

Unemployment Insurance FAQs

Q: What does it mean that the Unemployment Insurance Waiting Week is waived?

Under normal circumstances, the first payable week of an unemployment insurance claim does not receive payment per KRS 341.350, however, the Governor has opted to waive this. This does not mean that you will receive benefits immediately. KY pays unemployment benefit bi-weekly and cannot be paid until after 13 days expire. Benefits can only be paid after the week has passed (example: you cannot claim the week ending December 5th until December 6th or after).

Q: What does it mean that the Job Search requirement is waived?

Claimants who have been laid off due to their place of employment being forced to close for public health reasons have a reasonable assurance of going back to work once the public health threat is gone and therefore are not required to seek other employment. If you are presently receiving unemployment benefit and required to seek employment, you will need to continue to do this, only those identified as temporary laid off and have a reasonable assurances of returning to work will not be required to seek employment.

Q: When do I need to request my first week of benefits?

Those affected by COVID-19 will receive payment for their first two weeks automatically after 13 days from the day the initial claim was filed. You will need to request your next payment by either by calling 1-877-369-5984 or www.kewes.ky.gov. You will also be receiving further information for subsequent check requests via email after the first payment is processed.

Q: When filing my claim, is COVID-19 considered a natural disaster?

A natural disaster is defined as "a natural event such as a flood, earthquake, or hurricane that causes great damage or loss of life". COVID-19, while being declared a state of emergency, is not a natural disaster.

Q: I was supposed to return to Work. What happens now that I can't return because of COVID-19?

You will continue to draw benefits until your employer begins operations. However, if when you filed your claim you reported a date that you were returning to work, you will need to contact the UI Assistance Line to adjust/correct that information.

Q: How much can I expect as my weekly benefit amount?

You may estimate your weekly benefit amount by going to <http://apps.kcc.ky.gov/career/WuiCalculator.aspx> and entering your earnings into the appropriate quarters. You can also log into your account 24 hours after submitting your claim, go to the Account Summary page and it will display your benefit amount. If you have wages from out of state or from employment with the Federal government, those wages may not be reflected immediately.

Q: I tried to create an account but it says my information already exists?

The system you are accessing may contain information back to 2003. If your attempt to register as a New User shows an error stating that social already exists in our system, you will need to click 'Cancel'. From the Log In screen, click 'Forgot' PIN. When prompted, enter your social security number and any name variation you may have used since 2003 (maiden, former married, shortened name i.e. John instead of Johnathan, ect.). Also note that if you have a suffix (Jr, Sr, ect), those fields are spacing and punctuation sensitive. Attempt with and without punctuation. If you are still unable to access the system, contact the UI Assistance line at (502) 564-2900, option 5, then option 6 or email Ulassistance@ky.gov.

Q: What is available for the self-employed?

There is no information at this time. Please know that the Governor's Office is actively working for a solution

Q: Is there an extension for those who have exhausted a claim and aren't eligible to file a new one?

Not at this time. Continue to check back for changing information.

Q: My name has changed/is incorrect. Can I change it myself?

You are not able to change your name yourself, as this requires legal documentation. To expedite this process, log into your account, go to Document Upload, and upload a PDF or photo format of 2 forms of verification of your current name (State issued ID, Driver's License, Social Security Card, Birth Certificate, Marriage/Divorce Decree, Passport or Military ID). Once the documentation has been uploaded, notify the UI Assistance Line by calling, email or chat. They will be able to immediately verify your documents and address any issues. You may also fax or email your documentation, but upload is the preferred method as it is the quickest and most secure.