

Please note that only NJDOL can provide information regarding the status of your Unemployment Insurance claim and general timeframes for payment of claims. OneSource is unable to check the status of your Unemployment Insurance claim or when you will receive your Unemployment Insurance payment.

HOW DO I CHECK THE STATUS OF MY CLAIM?

To check Unemployment claim status, please go to:

<https://lwdwebpt.dol.state.nj.us/ClaimStatus/claimStatus.htm>

You will be asked to enter your social security number, date of birth, and the email address on file with the NJDOL. Click "Enter" and "My Unemployment Insurance Claim Status" will appear below. Information is updated every evening and may take up to 24 hours to reflect recent claim activity.

WHAT DOES MY CLAIM STATUS MEAN?

If your claim status is:

- **"Filed" and there is a dollar amount in the Weekly Benefit Rate field**, your payment is being processed by the NJDOL. There is no set timeline for payment of benefits due to the volume of unemployment claims needing to be reviewed, processed and paid. As a reminder, participants in our Rutgers Shared Work Furlough Program **do not** certify for benefits. The certification information on the NJDOL website is for regular unemployment claims, not approved Shared Work programs.
- **"Filed" and there is a zero (\$0) amount in the Weekly Benefit Rate field**, your claim is still being reviewed by the NJDOL. If additional information is needed you may receive communication from NJDOL. Please check your email for an "e-Adjudication Issue Clarification Questionnaire" or mail for a NJDOL letter with a scheduled telephone interview. Please refer to WHAT IF I RECEIVE E-ADJUDICATION CLARIFICATION QUESTIONNAIRE section below for more information.
- **"Pending"**, your claim has not filed yet. Please check daily until your claim status changes to "Filed."
- **"Claim Not Payable at This Time – Contact the Regional Call Center"** could mean one of the following:
 - Per federal law, the NJDOL needs more information to process your claim;
 - You will receive more instructions (via email or mail) to resolve the issue. If you have a telephone appointment scheduled with the NJDOL, please answer blocked or "unknown" calls and answer the call when contacted or the processing of your claim may be further delayed.
- **Blank**, the NJDOL does not have a claim on record for you at this time. Please file a claim at myunemployment.nj.gov.

WHAT IF I RECEIVE E-ADJUDICATION CLARIFICATION QUESTIONNAIRE?

E-Adjudication Issue Clarification Questionnaire

If the NJDOL needs to gather additional information from you regarding your claim, they may send an email with a secure link to an online questionnaire.

- **Action Required: You must complete the information being requested.** If possible, please indicate you are part of the Rutgers Shared Work Furlough Program.

Per the NJDOL, the claim filing process can take up to four weeks or longer, due to extremely high volume. In addition, if you have a “monetary” appointment scheduled with an unemployment staff person to clear up an issue with your claim, per federal law that appointment must be completed before your claim can be paid. Please note that the NJDOL system automatically schedules appointments and some are initially dated for August or beyond. NJDOL is working to schedule these appointments earlier so that you can receive help as soon as possible. If your appointment is moved up, you will receive a notice. In general, if over a month has passed since you last received communication about your claim, then you should contact the NJDOL via telephone.

ADDITIONAL RESOURCES

For additional claim status information, please [send the unemployment office an email](#) and indicate you are part of the Rutgers Shared Work Furlough Program.

For more information, please visit the [NJDOL Division of Unemployment Insurance website](#).

For frequently asked questions about the Rutgers Shared Work Program, please visit [UHR's Shared Work Furlough FAQs](#).