

## Handling General Potential Unemployment Insurance Inquiries related to Coronavirus/COVID-19

### **Workers**

1. How do I apply for benefits and/or ask general questions about an unemployment claim that was already filed?

If your employment has been affected by the coronavirus (COVID-19), you may apply for benefits online at [www.texasworkforce.org](http://www.texasworkforce.org) any time 24/7 using [Unemployment Benefits Services](#) and this will allow us to more quickly handle your claim needs. If you are unable to file online you may call TWC's Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Mondays through Fridays.

We also encourage you to sign up for [Electronic Correspondence](#) so that you can receive your TWC communications online as soon as possible.

TWC will investigate why you lost your job and mail a decision explaining whether you are eligible for unemployment benefits.

2. Is there an emergency fund to cover unemployment related to the coronavirus?

There is not an emergency fund to cover unemployment related to the coronavirus at this time.

3. What are my rights under unemployment compensation/what is considered?

- a. TWC evaluates your unemployment benefits claim on a case by case basis based on you meeting 3 requirements:

- **Past Wages**  
Your past wages are one of the eligibility requirements and the basis of your potential unemployment benefit amounts.
- **Job Separation**  
To be eligible for benefits based on your job separation, you must be either unemployed or working reduced hours through no fault of your own. Special considerations on a case by case basis are being applied relative to coronavirus depending on the circumstances.
- **Ongoing Eligibility Requirements**  
In addition to the past wages and job separation eligibility requirements, there are requirements you must continue to meet to stay eligible and you may find those online under "See Ongoing Eligibility Requirements for Receiving Unemployment Benefits" at [www.texasworkforce.org](http://www.texasworkforce.org).

Please do not try to take messages and/or forward emails. Handling those emails would require us to take staff away from providing direct customer service. Instead please inform customers that we are experiencing overwhelming call volumes due to the pandemic and that we are taking steps to answer as many calls as possible. Thank them for their patience and refer them to [ui.texasworkforce.org](http://ui.texasworkforce.org) to file an unemployment claim or check status of an existing claim. If they lost their job as a result of the pandemic, they should check the Coronavirus (COVID-19) box on the online form.

FOR OFFICE USE ONLY: DOL has provided an email account for COVID-19 Questions which is now live: [COVID-19@dol.gov](mailto:COVID-19@dol.gov)