



Overpayment FAQ's

Last Update: 11/19/2020

What happens if I am disqualified from receiving unemployment benefits?

If you are disqualified from UI or PUA retroactively and were previously receiving benefits, you will receive an overpayment notice requesting you pay back all benefits. The requirement to send an overpayment notice is mandatory under federal law. At the present time, the federal government does not allow states to waive PUA overpayments.

What are my options if I receive a UI overpayment notice?

UI claimants that receive an overpayment notice have the following options:

- 1) Pay the overpayment in full
 - 2) Appeal the notice (this can include the calculated amount of the overpayment and/or the cause of the overpayment)
 - 3) Arrange a payment plan with BPC (which may include an offset if there is current UI eligibility remaining on their claim)
 - 4) Request a waiver of the overpayment based on financial hardship or "good conscience and equity"
- NOTE: Overpayments as a result of fraud are allowed payment plans but no offsets or waivers.

What are my options if I receive a PUA overpayment notice?

PUA claimants that receive an overpayment notice have the following options:

- 1) Pay the overpayment in full
 - 2) Appeal the notice (this can include the calculated amount of the overpayment and/or the cause of the overpayment)
 - 3) Arrange a payment plan with BPC (which will include an offset of 50% against current PUA eligibility remaining on their claim)
- NOTE: Overpayments as a result of fraud are allowed payment plans but no offsets.

What about if I disagree with the overpayment notice?

Claimants who receive an overpayment notice and disagree are able to file an appeal. This is applicable regarding any of the determinations made by DETR.

Who do I contact if I have questions about overpayments?

Individuals with questions regarding UI/PUA overpayments can call the phone number listed on the overpayment notice, Monday through Friday, 7 AM to 4 PM.

Under what circumstances can I file an appeal regarding determination and overpayment?

- If you disagree with the monetary determination setting the amount of your benefit.
- If you disagree with the reason for the disqualification, you can appeal the disqualification.
- If you disagree with the amount of the overpayment, you can appeal the amount.

How do I file an appeal in UI & PUA Systems?

- All determinations (UI & PUA) include instructions on how to file an appeal. If individuals disagree with their determination, they have the right to file an appeal.
- **PUA appeals can only be submitted on-line through the EmployNV.gov portal.** To file an appeal, claimants log in to their EmployNV account, click on the Unemployment Services link and select “File an Appeal.”
- **UI claimants need to follow the appeal instructions included in their determination letter received in the mail.** Appeals must be in writing, signed and should include the claimant’s social security number and the reason for filing the appeal. The appeal may be faxed to (775) 684-0338 or (702) 486-7987 or mailed to: ESD, Adjudication Center, 500 East Third Street, Carson City, NV 89713.

What about the required date for filing an appeal noted in my determination letter or overpayment notice?

At this time, claimants may request an appeal after the date indicated on their determination letter. Appeals filed post date will be considered on a case-by-case basis.

Does DETR provide interpretation service if English is not my first language for filing an appeal?

Filers needing an interpreter should include this information in their appeal request. Claimants may also contact the UI call center if they require Limited English Proficiency assistance when filing their UI claim.

Do I still need to file weekly claims while waiting on my appeal?

Claimants are reminded to continue to file weekly claims to protect any benefit rights that may be established as a result of the appeal. Once an appeal has been received and reviewed, UI and PUA claimants will receive additional information regarding the appeal.

Do I have the option of setting up a payment plan?

Yes. Claimants can follow the instructions on their overpayment notice to set up a payment plan. Overpayments as a result of fraud are allowed payment plans but no offsets or waivers.

Who do I contact if I have trouble filing an appeal?

Individuals experiencing difficulties in filing an appeal should contact the UI and PUA call centers at the numbers below. As a reminder, due to a high volume of calls, you may experience longer waiting times, particularly on Mondays and Tuesdays, the busiest days of the week.

UI Call Centers: 702-486-0350 | 775-684-0350 | 888-890-8211

PUA Call Center: 800-603-9681 | 775-298-6007 | 702-329-6699