





Unemployment FAQ

UNEMPLOYMENT INSURANCE

File Your Claim By **Last Name**

ONLINE SCHEDULE:	CALL CENTER SCHEDULE:
 michigan.gov/uia WEBSITE IS 24/7	 1-866-500-0017 8AM-6PM MON-FRI, 7AM-2PM SAT
A-L FILE CLAIMS Monday Wednesday Friday	A-L CALL ON Monday & Wednesday
M-Z FILE CLAIMS Sunday Tuesday Thursday	M-Z CALL ON Tuesday & Thursday
Saturday if you missed your days	Friday and Saturday if you missed your days

The day or time of day in which a claim is filed will not impact whether you receive benefits or your benefit amount. Additionally, your claim can be backdated to reflect the date you were laid off or let go due to COVID-19.

Q. If I filed for unemployment benefits, when will it become effective and when will I receive my first check?

Circumstances may vary, but individuals should expect their first payment about three weeks after a claim is filed. Subsequent payments are released every two weeks after the claimant certifies. Claims will be backdated to reflect the date in which a claimant was laid off or released from their job due to COVID-19.

Claimants must certify every two weeks that they are eligible for benefits. After the first certification payment will be received in about 7-10 days. Certification can be done using the MiWAM and/or by phone utilizing MARVIN.

Q. Where can I get help if I have additional questions?

If you have questions or problem with your claim, claimants can call the customer service line, 866-500-0017, Monday – Friday 8 am – 6 pm or Saturday 7 am – 2 pm.

Q. How do I check the status of my claim?

Please log into your MiWAM account and select your Claim ID number.

Q. What does “fact-finding” mean?

There are questions related to your claim that you as the claimant need to answer. Log into your MiWAM account, select [“Additional Fact Finding for your claim. Click here to respond.”](#)



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Q. What does “pending employer response” mean?

Each claim filing requires a “10-day hold” for employers can respond and contest the case, if necessary.

Q. What should I do if it says, “need proof of ID”?

You will need to upload a Driver’s License or government issued ID to your MiWAM account.

Q. When will my MiWAM account update after a certification?

If there are no issues, 7-10 days before you receive payment.

Q. What does “ineligible” mean?

Ineligible means you as a claimant are not entitled to benefits. Please refer to the letter associated with the statement. The letter will explain why the claimant is ineligible. If you disagree with the determination, protest and appeal rights are included with the letter.

Q. My employer has shut down operations temporarily because an employee is sick and other employees have been asked to isolate or quarantine as a result of COVID-19. Am I eligible for unemployment benefits?

If you are not receiving payment from your employer, such as paid sick leave or paid time off (PTO), you may be eligible for unemployment benefits during this time.

Q. What if I have to care for someone who has Coronavirus? Can I get unemployment benefits?

If you have to leave your job because you are caring for an ill or quarantined family member, caring for someone with a confirmed diagnosis of COVID-19, or have a family care responsibility as a result of a government directive, you may be eligible for unemployment benefits.

Q. What if I become seriously ill and I am forced to quit my job as a result of COVID-19, will I qualify for unemployment benefits?

If you are unable to work because you are ill as a result of COVID-19, you maybe eligible for unemployment benefits.