

MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY

Commonly-asked questions regarding unemployment and online/phone troubleshooting before referring them to our office:

Online and Phone Access and Troubleshooting

- As of March 23, the MiLogin and MiWAM online unemployment system is experiencing slowness. The UIA IT team is constantly making adjustments to restore the system to full capacity. We apologize for any inconvenience and appreciate your patience while we work to resolve these issues.
- Applying online in off-peak hours (8:00pm- 8:00am) will expedite the claims process. The 24-hour website operates faster when there are fewer people on the site at any given time. The UIA also urges Michiganders using the website to expect longer load times. It may take several minutes for a page to load at this time. Users are asked to be patient and not click more than once to reload a page. Filing online remains the **fastest** way for Michiganders to apply for unemployment benefits. www.michigan.gov/uia
- Similarly, the phone system is experiencing high call volumes. Most individuals will receive the option to “stay in line” by using the call back feature as prompted. A subset of callers will unfortunately receive a busy signal.
- If a constituent already has an active claim and online account through MiWAM, they are able to log in and click “Chat with an Agent.” The queue for the live chat is significantly lower than the call wait times.

Eligibility

- Workers should file a claim to determine if they qualify or not—UIA **cannot** offer predeterminations about an individual’s situation.
- Currently independent contractors are **ineligible** for unemployment benefits. However, if an individual disagrees with being classified as an independent contractor, they may file a claim and protest the denial stating that they believe the wages should be liable.
- Individuals **may protest denied claims** if they disagree with the monetary determination through their online MiWAM portal.
- The current maximum state weekly benefit amount is \$362.00, it may be lower based on wages earned in base period.
- Some workers may not have earned enough wages to qualify for unemployment benefits.
- The first quarter of 2020 (January, February, March) is not completed yet. If an individual is denied due to not having enough earnings, they can refile the week of April 5, 2020, and the first quarter wages will be used in the calculation.
- The current monetary requirements to establish a claim have not been adjusted at this time. Those requirements are:
 - Wages in at least two of the last five completed quarters (Base Period).
 - High quarter earnings of \$3,744.00 in their Base Period.
 - Total wages need to equal 1.5 times the high quarter (for example, if the worker’s high quarter is \$4,000, all quarters in the base period must equal at least \$6,000).

- *Note:* People can get into the weeds trying to self-calculate their earnings. The UIA encourages any worker who is unsure of their eligibility based on wages or any other factor to apply for benefits and allow the UIA to make a determination.

UIA encourages everyone to sign up for news releases for the latest updates:

- [Sign up for State Emergency Operations Center news updates.](#)
- [Sign up for Michigan Department of Labor and Economic Opportunity \(includes Unemployment Insurance Agency\) news updates.](#)
- [Download the below graphic.](#)

This is the URL for the graphic in case the link doesn't come through -

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