



Understanding Key Unemployment Messages

Q – What does my claims status mean (allowed, pending or denied)?

Answers:

- If your claim shows as **“allowed”** but your weeks are showing as “denied,” you will need staff assistance. Please call (877) OHIO-JOB (1-877-644-6562) or TTY at (888) 642-8203.
- If your claim shows as **“pending,”** this means we are still processing it, and there is nothing more you need to do. If you received a confirmation number, rest assured your claim is in process, and you will receive the full amount to which you are entitled.
- If your claim shows a determination of **“0-0”** while it is pending, this means we are still processing your claim, and there is nothing more you need to do. If you received a confirmation number, rest assured your claim is in process, and you will receive the full amount to which you are entitled.
- If your claim shows as **“denied,”** each claim is different, but it could have been because you earned more money than your weekly benefit amount or because you did not select “yes” that you were physically able and available to work.
- When you file your weekly claims, be sure to confirm that you were available to work and physically able to work. Answering that you were unable to work because your place of business was closed due to COVID-19 is not what the question is asking. Selecting “No” to these questions may result in your weekly claims being denied. If you believe your claim was denied in error, you may file an appeal. Please see your determination letter for instructions on how to file an appeal.
- If when you submit a weekly claim you are asked to answer additional questions, please respond immediately as this will help expedite processing.

Q – What does my payment status mean (paid, paid \$0, pending, break in claim or pay held)?

Answers:

- If your payment shows as **“paid”** and a date is listed, this means you should receive payment in your account or on your debit card within 24 to 48 hours after that date.
- If your payment shows as **“paid”** and the amount is listed as \$0, this means you should receive payment in your account or on your debit card within 24 to 48 hours. Once the payment is finalized, the amount will be updated.
- If your payment shows as **“pending,”** this means we are still processing it, and there is nothing more you need to do. If you received a confirmation number, rest assured your claim is in process, and you will receive the full amount to which you are entitled.
- If your payment shows as **“break in claim,”** you need staff intervention. Please call (877) OHIO-JOB (1-877-644-6562) or TTY at (888) 642-8203.
- If your payment shows as **“pay held,”** this could be for any of several reasons. If you are working part-time and received holiday pay or if you previously worked for a school or educational employer and are between terms, information will be needed from your employer before you can receive benefits.