

EDD
CARES Act
Unemployment Insurance (UI)
Benefits

WHO MAY QUALIFY

Reduced Work Hours or Laid-off

- A worker's employer has reduced work hours or shut down operations due to COVID-19.
- Workers who are temporarily unemployed due to COVID-19 and expected to return to work with their employer.

School Closures

- An individual's child's school closed, and they have to miss work to care for them.
- Eligibility considerations include no other care options and the individual is unable to continue working their normal hours remotely.

Business Owners, Self-Employed, Independent Contractors, Gig Workers

- Others not usually eligible for regular UI benefits who are out of business or services are significantly reduced as a direct result of the pandemic.

UNEMPLOYMENT BENEFITS

- The Governor's Executive Order waives the one-week unpaid waiting period, so an individual can collect UI benefits for the first week they are out of work.
- Eligible individuals can receive benefits that range from \$40-\$450 per week, plus an additional \$600 on top of their current weekly benefit amount.
- The first week the additional payments can be made is for the week ending April 4th, not before. For the week ending April 11, 2020, EDD will begin paying the additional \$600.
- The \$600 extra payments can continue to those eligible for benefits through July 31, 2020.

UNEMPLOYMENT BENEFITS

- May receive up to 39 weeks of benefits starting with weeks of unemployment beginning February 2, 2020 through December 31, 2020.
- It takes at least three (3) weeks for EDD process a claim for unemployment benefits and issue payment to most eligible workers.
- If unsure of UI eligibility, individuals should file an Unemployment Insurance claim so EDD representatives can determine eligibility.
- EDD representatives may need to set up a phone interview with you to collect more details.

HOW TO FILE A UI CLAIM

ONLINE

https://www.edd.ca.gov/Unemployment/UI_Online.htm

- UI Online is the fastest and most convenient way to file UI claim.
- UI claims can be filed though UI Online during the times (Pacific time) below:

Days of the Week	Available Time
Sunday	5 a.m. – 8:30 p.m.
Monday	4 a.m. – 10 p.m.
Tuesday – Friday	2 a.m. – 10 p.m.
Saturday	2 a.m. – 8 p.m.

HOW TO FILE A UI CLAIM

YouTube Video - UI Online: How to Apply for UI Benefits (File a Claim)

<https://www.youtube.com/watch?v=QQKrICx80H8&feature=youtu.be>



HOW TO FILE A UI CLAIM

PHONE

Representatives are available at the following toll-free numbers, Monday through Friday from 8 a.m. to 12 noon (Pacific time) except on state holidays.

English 1-800-300-5616

Spanish 1-800-326-8937

TTY 1-800-815-9387

HOW TO FILE A UI CLAIM

FAX OR MAIL

- For secure processing, fax the completed application to the number listed on the form.
- If the application is mailed, use the address on the form and allow additional time for processing.
- An UI Application can be picked up at the AJCC or accessed at edd.ca.gov/Unemployment/UI_Online

UI CLAIM

STEP 1 – MONITOR EMAIL AND POSTAL SERVICE

- Receive an email message from the EDD with a subject line of “New Online Account Created”.
- That means the registration was automatically completed and can move to Step 2 – certifying first benefit payment.
- For those who do not receive an email notifying they are auto-registered, they will receive a letter with an EDD Customer Account Number in the mail.

UI CLAIM

STEP 2 – CERTIFY FOR BENEFITS

- After receipt of the claim package in the mail verifying eligibility for benefits, or an email from the EDD an individual can certify their first benefit payment.
- Certifying is the process of answering basic questions every two weeks and confirming an individual is unemployed and otherwise eligible to continue receiving biweekly payments.
- Individuals will not be penalized for answering “No” to the question about looking for work and will be paid benefits for that week if all other eligibility requirements are met.

UI CLAIM

STEP 2 – Con't

- The first certification period will be after the first two weeks from the beginning date of a claim, which is the week when the initial claim application was submitted.
- It will take about a week after the first certification to receive the first benefit payment, which for many claimants will arrive on an EDD Debit Card.
- Due to the high volume of claims being processed, it may take a few extra days to receive the EDD Debit Card in the mail.

UI CLAIM

STEP 2 – Con't

- If an EDD Debit Card was issued in the last three years, it will remain active for the current benefit payments. For a lost EDD Debit Card, contact Bank of America.
- After the first benefit payment, every two weeks and individual must certify for benefits to the EDD.

UI CLAIM

Step 3 – Check UI Online Account

- Individuals who remain unemployed and eligible for benefits should log in to their UI Online account to check for updates.
- Upon receipt of the EDD Debit Card, payments should be posted to the EDD Debit Card in about three days after receiving certification.
- Benefit payments by check will take an additional few days to arrive through the mail.

FREQUENTLY ASKED QUESTIONS

https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm#UIBenefits

<https://edd.ca.gov/Unemployment/FAQs.htm>

FREQUENTLY ASKED QUESTIONS

UI ONLINE

What information is needed to file a UI Claim?

- First and last name as provided to EDD
- Date of birth
- Personal, non-shared, email address
- Social Security number
- Employment authorization document (If you are not a U.S. Citizen)

FREQUENTLY ASKED QUESTIONS

- Employment history (last 18 months):
 - Names
 - Addresses
 - Phone Numbers
 - Total income earned
 - Reasons why each job ended

FREQUENTLY ASKED QUESTIONS

How do I retrieve my password?

How do I change my password, security questions, or personal image?

I received an error message when navigating through my Benefit Programs Online account. What should I do?

FREQUENTLY ASKED QUESTIONS

ELIGIBILITY

What benefits are available if I am subject to quarantine, am not ill, and am not found for a Disability Insurance claim?

- You are encouraged to apply for Unemployment Insurance (UI) benefits if you are unemployed, which includes reasons such as:
 - Your hours are reduced due to the quarantine.
 - You were separated from your employer during the quarantine.
 - You are subject to a quarantine required by a medical professional or state or local health officer.

FREQUENTLY ASKED QUESTIONS

Can I still qualify for UI benefits if my EDD notice shows that have \$0 in benefits available?

Generally, a mailed notice showing a \$0 benefit award available may mean that we have no wage records reported by an employer to support an unemployment claim, or we need to verify your identity for the reported wages that belong to you.

FREQUENTLY ASKED QUESTIONS

Would I qualify for benefits if I choose to stay home from work due to underlying health conditions and concerns about exposure to the virus?

You could be eligible for unemployment benefits if you choose to stay home. Once you file your claim, EDD representatives will contact you if they need more information.

FREQUENTLY ASKED QUESTIONS

Can I still collect unemployment benefits if I am able to work remotely from home?

Working your full normal hours remotely would not qualify you for benefits. However, you could collect some Unemployment Insurance benefits if your usual number of work hours are reduced through no fault of your own.

FREQUENTLY ASKED QUESTIONS

Can I collect disability and unemployment benefits at the same time?

You have the right to apply and file a claim for unemployment and disability benefits at the same time, but you can only collect payments under one benefit program at a time.

FREQUENTLY ASKED QUESTIONS

Can I start collecting unemployment benefits because I am laid off or have had my work hours reduced, and then switch to a disability claim if I become sick?

Yes. If you become sick while you are out of work, you can apply for a disability claim, which can provide a higher benefit amount if you're eligible. A medical certification is required to substantiate your illness. If you are approved for a Disability Insurance claim, your Unemployment Insurance (UI) claim will be suspended.

UI TIPS

- Be sure the phone number provided on the UI application is correct and is a number that the individual can immediately access calls.
- Anonymous caller is listed as the Caller ID for EDD. These calls should not be ignored. A call means EDD has questions about the individuals UI claim.
- An UI Online application may be rejected because an individual's name is too long. If that is the case they will need to file a paper application.
- If an individual is filing a UI claim due to their hours being reduced, laid-off, sick, childcare issues, etc. he/she must be clear and state it was due to COVID-19.