



COVID-19: Unemployment Q&As

COVID-19 QUESTIONS AND ANSWERS

The below are questions and answers for unemployment insurance (UI) scenarios due to coronavirus (COVID-19). The Department of Labor and Industrial Relations (DLIR) will do all that we can to ensure that impacted Hawaii employees receive the UI benefits for which they are eligible for.

- 1. If I was laid-off work and not being paid, am I eligible for UI?**
 - Yes, you are.
- 2. If my hours were reduced, but I am still working, am I eligible for UI?**
 - Yes, you are, but the amount that you are eligible would only be for the number of hours that were reduced.
- 3. If my employer is temporarily closed, but will reopen in a few weeks, am I eligible for UI?**
 - Yes, you are, so long as your employer is not paying you. You would only be receiving UI for the period that your employer is closed for.
- 4. I traveled out-of-state and am feeling fine, but was ordered to not return to work by employer, am I eligible for UI?**
 - Yes, you are because your employer ordered you to not return to work.
- 5. I traveled out-of-state and am feeling fine, but my doctor ordered me to self-quarantine, am I eligible for UI?**
 - Yes, you are because your doctor ordered you to.
- 6. I traveled out-of-state and am feeling fine, but decided to self-quarantine, am I eligible for UI?**
 - No, you are not because no one ordered you to.
- 7. I am immune-compromised and am feeling fine, but was ordered to not return to work by employer, am I eligible for UI?**
 - Yes, you are because your employer ordered you to not return to work.
- 8. I am immune-compromised and am feeling fine, but my doctor ordered me to self-quarantine, am I eligible for UI?**
 - Yes, you are because your doctor ordered you to.

- 9. I am immune-compromised and am feeling fine, but decided to self-quarantine, am I eligible for UI?**
 - No, you are not because no one ordered you to self-quarantine.
- 10. I was tested for COVID-19 and am awaiting my results, and my employer told me to not return to work, am I eligible for UI?**
 - Yes, you are.
- 11. I am home with my children because the schools are closed, am I eligible for UI?**
 - Yes, you are.
- 12. Am I required to look for a job if I receive UI?**
 - No, the work search requirement has been temporarily waived due to the COVID-19 pandemic.

Additional Resources:

- If the above scenarios do not apply to your situation, please review the COVID-19: Workers' Compensation, Temporary Disability Insurance, and Prepaid Health Care Q&As sheet at labor.hawaii.gov/COVID-19.

HOW TO APPLY FOR UI

To apply for UI, please:

- Visit labor.hawaii.gov/ui.
- Call your local UI office, if you cannot use the online system.
 - Oahu: (808) 586-8970.
 - Hilo: (808) 974-4086.
 - Kona: (808) 322-4822.
 - Maui: (808) 984-8400.
- Please provide your name, Social Security number, employer's name, employer's address, your dates of employment for the past 18 months, reason for separation, and bank information for direct deposit.
- We ask for your patience as we are experiencing an unprecedented number of claims and telephone calls.

For answers to frequently asked questions about COVID-19, please consult the State of Hawaii Department of Health at health.hawaii.gov.

