



Quarterly News

Changes to UI eServices for Employers

If you have not logged into UI eServices for Employers (eServices) since June 1st, you may notice some changes when you do!

The address is the same, uieservices.mt.gov, but we gave it a new look and removed the requirement to log in through ePass Montana

For returning eServices users, to log in for the first time after June 1st, 2020, you will need:

- ✓ Your username (the one you created through the old ePass process),
- ✓ Your eServices Secret Answer (the second password you've needed to get into eServices), and
- ✓ An authentication code.

The authentication code will be sent to the email address we have associated to your username, when you log in.

For a short video and instructions on how existing eServices users can get logged in using the new method, go to uieservices.mt.gov and select [Handbooks, Forms, & More](#) under *Helpful links*.

Third Party Administrators (TPA) who utilize eServices to conduct UI related business on behalf of clients, should review our additional instructions for [Employers and TPA with Linked Client Accounts](#) also located under *Handbooks, Forms, & More* or contact our customer support team at (406) 444-3834, option 2.

Live eServices Webinar

July 8th, 2020

1:30pm to 2:30pm (MTN)

Email uieservices@mt.gov to register.

SIDES E-Response - Help Stop Fraud

Did you know that participating in SIDES E-Response can help identify and stop fraudulent UI claims before real damage is done?

SIDES E-Response users receive notices much faster than those relying on paper and can respond quickly, giving us the opportunity to stop payment on the claim before it goes out.

If you are not currently participating in SIDES E-Response, we strongly encourage you to go to uieservices.mt.gov and sign-up today!

If you already use eServices for tax related matters, simply log in, navigate to the Benefits tab (under your account) and add your SIDES contact information.

If you are not using eServices yet, go to uieservices.mt.gov and click **Sign Up Here** under the *Log In to UI eServices* section. You'll be asked to provide your SIDES contact information during the web logon creation process.

Once signed-up, the SIDES contact(s) will receive email notifications when there are requests for information on benefit claims to respond to. For more information, review our [SIDES FAQ](#), under *Helpful Links* at uieservices.mt.gov.

SafetyFestMT

The Unemployment Insurance Division is participating in the **Virtual** Great Falls SafetyFest, taking place August 17th -21st. This event is a great opportunity to learn about UI tax and benefits while attending a variety of safety presentations. Register for SafetyFest at SafetyFestMT.dli.mt.gov.

Please keep watching our website for updates on upcoming ABC Clinics at dli.mt.gov/-assistance-for-business-clinics.



Refusal of Work

Federal law requires those on a temporary layoff related to the COVID-19 pandemic, return to work when called back. Failure to do so when there is available work could be considered a “refusal of work” and potentially disqualify the claimant from receiving unemployment insurance benefits.

For SIDES E-Response participants, the easiest and quickest way to inform the department of the refusal is by amending your SIDES separation response.

To amend your response:

- Log into uieservices.mt.gov
- Navigate to the SIDES Request tab (under the Benefits tab after you click into your account)
- Select View/Amend to launch the SIDES E-Response portal
- On the UI SIDES E-Response Switchboard, select Separation Information
- For the claimant you wish to amend, select Create Amendment

On the Amended Response page provide as much detail as possible regarding the refusal of work, including: the date(s) they refused work, what type of work was offered, how was the work offered and by whom, and what was the reason given for not accepting the work.

You can also report refusals by calling (406) 444-0399 or fax the information to (406) 444-2699.

Again, please provide as much detail as possible regarding the refusal of work, including: the claimants name, the date(s) they refused work, what type of work was offered, how the work was offered and by whom, and the reason given by the claimant for not accepting the work.

It is imperative we receive this information to minimize and prevent UI fraud!

Employer Questions about Benefit Charges or Claims?

Call the Employer Phone Line at 406-444-0399. We are here to help! Hours: Monday thru Friday, 8 am – 4 pm MTN (closed for lunch 12 – 1).

Report Fraud

UI Fraud is a crime which affects everyone. The Montana Department of Labor and Industry takes UI Fraud very seriously. All reports of potential, alleged, or suspected fraud are thoroughly reviewed and investigated. Those found to have committed UI fraud are subject to penalties and/or criminal prosecution.

If you suspect a person or business is committing UI fraud, please go to uid.dli.mt.gov/report-fraud and select the appropriate link for either Claimant Fraud or Employer Fraud, fill in the fields and select “Send Now”.

Or contact our fraud investigators by phone at (406) 444.0072; by email at dliuidci@mt.gov or by fax at (406) 444.6651.

You may remain anonymous.

Confidential Information

The Montana Unemployment Insurance Division must notify employers that wage information and other confidential unemployment insurance information may be requested and used for governmental purposes other than unemployment compensation. For example, federal and state law allows use of confidential UI information to verify an individual’s eligibility for other government programs.

We take our responsibility to protect the confidentiality of employer and claimant information very seriously. Confidential UI information, including your name, address, FEIN, UI account number, wage information, and social security numbers of individuals, is released only after careful verification of the requesting authority.