

EDUCATION AND WORKFORCE DEVELOPMENT CABINET
OFFICE OF UNEMPLOYMENT INSURANCE
QUALITY CONTROL BRANCH
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UIECLAIMS@KY.GOV

EMPLOYER INFORMATION FOR FILING E-CLAIMS

Filing a Mass Electronic Claim (E-Claim) for Unemployment Insurance is an easy and time-effective way to file a claim on behalf of your employees who are experiencing a lay-off. The advantages of filing an E-Claim are numerous for both the employer and employees. In order to participate in filing an E-Claim, the employer must meet specific criteria in accordance with Kentucky Unemployment Insurance law and regulations. Additionally, the employer will be required to submit a formatted E-Claim file containing correct and up to date employee information. Further information regarding employer requirements, instructions for the employer's E-Claim file, and helpful information for employees (claimants) are provided below.

Employer Requirements for Participating in E-Claims:

- You must have **workforce of at least 100 workers** at the time of lay-off. **Due to Covid-19, this has been temporarily changed to workforce of at least 50.**
- You must have a **minimum of 25 workers on lay-off.** **Due to Covid-19, this has been temporarily changed to minimum of 15 workers on lay-off.**
- Workers have a definite **recall to work date within 4 calendar weeks.** **Due to Covid-19, this has been temporarily extended beyond 4 weeks.** If workers will be off more than 4 weeks, they would be required to file an individual Unemployment Insurance (UI) claim. You, the employer, would not be able to submit an E-claim for a worker who falls into this category.
Example: If a worker will be off for 5 weeks or more, he or she must file an individual claim for the entire period.
- You may be required to submit a test file prior to the benefit week to ensure file format is correct.

Important Information for the Employer:

- The Information you provide for your employees, specifically **name** and **address**, will override and replace that information in our system. If an employee address is wrong, you will need to update the address in the E-claims file that is provided to our agency. Please verify your information is up to date and ensure workers who no longer work for your company are removed.
- A UI benefit week is Sunday to Saturday. E-claims are processed for **1 week** at a time. If the layoff or shut down is for more than 1 week, but fewer than 4; you will need to submit an E-claim file for each week of the layoff period.
- Your employees are still required to request benefit payments, however they are able to **request benefit payments weekly** for an E-Claim as compared to bi-weekly for individually filed UI claims.
- As part of their weekly request for benefit payment, the claimant must report all GROSS earnings. This includes all wages (at any job), vacation pay, or holiday pay. Wages and earnings must be reported for the week in which it is earning, not when it was received.

Submitting the E-Claims Template:

- The E-Claims file template and directions for submitting an E-claims template spreadsheet (E-claims file) will be provided to help ensure your success.
- If an E-claim file is submitted that does not meet these requirements, the employer's contact person will be notified of required corrections to be made before the E-claim file will be accepted. Once the required corrections are made, the E-claim file may be resubmitted.
- An acceptable E-claim file can be submitted prior to the Benefit Week, but no later than **12:00 PM E.T. Monday of the Benefit Week** to Uleclaims@ky.gov , otherwise the E-claim may not be processed.

An Overview of the E-Claim Process:

- Once an acceptable E-claim file is received, we will process the file for the benefit week indicated in the file. Employees listed in the E-claim file will receive information about requesting benefits in the mail at the address you provide.
- You will need to submit a new E-claim file for each Benefit Week. If a representative from your company is not available during this period, then multiple E-claim files for different benefit weeks can be submitted in the same email. A confirmation e-mail will be sent out once our agency has received the E-claim file(s).

Employee Responsibilities:

- Read UI Rights and Responsibilities Handbook. https://kcc.ky.gov/career/Documents/PAM%20400_Web.pdf
- Request benefits in a timely manner. There is a 4 day period in which employees can request benefit payment. Benefits can be requested on Sunday thru Wednesday following the benefit week. Employees will need to repeat this process for each Benefit Week. Employees do not have to wait to receive paperwork from our agency to request benefits. Request benefits at <https://uiclaims.des.ky.gov/ebenefit> or by calling toll-free 1-877-369-5984.
- A waiting week is for each benefit year. This waiting week is the first compensable week of the claim. In order to receive credit for the waiting week, benefits must be requested.

EMPLOYER Questions and Concerns:

- Uleclaims@KY.GOV , Employer assistance with E-claims: 502-564-2369

In order to best serve the needs of our customers, we have a designated e-mail address and phone number for our E-claims employer customers. E-claims are serviced by the Office of Unemployment Insurance, Quality Control Branch. Please use the email address and phone number below for questions about an E-claim or the E-claims process. Please do not send an E-claim file or question to a specific person, as that staff could be out of the office or otherwise unavailable.

EMPLOYEE Questions and Concerns:

- Ulassistance@KY.GOV , General assistance: 502-564-2900

The Office of Unemployment Insurance has centralized all UI claim processing and UI assistance. If an employee is having difficulty requesting their benefits or problems with their claim, they will need to call the General Assistance Line. To report a lost or stolen UI benefit debit cards, employees should contact Bank of America at 1-833-215-1620 or bankofamerica.com/kyuidebitcard.