

“Easy Call”

Unemployment Weekly Claims Filing Instructions



www.LAWORKS.net

Revised January 2015

Introduction

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. **You may reach the Claim Center or the IVR System at 1-866-783-5567. You may also file your continued claim online from the convenience of your home at www.louisianaworks.net/HiRE.**

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.

When you can claim 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. After each week ending date – which is a Saturday -- you will have seven calendar days to file your weekly claim by telephone.

For better service, you are encouraged to file your weekly claim for benefits any time Sunday or during non-business hours (5 p.m. to 8 a.m.), Monday through Friday.

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.

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 Claim 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 packet. 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 dial "1" to indicate that your answer is correct or dial "9" to indicate that your answer is incorrect.
6. Be sure that all statements you make when applying for unemployment benefits or while you are receiving benefits are **accurate**. 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 phoning "Easy Call" at **1-866-783-5567**, you will be asked nine questions about the week you are claiming. You will always be claiming the week ending the Saturday **before** your call. Answer each question Yes or No by pressing 1 or 9 or by saying "One" or "Nine." Be sure to listen to the entire question before answering.

Question 1:

Did you work or earn money? 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 refuse any job offers?

Question 3:

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

Question 4:

Were you able and available to work each day? You should answer this question “Yes” if you are able to work, available to accept work offered to you, and looking for work.

Question 5:

Did you begin attending school or a training program during this week? This does **not** include online courses or classes taken at night. You should answer this question “No” if this information was given when you filed your new or re-opened unemployment claim.

Question 6:

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 claim.

Question 7:

Did you receive vacation or severance pay during this week? You should answer this question “No” if this information was given when you filed your new or re-opened unemployment claim.

Question 8:

Did you receive bonus pay 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 claim.

Question 9:

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 claim.

Note: 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.**

Work search contacts

At the end of the nine questions, you will be asked for the names of the three different employers you contacted for work, and the dates of the contacts. You should keep a record of your work searches, including the employer’s name, address (mailing, web, or email), phone number, date of contact, person contacted, method of contact and results. Please have this information available when filing for your weekly benefits.

Questions?

Contact the Claim Center toll free at 1-866-783-5567 if you have any questions about how to complete the answers or how to use the Voice Response System.