Why is the Audit conducted?

The purpose of the Quality Assurance audit is to prevent errors in the unemployment insurance system and to ensure that your claim was properly paid.

You provide valuable assistance to the Quality Assurance process by participating and giving accurate and complete information.

Participation in the audit is mandatory. Failure to participate will affect your eligibility to collect unemployment benefits.

A program designed to improve the Unemployment Insurance benefit payment system

For Questions Contact:

Unemployment Insurance Agency
1-800-500-0017
TTY: 1-866-366-0004

We are continually working to ensure that Unemployment Insurance benefit claims are processed accurately.

Rick Snyder, Governor
State of Michigan

LARA
LICENSING AND REGULATORY AFFAIRS
CUSTOMER DRIVEN. BUSINESS MINDED.
Steve Arwood, Director

UIA
Unemployment Insurance Agency
Shaun Thomas, Director

www.michigan.gov/uia

LARA is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

State of Michigan, Department of Licensing and Regulatory Affairs, Unemployment Insurance Agency, Authority: MCL 421.1, et; Quantity: 500; Cost: $40 ($0.08 per copy); Paid for with federal funds.

UIA 1214
(Rev. 10-13)

Information for Individuals Receiving Unemployment Benefits

Quality Assurance Program

State of Michigan
UNEMPLOYMENT INSURANCE AGENCY
Department of Licensing and Regulatory Affairs

What Is The Quality Assurance Program?

The Quality Assurance Program is a review of selected unemployment claims. Each week claims are selected by our computer system to be audited. The audit is designed to focus on a specific week that benefit payments were received.

The person whose claim has been selected is interviewed. Employers are contacted and all pertinent information verified.

Your participation in the Quality Assurance interview will assist in determining if you received the proper benefit payment. The audit will also provide useful information for improving the unemployment insurance program.

What If My Claim Is Selected For Review?

The Unemployment Insurance Agency (UIA) has a team of auditors working in the Quality Assurance Program who will notify you by mail or telephone that your claim has been selected for audit.

You will be asked to do the following:

- Provide information regarding your job search for an identified week.
- Complete a questionnaire relating to your unemployment insurance claim.
- Provide documentation of identity (driver's license and Social Security or State ID card).

How Is The Audit Completed?

The Quality Assurance audit begins with the assumption that your claim was paid correctly. During the course of the audit, program accuracy is verified by examining three main areas:

- Payroll records of current and former employers.
- Unemployment records concerning your claim.
- Your answers to the Quality Assurance questionnaire.

You will be asked to supply information by telephone, e-mail, U.S. mail or fax.