimants booklet**.

How do I get a weekly payment?

To request your weekly benefit payment, you must answer a series of yes and no questions online or by phone after the week has ended. Weeks begin on a Sunday and end on the following Saturday, just like a calendar. For step-by-step instructions, watch the [filing tutorial videos on YouTube](#).

Weekly filings can be done:

- Online choose "File Weekly Claim" once you log into your CSS account at ui.nv.gov
- By phone, choose option #1

Note – You must continue to file weekly claims even if your benefits are on hold due to eligibility issues or you are waiting for an appeal. If you have returned to work and no longer wish to request benefits, simply stop filing your weekly claims.

Where is my Unemployment Benefit Payment?

Benefit payment information is available using the Claimant Self Service (CSS) portal at ui.nv.gov or using the automated telephone system. You will typically receive payment for an eligible week within two business days of filing your weekly claim.

What if I have filed my weekly claims but I have not received any payment?

Your benefits may be on hold due to eligibility issues. The easiest and fastest way you can check the status of your claim is through the online Claimant Self Service (CSS) portal at ui.nv.gov or call the Telephone Claim Centers.

When do I report earnings for partial benefits?

You will need to report your earnings the week you worked not when you get paid. You must report all earnings in gross during your weekly filing. Seventy-five (75) percent of your gross weekly earnings will be deducted from your weekly benefit amount each week you report earnings. You will not receive benefits for any week your earnings equal or exceed your weekly benefit amount or if you are working full time.

What if I don't know my online password or username? Updated 5/12/20

Username, passwords, and PIN numbers can all be recovered online at ui.nv.gov. Use the appropriate links to self-recover. If you are unable to reset on your own, you can send a request to <http://gov.nv.gov/Forms/Unemployment/>.

- Usernames can be recovered online at ui.nv.gov. Click on the **Existing Claimant Sign In** link located in the top right corner of the page. On the **Claimant Login** page, click the **Forgot your username?** link and complete all required fields marked with an asterisk [*].
- Password resets can be completed online at ui.nv.gov. Click on the **Existing Claimant Sign In** link located in the top right corner of the page. On the **Claimant Login** page, enter your Username and click the **CLAIMANT: Forgot your password** link to access the **Self-Healing Password Recovery** page. Complete steps 1-3 by entering the required account lookup information and create a new password.

When will I receive the debit card for benefits?

The debit card takes 5 to 10 business days to reach you. Make sure to activate your debit card as soon as you receive it. You can use this debit card anywhere the Mastercard logo is accepted or take it to any Bank of America branch location or ATM and withdraw funds. You also have the option to do direct deposit into your own bank account from the debit card. The debit card will come with instructions how to set up direct deposit. If you have questions regarding your debit card or need debit card pin assistance, please call 888-339-8569 or visit www.bankofamerica.com/nevadauidebitcard.

How do I know if there is money on my Unemployment Benefits debit card?

You may check your updated balance and transaction record anytime day or night, even weekends and holidays, by visiting www.bankofamerica.com/nevadauidebitcard. You can view details of your purchases, including merchant name, location, date and amount. For additional information, click the link for **Learn about Nevada's UI debit card** at ui.nv.gov.

I received a Medical Statement, what should I do with it?

When you filed your claim for benefits, you answered that you had a medical issue preventing you from working. If this is true, you will need to have your physician fill it out and return as soon as possible. If you answered in error and have no medical issues preventing you from working, disregard the letter and log into your CSS claimant account to complete Fact Finding on the medical issue.

I received a letter stating that I have a telephone interview with an adjudicator, what should I do? Updated 5/12/20

If you receive a letter indicating that you are scheduled for a telephone interview on a specific date, please be available that day to answer questions to determine your eligibility, unless otherwise advised by the Division. Make sure your fact-finding is filled out online on your account and make sure **you continue to file your weekly claim each week** throughout this process if you have not returned to work.

If you need to provide additional information, you can fax a written statement to the Adjudication Department at (775) 684-0338. **Please include your name, claimant ID, and any information that will assist in determining your eligibility.** Please note, due to the high call volume our fax numbers have also been experiencing delays. If you cannot get your documentation to fax due to phone lines being busy, you can mail copies of your documentation or statements to either of the Administration Offices.

- Northern Nevada: 500 East Third Street | Carson City, NV 89713
- Southern Nevada: 2800 e. St. Louis Ave | Las Vegas, NV 89104

These are mailing addresses only and not public office for in-person assistance.

What if I cannot file a claim online and the phones are busy?

Continue to try filing your claim online. You can follow the tutorials on YouTube. There is currently an extremely high volume of people attempting to file and we understand that it can be frustrating trying to get help and not getting through. Thank you for your patience.

I received a stimulus payment; do I need to report this to Unemployment?

Updated 5/12/20

No, you do not have to report any stimulus funds received. As part of the Economic Impact Payments authorized by the CARES Act, these payments are not part of your gross earned income and will not affect your eligibility to receive or continue to receive UI, PEUC, SEB or PUA benefits, nor affect your eligibility to receive the FPUC \$600 payment. For more information, please visit the [IRS website for Economic Impact Payments](#).