

We have compiled this list of frequently asked questions about the **adjudications process** to be able to assist you. For more information, please visit our websites: [www.getkansasbenefits.gov](http://www.getkansasbenefits.gov) or [www.dol.ks.gov](http://www.dol.ks.gov); or follow us on Facebook, Twitter, or Instagram.



## **What does adjudication mean?**

Adjudication is the process we use to resolve questions. We will call to gather more information about an unemployment insurance claim. Your claim may go to adjudication if there are questions about why you left your job, or are meeting other eligibility requirements. During adjudication, we will make a determination about your claim based on the current information we have, additional information we receive from you, your previous employer and even other sources.



## **Why did my claim go to adjudication?**

In broad terms, a claim goes to adjudication if it raises questions about why you left your job, or your eligibility for benefits. For example, if you said on your application that you were fired from your job, we'll need to find out more about those circumstances before we can decide if you're qualified for benefits. All reasons other than lack of work (layoffs) will trigger adjudication. (These include getting fired, quitting, taking a leave of absence and or being involved in a labor dispute.) There are a number of eligibility factors that will also trigger adjudication.



## **If my application goes to adjudication, does that mean I've been denied unemployment benefits?**

No. If your case goes to adjudication, it means there are questions or issues that must be addressed before your claim can be cleared for payment or denied. We temporarily suspend your claim until we resolve those issues by obtaining information from you and/or your employers and by seeking additional information to clear up any conflicting or missing information. Issues often include the reason or circumstances that led to your job loss.



## **Should I continue to file weekly claims even though my case is in adjudication?**

Yes, you should file a claim each week as long as you remain unemployed. If your case is cleared for payment and you have met all eligibility requirements, you'll get back payments for any weeks you claimed and were eligible to receive, in one lump sum.



### **What happens after my claim goes to adjudication?**

We may call to ask you questions about your claim, or we may mail you a form and ask you to send in more information explaining the circumstances. (If you're filing online, we'll provide this form for you to complete right away and mail, fax or email back to [KDOL.UICC@ks.gov](mailto:KDOL.UICC@ks.gov), so we have that information in our system to make a determination or follow-up with a call.



### **What happens if I am called by an adjudicator?**

We'll ask you a variety of questions to help us determine your eligibility for unemployment benefits. It's very important that you answer all of our questions completely and honestly.



### **Will my employer be on the phone call with me?**

No. Adjudication calls are just between the claimant and KDOL.



### **What happens if I miss my phone call?**

This phone call is important! If you miss the first call, we will make a second attempt to contact you. If we are not able to connect during that time, we have to make a decision about your eligibility or separation based on the information we have.



### **How will I know what happens after the adjudication process?**

We'll send you a letter of determination that says you've been approved for unemployment benefits or explains why we've denied your claim. If we deny your claim, the letter includes information about how to appeal and where to send your appeal. If you are denied and you decide to file an appeal, you'll get a copy of all the documentation we used to make our decision. During your appeal, you should continue to file weekly claims as long as you remain unemployed.



### **How long will it take for a decision to be made?**

At this time, determinations are estimated to take 8-12 weeks.



### **How soon will I get my benefits?**

If there are no other issues, your benefits will be released the day after we enter your determination into our computer system. Your benefits—and any back payments—will be automatically deposited on your debit card or into your bank account depending on which method of payment you selected when filing your application.



## **How can I keep my claim moving?**

- Complete and return all information requests promptly. The sooner we have answers to our questions, the sooner we can make a determination.
- Pay attention to information requests that appear on the "confirmation" page when you file your claim online. They must be printed, filled out and returned before we can make a determination on your claim.
- Watch your mailbox. We may send you requests for additional information. And if you move, let us know promptly.
- Send your information to the address or fax number indicated on our form.
- download.) You should respond to our request for information Print clearly, answer all the questions and explain yourself fully.
- Make sure your name and Social Security number are on all pages of correspondence.
- Be available when we schedule a call for your determination interview. It might come a little earlier or later in the day because of the length of other scheduled calls.
- Continue to file weekly claims while any investigations are underway.