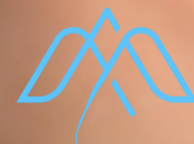


UNEMPLOYMENT CLAIMS: HOW TO SUBMIT A PERFECT CLAIM



makai hr
BUILT FOR HAWAII

Pay Name Amount: Date: January 10, 2020
USD 10247.40
AND FOURTY SEVEN 40/100 U.S. DOLLARS
For: Bank Branch Name Or Order
Authorized Signature

With almost 25,000 unemployment claims filed in the month of April, Hawaii is among the states economically hit hardest by the COVID-19 pandemic. The State's overburdened unemployment system has implemented several changes and programs to help with the processing and payout of claims. Nevertheless, the State still has a long way to go as only 40% of all claims have been paid out to date.

Here are a few steps you can take to ensure a clean submission and timely processing of your claim.

SUBMITTING THE PERFECT CLAIM

The State uses an automated system to validate your submission. It is important to submit accurate and complete information in order for your claim to be processed in a timely manner. If any information does not match, the system will reject your application and it will be assigned to a Case Manager for manual review. This process can take up to 2 weeks. The two biggest errors the State has seen so far are:

- (1) Incorrect Employment Start Date
- (2) Incorrect Reason for Separation

To ensure proper and quick processing of your claim, please reach out to your current/former employer to ensure you have the right information.

If your company is in a PEO (co-employment) relationship with Makai HR, ProService, Altres, ADP Total Source, or another HR Outsourcing company, you will need to list more than one employer on your application:

- (1) Your Employer's Legal Name + Dates of Employment when your company was NOT in a PEO relationship
- (2) The name of the PEO your company contracted with + Dates of Employment when your company was contracted with the PEO.

CORRECTING A SUBMITTED APPLICATION

Unfortunately, the only way you can update your information is by calling the Unemployment Office. When you are able to get through, make sure you have the information listed above ready.

Again, if your company is (or was) in a PEO (co-employment) relationship with an HR Outsourcing company, you will need treat your company's time with the PEO as if you were employed by a separate company.

CONTACT YOUR LOCAL UNEMPLOYMENT OFFICE

Unfortunately, the only way you can update your information is by calling the Unemployment Office.

Oahu: 808.586.8970

Hilo: 808.974.4086

Kona: 808.322.4822

Maui: 808.984.8400

Kauai: 808.274.3043

DISQUALIFIED IN ERROR?

If you received an email, letter or other message (or website notification) that says you are disqualified from Unemployment benefits, please email the following information to dlir.ui.disqualified@hawaii.gov:

Full Name

Last 4 Digits of your Social Security #

Telephone Number (w/ Area Code)

Screenshot of your Disqualification

BACKDATING YOUR CLAIM

In Governor Ige's first Proclamation, he waived the first week eligibility "waiting period" for unemployment benefits. If you would like to backdate your claim to include your first week of unemployment, please email the following information to dlir.ui.backdate@hawaii.gov:

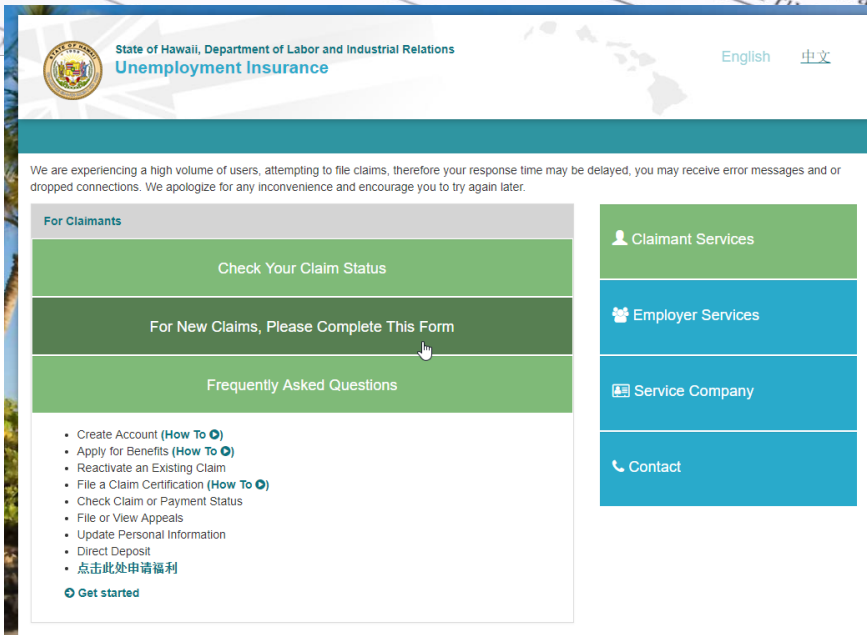
Full Name

Last 4 Digits of your Social Security #

Telephone Number (w/ Area Code)

Requested week to backdate your claim to

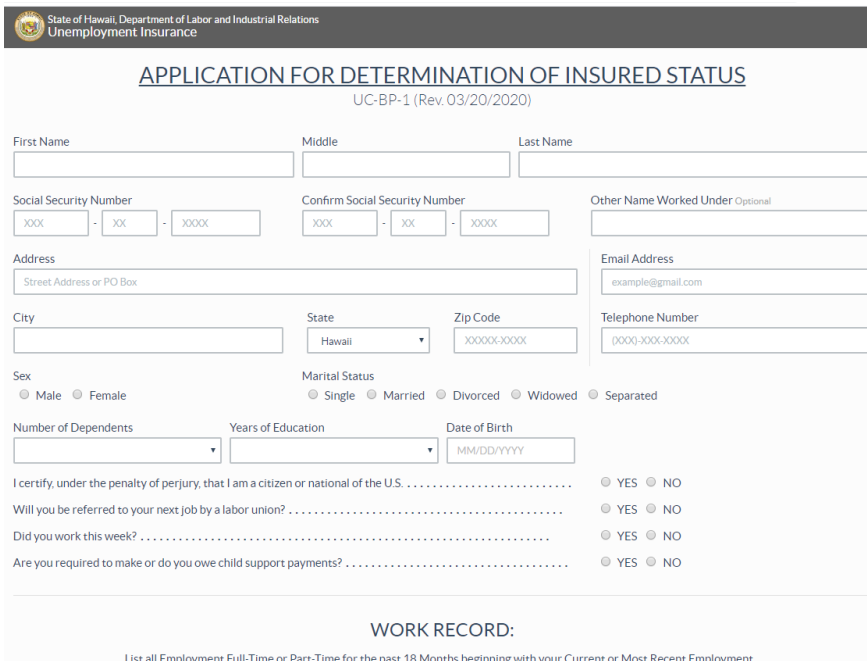
HOW TO SUBMIT A PERFECT CLAIM



The screenshot shows the homepage of the State of Hawaii, Department of Labor and Industrial Relations, Unemployment Insurance website. The header includes the state seal and navigation links for English and Chinese. A message states: "We are experiencing a high volume of users, attempting to file claims, therefore your response time may be delayed, you may receive error messages and or dropped connections. We apologize for any inconvenience and encourage you to try again later." The main content area is titled "For Claimants" and features three large green buttons: "Check Your Claim Status", "For New Claims, Please Complete This Form" (which is highlighted with a mouse cursor), and "Frequently Asked Questions". To the right of these buttons is a vertical sidebar with four blue buttons: "Claimant Services", "Employer Services", "Service Company", and "Contact". Below the main buttons is a list of links: "Create Account (How To)", "Apply for Benefits (How To)", "Reactivate an Existing Claim", "File a Claim Certification (How To)", "Check Claim or Payment Status", "File or View Appeals", "Update Personal Information", "Direct Deposit", and "点击此处申请福利". At the bottom left of this list is a "Get started" button.

GET STARTED

Go to huiclaims.hawaii.gov and click on "For New Claims" to get started



The screenshot shows the "APPLICATION FOR DETERMINATION OF INSURED STATUS" form (UC-BP-1, Rev. 03/20/2020) from the State of Hawaii, Department of Labor and Industrial Relations, Unemployment Insurance. The form is divided into several sections. The top section contains fields for "First Name", "Middle", and "Last Name". Below this are fields for "Social Security Number" and "Confirm Social Security Number", each with a "XXXX-XX-XXXX" placeholder. To the right of these is a field for "Other Name Worked Under Optional". The "Address" section includes a "Street Address or PO Box" field, and "City", "State" (with a dropdown menu set to "Hawaii"), and "Zip Code" (with a "XXXXX-XXXX" placeholder). To the right of the address fields are "Email Address" (with a "example@gmail.com" placeholder) and "Telephone Number" (with a "(XXX) XXX-XXXX" placeholder). The "Sex" section has radio buttons for "Male" and "Female". The "Marital Status" section has radio buttons for "Single", "Married", "Divorced", "Widowed", and "Separated". The "Number of Dependents" section has a dropdown menu. The "Years of Education" section has a dropdown menu. The "Date of Birth" section has a "MM/DD/YYYY" placeholder. Below these fields are four certification questions, each with "YES" and "NO" radio buttons: "I certify, under the penalty of perjury, that I am a citizen or national of the U.S.", "Will you be referred to your next job by a labor union?", "Did you work this week?", and "Are you required to make or do you owe child support payments?". The bottom section is titled "WORK RECORD:" and includes the instruction: "List all Employment Full-Time or Part-Time for the past 18 Months beginning with your Current or Most Recent Employment."

PERSONAL INFORMATION

Complete this section with your current information. Make sure every field is accurate and complete.

WORK RECORD:
List all Employment Full-Time or Part-Time for the past 18 Months beginning with your Current or Most Recent Employment. Include Federal, Civilian, Military, and Out-Of-State Employment.

Employer Name Start typing your employer name then choose from the selected list

Field is required.

Address
Street Address or PO Box

City State Zip Code
Hawaii XXXXXX-XXXX

Place Employed Phone Number Employment Type
(XXX) XXX-XXXX ☐ Full-Time ☐ Part-Time

Start Date End Date
MM/DD/YYYY MM/DD/YYYY

Type of Work

Reason for Separation

Is your unemployment a result of COVID-19?

+ Add Another Employer

Were you a director, officer, owner or shareholder of a business or corporation within the past 15 months? ☐ YES ☐ NO

LIST YOUR EMPLOYERS

Remember, if your company contracted with a PEO (such as Makai HR, ProService, Altres, ADP Total Source) in the last 18 months, you will need to list the time period with the PEO as a separate employer.

For example, your employer (ABC Company) joined Makai HR on September 15, 2019. You started working at ABC Company on October 10, 2018. My employment dates would be as follows:

- 10/10/2018 to 9/14/2019: ABC Company
- 9/15/2019 to Present: Makai HR

If you worked for multiple companies at the same time, please list all employers.

Reason for Separation?

-

Laid Off - Lack of Work

Quit

Discharged

Other

Still Employed

Laid Off - Due to COVID-19

Still Attached - Due to COVID-19

REASON FOR SEPARATION

Laid Off – Lack of Work

If you were laid off (meaning you were terminated) as a result of COVID-19 and the current “Stay at Home” Order, do NOT choose this option. Choose **Laid Off – Due to COVID-19**.

Quit

You resigned from your job.

Discharged

You were involuntarily let go due to performance.

Other

Only choose if your reason for separation is not listed. These claims will take longer to process.

Still Employed

If you are still employed but not working OR working fewer hours due to temporary furlough or reduced hours due to COVID-19, do NOT choose this option. Choose **Still Attached – Due to COVID-19**.

Laid Off – Due to COVID-19

If you were laid off (meaning you were terminated) as a result of COVID-19 and the current “Stay at Home” Order, choose this option.

Still Attached – Due to COVID-19

If you are still employed but not working OR working fewer hours due to temporary furlough or reduced hours, choose this option.