

Highlights of UI Internet Initial Claim Redesign

Current Features	New Features (post-November 6)
Must call claims specialist to list an employer whose name is not readily available through a specific wage file.	New employer search allows claimant to locate and add employers to the claim.
Claimant is unable to input certain employment situations such as military, out-of-state or worker's compensation.	Claimant can select from or clarify a more expansive array of employment situations online.
Limited ability to provide a complete employment history during the initial claim application.	A new database can help claimant provide a more detailed employment history, reducing instances of improper payments.
Eligibility questions require a call to a claims specialist, who often must mail a questionnaire for the claimant to fill out by hand and send back, delaying decisions and introducing the potential for error or misrouting of documents.	Most claims with eligibility questions can be completed online; advanced online fact-finding ability for certain eligibility questions will reduce the need for paper questionnaires and streamline decisions.
Must call a claims specialist to make changes or withdraw an initial claim application once it has been submitted.	Claimant can update or withdraw an initial claim application online the same day the claim was submitted.
Generic list of worker occupation types for the claimant to choose from.	Enhanced occupation search functionality provides better information to aid in future re-employment services and job matching.
Claimant must enter separate application process to update payment method, bank information or tax withholding.	Claimant can conveniently update payment method, bank information or tax withholding within the initial claim application.
Limited initial claim application print capability.	Enhanced printable summary of the completed initial claim aids in customer satisfaction.
Claimant may not be able to navigate system on their own or save partial claim information to finish later.	User-friendly system gives instructions to help claimant navigate system and saves claim information to be finished later.