

**Unemployment Insurance  
Weekly Claims  
Filing Instructions**

# **“Easy Call”**



[www.LAWORKS.net](http://www.LAWORKS.net)

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## VOICE RESPONSE SYSTEM INSTRUCTIONS

The Interactive Voice Response (IVR) System, “Easy Call,” provides user-friendly access to general information concerning services provided by the different offices of the Louisiana Workforce Commission and provides certain services by telephone rather than in person or by mail.

You may call for general information and to find out about your benefits Tuesday through Saturday. No payment information is available on Monday, as claims filed late Friday through Monday are not processed until Monday night.

To file your continued claim for unemployment benefits by telephone safely, you must call each week by conventional “corded” telephone. A cordless or cellular telephone may compromise confidentiality or emit signals affected by interference or static. The quality of your telephone connection is important for the proper processing of your weekly claim.

**CAUTION: We recommend that you use only “corded” touch-tone telephones to access the “Easy Call” system. Generally, cordless, mobile or cellular telephones generate a less reliable signal and they may permit unauthorized access to your confidential social security number, PIN or other information transmitted by telephone.**

You may use any type of corded telephone to call the “Easy Call” system. A push button telephone allows you to enter your responses by touching buttons.

To file your continued claim, call the “Easy Call” number 1-866-783-5567. You may also file your continued claim on-line from the convenience of your home at [www.LAWORKS.net](http://www.LAWORKS.net) .

When entering information on the telephone keypad, on some questions you will be instructed to enter the pound sign (#). If you do not enter the pound sign (#) when instructed, your answer will not be accepted, and you will be asked to enter your answer again. The pound sign (#) is located on your telephone to the right of the zero at the bottom of the keypad.

After each question, the system will repeat your answer. It is important that you listen to the information carefully to be sure that it is correct. If it is not, you may change your answer. The system tells you how to change your answer. You may not interrupt when warning messages are read.

If you are disconnected or hang up before the system tells you that your claim has been processed, you will have to call again to file your claim. You will have five seconds to respond to the message, and then the selections will be repeated. If there is no response after the second time, the system will disconnect.

If you get a busy signal when you are trying to file your weekly-continued claim, wait a few minutes and try again.

Contact the U. I. Call Center; toll free, at 1-866-783-5567 if you have any questions about how to complete the answers or how to use this Voice Response System.

### **HOURS: CLAIMING BENEFITS BY TELEPHONE**

You may file a weekly claim for benefits any time Sunday through Saturday. However, there will be a short downtime each night for file maintenance and updates. For better service, you are encouraged to file your weekly claim for benefits any time Sunday or during non-business hours (5:00 P.M. to 8:00 A.M.), Monday through Friday. After each week ending date, you will have seven calendar days to file your weekly claim by telephone.

The only week that you may claim by telephone is the week that ended on the Saturday before your call, which gives you only seven calendar days to file for that week. You must contact the U.I. Call Center at 1-866-783-5567 to request any prior weeks or for any problems you may have.

No claim information will be available Monday. Claims filed on the weekend are not processed until Monday night. Therefore, no information can be provided about your claim Monday. You should wait until Tuesday to contact the U. I. Call Center at **1-866-783-5567**.

### **PERSONAL IDENTIFICATION NUMBER (PIN)**

The telephone claims filing and benefit inquiry applications for “Easy Call” require that you enter a secret four-digit personal identification number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

You will select your PIN during your first call by entering the numbers into the telephone. Be sure you select a PIN that will be easy for you to remember because you must use the same PIN each time you call to file your weekly claim or get benefit information. We recommend that you not repeat the same numbers such as 1111, 9999, 3333, etc., or a number sequence such as 1234. Because you are responsible for its use, it is important that you never tell anyone your PIN.

If you believe that someone else may have discovered your PIN, you can easily change it through “Easy Call.” If you forget your PIN, immediately contact the U.I. Call Center at 1-866-783-5567 for assistance in establishing a new one.

To maintain secrecy, the unemployment insurance representative will not give you a PIN but will arrange for you to establish a new PIN during your next telephone filing or benefit payment inquiry.

**WARNING: Your PIN has the same legal authority as your signature on a paper document. PROTECT YOUR PIN; DO NOT GIVE IT TO ANYONE. If you believe someone knows your PIN, phone “Easy Call,” and change your PIN immediately. If you believe someone has accessed your claim file, immediately contact the U.I. Call Center at 1-866-783-5567.**

## **PREPARING TO CALL THE VOICE RESPONSE SYSTEM**

Using the telephone to file your weekly claim is much easier if you take time to prepare before making your call.

1. Have a pencil and paper handy to write down information that you may need to take with you to your Business and Career Solutions Center, should you receive instructions to report.
2. Be sure to know your social security number.
3. If you are calling to file your weekly claim for benefits and you earned wages during the week, be sure that you know the gross amount you received or will receive (**Do Not Include Cents**). This is the amount you earned before any deductions for taxes, insurance, etc.
4. You may not be asked all the questions shown in this booklet. However, you must answer all questions that the Easy Call system asks you.
5. As you continue through this telephone system, each entry made will be repeated. You will be asked to press “1” to indicate that your answer is correct or press “9” to indicate that your answer is incorrect.

**WARNING: Be sure that all statements you make when applying for unemployment benefits or while you are receiving benefits are accurate. You must report your gross earnings each week if you work anytime while receiving unemployment benefits.**

Unemployment benefits are checked by computer, and employers are notified to verify the claim information you provide regarding earnings, work searches, etc. Attempts to claim or receive benefits fraudulently can result in loss of benefits, fines and/or imprisonment.

## **MAKING THE “EASY CALL”**

When calling “Easy Call” at **1-866-783-5567**, you will hear options for information concerning “Unemployment Insurance” benefits, “Federal and State Labor” laws concerning your paycheck or discrimination and “Business and Career Solutions Services” offered to job seekers and employers. Please listen carefully to select the appropriate option. When your call is answered, you will hear the following:

“Thank you for calling the Louisiana Workforce Commission. For English, press 1. For Spanish, press 2. The Easy Call system allows you to choose the area of information in which you are interested. Options concerning “Unemployment Insurance”, “Federal and State Labor” laws and “Business and Career Solutions Services” as mentioned above will be offered. During your first call, you will choose **OPTION 1** and follow the appropriate prompts. Simply, press the appropriate option number.

**REMEMBER: You will have five seconds to respond to the message. If the EASY CALL system receives no response or receives an invalid response within that time span, it will repeat the selections once. If there is no response or if there is an invalid response after this repeat, it will respond with an exit message.**

## **ESTABLISHING YOUR PERSONAL IDENTIFICATION NUMBER (PIN)**

Before you can file a weekly claim for benefits, you must establish your PIN. This can be done by pressing Option 1 for information regarding Unemployment Insurance and following the additional prompts.

## **TO FILE FOR WEEKLY BENEFITS**

**REMEMBER: Before filing for your weekly benefits, be sure to have at hand your social security number, your PIN and the gross amount of wages, if any, (Do Not Include Cents) that you earned during the previous week.**

Once your unemployment claim has been filed and processed, you may use “Easy Call” to claim your weekly unemployment benefits over the telephone.

Call “Easy Call” at 1-866-783-5567 and establish your PIN. Once you have established your PIN, you may file a weekly claim for benefits when the first week of your new or additional claim has ended.

After reaching the main menu and choosing Option 1, you will hear the following:

“Enter your nine-digit social security number.

You have entered “999-99-9999.” If this is correct, press “1”. If this is incorrect, press “9”.

Please enter your personal identification number, or PIN.

We are now ready to process your claim for unemployment insurance benefits for the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY. You must answer the following questions truthfully. Any attempt to obtain benefits by entering false information can result in a loss of benefits, fines and imprisonment. If any question is left unanswered or if this line is disconnected for any reason before completion, your payment for this week will not be processed. To show that you understand this warning message, press “1”. To show that you do not understand this warning message, press “9”.

As you continue through this telephone system, each entry you make will be repeated, and you will be asked to press “1” on your telephone key pad to indicate that your answer is correct or press “9” to indicate that your answer is not correct.

1. Did you work during the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY?

If yes, press “1”. If no, press “9”.

If you press “9”, the system will go on to question 2. If you press “1”, you will hear the following:

“Your answer indicates you did work during the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY. If this is correct, press “1”. If this is incorrect, press “9”.

You must now report your gross weekly wages. **REMEMBER: you must report these earnings whether or not you have been paid (Do Not Include Cents).** Enter this dollar amount followed by the pound sign (#).

EXAMPLE: If you earned \$103.00 before any deductions, you would enter the following on your telephone key pad: 1 0 3 #.

Are you still employed at this job or working part-time, or were you separated from this employment due to a lack of work? If yes, press “1”. If no, press “9”.

Did you quit this job or were you fired? If yes, press “1”. If no, press “9”.

Your answer indicates that you are still employed at this job or you are working part-time, or that you were separated from this employment due to a lack of work. If this is correct, press “1”. If not, press “9”.

OR

Your answer indicates that you either quit or you were fired from your employment. If this is correct, press “1”. If not, press “9”. To respond to the following nine questions, answer “YES” by pressing “1” or answer “NO” by pressing “9”. After you have answered each question, we will verify your answer. To confirm your response, press “1”. To change your original response, press “9”. If you answer negatively, we will ask the question a second time. You will be allowed to change each original answer only once.

**Question 1:**

Did you work during this week? If you did, you will be asked to list the gross wages you earned. **Do not** include cents. Enter the dollar amount only, followed by the pound sign (#).

**Question 2:**

Did you begin receiving workers’ compensation, a veteran’s administration allowance, an employer pension, or any other pension during this week, excluding Social Security benefits?

**Question 3:**

Did you receive or apply for workers' compensation during this week? You should answer this question NO if this information was given when you filed your new or re-opened Unemployment Insurance claim.

**Question 4:**

Did you receive a vacation or severance payment during this week? You should answer this question NO if this information was given when you filed your new or re-opened Unemployment Insurance claim.

**Question 5:**

Did you receive a bonus payment during this week, excluding any incentive payments or safety awards? You should answer this question NO if this information was given when you filed your new or re-opened Unemployment Insurance claim.

**Question 6:**

Did you receive any holiday pay during this week? You should answer this question NO if this information was given when you filed your new or re-opened Unemployment Insurance claim.

**Question 7:**

Did you refuse work during this week?

**Question 8:**

Did you begin attending school or a training program during this week?

**Question 9:**

Were you able, available, and looking for work during this week? You should answer this question YES if you are displaced by the disaster, but are otherwise able to work, available to accept work offered to you and looking for work.

After answering the questions above and before final processing of your application for weekly benefits, the following warning statement will be announced:

“You are reminded that Louisiana’s Employment Security Law requires that you make an active search for work each week and record this work search in your Benefit Rights Booklet. You are applying for unemployment insurance benefits for the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY. You must have answered the preceding questions truthfully. Any attempt to obtain benefits by entering false information can result in a loss of benefits, fines and imprisonment.

To show that you understand this warning message and agree that the information you have provided is correct to the best of your knowledge, press “1”. To show that you do not understand this warning message, press “9”.

If you no longer wish to claim benefits for this week, just hang up the telephone now.

After pressing “1”, you will hear the following:

“Your payment for the week ending Saturday, MM/DD/YY, will be processed”.

“Thank you for calling the Louisiana Workforce Commission. Good-bye.”

This is a brief overview of the recorded message you will hear when filing your unemployment claim for weekly benefits by telephone. The messages you hear during your “Easy Call” could vary depending on the information you enter.

**REMEMBER:** If you are disconnected or hang up before the system tells you that your claim has been processed, you will have to call again to file your claim. You will have five seconds to respond to the questions, and then the selections will be repeated. If no response is indicated after the second request, the system will disconnect and you will have to call again.