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FILING FOR UNEMPLOYMENT IN KANSAS

Brothers and Sisters:

Below you will find information and resources regarding filing unemployment claims in Kansas. Generally, you should file your claim with the state where you worked. Please be advised that the information below is subject to change in light of anticipated federal and state action to address the growing number of unemployment claims in connection with COVID-19.

For those filing for unemployment for the first time, there are helpful videos on the application process, what to do after filing an initial claim, and more at www.dol.ks.gov/tutorials. You can also find detailed instructions and answers to questions at <https://www.getkansasbenefits.gov/FAQs.aspx>.

You can file a claim by phone or online. Note that the phone lines have been very busy and so the Department has been advising individuals to file online if possible. To file by phone, call 913-596-3500 or 800-292-6333. The automated phone system is available from 7 a.m. to 7 p.m., Monday through Friday and 9 a.m. to 7 p.m. on Saturday. If you call outside office hours, you will only be able to complete the automated portion of your claim application. Your claim information will be saved for 7 days, allowing you to call back during office hours and speak to a claims specialist to complete your application, or you may complete filing your application online. Claims Specialists are available Monday - Friday, 8 a.m. to 4:15 p.m. To file online, visit www.getkansasbenefits.gov. The online service is available Sunday from noon to Monday at 9 p.m.; Tuesday - Friday from 7 a.m. to 9 p.m.; and Saturday from 7 a.m. to 10 p.m. **You need to file a claim for weekly payment each week.** Please find more detailed instructions below.

The amount of the benefit will vary based upon the amount of money that the individual has previously earned, but will be between \$122 and \$488 per week. At this time, individuals can receive up to a maximum of 16 weeks. Again, unemployment benefits are subject to change in light of legislative efforts to provide additional benefits to workers. We will provide updates and guidance as they become available. If you have any other questions or concerns, please do not hesitate to reach out to us. Thank you.

FILING AN APPLICATION

KANSAS DEPARTMENT OF LABOR FAQ

What information do I need to file a new claim?

When filing a new claim, you will need the following information:

- Your Social Security number
- Full mailing address, including apartment or lot number, Zip Code and PO Box if you use one
- A phone number where you can be reached during the day
- The name and mailing address of your last employer, no matter how long you worked there. Note: Your paycheck stub or W-2 form usually contains this information
- The date you began and stopped working for each employer and the reason you left each job
- The county in which you live
- Your driver's license number
- If you are not a citizen or national of the United States, your employment authorization number and expiration date
- If you were active duty military within the past 18 months, your DD-214, Member #4 form
- If you were a federal employee, your Standard Form SF-50 or pay stub
- Any separation, vacation, or holiday pay you have received or will receive in the future.

A record of your claim will not be established unless you are told your claim has been accepted. If you are unable to complete your claim application, the information you have entered will be saved for 7 days from the date you began filing the claim so that you can complete it later and within 7 days. Your claim is effective the week that you file your application for unemployment. If you do not finish filing your claim within the 7-day period following your first attempt, you will have to start over from the beginning and answer all questions again. In addition, the effective date of your claim will change which means you will not receive waiting week credit or payment for the previous week(s).

Can I use wages earned in another state, the military, or the federal government?

If you have wages during the base period of your claim earned in another state, from the military or federal government, we will ask for your wage information from the other state(s), and/or your branch of service or the federal government to help process your claim.

If you have not earned enough wages in Kansas to be eligible for benefits without adding in the additional wages from another state, the military or federal government, your unemployment payments will be delayed until we receive the requested wage information.

When we receive the wage information, another "Unemployment Insurance Monetary Determination" letter listing these wages will be mailed to you. You must continue to file your weekly claim for payment while your wages are being investigated.

How do I file an application for unemployment on the Internet?

Go to www.GetKansasBenefits.gov or click [here](#) to file an online application for unemployment insurance if:

- You are filing a new application for unemployment
- You need to open your claim again and you have worked since the last time you filed.

Follow the instructions found there carefully. Your application is not complete until you reach the "Claimant Determination."

The online service is available: Sunday from noon to Monday at 9 p.m.; Tuesday through Friday from 7 a.m. to 9 p.m.; and Saturday from 7 a.m. to 10 p.m.

During the process, you may be asked to print forms that must be filled out and returned to the Kansas Unemployment Contact Center. This is important information that will be used to determine if you are eligible for unemployment benefits. A delay in the return of those documents may cause your benefits to be denied.

When filing online you must create a user name and password (see [What is a user name and password](#) for more information). Make note of your user name and password; you will use this information every time you use the unemployment website for this claim and future claims.

You can use the [website](#) to:

- File an application for unemployment insurance benefits
- File your weekly claim for benefits
- Check payment information
- Check the status of your claim
- Update personal information (phone number, mailing address, email address)
- Reset your PIN (Personal Identification Number)

How do I file an application for unemployment by phone?

- If you cannot file online you can apply for unemployment benefits by calling the Kansas Unemployment Contact Center.
- You must use a touch-tone phone to file your claim over the phone:
- If you are using a touch-tone phone that has a pulse/tone switch, be sure the switch is set to tone.
- Most public pay phones can access our system.
- The phone system is busiest on Monday and Tuesday. If you call on those days, be prepared for longer hold times.
- You may consider calling Wednesday, Thursday or Friday when there are usually fewer callers.

What are the phone numbers for filing a new claim and when is the system available?

Kansas City Area..... 913-596-3500

Toll-free number outside the local calling areas: 800-292-6333

The automated phone system to file an application for unemployment is available from 7 a.m. to 7 p.m., Monday through Friday and 9 a.m. to 7 p.m. on Saturday. If you call outside office hours, you will only be able to complete the automated portion of your claim application. Your claim information will be saved for 7 days, allowing you to call back during office hours and speak to a claims specialist to complete your application, or you may complete filing your application online.

Claims Specialists are available Monday through Friday – 8 a.m. to 4:15 p.m. (Central Time) except on state holidays.

Do I have to speak to a Claims Specialist?

Your claim will be filed as a "quick claim" and completed without having to speak to a claims specialist if:

- You are laid off due to lack of work
- There are no other issues on your claim
- Your last employer is the same employer as when you filed previously
- Your address has not changed
- You answered all the required questions

After the claims specialist has gathered all necessary information, your claim will be processed.

What happens after I file a new claim for unemployment?

All new initial claims will have an [identity verification](#) conducted with the Social Security Administration.

After you complete your claim, you will receive an "Unemployment Insurance Monetary Determination" letter based on the information we have on your past employment. This includes:

- The start date of your unemployment claim
- The amount of wages reported by each employer
- Your base period
- Your weekly benefit amount
- Your total benefit amount

The information in the letter will show whether you have earned enough wages to establish an unemployment claim. If you believe that wages on your "Determination Letter" are incorrect or missing information, contact the Kansas Unemployment Contact Center for assistance. You will be asked to provide proof of the correct wages (check stubs, W-2 statements or other documents). Without proof, we may not be able to help you.

A monetary determination does not mean you will receive benefits. Additional information may be needed from you and/or your employer to make sure you are eligible. You must continue to file your weekly claim for payment while your claim is being investigated.

WEEKLY CLAIM FOR PAYMENT KANSAS DEPARTMENT OF LABOR FAQ

When do I file my first weekly claim for payment?

- File your first weekly claim on Sunday afternoon or evening or Monday before 7 p.m. after filing your unemployment claim in the previous week. For example: If you filed your initial application on Tuesday you should file for your first week of unemployment on the following Sunday or Monday. You may file weekly claims on the Internet or telephone.
- The calendar week for unemployment compensation purposes runs from midnight Sunday to midnight the following Saturday. You may file on any day of the week, Sunday through Saturday, but filing early in the week assures the most prompt payment. You will not receive a benefit payment until that week has been claimed. If you do not file within 14 days, your claim will become inactive and you will have to file an application to re-open your unemployment claim. See [How do I re-open my claim after I stopped filing?](#)

- You must file each week to be eligible for your weekly payment.
- If there is a state or bank holiday, your payment will be delayed.

What information do I need to file a weekly claim for payment online or by phone?

You will need the following information to file a weekly claim for payment:

- If filing online - your user name, password and PIN.
- If filing by phone - your Social Security number and PIN.
- The amount of your gross wages earned (money earned before deductions, not received) during the week you are making a claim for unemployment insurance. You must report wages earned for the week in which you actually worked for those wages, not the week in which you received payment for that work. This includes any pay received as a Reservist for weekend drill and annual training participation.
- The number of hours you worked during the week being claimed.
- Gross amount of any paid time off (such as vacation, personal time off or holiday pay) you received for the week being claimed. Do not report your vacation and holiday pay as a total; these should be separate entries on your claim.
- Gross amount of severance pay received for the week being claimed.
- Paper and pencil to write down any information or instructions you may be given while filing.

There is no toll-free phone number available for the Weekly Claim Line. We recommend that you file your weekly claims online to avoid long-distance charges.

What questions will I be asked?

You will be asked a series of questions when you file a weekly claim.

Question 1: Did you work any day, Sunday through Saturday, during the week being claimed? Enter your gross earnings before deductions for this week. Do not include holiday, vacation or severance pay in this amount. Please enter the number of hours worked during the week being claimed.

Question 2: Did you receive any bonus pay during the week being claimed?

Question 3: Did you receive holiday pay for the week being claimed?

Question 4: Did you receive vacation pay for the week being claimed?

Question 5: Did you receive any severance pay for the week being claimed?

Question 6: Did you refuse work during the week being claimed?

Question 7: Did you quit a job or were you fired from a job during the week being claimed? Did you report the loss of employment to the Contact Center?

Question 8: Did you attend school or enter training during the week being claimed?

Question 9: Did you receive or change any type of pension, other than Social Security benefits, during the week being claimed?

Question 10: Did you apply for or receive any Workers Compensation payments for the week being claimed that were for a work-connected injury or disability?

Question 11: Were you physically able to work four or more days during the week being claimed?

Question 12: Were you available for work with no undue restrictions for four or more days during the week being claimed?

Question 13: Did you look for work as directed by the Kansas Unemployment Contact Center or Internet claims system during the week being claimed?

How do I file my weekly claim online?

Use the user name, password and PIN you created when you first applied for unemployment benefits:

- Go to www.GetKansasBenefits.gov and click on *FILE A WEEKLY CLAIM*.

You can file your weekly claim online at the following times:

- Sunday from noon to Monday at 10:15 p.m.
- Tuesday through Friday from 7 a.m. to 10:15 p.m.
- Saturday from 7 a.m. to 10 p.m.

You may be instructed to provide information regarding your eligibility. If you have any questions about how to use the system, first review the frequently asked questions. If you cannot find the answer there, please contact the [Unemployment Contact Center](#).

How do I file my weekly claim by phone?

To file by phone, please call:

Weekly Claim Lines

- Kansas City Area 913-287-6913
- Toll-free number, outside the local calling area: 800-292-6333

Use the PIN you created when you first applied for unemployment benefits and your Social Security number. You can file your weekly claims by phone at the following times:

- Sunday from noon to Monday at 10:15 p.m.
- Tuesday through Friday from 7 a.m. to 10:15 p.m.
- Saturday from 7 a.m. to 10 p.m.

Do I have to claim every week or can I skip weeks?

You should file every week you are unemployed. If you skip a week it will create a break in your claim and you will need to reopen your claim to continue filing your weekly claims.

Can I work and still get unemployment?

You may receive some unemployment benefits if you have other wages. See [Payment Information](#) for information about how working part time and other income can affect your unemployment.

How do I get paid?

You must file a weekly claim for payment for each week you want to receive benefits. Payments will be made if all eligibility requirements have been met. Your claim becomes inactive if you have not filed a weekly claim for payment or had any other activity on your claim for 14 calendar days.

If you are determined to be eligible for a benefit payment, you will receive a MasterCard debit card by mail. See "[Debit Card FAQs](#)."

When will I be paid?

If there are no issues on your claim, payments are normally received two to three business days after you file your weekly claim. (Please note: If you file your weekly claim on Sunday, payment is made on Wednesday.) Benefit payments will not always be deposited in your debit card or bank account on the same day each week. They may be delayed because of holidays or temporarily held while an issue is being investigated. You must file your weekly claim while any investigation is in progress.

How can I find out if my benefit payment has been issued?

You can obtain information concerning the status of your claim anytime online by selecting the CHECK YOUR CLAIM STATUS option, or by selecting option "1" through the weekly claim phone line. You will be able to get information about:

- The last three weeks you claimed.
- Date and amount of your benefit payment and the amount of benefits remaining.
- If a benefit payment was not issued, the system may be able to tell you the reason.
- If the amount of your benefit payment is reduced because of earnings, pension, child support deduction or any other reason, the system will tell you the amount of the deduction and the reason for it.

How can I get information about my claim not available through the claim line?

Phone: 913-596-3500 or 800-292-6333, Mon. - Fri, 8am - 4:15pm.

Mail: Kansas Unemployment Contact Center, P.O. Box 3539, Topeka, KS 66601-3539

Fax: 785-296-3249