

Unemployment Insurance Benefit (related to COVID-19) FAQs

Unemployment FAQs

Q. Can I apply for unemployment?

A. Each state has their own unique unemployment insurance status qualifications. All benefit determinations are made by the state. To file a claim, associates should immediately contact their state unemployment agency. Some states are waiving the 7-day waiting period. Each specific state agency will provide a response. Most state agency offices are now closed and are asking that all claims be filed online as opposed to contacting their toll-free number. You can also visit the Department of Labor's website at www.dol.gov.

Q. Where can I find the Company Federal Employer ID Number (FEIN) when I apply for Unemployment?

A: If a state requires the Company's FEIN, the CDS FEIN is 22-2941432

Q. Will I need to indicate my loss of work is due to COVID-19?

A: Where possible within the application, associates should indicate in their claims that loss of work is related to the COVID-19 situation. This may vary from state to state.

Q. What if I need a letter to verify my employment?

A. For all verifications of employment, contact our vendor at The Work Number at (800) 367-5690 or online at www.theworknumber.com. The Company's Employer Code is 14811.

Q. Will I be asked for a formal notice from my Company in order to receive unemployment?

A: Associates that worked in the following states can expect a separation form to arrive next week via email or USPS: California, Connecticut, Georgia, Massachusetts, New Jersey, and Tennessee.

Q. If I am asked for my Company's work address, what should I provide?

A: Please provide the corporate address in Irvine at CDS/Advantage Solutions, 18100 Von Karman Avenue, Suite 1000, Irvine CA. 92612.

Q. Who can I contact with questions?

A. You may contact the Associate Service Center at (888) 900-4276, option 4.

UI State Websites and COVID-19 State Links

State	State UI Website	COVID-19 Information Available	COVID-19 Links
Alaska	www.labor.alaska.gov	COVID-19 FAQs Link	https://labor.alaska.gov/unemployment/COVID-19.htm
Alabama	http://www.labor.alabama.gov/uc/	COVID-19 Information & Resources Link	https://www.labor.alabama.gov/covid19resources.aspx
Arkansas	https://www.dws.arkansas.gov/	COVID-19 A&A Rules Link	https://www.dws.arkansas.gov/src/files/Notice to Individuals Inquiring About the Availability of Unemployment Insurance Benefits As A Result of the COVID-19 Pandemic Updated.pdf
Arizona	https://des.az.gov/	COVID-19 Information & Resources Link	https://des.az.gov/services/coronavirus
California	http://www.edd.ca.gov/unemployment	COVID-19 Information & Resources Link	https://edd.ca.gov/about_edd/coronavirus-2019.htm
		COVID-19 FAQs Link	https://www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm
		COVID-19 Workers Resources Link	https://www.labor.ca.gov/coronavirus2019/
Colorado	https://www.colorado.gov/CDLE	COVID-19 Information & Resources Link	https://www.colorado.gov/pacific/cdle/information-and-resources-coronavirus
		COVID-19 Paid Sick Leave/FAQs Link	https://www.colorado.gov/pacific/cdle/colorado-health-emergency-leave-pay-%E2%80%9Ccolorado-help%E2%80%9D-rules
		COVID-19 Press Release Link	https://www.cpr.org/2020/03/10/colorado-coronavirus-update-gov-polis-announcement/
		COVID-19 Press Release Link 2	https://www.colorado.gov/governor/news/gov-polis-provides-update-states-response-COVID-19
Connecticut	www.ctdol.state.ct.us	COVID-19 Information & Resources Link *Warning: Link under UI and guidance requires a user name and password	https://portal.ct.gov/Coronavirus/Pages/Business-Resources
		COVID-19 FAQs Link	http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF
Washington, D.C.	www.does.dc.gov	COVID-19 Information & Resources Link	https://does.dc.gov/sites/default/files/dc/sites/does/release_content/attachments/03152020_DOES_OnePage.pdf
Delaware	https://dol.delaware.gov/	COVID-19 FAQs Link	https://dol.delaware.gov/documents/COVID19/UI-FAQ.pdf
Florida	http://www.floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/employers	COVID-19 Information & Resources Link	https://www.flgov.com/2020/03/06/governor-ron-desantis-leading-coordinated-response-to-threat-of-
Georgia	www.dol.state.ga.us	COVID-19 Information & Resources Link	https://dol.georgia.gov/blog/new-information-filing-unemployment-partial-claims-and-reemployment-services
Hawaii	http://labor.hawaii.gov/ui/	COVID-19 Information & Resources Link	http://labor.hawaii.gov/get-the-latest-covid-19-workplace-updates/
Iowa	www.iowaworkforce.org/ui/	COVID-19 Information & Resources Link	https://www.iowaworkforcedevelopment.gov/updates-and-resources-about-covid-19
Idaho	https://www.labor.idaho.gov/dnn	COVID-19 Information & Resources Link	https://www.labor.idaho.gov/dnn/COVID-19

Illinois	https://www2.illinois.gov/ides/Pages/default.aspx	COVID-19 Information & Resources Link	https://www2.illinois.gov/ides/Pages/COVID-19-and-Unemployment-Benefits.aspx
		COVID-19 A&A Rules Link	https://www.naswa.org/system/files/2020-03/illinoisuiemergencyrulesonableandavailable.pdf
Indiana	www.dwd.state.in.us	COVID-19 Information & Resources Link	https://www.in.gov/dwd/19.htm
		COVID-19 FAQs Link	https://www.in.gov/dwd/files/Indiana_Unemployment_FAQ.pdf
Kansas	www.dol.ks.gov	COVID-19 Information & Resources Link	https://www.dol.ks.gov/covid19response
		COVID-19 FAQs Link	https://www.dol.ks.gov/docs/default-source/default-document-library/ui-covid19-faqs.pdf?sfvrsn=3b4c881f_10
Kentucky	https://kcc.ky.gov/Pages/default.aspx		
Louisiana	http://www.ldol.state.la.us/	COVID-19 Information & Resources Link	https://www.laworks.net/Downloads/PR/COVID_19_Information.pdf
		COVID-19 Information & Resources Link (by division)	http://www.laworks.net/PublicRelations/COVID_19_Information.asp
Massachusetts	http://www.mass.gov/lwd/unemployment-insur/claimants/	COVID-19 Information & Resources Link	https://www.mass.gov/info-details/covid-19-guidance-and-directives#businesses-&-employers-
Maryland	http://www.dlir.state.md.us/	COVID-19 Information & Resources Link	https://www.dlir.state.md.us/employment/unemployment.shtml
		COVID-19 FAQs Link	https://www.dlir.state.md.us/employment/uicovidfaqs.shtml
Maine	www.maine.gov/labor/	COVID-19 Information & Resources Link	https://www.maine.gov/labor/docs/2020/COVID-19Resources.pdf
Michigan	www.michigan.gov/uia	COVID-19 Information & Resources Link	https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98179---,00.html
Minnesota	http://www.uimn.org/	COVID-19 Workers Protection Information Link	https://www.dli.mn.gov/sites/default/files/pdf/MN_worker_protections_related_to_COVID_19.pdf
		COVID-19 Information & Resources Link	http://www.cidrap.umn.edu/covid-19/information-employers/business
Missouri	https://labor.mo.gov/unemployed-workers	COVID-19 Information & Resources Link	https://labor.mo.gov/coronavirus
Mississippi	https://mdes.ms.gov/unemployment-claims/	COVID-19 Press Release Link	https://mdes.ms.gov/news/2020/03/13/novel-coronavirus-covid-19-response/
Montana	http://uid.dli.mt.gov/	COVID-19 Information & Resources Link	http://uid.dli.mt.gov/Portals/55/Documents/news/24-11-355adp-emerg.pdf?ver=2020-03-18-112334-213
		COVID-19 Eligibility Changes Link	https://www.naswa.org/system/files/2020-03/montanaeligibilitychangesforcovid-19cases.pdf
North Carolina	https://des.nc.gov/	COVID-19 FAQs Link	https://des.nc.gov/need-help/covid-19-information
North Dakota	http://www.jobsnd.com/	COVID-19 FAQs Link	https://www.jobsnd.com/news/unemployment-insurance-and-covid-19-frequently-asked-questions

Nebraska	http://www.dol.nebraska.gov/	COVID-19 Press Release Link	https://dol.nebraska.gov/PressRelease/Details/141
New Hampshire	www.nhes.state.nh.us/		
New Jersey	http://lwd.dol.state.nj.us/	COVID-19 Worker Protection Link	https://www.nj.gov/labor/worker-protections/earnedsick/covid.shtml
		COVID-19 Benefit Scenario Link (English)	https://www.naswa.org/system/files/2020-03/nj-covid-19scenariosbenefitsavailableenglish.pdf
		COVID-19 Benefit Scenario Link (Spanish)	https://www.naswa.org/system/files/2020-03/nj-covid-19scenariosbenefitsavailablespanish.pdf
New Mexico	https://www.dws.state.nm.us/	COVID-19 Information & Resources Link	https://www.dws.state.nm.us/COVID-19-Info
Nevada	https://detr.nv.gov/		
New York	https://www.labor.ny.gov/home/	COVID-19 Information & Resources Link	https://www.governor.ny.gov/paid-sick-leave-covid-19-impacted-new-yorkers/emergency-covid-19-paid-sick-leave
Ohio	https://unemployment.ohio.gov/	COVID-19 Information & Resources Link	http://ifs.ohio.gov/ouio/CoronavirusAndUI.stm
Oklahoma	http://www.ok.gov/oesc_web/	COVID-19 Information & Resources Link	https://www.ok.gov/oesc/Claimants/COVID-19_Message.html
Oregon	www.emp.state.or.us	COVID-19 Information & Resources Link	https://www.oregon.gov/employ/Pages/COVID-19.aspx
		COVID-19 Related Layoff/Closure Link	https://www.naswa.org/system/files/2020-03/covid-19oedemployeefaq030920.pdf
		COVID-19 Related Layoff/Closure Link 2	https://www.naswa.org/system/files/2020-03/or-eddeptcovid-19resourcesforemployersandworkers2020-03-11.pdf
		COVID-19 Benefit Scenario Link	https://www.naswa.org/system/files/2020-03/or-eeddeptcovid192020-03-11.pdf
Pennsylvania	https://www.uc.pa.gov/Pages/default.aspx	COVID-19 Information & Resources Link	https://www.uc.pa.gov/Pages/covid19.aspx https://www.uc.pa.gov/COVID-19/Pages/Employer-COVID19-FAQs.aspx
Puerto Rico	https://www.trabajo.pr.gov/	COVID-19 Information & Resources Link (Spanish)	https://www.trabajo.pr.gov/docs/Opiniones_de_la_Secretaria/Opini%C3%B3n_Secretaria_2020-01_COVID-19.pdf
Rhode Island	www.dlt.ri.gov/ui	COVID-19 Fact Sheet Link	http://www.dlt.state.ri.us/pdfs/COVID-19%20Workplace%20Fact%20Sheet.pdf
		COVID-19 Press Release Link	https://www.ri.gov/press/view/37878
South Carolina	www.dew.sc.gov	COVID-19 FAQs Link	https://dew.sc.gov/docs/default-source/covid-19/coronavirus-and-unemployment-benefits.pdf?sfvrsn=9e21cba5_4
South Dakota	https://dlr.sd.gov/ra/default.aspx	COVID-19 Eligibility Link	https://dlr.sd.gov/ra/covid_19_ra_eligibility.aspx
Tennessee	http://www.tn.gov/workforce/section/unemployment	COVID-19 Information & Resources Link	https://www.tn.gov/workforce/covid-19/employers.html
		COVID-19 FAQs Link	https://www.tn.gov/workforce/covid-19/fag.html

Texas	www.twc.state.tx.us	COVID-19 Information & Resources Link	https://twc.texas.gov/news/covid-19-resources-employers
Utah	https://jobs.utah.gov/ui/home	COVID-19 Information & Resources Link	https://jobs.utah.gov/covid19/index.html
		COVID-19 FAQs Link	https://jobs.utah.gov/covid19/uifagemployers.pdf
Virginia	http://www.vec.virginia.gov/	COVID-19 Small Business Survey	http://www.vec.virginia.gov/node/11707
Virgin Islands	https://www.vidol.gov/unemployment-insurance/		
Vermont	www.labor.vermont.gov	COVID-19 FAQs Link	https://labor.vermont.gov/covid19/covid-19-frequently-asked-questions
Washington	https://esd.wa.gov/unemployment	COVID-19 Information & Resources Link	https://esd.wa.gov/newsroom/COVID-19
		COVID-19 Workers/Businesses Impacted Link	https://www.governor.wa.gov/news-media/inslee-announces-support-workers-and-businesses-impacted-COVID-19
		COVID-19 Emergency Rules Link	https://www.esd.wa.gov/newsroom/rulemaking/COVID-19
		COVID-19 Benefit Scenarios Link	https://esdorcardstorage.blob.core.windows.net/esdwa/Default/ESDWA.GOV/newsroom/COVID-19/covid-19-scenarios-and-benefits.pdf
		COVID-19 Resource List Link	https://www.governor.wa.gov/issues/issues/covid-19-resources/covid-19-resources-businesses-and-workers
		COVID-19 State Response Link	https://lawfilesexternal.wa.gov/biennium/2019-20/Pdf/Bills/House%20Bills/2965.E.pdf?q=20200311080551
		COVID-19 Requirements Link	http://lawfilesexternal.wa.gov/biennium/2019-20/Htm/Bills/House%20Passed%20Legislature/2739.PL.htm
Wisconsin	https://dwd.wisconsin.gov/ui/	COVID-19 Public Information Link	https://dwd.wisconsin.gov/covid19/public/
		COVID-19 Employers Link	https://dwd.wisconsin.gov/covid19/partners/
West Virginia	http://www.workforcewv.org/		
Wyoming	http://www.wyomingworkforce.org/	COVID-19 Information & Resources Link	http://www.wyomingworkforce.org/data/epidemiology/coronavirus/