



UI and COVID-19

Helping You Navigate the UI Program During Challenging Times

April, 2020

Agenda

- **What EDD is doing to manage the crisis**
- **CARES Act Overview**
- **UI Basics: Understanding the UI process**
- **Self-Service Tools for Claimants**

Disclaimer: Visit edd.ca.gov for the most up to date information

What UI is Doing to Mitigate the Unprecedented Volume

- **Implemented emergency telework program**
- **Expanded hours for staff to file claims and make benefit payments.**
 - Inbound calls to call centers remain at 8a – 12n.
- **Reassign managers and support staff to production work.**
- **Borrow staff with previous UI experience from other EDD branches.**
- **Hourly health checks on all EDD systems for uninterrupted service.**
- **Streamlined processes and automation enhancements to file claims and pay benefits faster.**

UI Basics: Program Overview

- **Partial income replacement for employees who have lost their jobs or have had their hours reduced due to no fault of their own.**
- **Funded by employers at no cost to employees.**
- **Weekly benefit amounts (WBA) range from \$40 to \$450 based on earnings.**
- **Waiting period waived for COVID-19.**

CARES Act - Overview

Coronavirus Aid, Relief, Economic Security Act (CARES) provides:

- Financial aid to individuals, small businesses, and industries impacted by COVID-19.
- Provisions for hospitals and doctors.
- Expands UI to those not previously eligible such as the self-employed, freelancers, and independent contractors.
- Provides \$600 per week stimulus payment between 3/29/20 and 7/31/20 in addition to your regular weekly benefit amount.

Check the EDD's COVID-19 webpage for updates.

UI Basics: File a Claim

- **Online**

- UI Online is the fastest way at edd.ca.gov/UI_Online.
- Must first create a Benefit Programs Online login to file your claim online.
- Save as Draft if additional time is needed to complete the application.

- **Phone**

- Speak to representative between 8 am and 12 noon except weekends and state holidays.

- **Fax/Mail:**

- Complete the paper application and submit as directed on the form.
 - Allow additional time for processing.

UI Basics: After a Claim is Filed

- **Receive important information from EDD by mail:**
 - Confirmation that claim was filed.
 - How weekly benefit amount was computed.
 - First Continued Claim form to certify for benefits by mail.
- **Verify accuracy of claim and wage information and notify EDD if incorrect.**
- **Continue to read, review, and respond to all EDD communication.**

UI Basics: How to Certify for Benefits

To get paid benefits, eligibility information must be provided to the EDD every two weeks:

- **UI Online and UI Online Mobile:** edd.ca.gov/UI_Online
 - This is the fastest way to certify and get paid.
 - Must register using EDD Customer Account Number.
 - Available 24/7.
- **EDD Tele-Cert: Call 1-866-333-4604**
- **Mail**
 - Allow extra time for mail delivery and processing.

UI Basics: Get Paid - EDD Debit CardSM

Once the first payment is made, an EDD Debit Card will be mailed:

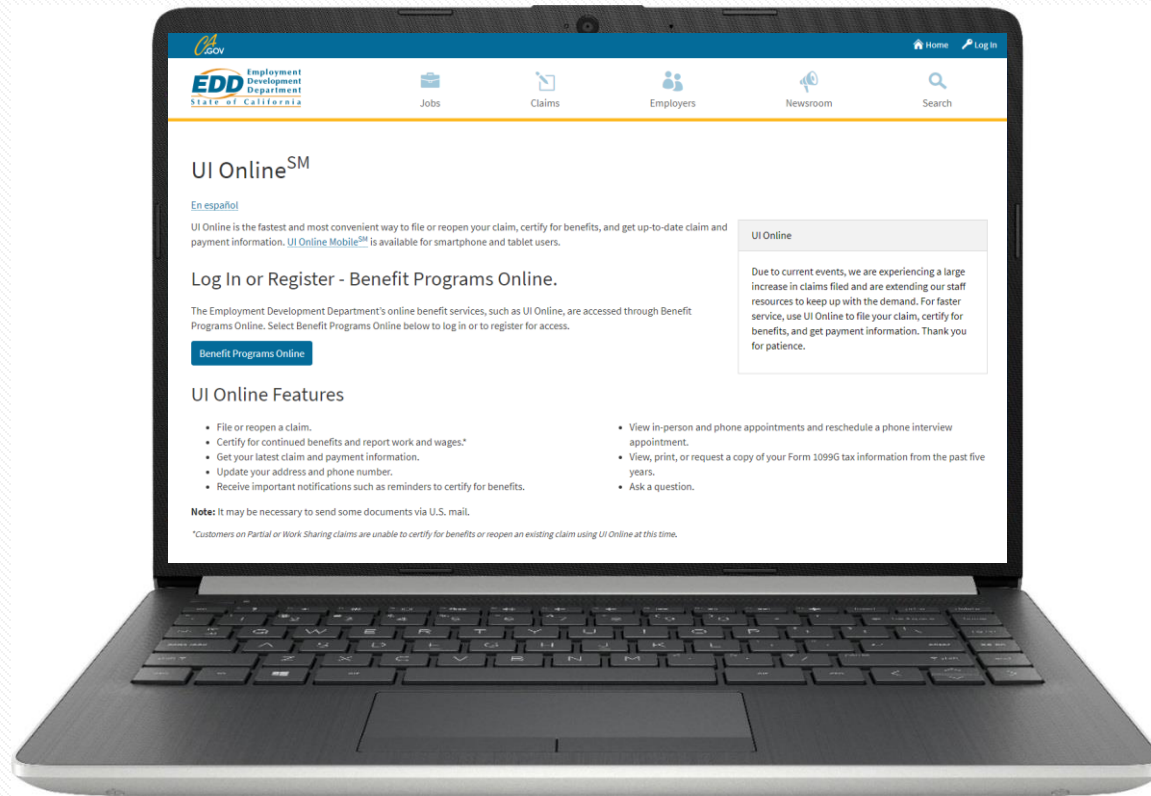
- Allow 5 business day for mail delivery from Bank of America.
- Contact Bank of America for replacement card and customer service.
- Get cash at ATMs or merchants with cash back options.
- Card can be used anywhere Visa is accepted.
- Option to set up automatic transfers to any financial institution.
- Set alerts whenever a deposit is made or when you have a low balance.

Dedicated Bank of America customer service available 24/7 at:

- Online: bankofamerica.com/eddcard
- Phone: [1-866-692-9374](tel:1-866-692-9374)

Important: Bank of America branch offices cannot assist with debit card inquiries except for ATM and teller withdrawals.

Self-Service Tools



UI Online

Due to current events, we are experiencing a large increase in claims filed and are extending our staff resources to keep up with the demand. For faster service, use UI Online to file your claim, certify for benefits, and get payment information. Thank you for patience.



Get information 24/7

EDD website: edd.ca.gov

- Information on all EDD programs
- Latest COVID-19 updates

UI Online and UI Online Mobile: edd.ca.gov/UI_Online

- File a new claim
- Certify for benefits
- Get payment information
- Ask a question about your claim

UI Self-Service Phone Line: **1-866-333-4606**

- Certify for benefits using EDD Tele-Cert
- Get payment information for you last payment made
- Hear general information about the UI program.

Tips to Get Paid Faster and Stay Well-Informed

- File and certify for benefits using UI Online.
- Read and respond promptly, if requested, to all EDD communication.
- Be available for any phone interviews to resolve claim issues.
- Set up alerts for the EDD Debit Card through Bank of America:
 - Be advised when a payment is made to your card or you have a low balance.
- Check the EDD website on a regular basis for COVID-19 updates/FAQs.
- Access helpful web pages and educational videos on the EDD website.
- Register and look for work using CalJOBS.

Other EDD Programs

State Disability Insurance: The California State Disability Insurance (SDI) program provides short-term Disability Insurance (DI) and Paid Family Leave (PFL) wage replacement benefits to eligible workers who need time off work.

- **Disability:** You may be eligible for DI if you are unable to work due to non-work-related illness or injury, pregnancy, or childbirth.
- **Paid Family Leave:** You may be eligible for PFL to care for a seriously ill family member or to bond with a new child.



Thank You

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.