

Unemployment Resources Fact Sheet

The Division of Rehabilitation Services realizes that individuals with disabilities have been impacted by the COVID-19 pandemic. To assist those who have lost their employment, been laid off or furloughed, or if your work hours have been significantly reduced as a result of COVID-19, DORS has developed this fact sheet to provide you with general information and resources.

Applying for Unemployment Benefits

1. When should I first file? How do I file?

Eligibility for unemployment insurance benefits cannot be determined until you actually file an initial claim. If you are unemployed or working part-time, file your claim as soon as possible, as your eligibility begins the week in which you file your claim. Your claim becomes effective the Sunday of the week during which you apply for benefits.

You can file via the Internet at mdunemployment.com or by telephone using the Claim Center Telephone Number for your area.

The Division of Unemployment Insurance's website and call centers are currently experiencing an unprecedented volume of users due to COVID-19. This may result in long wait times.

| UI Claim Center | Phone Number to File a Claim | Areas Served |
|---------------------------|--|---|
| College Park Claim Center | 301-313-8000 1-877-293-4125 (toll free in MD only) | Calvert County Charles County Montgomery County Prince George's County St. Mary's County |
| Cumberland Claim Center | 301-723-2000 1-877-293-4125 (toll free in MD only) | Allegany County Frederick County Garrett County Washington County |
| Salisbury Claim Center | 410-334-6800 1-877-293-4125 (toll free in MD only) | Caroline County Dorchester County Kent County Queen Anne's County Somerset County Talbot County Wicomico County Worcester County |
| Towson Claim Center | 410-853-1600 1-877-293-4125 (toll free in MD only) | Anne Arundel County Baltimore City Baltimore County Carroll County Cecil County Harford County Howard County |

You will need to call the claim center based on the first letter of your last name:

- **If your last name starts with A - F, file your claim on Monday.**
- **If your last name starts with G - N, file your claim on Tuesday.**
- **If your last name starts with O - Z, file your claim on Wednesday.**

Claim filing is open to all last names by phone on Thursday and Friday. Claim center hours have been further extended to be from 7 a.m. to 6 p.m. Monday through Friday. Starting on April 18, claim center hours will also be open on Saturdays from 8 a.m. to 12 p.m. Labor will continue to expand hours and increase accessibility as necessary, so all Marylanders receive the assistance they need. To contact Claimant Information Service, call 410-949-0022.

You will need to have:

- Your name, Social Security number, address and telephone number.
- If you are claiming dependents, you will need their names, birth dates and Social Security numbers.
- The name, complete payroll address, telephone number and reason for separation for each employer you worked for in the 18 months prior to filing your claim.
- If you are not a citizen, proof of your alien status.
- If you were in the military within the last 18 months, your DD214, Member 4.
- If you worked for the Federal Government, your Form-50 or SF-8 if available.

Additionally, the CARES ACT provides the Pandemic Unemployment Assistance (PUA) and the Federal Pandemic Unemployment Compensation (FPUC). These programs are in addition or an enhancement of the traditional Unemployment benefits. You may be eligible for benefits under these programs.

Please read Maryland Department of Labor's [CARES Act Frequently Asked Questions](#) for more information about benefit eligibility, duration, and amounts.

Frequently Asked Questions About COVID-19 and Maryland's Unemployment Insurance Benefits Administration - Unemployment Insurance

(Retrieved from [Maryland Department of Labor website](#), 4/6/2020)

1. If my employer temporarily ceases operations due to COVID-19, preventing me from coming to work, am I eligible for benefits?

If you are laid off temporarily due to a business shutdown as a result of COVID-19, the Division of Unemployment Insurance recommends that you file a claim for unemployment insurance. After you file a claim for unemployment insurance benefits, the Division of Unemployment Insurance will determine whether you qualify to receive unemployment insurance benefits. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday, at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

2. If I am quarantined due to COVID-19 with the expectation of returning to work after the quarantine is over, am I eligible for benefits?

The first and best option for employees who need to miss work due to illness is to use their employer-paid time off. The Maryland Healthy Working Families Act requires employers with 15 or more employees to provide paid sick and safe leave for certain employees. Maryland employers who employ 14 or fewer employees are required to provide unpaid sick and safe leave for certain employees. [Find more information about the Maryland Healthy Working Families Act.](#)

"Unemployment" includes a reduction of both work hours and earnings. An individual receiving paid sick leave or paid family leave is still receiving pay and would generally not be considered "unemployed" for purposes of collecting unemployment insurance benefits.

If you are currently quarantined by a medical professional or under government direction, and your employer has instructed you not to return to work until the quarantine is over and has not provided the option to telework, the Division of Unemployment Insurance recommends that you file a claim for unemployment insurance. After you file a claim, the Division of Unemployment Insurance will determine whether you qualify to receive unemployment insurance benefits. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

3. If I decide to leave my employment due to a reasonable risk of exposure or infection of COVID-19 or to care for a family member due to COVID-19, am I eligible for benefits?

If you are not exhibiting any symptoms of coronavirus, COVID-19, and you decide to leave your employment, the Division of Unemployment Insurance recommends that you file a claim for unemployment insurance. You may be determined to be eligible for benefits if the circumstances of your job separation are allowable under Maryland's provisions for good cause and/or just circumstances for voluntarily leaving work, Section 8-1001 of Maryland Unemployment Insurance Law.

After you file a claim, the Division of Unemployment Insurance will determine whether you qualify to receive unemployment insurance benefits. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday, at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

4. If I need to take time off work because I am sick, but I have not been quarantined by a medical professional or under government direction, will I be eligible for unemployment insurance benefits?

The first and best option for employees who need to miss work due to illness is to use their employer-paid time off. The Maryland Healthy Working Families Act requires employers with 15 or more employees to provide paid sick and safe leave for certain employees. Maryland employers who employ 14 or fewer employees are required to provide unpaid sick and safe leave for certain employees. [Find more information about the Maryland Healthy Working Families Act.](#)

If you are not eligible for employer paid time off or your paid time off has been exhausted, the Division of Unemployment Insurance recommends that you file a claim for unemployment insurance. You may be determined to be eligible for benefits if you have taken time off of work and expect to return work with the same employer in the future.

After you file a claim, the Division of Unemployment Insurance will determine whether you qualify to receive unemployment insurance benefits. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday, at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

5. If an employer lays off employees due to the loss of production caused by COVID-19, will the employees be eligible for unemployment insurance benefits?

Maryland unemployment benefits are available to individuals who are unemployed through no fault of their own. If an employer lays off employees due to a loss of production as a direct result of COVID-19, individuals may be eligible for unemployment benefits if they meet certain criteria. It is recommended that you file a claim for unemployment insurance. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday, at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

6. If my employer reduces my hours as a result of COVID-19, will I be eligible for unemployment insurance benefits?

If your employer has reduced your normal work hours as a result of COVID-19, you may be eligible for partial benefits. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday, at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

7. What if my employer goes out of business as a result of COVID-19?

If your employer goes out of business as a result of COVID-19, the Division of Unemployment Insurance recommends that you file a claim for unemployment insurance, as you are considered to be unemployed through no fault of your own. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

8. Can I still collect unemployment benefits if I am able to work remotely from home?

If you continue to work your normal hours remotely, you do not meet the definition of an individual considered to be unemployed. However, if you work less than your normal hours remotely, it is recommended that you file a claim for unemployment insurance. You can [apply for unemployment insurance benefits online](#) or by phone between 7:30 a.m. - 3:30 p.m., Monday through Friday at 410-949-0022 (within the Baltimore-metro area and out-of-state) or 800-827-4839 (from within Maryland).

9. I get tips from customers on top of my regular wages. Will my tips be used to determine how much I will receive in benefits?

Employers regularly report (quarterly) the wages of their employees to the Division. These wages, including reported tips, are used as the basis for the calculation of the amount of benefits that a claimant is eligible for. If a tipped employee files a claim and receives a determination about their weekly benefit amount that they disagree with, they can request a review of the determination within 30 days. Along with the request for a review, the claimant can provide evidence of other wages that they have received, including unreported tips.

10. Am I required to search for work during this state of emergency?

The Division considers each claimant's efforts in relation to the labor market conditions to determine if the search for work criteria under Section 8-903 of Maryland Unemployment Insurance Law has been satisfied. During this period of dramatically changing labor market conditions, the Division might not require claimants to search for jobs, but may instead require claimants to perform other reemployment activities, such as creating a resume, completing online classes and training courses, or completing other approved online tasks that prepare the claimant to become reemployed in a future, stabilized labor market.

Claimants are not required to search for work if their employer has temporarily laid off the claimant and has provided a return to work date that is less than 10 weeks in the future.