

Unemployment Compensation Directions & FAQs During COVID-19 Closure

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Unemployment Compensation Directions

We encourage our employees affected by the closure to file for unemployment compensation **as soon as possible** as payments may take two to four weeks to process. You do not need to wait until your PLB is used to file for unemployment. Employees who are working partial hours are also able to file for unemployment. Please visit www.uc.pa.gov to learn more about unemployment compensation and apply for benefits.

- Video: [How To File a PA Unemployment Claim](#)

Unemployment Compensation FAQs

1. When should I file for unemployment benefits?

*We encourage our employees who are furloughed due to Via's limited services or working reduced hours to file for unemployment compensation **as soon as possible** as payments may take two to four weeks to process. Please visit <https://www.uc.pa.gov> to learn more about unemployment compensation and apply for benefits.*

2. Do I need to wait until my PLB balance is paid out before filing for unemployment benefits?

No. You do not need to wait until your PLB is used to file for unemployment.

3. If I work partial hours can I still apply and be eligible for unemployment?

Yes. You can work partial hours and still be eligible for unemployment benefits.

4. If I retain some of my PLB balance will that affect my unemployment benefits?

No. The PLB hours you retain will not be reported to unemployment and therefore not affect payments.

5. Will the unemployment office be notified of the PLB time I was paid for?

Yes. Via will report the PLB you have used or intend on using to the unemployment office.

6. Is there a waiting week for unemployment benefits?

No. Per the PA Office of Unemployment Compensation (UC), the Waiting Week for UC Benefits is suspended. Previously, claimants were not eligible for benefits during their first week of unemployment. This has been suspended; eligible claimants may receive benefits for the first week they are unemployed.

7. I started completing the unemployment compensation initial claim form and it asked for a UC account #. What is this number?

*When you complete your initial claim, you **DO NOT** need the UC account #. Leave the field blank.*

8. I started completing the unemployment compensation initial claim form and it asked for my last day of work. What date do I list?

Use your last physical day of work. Do not factor in using PLB time when reporting your last day of work on the unemployment form.

9. I started completing the unemployment compensation initial claim form and it to choose a reason for separation. What should I select?

Select "Temporary Layoff". Employees are furloughed due to Via's limited services. If you are working reduced hours select "Still employed, hours reduced by employer".

10. I started completing the unemployment compensation initial claim form and it asked for hire date. I do not remember my hire date.

If you do not know your hire date, give your best guess or log in to Paylocity to find your hire date. Human Resources will correct hire dates as needed when completing the employer portion of the claim.

11. I started the unemployment compensation initial claim for and it asked for a recall date (return to work date). What date do I list?

You can list April 13, 2020 as your recall date. This can be modified through unemployment later if this changes.

12. What happens after I file the initial unemployment application?

After filing your initial application for UC benefits, you will receive a Claims Confirmation letter in the mail. This letter will provide you with your 4-digit PIN# necessary to file your biweekly claim. This letter will also provide the date you will file your first biweekly claim, which is generally the second Sunday after completing your initial application for benefits.

13. What happens when I file a bi-weekly claim?

*When you file a biweekly claim, you will be filing for two weeks at a time. For UC purposes, a week is a calendar week that begins Sunday and ends Saturday. Although you will file for two weeks at one time, you will certify your eligibility for each week separately. **NOTE: You will not receive unemployment compensation unless you file a timely biweekly form.***

14. What is the best way to file a bi-weekly claim?

The best way to file your biweekly claim is online from 6am to 11pm Sunday, and 6am to 9pm Monday through Friday at www.uc.pa.gov. You also can file by phone by using the PA Teleclaims

(PAT) system. Call 888-255-4728 (TTY services for the deaf and hard of hearing: 888-334-4046), from 6am to 11pm Sunday, and 6am to 9pm Monday through Friday.

15. What if I am working full-time or part-time hours and need to take time off due to the COVID-19 crisis?

Taking time off due to circumstances surrounding COVID-19 will not count negatively towards your attendance record. We encourage employees to put themselves and their families first during this crisis.

16. When can I expect to receive my PIN from the Unemployment Office?

If you opened your claim between March 15 and March 21: We are working quickly to mail a PIN to you so you can file for benefits starting Sunday, March 29, 2020. If you do not receive your PIN by Saturday, March 28, please remember that you may file any day through Friday, April 3, 2020. If you do not receive your PIN in time for you to file by April 3, we will make accommodations for filing and will update these instructions, accordingly.

If you opened your claim between March 22 and March 28: Your first day to file will be Sunday, April 5, 2020. We will update these instructions, accordingly, as we monitor our progress with mail processing.

For Everyone: Mailing PINs is a top priority, so you may not have received your financial determination yet. When you do receive your financial determination and if you detect an error, you may file an appeal at that time.

17. What do I do once I receive my PIN?

Once you receive your PIN and instructions, file your biweekly claim via phone at: 1-888-255-4728 or online at <https://www.paclaims.pa.gov/uccc/PreWelcome.asp>.

18. How are payments made?

Payments are submitted to you on either the Reliacard (debit card) that was sent when you filed your initial claim, or via direct deposit to your bank account.

19. How can I check my claim status?

Before calling or emailing L&I, you can check your payment status at:
<https://www.paclaims.pa.gov/ucen/LoginClaimStatus.asp>.

20. What is the payment fund schedule?

If you file your biweekly claim on:

- *Sunday OR Monday = funds available by Wednesday*
- *Tuesday = funds available by Thursday*
- *Wednesday = funds available on Friday*
- *Thursday = funds available on Saturday*
- *Friday = funds available on the following Monday*



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Note: Payments may be delayed if there is an eligibility issue that must be resolved before payment can be made.

21. Will I receive calls from Unemployment?

You will see COPA on the caller ID when we call you. By answering our call, you will help in getting your claim processed faster.