UNEMPLOYMENT INSURANCE

Claims Processing

S.C. DEPARTMENT OF EMPLOYMENT & WORKFORCE

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CLAIMS PROCESSING

How long will it take to process my claim and get paid?

Due to volume of claims, please allow up to 21 days to process your claim; however, if you are deemed eligible, your benefits will be paid retroactively to the week you filed your claim.

Why is it taking so long for my claim to process? There is a pending issue for my lay off showing on my portal.

Once we have received your claim, part of the eligibility process includes confirming with your employer that you worked for them and that you were laid off or had reduced hours from your job. By state law, the employer has 10 days to respond. If the employer does not respond within 10 days, the pending issue is removed from the claim in order to proceed with processing.

What does "Issues Delaying Payment" mean?

When you initially file your claim, and it is being processed by staff, you will see an *ISSUES DELAYING PAYMENT* banner listed on the Claimant Homepage of your portal – this is standard.

What does "Pending Resolution" mean?

If you see a *"PENDING RESOLUTION"* issue, you do not need to do anything additional at this time.

What does "SSA Validation" mean?

If you see a *"SSA VALIDATION"* issue in this section, do not worry, this will resolve itself automatically.

I received a held payment for waiting week, I thought that was waived?

If you have received a notice of a held payment due to the waiting week, please call our call center at 1-866-831-1724.

My first weekly certification was processed as a waiting week, what do I need to do to move forward?

Our agency is working to process all waiting week waivers as soon as possible. If you see your first weekly certification was processed as a waiting week, you do not need to contact us to have it corrected. You will see an update as soon as this process is completed by our agency.

Do I have to do the two weekly work searches?

The work search requirement is waived until further notice, so you may disregard the instructions on completing this task as outlined on the website; however, you must still complete your weekly certifications confirming your continued lack of work. Employment and Workforce may choose to reinstate this requirement and will notify you if that is the case.

This waiver will continue through the State of Emergency, declared by the governor. After the State of Emergency is removed, the job search requirement will go back into effect. You must still complete your weekly certifications confirming you are still unemployed.

What if I get a notification that my payment has been stopped or delayed?

If you received a mailer or notice in your portal that benefits have been stopped due to a need for additional information, please go to the Claimant Homepage and look in the "*ISSUES DELAYING PAYMENT*" section.

If there **is** a link there that you can click on, then do so and complete any questions you see there. This will satisfy the request outlined in the notice you received. If staff have any additional questions for you, they will reach out to you.

If there is **not** a link there to click on, then staff have already taken care of the request based off the answers you provided on your application for benefits.

If this section is blank, then all issues have been resolved and you need to check your *MyDocuments* tab to see what mailers were most recently mailed out. This will give you your most up to date status.

I worked out of state. How does that affect my claim?

If you worked out-of-state and have received a notice in the mail or your portal says your claim is zero, this means we are still waiting on wage verification from the other state. If you are unsure if the out-of-state employer was attached to your claim, we can escalate you to a claims-taker.

How can a claimant check on the status of their claim for unemployment insurance benefits?

Once you have created an account in the Claimant Self Service Portal, you can log in to check the status of your claim or visit us at dew.sc.gov under the individuals tab. Below is a link regarding frequently asked question about managing your benefits.

https://dew.sc.gov/individuals/manage-your-benefits

CHART: Unemployment Insurance *Guide to the CARES Act*

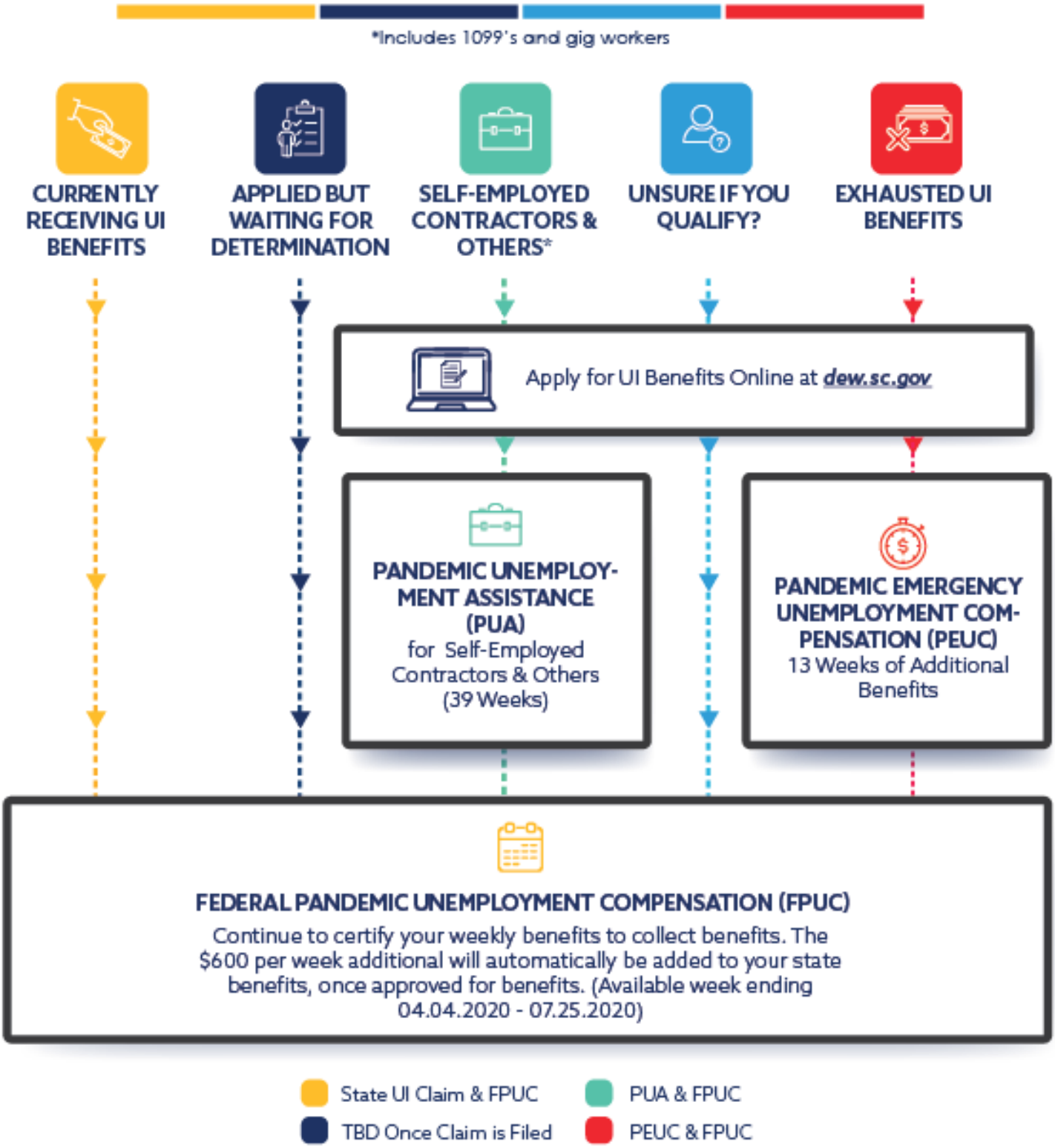

CHART: Comparison of BENEFIT PROGRAMS

	SC Unemployment Insurance	SC Extended Benefits	$600 (Federal Pandemic Unemployment Compensation - FPUC)	Pandemic Emergency Unemployment Compensation (PEUC)	Benefits for Self-Employed and those not Eligible for UI (Pandemic Unemployment Assistance - PUA)
WHO IS THIS FOR?	Unemployed workers who are unemployed through no fault of their own.	Individuals who have exhausted regular UI benefits during periods of high unemployment - triggered by SC law.	Individuals receiving regular UI, EB, PUA, or PEUC.	Individuals who remain unemployed after UI is no longer available.	Individuals whose employment or self-employment has been lost as a direct result of COVID-19 and are not eligible for regular UI, EB, or PEUC, including exhaustees.
WHO DOES THIS SPECIFICALLY EXCLUDE?	Individuals who are unable to work or those who do not have a recent earnings history.				Excludes individuals able to telework with pay or individuals receiving paid leave.
ELIGIBILITY REQUIREMENTS	1. Unemployed through no fault of their own; 2. Able, available, and actively seeking work; 3. Has registered for work with SCWOS; 4. Has not earned excess wages; and 5. Has not refused work.	If available, Extended Benefits may start after an individual exhausts other UI benefits.	Individuals must have an active benefit claim under state or federal law.	Individuals must have exhausted state benefits or the benefit year has ended, and the individual is not currently eligibile for UI.	Individuals must provide self-certification that the individual is otherwise able and available except that the individual is unable to work because of COVID-19.
MONETARY ELIGIBILITY REQUIREMENT	Must have earned at least $4,455 in covered employment during their base period. The base period is either the four oldest of the last five completed calendar quarters or the last four completed calendar quarters. Additionally, the total amount of wages in the base period must be at least 1.5 times the wages earned in the highest earning quarter.		Must meet state minimum monetary eligibility requirements to establish a claim.	Must meet state minimum monetary eligibility requirements to establish a claim.	Similar manner to regular state UI benefits. Self-employed must provide information to establish eligibility.
AMOUNT RECEIVED	Between $42 and $326.	Between $42 and $326.	$600 per week in addition to regular benefit amount.	Weekly benefit amount from the prior benefit year plus the $600 FPUC payment.	Weekly benefit amount under state UI law plus the $600 FPUC payment.
FUNDING	State (the UI trust fund is comprised of taxes SC employers pay on their payroll).	Federally funded (authorized under the Families First Coronavirus Response Act through 12/31/20).	100% federally funded.	100% federally funded.	100% federally funded.
DURATION	Up to 20 weeks of full UI benefits.	Additional 10 weeks of UI benefits.		Additional 13 weeks of benefits.	39 weeks of benefits total, including regular UI and EB weeks.
TIMEFRAME			Effective from the claim week ending April 4, 2020 through the claim week ending July 25, 2020.	Effective from the claim week ending April 4, 2020 through the claim week ending December 26, 2020.	Effective for the claim week ending February 8, 2020 through the claim week ending December 26, 2020.