

Filing for Unemployment Compensation FAQs

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1. I am a Pennsylvania resident laid off from a job in another state, where should I file a claim for unemployment benefits?

Generally, first you should identify the state, or states, where you worked and were paid wages during your [base year](#).

If you have earned wages in *only one state* during your base year period, you should file for unemployment compensation (UC) with the state where you worked. If you have earned wages in *more than one state* during your base year period, you must file a Combined Wage Claim (CWC) by contacting one of the states where you worked and were paid wages during your [base year](#).

[More information is available on other state's unemployment services](#) Opens In A New Window.

If you need assistance in determining the state where you should file your UC claim, you should contact the [UC service center](#) by phone at 888-313-7284.

2. I was laid off last month and didn't file an Application for Benefits right away. Can I get paid for those weeks?

An [Application for Benefits](#) is effective the Sunday that begins the week in which you apply for benefits. If you have not already done so, please contact the [UC service center](#) to request backdating of your application to the week in which you were laid off. The service center will make a determination on your request to backdate your application for benefits and claim(s) for missed weeks.

An application for benefits may be backdated in only a very limited number of circumstances. Generally, backdating is permitted only where the individual did not file timely claims, through no fault of his/her own.

3. I'm collecting severance pay from my employer. Should I wait until I'm no longer collecting severance pay to file my application?

No, if you are collecting severance pay, or are going to be collecting severance pay, file your application as soon as you become unemployed. The answers you provide in your application regarding severance pay will help determine the impact severance pay may, or may not, have on your eligibility for benefits. Before a determination can be issued, additional information will also be requested from you and/or your employer. See the [Severance Pay Deductions FAQs](#) page for further information.

4. I received a new full-time job. Do I need to report this to the UC service center?

Notify the [UC service center](#) immediately if you return to work. If you return to work full time with your former employer or a new employer, you are no longer eligible for benefits. However, remember to file claims for weeks you were unemployed before you returned to work.

5. When do I receive a personal identification number (PIN), the UCP-1 (UC handbook), and a UC debit card?

You receive a PIN , the UCP-1 handbook and a UC debit card (if financially eligible) at the start of a new UC claim. If you have lost your PIN or no longer have your old PIN, [request a new PIN via our online form](#). If your UC debit card is lost or compromised, you may request a new one from US Bank at 888-233-5916 or online at www.usbankreliacard.com[Opens In A New Window](#). Reopening your claim or starting an EUC claim does not trigger a new mailing for these items. If you are financially ineligible, you will not receive a debit card.

6. How can I check the status of my initial claim?

If you filed on the internet, you should receive an email confirmation after you file your claim. In the first week you will receive three mailings: Notice of Financial Determination (UC-44F), UC Claim Confirmation Letter (UC-360) and the PA UC Handbook (UCP-1). If you don't receive these mailings, download and complete the [fax cover sheet](#), and fax it to the UC service centers at 717-525-5160. A UC service center representative will call to assist you. [Check your claim status](#). **Note:** A determination regarding your separation from employment could take 4-6 weeks, so continue to file your biweekly claims during that time.

7. I don't live in Pennsylvania, but worked there, and need to file for unemployment. Where should I file for benefits?

You should file for benefits in the state where the wages were earned.

8. My name has changed. How can I change it on my claim?

Call the UC service center at 888-313-7284 and a representative will assist you.

9. How long does my claim stay open?

When you are granted benefits, your benefit year provides you with a 52-week period beginning with the date of your application for unemployment compensation benefits. If you claim the full amount for each week, you will receive your maximum allowance of benefits. This information can be found on your Financial Determination.

10. Can I re-open my claim myself?

Yes. You can go to [Reopen a Claim Instructions](#) to re-open your claim, 24 hours a day, 7 days a week or [contact the UC service center](#).

Please note: If you choose to re-open your claim on line, you will do so by using the "Reopen a Claim" button on the right tabs. The process to re-open a claim is exactly the same as the initial claim process and the entire form must be completed. When you submit the claim, it will be processed as a re-open application, not a new application, as long as you have a current claim in place, i.e. less than one year has passed from your Application for Benefits date. After you hit the submit button, you should print the confirmation page and retain it for your records.

For claims that are being re-opened within one year of their AB date, you will not receive a new handbook, Debit Card or PIN number. If you already had direct deposit established, it will remain active for two years unless there has been 12 months of inactivity. If you received your benefits on your UC Debit Card and no longer have it or it is no longer active, please contact the Debit Card Company at 866-586-1706.

11. Can I cancel my claim after opening it?

Yes. If you have decided that you do not want to claim UC and you have not filed for any weeks, you can request to cancel the claim. This will allow you to file a new claim when it is appropriate. If you would like to cancel your current claim, you can mail or fax a signed written request to withdraw the application which explains the reason for the request to the [UC service center](#) responsible for your claim (refer to the back of your Unemployment Compensation Handbook for your office).

12. When do I use a PIN number?

You are required to use your SSN and PIN to access the following UC services:

- Changing your address, telephone/fax numbers, email address
- Changing your federal withholding
- Change your PIN
- Check payment information

- Direct Deposit of UC benefits
- Filing a biweekly claim for benefits
- Reopening a claim
- Requesting a UC-1099G

You can also access additional claim information such as:

- Your AB (application for benefits) date
- Your claim balance
- Your WBR (weekly benefit rate)

PINs are system generated (for security purposes) and mailed to you within 7-10 days of filing a claim. **If you have lost your PIN or no longer have your old PIN, [request a new PIN](#).**

If you know your current PIN but would like to change it, you can [Change Personal Information](#) here.

13. I am a naturalized or authorized worker. How should I submit my documentation to receive unemployment benefits?

Every naturalized or authorized worker **MUST** [email](#) or mail legible copies of the front and back of their Social Security Card and [Employment \(Work\) Authorization DocumentOpens In A New Window](#) within 14 calendar days to be eligible to receive benefits.

If sending the documents via email, please send to greenecard@pa.gov with the email subject as: First & Last Name.

If mailing, please mail to:

651 Boas Street

Central Office, Room 625,

Attn: Jen M.

Harrisburg, PA 17121