

Unemployment FAQs:

1. What does it mean if I'm stuck in "adjudication"?
 - a. This means there is an open non-monetary issue to resolve. While the issue is pending, benefit payments are also pending. Monitor your MiWAM account regularly for updates and continue to certify.
2. How are non-monetary issues resolved? /
 - a. Typically, a non-monetary issue means that the claimant certification was accepted but is not yet payable because there's an issue that needs to be reviewed first. When there is an issue, a situation, or condition that affects the claimant's benefits rights, the UIA must investigate. This is called a non-monetary issue.
 - b. Governor Whitmer recently released an executive order that will allow UIA to move these much quicker. We also know that they are going in order from date filed. Once the review or investigation concerning your eligibility for benefits is complete, you will be notified in your MiWAM account. Continue to certify bi-weekly while you wait for our team to review the issues with you claim.
3. My account is locked, what should I do?
 - a. If your account has been locked, it will automatically be unlocked after 30 minutes. If you continue to get the locked out message after the 30 minutes has lapsed, you may contact Unemployment Insurance at 1-866-500-0017 or Michigan.gov/MILogin. You can also call your local MI Works office and they can help you get back into your account.
4. The system is sending the authentication code to a wrong telephone #. I have checked my profile and it is correct in the profile. Does not give an option to have it sent to my email address.
 - a. If you provided an email, you can authenticate with that instead of a text. It is recommended that both phone and email options be included. If the phone is your only option, you will need to speak to a UIA representative at 866-500-0017 to change the number. You can also contact your local MI Works office and they can assist with technical account issues.
5. How do you correct a certification that was accepted into the system?
 - a. Please contact customer service at 1-866-500-0017 for correction or send a message in your MiWAM account.
6. What if my claim says "processing" for more than a week?
 - a. Your payment is being processed. Payment will be released the next business day (this does not include holidays or weekends). Stay tuned to your MiWAM account over the next few days for your account status to say "payment issued MM/DD/YYYY". If this does not update you should check your payment options.
7. My account says additional claim required and won't pay out my benefits, what can I do?
 - a. If you see "Additional Claim Required" on your certification, go to your account page, click the "View all Claims" hyperlink then you will see under alerts "File a claim." You will be taken to the Reopen/Additional claim filing page to answer a few questions.
8. I was told I was going to get a payment, but it wasn't received, now it says reverse payment. What do I do?
 - a. This occurs when your financial institution returns the payments sent to them. Please make sure that your routing number and account number have been input correctly.

9. I am locked out of my account and cannot get through to UIA, what should I do?
 - a. For a quicker response you can call your local MI Works office for tech issues like being locked out of your account.
10. What does “stop payment indicator” mean?
 - a. A stop payment indicator is placed on a claim to prevent payment. This may be related to a variety of different reasons such something dealing with fraud/identity theft or something that may be pending on the claim that needs further review or investigation.
11. What does “additional claim is required” mean?
 - a. If you see “Additional Claim Required” on your certification, go to your account page, click the "View all Claims" hyperlink then you will see under alerts “File a claim.” You will be taken to the Reopen/Additional claim filing page to answer a few questions.
12. What does it mean if I receive notice of “disqualified”?
 - a. If you are disqualified you may lose some or all of your benefits. The most common reasons have to do with the reason you were separated from your job. A Determination regarding your eligibility for benefits was made. To read the Notice of Determination letter in MiWAM, go to the Determination Status tab and click on the blue 'Letter ID' link to the left.
 - b. To submit your protest/appeal in MiWAM, click on the blue 'File Protest/Appeal' link on the far right and type an explanation of the reason(s) why you disagree with the decision. To protect your rights to benefits during the protest period, please continue to certify biweekly through MiWAM online or MARVIN by phone during your scheduled certification week until you have returned to full-time work.