

Questions and Answers Regarding Recent Changes to the State's Regular Unemployment Benefit Program

I am newly unemployed as of January 15, 2012, how many weeks of unemployment insurance will I be able to collect?

Those who file for a new claim as of January 15, 2012, may be entitled to up to 20 weeks of state unemployment benefits.

If I have questions regarding my benefit amount or need additional information about my claim, how can I contact the agency?

The agency recommends opening an online claim web account. Through this online account, claimants can inquire about their claim, obtain the number of remaining weeks, change payment options, certify through MARVIN online, communicate with our Virtual Problem Resolution (ViPR) Center agents and much more. Those who are interested in opening a claim web account through the Online Services for Unemployed Workers. Claimants can also visit one of our Problem Resolution Centers, which are located throughout the state. Additionally, claimants can also call our Customer Service line at 1-866-500-0017.

What happens if I do not find a job before my state unemployment benefits end?

Those who have not secured employment after their 20 weeks of state unemployment benefits are exhausted may be eligible for federally-funded benefits. Those who qualify for federally-funded unemployment benefits will receive notification including next steps from the agency.

How can I keep up with the most up-to-date developments about unemployment?

Claimants should frequently check the agency's homepage for updates. Additionally, our claim web account users receive updates regarding new developments that may affect them. Other options are to call a Customer Service agent at 1-866-500-0017 or submit an online inquiry to our ViPR team. Individual who have questions about federally-funded extensions can call our 1-866-MI-HELPS line to hear pre-recorded information about federal unemployment benefits.

What if I have questions regarding my benefit payment?

One of the most commonly asked questions is, "What is the status of my benefit payment?" You can inquire about the status of your payment without talking to a customer service agent by calling MARVIN at 1-866-638-3993 and pressing option 1. Other information regarding benefit payments and eligibility review processes are also available through calling MARVIN or accessing MARVIN online through an online claim web account.

If I had a claim established before January 15, 2012, am I affected by this change?

No, this change does not affect claims established before January 15, 2012.