Pandemic Unemployment Assistance (PUA) Additional Document Upload Process - after Initial Claim has been filed

Claimant Guide

Ohio | **Department of Job and Family Services**

How do I use this guide?

In some cases when your PUA claim is being reviewed (also known as adjudication), you will receive a request for further information. This could come in the form of a questionnaire (fact-finding) or a request to submit additional documentation.

This guide will show you the step by step process for uploading requested documents to your claim where they will be reviewed by our staff.

Additional Document Upload Process

1. Log on to the Ohio PUA system

1. Log on to your Ohio PUA account using your **Social Security Number** and **Password**

2. Access Pending Issues and Determinations
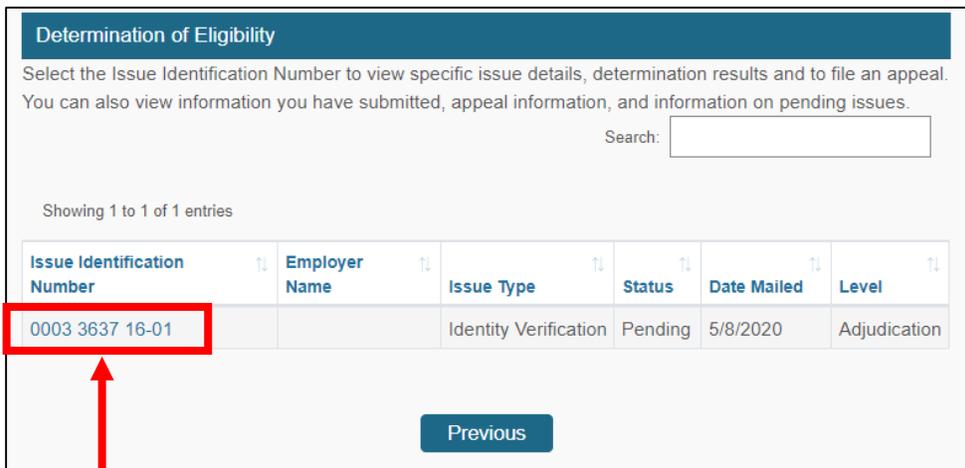

1. From the home screen, on the left hand navigation menu, click **View and Maintain Account Information**

2. Click **Issues and Determinations**

Additional Document Upload Process

3. Locate the Correct Issue Type

1. Scroll to the bottom of the page to view **Determination of Eligibility**

2. All **Pending Issues** will be listed by their **Issue Identification Number** and **Issue Type**

3. Click the **Issue Identification Number** for the **Issue Type** which you would like to upload a supporting document

4. Complete Pending Eligibility Issue Detail screen
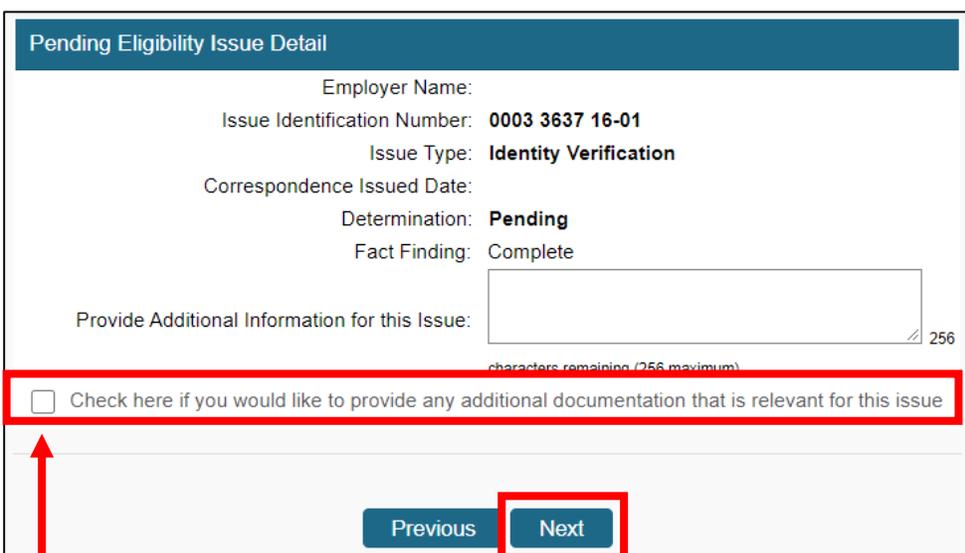
1. The **Pending Eligibility Issue Detail** screen will display

2. Check the box for **"Check here if you would like to provide any additional documentation that is relevant for this issue"**

3. If needed, use the **Provide Additional Information for this Issue:** box to type an explanation of the document or provide other details

4. Click **Next**

Additional Document Upload Process

5. Fact Finding Confirmation

1. A **Fact Finding Confirmation Message** will display

2. Click **Next**

6. Provide Additional Documentation

1. The **Provide Additional Documentation** screen will display

2. Click **Yes**

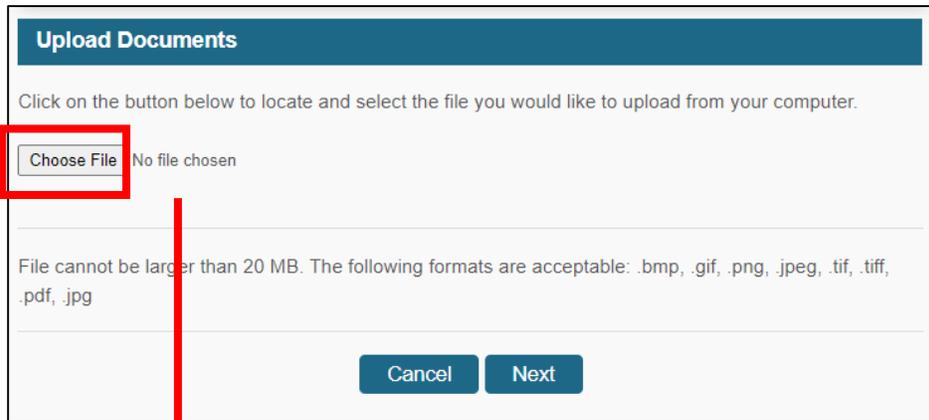## 7. Additional Documentation Method

1. The **Additional Documentation Method** screen will display

2. Select **Upload Document**

3. Click **Submit**

Additional Document Upload Process
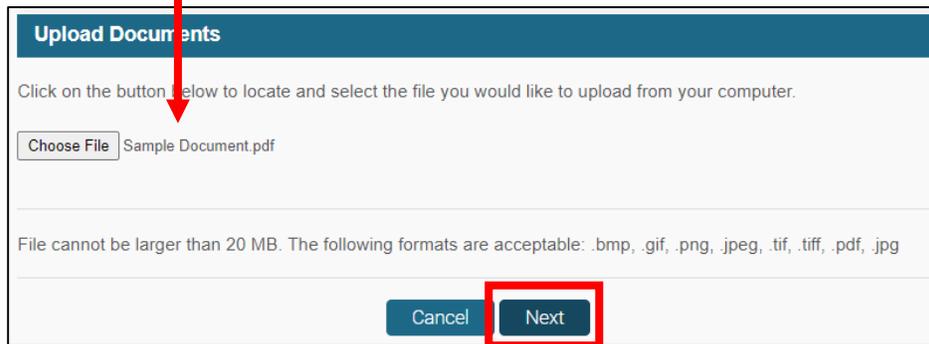
8. Choose Files to Upload

Upload Documents

Click on the button below to locate and select the file you would like to upload from your computer.

[Choose File] No file chosen

File cannot be larger than 20 MB. The following formats are acceptable: .bmp, .gif, .png, .jpeg, .tif, .tiff, .pdf, .jpg

[Cancel] [Next]

Upload Documents

Click on the button below to locate and select the file you would like to upload from your computer.

[Choose File] Sample Document.pdf

File cannot be larger than 20 MB. The following formats are acceptable: .bmp, .gif, .png, .jpeg, .tif, .tiff, .pdf, .jpg

[Cancel] [Next]

1. The **Upload Documents** screen will display

2. Click **Choose File**

3. A window will appear allowing you to navigate to and choose the appropriate document from your computer

4. Once chosen, you will see the document name listed on the screen

5. **Click Next**

Note: Files cannot be larger then 20 MB and must be in one of these formats: .bmp, .gif, .png, .jpeg, .tif, .tiff, .pdf, .jpg

9. Upload File Confirmation
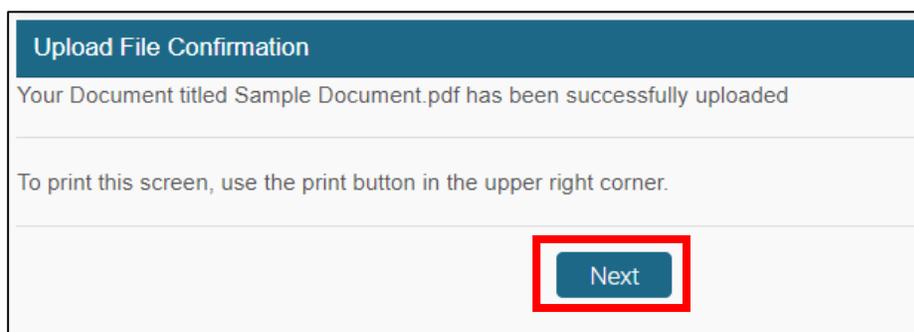
Upload File Confirmation

Your Document titled Sample Document.pdf has been successfully uploaded

To print this screen, use the print button in the upper right corner.

[Next]

1. The **Upload File Confirmation** screen displays, showing that your file was uploaded successfully

2. Click **Next**

Additional Document Upload Process

10. Return to Determination of Eligibility screen

Determination of Eligibility

Select the Issue Identification Number to view specific issue details, determination results and to file an appeal. You can also view information you have submitted, appeal information, and information on pending issues.

Search: [   ]

Showing 1 to 1 of 1 entries

Issue Identification Number	Employer Name	Issue Type	Status	Date Mailed	Level
0003 3637 16-01		Identity Verification	Pending	5/8/2020	Adjudication

Previous

1. You will return to the **Determination of Eligibility** screen

2. If you have additional documents to upload for the same issue, click the **Issue Identification Number** again and repeat the process as many times as is needed.

Next Steps

Once your documentation has been uploaded, your claim will return to the adjudication team for processing.

Adjudication is where one of our team members reviews your claim application, any questionnaires you've completed (Fact-Finding), and the documentation you've provided. They will then make a determination if your claim is eligible or ineligible and you will receive a notification of that decision.

Due to the large number of claims, and each application being reviewed individually, this review process can take some time.