

## I Went to the Doctor, Why is My Check Held Up?

To be eligible to receive unemployment benefits, you must be able to work, and available to accept offered work, each week that you request benefits.

If you must take some time off for any reason, you need to report that in your payment request for that week. The third question in the week, "Did you take time off or miss scheduled work for any reason this week?" is the one that applies. A pop-up box for explanation will appear if you enter 'N' as your response to the question.

Your reason for the time not worked may be a very legitimate personal reason such as illness, taking care of a sick family member, or an important appointment. However, unemployment benefits cannot be fully paid if you did not work all your scheduled hours.

Montana law allows pro-rating of the payable benefits, if you missed hours on one or two days of a five-day week. If you missed time for a day only, your payment will be reduced by one-fifth. If you missed time on two days, your benefits will be reduced by two-fifths of the payable amount.

If you were not available for three or more days of the work week, you will be disqualified for the week.

If you are working reduced hours and filing for partial benefits, or not working at all and receiving your full weekly benefit amount, the same formula applies. One day of non-availability reduces benefits by one-fifth, two days, two-fifths. Three or more days of not being available for work disqualifies the week.

The remaining balance on your claim is not affected; you can receive the withheld amount later in your claim.

When requesting payment online on [UI4U.mt.gov](http://UI4U.mt.gov), be sure to report accurately and explain your reasons in the text box provided. This will expedite the decision and release the applicable payment to you. No benefits are paid for a week in question until we know exactly why you were not available or why you did not work all hours possible.

If you are filing by telephone on the 1-800 IVR number, you will be called for your explanation. You can email your statement by using the 'Contact UI' link on [UI4U.mt.gov](http://UI4U.mt.gov) to save time.

Failure to report time not worked is considered fraud and can have serious consequences for you.