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 processed.

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
1-866-500-0017
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

TALENT INVESTMENT AGENCY
Stephanie Comai, Director

Unemployment Insurance Agency
Sharon Moffett-Massey, Director

www.michigan.gov/uia

TIA is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.
State of Michigan, Talent Investment Agency, Unemployment Insurance Agency, Authority: MCL 421.1, et; Quantity: 500;
Cost: $40 ($0.08 per copy); Paid for with federal funds.

UIA 1215
(Rev. 07-15)

Information for Individuals Receiving Unemployment Benefits

Quality Assurance Program

Denied Claims Accuracy

State of Michigan
UNEMPLOYMENT INSURANCE AGENCY
Talent Investment Agency

What Is A Quality Assurance Audit?

Each week unemployment insurance claims are randomly selected by our computer system for the Quality Assurance Program audit. The audit is designed to determine if the denial of unemployment benefits was correct.

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 should have been denied benefits. The audit information is also useful in making improvements to 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:

- Complete a questionnaire relating to your unemployment insurance claim.
- Provide information regarding the issue that denied your claim.
- Provide documentation of identity (driver's license or state ID card and Social Security card).

How Is The Audit Completed?

The Quality Assurance audit focuses on the issue that denied your claim. That issue was described in the determination you received by mail from the UIA.

During the course of the audit, program accuracy is verified by examining three main areas:

- Employment and payroll records of current or 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.