

## Hawaii Tele-Claim Instructions



Welcome to Hawaii Tele-Claim. This service is a computer-based interactive voice response system. The system offers two claim filing services using different phone numbers. You can access the following services by calling a designated number:

- To file an application for a new claim, an additional claim, or reopen an existing claim; or
- To file your weekly or biweekly claim certifications. You can also use this option to:
  - Obtain information about your claim and the status of the last 4 weeks you filed for.
  - Change your Personal Identification Number.
  - Change your name, mailing address, and/or telephone number.

**Attention:** If you are not calling from the United States, Canada, Puerto Rico, or the Virgin Islands, your call to Hawaii Tele-Claim cannot be completed, as claims are not allowed from countries with which we have no reciprocal claim filing agreements.

Calls to Hawaii Tele-Claim may not be connected if you are using a cellular phone in the State of Hawaii with an out-of-state phone number or if you are outside the State of Hawaii and using a cellular phone with a Hawaii number. If this situation occurs, use a landline to place your call.

### Filing a New, Additional, or Reopen Claim

To file a new claim, additional claim, or reopen claim, call the telephone number in the following box.

**New, Additional, or Reopen Claim**  
Call **643-5555** anywhere in Hawaii  
or toll-free **1-877-215-5793** outside the State of Hawaii

Sunday through Thursday 6:30 a.m. to 12 midnight, and  
Friday 6:30 a.m. to 4:30 p.m., Hawaii Standard Time.  
(If Friday is a holiday in Hawaii, then  
Thursday's hours will be from 6:30 a.m. to 4:30 p.m.)

### Preparing for the Call

To use Hawaii Tele-Claim, you must provide your Social Security Number. If you are *not* a U.S. citizen, you should have your alien registration number available.

When filing a new claim, you will need to provide information on all of your employers in the past 18 months, such as the employer's name, address, zip code, phone number, dates of employment, and reason for separation. If you were in the U.S. military in the past 18 months, you should have your DD-214 (Member 4) available. If you worked for the federal government in the past 18 months, you should have your Standard Form 8, Standard Form 50 or your pay stubs.

**Remember:** Your claim starts from the Sunday of the week in which it is filed. If you delay and do not file immediately, you will not receive credit for past weeks. Your claim will start only from the week in which you file.

When you call the Hawaii Tele-Claim service, you will hear "Welcome to Hawaii Tele-Claim" and be asked to verify that you have a touch-tone telephone.

If you do not have a touch-tone telephone or touch-tone service, or do not speak English, remain on the line for further instructions. If you are hearing-impaired and using Telecommunications Relay Service, ask the assistant to select Option 2.

You will then hear the following menu of options:

*“Using the keys on your touch-tone telephone, select one of the following options. You may make your selection at any time. To file a new claim, an additional claim, or to reopen an existing claim, press 1. To hear general information on claims filing, press 4. To file extended benefits press 7. To hear instructions on using the Hawaii Tele-Claim system, press 0.”*

To file a new claim, additional claim or reopen claim, press 1 and follow the subsequent instructions. Respond to the questions by pressing the keys on your telephone.

Press **1** for **Yes**.  
Press **9** for **No**.  
Press the **Star key (\*)** to return to a previous question if it is logical to do so.

## Filing Weekly or Bi-Weekly Claim Certifications

### Hours and Services

After you have filed a new, additional, or reopen claim, you will continue to use the Hawaii Tele-Claim Service to claim benefits on a weekly or bi-weekly basis.

The telephone service is available 7 days a week Sunday through Saturday from 6:30 a.m. to midnight, Hawaii Standard Time. Periodically, the telephone service may be unavailable on Fridays and Saturdays due to scheduled maintenance. To avoid filing your claim certifications late, you are encouraged to file on Sundays or as early as possible during the week.

**Claim Certifications**  
Call **643-2222** anywhere in Hawaii  
or toll-free **1-877-215-5791** outside the State of Hawaii  
  
Sunday through Saturday, 6:30 a.m. to 12 midnight, Hawaii Standard Time.  
If you are hearing-impaired, call your Telecommunications Relay Service  
and ask the assistant to call 643-2222.

### Hawaii Intrastate Claimant filing from Out-of-State

If you were filing your claim certifications in Hawaii but are calling from out-of-state to file a weekly or bi-weekly claim because you are temporarily out-of-state or plan to relocate, you can file your weekly or bi-weekly claim certification via telephone. Call toll-free **1-877-215-5791**. However, after your claim certification is filed, you must stay on the line to be transferred to a customer service representative to clarify your status and change to an interstate claim if necessary.

### Liable Interstate Claimant filing from within Hawaii

If you were filing from another State, the District of Columbia, Canada, Puerto Rico, or the Virgin Islands, and you are now in Hawaii and wish to file your claim certifications, you can call **643-2222**. However, after your claim certification is filed, you must stay on the line to be transferred to a customer service representative to clarify your status and to change to an intrastate claim if necessary.

## Your Personal Identification Number (PIN)

To use the telephone service, you need your Social Security Number (SSN) and your Personal Identification Number (PIN).

Your PIN is a 4-digit number that is used with your SSN to identify you when you use the telephone service. It protects you from having someone else file your claim. Do not disclose it to anyone.

Your local office will issue you a temporary PIN when you file a new, additional, or reopen claim. If you do not have a PIN, please call your local claims office.

When you access the telephone service, you will be asked to enter your SSN and your PIN. If you are using a temporary PIN, the telephone service will automatically route you to a process to change your temporary PIN to a confidential PIN of your own choosing. To create your own PIN, enter a 4-digit number that you can remember but which cannot be easily guessed.

If you think someone else knows your PIN, call Hawaii Tele-Claim and select the option to change your PIN. (Note: PIN changes can be made only from 6:30 a.m. to 6:00 p.m.)

If you have forgotten your PIN, you can still use Hawaii Tele-Claim. After you enter your SSN and are asked to enter your PIN, press the pound (#) key. You will then be transferred to a customer service representative for assistance.

## Preparing for the Call

You should know the weekending date of the week or weeks that you will be claiming for. Refer to the weekending dates printed on the three-part claim certification form that is mailed to you whenever you file a claim certification. If you are a bi-weekly filer, be sure to file for both weeks.

If you are current with your claim filing, Hawaii Tele-Claim will speak the weekending date of the week you should be filing for and ask if you wish to file for that week. Generally, you should press 1 (Yes) to accept the weekending date being offered. If you press 9 (No), you will be asked to enter a date using six digits. If you are unable to correctly enter a valid date, remain on the line so you can be transferred to a customer service representative for assistance, or call your local claims office for assistance.

If you filed a new, additional, or reopen claim, the customer service representative should have advised you of the weekending date(s) you should file for. If you are not sure of the weeks that you should be filing for, contact your local claims office for assistance.

You must always file timely claim certifications even if you are still waiting for the local office to make an eligibility decision. Benefits may be denied if claim certifications are filed late.

If you are filing a weekly or bi-weekly claim, you must have the following information to complete your claim certification:

- 1) If you worked during the week, the total number of hours that you worked for all employers including National Guard/military drill, self-employment, and any part-time or full-time job.
- 2) Your gross earnings (before any deductions, whether you were paid or not) for each employer you worked for during the week that you are claiming, including weekend drill or training for National Guard or military reserves, and any part-time or full-time job. Be sure to include remuneration for services from any source, including commissions and bonuses, tips or gratuities, and the cash value of all remuneration in any medium other than cash such as board or lodging.
- 3) The start date if you started working for a new employer during the week that you are claiming.
- 4) The amount of deductible income (such as residual pay, commissions, and back pay) you received during the week(s) you are claiming. Include any holiday or vacation pay even though you have not yet been paid.

**Note:** If you work part-time for the State Department of Education in different positions (tutor, A+ program, etc.) and/or for different schools, the telephone service will ask you only once if you work for the State Department of Education. You must therefore add up your earnings for all the work that you did in all positions and/or all schools during the week and enter the total amount when you are asked to enter your gross earnings for the week you are claiming.

- 5) If you were self-employed during the week, the total number of self-employment hours you worked during the week.
- 6) If you have a Total or Part-total claim, the number of job contacts you made during each week that you are filing for.

- 7) If you were advised to register for work with the Workforce Development Division and to furnish your occupational code when you file your claim certification, enter your 9-digit occupational code if asked to do so. If you do not have the above information, you will need to obtain the necessary information and call back to file your claim certification(s).

## Using Your Telephone Keys

The following telephone keys are used to respond to questions asked by the service:

Press **1** for **Yes**.  
Press **9** for **No**.  
Press the **Star key (\*)** to return to a previous question or menu.

Do not press the **#** or other keys (such as 2, 3, etc.) unless you are instructed to do so or it is offered as an option.

**Caution:** If you press an invalid key, such as 2 instead of 9 (for No), and press an invalid key again after the same question is repeated, or fail to press any key after being asked twice, your call will be terminated and no claim will be filed. You will need to call back to file your claim. For assistance, contact your nearest local claims office listed at the end of these instructions.

**Yes/No questions.** Press 1 (Yes) or Press 9 (No). You can also press the 0 key (Help) or the Star (\*) key to have the prior question repeated. Any other keys are invalid and could terminate your call.

**Hours worked.** Enter the number of hours and press the # key. Disregard any fractions. Example: If you worked 19-1/2 hours, press 19#. Be sure to press the # key to complete your entry. Do not enter 0# or # only, which are invalid entries.

**Gross earnings or deductible income.** Enter the dollar amount and press the # key. Disregard any cents. Example: Enter \$199.99 by pressing 199#. Be sure to press the # key to complete your entry.

**Dates.** Enter two digits for the month, two digits for the day, and two digits for the year. Example: Enter January 1, 2007 by pressing 010107. The month cannot be greater than 12. The day cannot be greater than 31.

**Multiple choices (Menu).** Press one of the keys mentioned in the menu to make your selection. Except for the 0 and Star (\*) keys, do not press any other keys. For example, you can press 1, 2, 3, 4, or 5 to respond to the following menu of options: *“Enter the reason for your separation. If you were laid off due to a lack of work, press 1 now. If you quit, press 2. If you were discharged, press 3. If you were suspended, press 4. Otherwise, press 5.”*

## Correcting Mistakes

If you press a wrong key such as 1 (Yes) instead of 9 (No), or enter the wrong number of hours worked or gross earnings, press the Star (\*) key to see if you can repeat the prior question and change your answer. If you cannot correct your response with the Star key, hang-up and try again. No claim will be filed and no record will be kept of your responses.

If you already filed your claim and realize you made an error or provided incorrect information, call your nearest claims office immediately. (See local claims office telephone numbers at the end of these instructions.)

## Selecting the Options in Hawaii Tele-Claim

The following options are available in Hawaii Tele-Claim:

**1 – File a Claim Certification.**  
**2 – Claim Status Inquiry.**  
**3 – Change PIN.**  
**4 – Change Name/Address/Telephone number.**  
**5 – Complete the Claim Filing Process, etc.**  
**6 – Filing an Alternative Base Period claim.**

Press **1** to file your weekly or bi-weekly claim certification(s).

Press **2** to obtain information about the status of your claim such as the total benefits payable to you, the remaining balance, any overpaid benefits, and the status of the last 4 weeks you filed for.

Press **3** to change your Personal Identification Number (PIN). PIN changes can be made only from 6:30 a.m. to 6:00 p.m.

Press **4** to change your name, Social Security Number, mailing address, and/or telephone number. These changes can be made only during office hours from 7:45 a.m. to 4:00 p.m., Monday through Friday, excluding State holidays.

Press **5** if you had called earlier and were directed to select this option to speak with a customer service representative to complete the claim filing process or furnish additional information, etc. This option can only be used during office hours from 7:45 a.m. to 4:00 p.m., Monday through Friday, excluding State holidays.

### **Completing and Certifying for Weekly or Bi-weekly Claim Certifications**

After you have entered your Social Security Number, Personal Identification Number, and agreed to the claim filing requirements, you must answer the following questions for each week that you file a claim certification by telephone:

- Did you perform any work during the week such as self-employment, weekend drill or active duty for the National Guard or Reserves, or a part-time or full-time job? (If you answer that you did work, you will then be asked to enter the total number of hours that you worked during the week, and the gross wages for National Guard/Reserves, and/or any new employment. You will also need to answer questions relating to self-employment, if any.)
- Did you receive residual pay, commissions, or other deductible income such as back pay, holiday pay or vacation pay?
- Did you refuse any work or referral to work?
- Were you physically able to work?
- Were you available for work?
- Did you look for work? (You will not be asked this question if you are a partial claimant.)
- How many employers did you contact for work during the week? (You will not be asked this question if you are a partial claimant.)
- Did you maintain a record of job contacts made during the week? (You will not be asked this question if you are a partial claimant.)
- If you are still employed by one or more regular or part-time employers (a Partial or Part-total claimant), you will also be asked for the following information regarding each of those employers:
  - Did you work for [your employer's name will be spoken here] during the week ending [week you are filing for]?
  - Enter the gross dollar amount earned from the employer followed by the pound (#) key.
  - Did you accept all work or was no work offered by [your employer's name will be spoken here] during the week?
  - Were you still employed by [name of your employer] as of [the week ending date you are filing for]?
  - If you are separated from the employer, you will be asked to enter the reason for your separation. If you were laid off due to a lack of work, press 1. If you quit, press 2. If you were discharged, press 3. If you were suspended, press 4. Otherwise, press 5.

After you have answered all of the questions necessary to file your claim, your responses will be replayed and spoken by the telephone filing system and you will be asked to confirm whether your responses are correct. If you agree that your responses are correct, press 1. If you wish to hear your answers again, press 2. If you wish to change any of your answers, press 3, but note that you will need to re-enter all of your responses again.

If you agree that your responses are correct and you press 1 (Yes), you will then be asked to file for the week. Press 1 again to file your claim. Be sure you hear the words "*Your claim for [week ending date] has been filed*" to confirm that your claim was filed. Remain on the line until you hear the words "Good bye."

<p><b>Caution:</b> If you do not hear that your claim has been filed, no claim has been filed and you will need to call again to file your claim.</p>
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If you are filing for a bi-weekly period and have completed filing for the first week, press 1 (Yes) when you are asked if you wish to file for another week so you can file for the second week.

## Call Transfers

If your call needs to be transferred to a customer service representative (CSR) to change your mailing address, report the name of your new employer, etc., the telephone service will inform you of the reason for the transfer and transfer you to an available CSR.

## Claim Certification Form

Even though you are filing your claim certifications via telephone, you will receive a “reminder” claim certification as part of the three-part claim certification form that is mailed to you whenever you file a claim certification. The reminder claim certification will display the next week or weeks that you should be filing for and the 7-day period within which you should file. Do not submit this claim certification form.

## The Practice Line

A telephone line is available for you to practice filing claim certifications and trying other menu options. No claims are actually filed and no record is created. Call the following telephone number using a touch-tone telephone to practice:

Within Hawaii – **643-7529 (643-PLAY)**  
Outside of Hawaii – toll free **1-877-898-5984**

The Practice Line is available 7 days a week from Sunday through Saturday, 6:30 a.m. to midnight, Hawaii Standard Time.

Use the following Social Security Number and Personal Identification Number (PIN):

Total Claim	888-88-8881	PIN 1234
Part-Total Claim	888-88-8882	PIN 1234
Partial Claim	888-88-8883	PIN 1234

## If You Need Help

If you need assistance, please contact your nearest local office:

Honolulu.....	586-8970 or 586-8971
Kaneohe .....	233-3677
Waipahu.....	675-0030
Hilo.....	974-4086
Kona .....	322-4822
Maui .....	984-8400
Molokai .....	553-1750
Kauai.....	274-3043
Liable Interstate Unit.....	(808) 586-8960