

Additional information needed for PUA

We need more information before we can determine your eligibility for PUA and will provide you with an online questionnaire to provide more details.

Pandemic Unemployment Assistance (PUA) is a program that temporarily expands unemployment insurance (UI) eligibility to self-employed workers, freelancers, independent contractors and workers who are lack sufficient wages to qualify for regular UI and have been impacted by the Corona virus pandemic in 2020.

What MDOL is doing

We sent you a PUA invitation letter in the mail. We need more information to determine if you are eligible for this program.

Your next steps

Please follow the instructions on the Pandemic Unemployment Assistance (PUA) invitation letter and fill out the online PUA questionnaire in your ReEmployME portal. This will provide us with more information about your eligibility.

Eligibility is determined weekly, so continue to submit weekly claims.

Incomplete claim

The weekly claim you filed is incomplete. You need to contact us to complete the claim.

What MDOL is doing

We need you to contact us and provide additional information.

Your next steps

Please call MDOL at 1-800-593-7660 or, for faster service, email us at <https://www1.maine.gov/labor/contact/index.html> to complete this weekly claim.

Eligibility is determined weekly, so continue to submit weekly claims.

Incomplete workshare claim

The weekly workshare claim you filed is incomplete. Your employer needs to contact us to complete the claim.

What MDOL is doing

We need your employer to contact us and provide additional information.

Your next steps

Please notify your employer that your workshare claim for this week is incomplete. Please ask them to contact MDOL to complete this weekly claim.

Eligibility is determined weekly, so continue to submit weekly claims.

Waiting on employer information

We sent a notice to your employer to complete a 'Request for Separation and Wage Information' (B1) form when you applied for unemployment benefits. Your employer has 10 days to return this form.

If your employer does not respond within 10 days, we will process your claim based on information you provided. If your employer provides information that is different from what you reported, we may schedule a fact-finding interview to verify the information.

What MDOL is doing

We have contacted your previous employer and are waiting for them to complete and return the 'Request for Separation and Wage Information' (B1) form.

Your next steps

You do not need to take any further action right now. We will contact you by mail, email, and the "Correspondence" tab in your ReEmployME portal if we need additional information.

If this status does not change in 14 days, please call us at 1-800-593-7660. For faster service, you can email us at <https://www1.maine.gov/labor/contact/index.html> and we will get back to you as soon as possible.

Verify identity

Fraudulent claims have increased substantially during the pandemic. To help ensure we are sending eligible benefit payments to the right person, we would like to verify your information.

Typically, your account will be updated within 5 business days after you've submitted your proof(s).

What MDOL is doing

We are waiting for you to submit two forms of identification to verify for your account and identity.

Your next steps

Check your "Correspondence" tab in your ReEmployME portal and follow the instructions to verify your identity. **You must submit your proof(s) of identity through your ReEmployMe portal within 2 weeks (14 days)**, otherwise, your claim would be cancelled, and your account will be locked.

If you are unable to submit your proof(s) of identity through the portal, please email us.

To unlock your account, please call us at 1-800-593-7660 or email us at <https://www1.maine.gov/labor/contact/index.html>.

Paid

Your weekly claim has been processed and approved. If you have not already received your payment, allow 1-2 business days for the payment to appear on your U.S. Bank ReliaCard or in your bank account.

[More information about U.S. Bank ReliaCard](#)

What MDOL is doing

We are not taking any further action.

Your next steps

If you have received your payment, you do not need to take any further action. If you have not received your payment, wait for the payment to appear on your U.S. Bank ReliaCard or in your bank account in the next 1-2 business days.

Eligibility is determined weekly, so continue to submit weekly claims.

Incomplete: fact-finding interview needed

Based on your weekly claim responses, a fact-finding interview is needed. A determination on eligibility will be made after the interview.

What are fact-finding interviews? Fact-finding interviews are scheduled when a claim requires further review by unemployment staff or more information is needed to determine your eligibility.

What MDOL is doing

We are setting up your fact-finding interview to further review your eligibility. Typically, interviews are scheduled within 2-3 weeks.

Your next steps

You will receive more details of your fact-finding interview, including the scheduled date and time, by mail, email, and the "Correspondence" tab in your ReEmployME portal. You may be able to complete your interview online, otherwise, wait for your scheduled phone interview.

Eligibility is determined weekly, so continue to submit weekly claims.

Processing

Your weekly claim has been successfully submitted and is now being processed.

What MDOL is doing

We are processing your weekly claim and will contact you if we need more information.

Your next steps

You do not need to take any further action right now. We will contact you by mail, email, and the "Correspondence" tab in your ReEmployME portal if we need additional information.

If this status does not change in 7 days, please call us at 1-800-593-7660. For faster service, you can email us at <https://www1.maine.gov/labor/contact/index.html> and we will get back to you as soon as possible.

Processing backdate request

Your weekly claim and backdate request have been successfully submitted and is now being processed.

What MDOL is doing

We are processing your weekly claim and will contact you if we need more information.

Your next steps

You do not need to take any further action right now. We will contact you by mail, email, and the "Correspondence" tab in your ReEmployME portal if we need additional information.

If this status does not change in 7 days, please call us at 1-800-593-7660. For faster service, you can email us at <https://www1.maine.gov/labor/contact/index.html> and we will get back to you as soon as possible.

Incomplete backdated claim

We are processing your backdate request for your weekly claim but the weekly claim you filed is incomplete. You need to contact us to complete the claim.

What MDOL is doing

We need you to contact us and provide additional information.

Your next steps

Please call MDOL at 1-800-593-7660 or, for faster service, email us at <https://www1.maine.gov/labor/contact/index.html> to complete this weekly claim.

Please have your work search activities for the requested backdated weeks ready.

Eligibility is determined weekly, so continue to submit weekly claims.

Processing workshare claim

Your weekly workshare claim has been successfully submitted and is now being processed.

What MDOL is doing

We are processing your weekly claim and will contact you if we need more information.

Your next steps

You do not need to take any further action right now. We will contact you by mail, email, and the "Correspondence" tab in your ReEmployME portal if we need additional information.

If this status does not change in 14 days, please notify your employer and ask them to contact MDOL regarding the issue on your workshare claim.

Excessive Earnings

Your weekly claim has been processed. The money you earned during the week was greater than your weekly benefit amount by \$5.00 or more. Therefore, you are not eligible for unemployment benefits for this week.

What MDOL is doing

We are not taking any further action.

Your next steps

You do not need to take any further action right now. Eligibility is determined weekly, so continue to submit your weekly claims.

[Learn About Eligibility](#)

Not eligible this week

Based on your weekly claim, you are not eligible for any of the existing programs this week.

What MDOL is doing

We are not taking any further action.

Your next steps

You do not need to take any further action right now. Eligibility is determined weekly, so continue to submit your weekly claims.

[Learn About Eligibility](#)

Overpaid

Eligibility is determined on a week-by-week basis. Based on further investigation, we have determined that you are not eligible for all or a portion of benefits this week. Any benefits you received for this week may have to be paid back.

What MDOL is doing

We are sending you a letter called *Deputy's Decision* with further information about your total overpayments.

Your next steps

You will receive more details by mail, email, and the "Correspondence" tab in your ReEmployME portal. Please follow the steps outlined in that communication.

Supplemental Payment

A previously processed week has been reprocessed resulting in a supplemental payment. The amount of the supplemental payment is shown in the Amount Paid column.

Offset Week

The week is certified and complete. All or a portion of the amount payable to the claimant for the week was used to offset an outstanding overpayment.

Interstate Offset

The week is certified and complete. The entire amount payable to the claimant for the week was used to offset an outstanding overpayment in another state.

Exhausted Benefits

The claimant has a zero balance on the claim.

Exhausted Benefits Pending Repayment

The claimant has a zero balance on the claim and pending repayment.

Insufficient Wage Claim

The claimant has filed an Insufficient Wage claim, but there is a monetary investigation pending.

Waiting Period Week

The week is certified and complete. The claimant has been given waiting period credit for the week. A one week waiting period must be served for each benefit year.

Pension Exceeds WBA

The week is certified and complete, but the claimant's pension amount exceeds his weekly benefit amount.

Severance Exceeds WBA

The week is certified and complete, but the claimant's severance amount exceeds his weekly benefit amount.

Cancelled Offset

A week that was originally used to offset an overpayment has been reprocessed and the offset credit has been cancelled.

Cancelled Waiting Period Week

A week that was originally processed as a valid waiting period has been reprocessed and the waiting period credit has been cancelled.

Not in Training

The week is certified and complete; however the claimant is not in approved training as required to be eligible for Trade Readjustment Assistance (TRA) benefits.

No Waiver

The week is certified and complete; however the claimant is not in training and has not provided a Waiver as required to be eligible for Trade Readjustment Assistance (TRA) benefits.

No Time Sheet

The week is certified and complete; however the claimant has not provided a time sheet as required to be eligible for Trade Readjustment Assistance (TRA) benefits.

TRA Issue

The week is certified and complete; however an eligibility requirement issue is preventing payment of Trade Readjustment Assistance (TRA) benefits.