



Quarterly News

Refusal of Work

Federal law requires those on a temporary layoff to return to work when called back. Failure to do so, could be considered a “refusal of work” and disqualify the claimant from receiving unemployment insurance benefits.

As employers, we need your help to know if or when one of your employees refuses an offer to return to work.

Contact our office at uieservices@mt.gov and request a Work Refusal Report form. Complete and return the form to uieservices@mt.gov or fax to (406) 444-2699.

Or call our Employer Charging line at (406) 444-0399.

Avoid Over or Under Payment, Check Your Rate!

Using the wrong rate to pay UI taxes is a common mistake we see every year. Before you file your quarterly report, make sure you update any software you may be using with the correct rate for 2021. Software companies will not update the rate for you. Not sure what your current rate is? Go online to uieservices.mt.gov to find out.

Payroll providers- Sign-up for our rate exchange and download a file of the correct rates for all your clients. Review our [Fiscal Rate Exchange Handbook](#) for more information.

Watch Out for Scams

The Montana Department of Labor & Industry (DLI) has been alerted to several scams involving Unemployment Insurance (UI) claims. Criminals are using both SMS text messages and phone calls to falsely lure individuals into providing detailed personal information under the ruse that it is to resolve an issue or problem on their UI benefit claim. Stay alert and use caution when responding to calls or messages.

eServices Security – Protect You and Your Data

Are you sharing user names and passwords for eServices among your staff? We hope not! But if so, are you aware of the risk you are taking?

Ever had a staff member leave or quit? If you share user names and passwords, when they leave, they are taking access to your data with them.

Protect yourself and your data by ensuring everyone accessing your UI account online has the permission to do so AND is using their own unique logon.

If you have Administrator level access rights to your account in eServices, under your Profile select the Manage Logons tab to see who has access and at what level. From there you can increase, decrease or inactivate a user’s access to your account.

If you are an employer who has allowed a third-party administrator (accountant, payroll provider, etc.) to have access to your account, we encourage you to create a logon into eServices as well. Having access to eServices will allow you to easily review what’s being submitted on your behalf.

Never give your user name or password to a third-party, they should create a logon and submit the proper authorization form before accessing your information on eServices.



ASSISTANCE *for* BUSINESS CLINIC

All Assistance for Business Clinics in 2021 will be held in conjunction with SafetyFest Montana.

- March 29 – April 2, 2021: Kalispell (virtual)
- June 14-18, 2021: Havre (virtual)
- August 17-19, 2021: Helena

To register, go to: safetyfestmt.dli.mt.gov

To stream past sessions, go to: dli.mt.gov/-assistance-for-business-clinics



Almost 20,000 Montana employers are participating in SIDES E-Response. Are you?

SIDES E-Response is a convenient and secure way for employers to electronically receive and respond to requests for information regarding unemployment insurance (UI) benefits. Sign-up for free at uieservices.mt.gov.

If you already use eServices, you can add/update SIDES contact information after to you log in (go to the Benefits tab). If you have not signed up for eServices yet, you can add your SIDES contact information when you do.

SIDES E-Response can be utilized to:

- Respond to requests for separation information
- Submit additional fact-finding documentation
- Report potential fraud

Signing up for SIDES will greatly reduce the amount of paper you receive from UI, but it will not eliminate it – yet. We are working towards fully electronic communications, but for now you may receive both paper and SIDES electronic notices. It's important for you to respond to each accordingly.

Check out DLI's February 17th, 2021 Employer Town Hall recording at: dli.mt.gov/town-halls/employer-town-halls for information on how SIDES can help you report suspected UI fraud and more.

Report Fraud

If you suspect a person or business is committing UI fraud, go to uieservices.mt.gov and select [Report UI Fraud](#) under the Helpful Links.

Or contact our fraud investigators by phone at (406) 444-0072 or email dliuidci@mt.gov.

You can remain anonymous!

Check Your Mailing Address

It can be easy to overlook keeping your mailing addresses updated with Unemployment Insurance. But a current mailing address is crucial to ensure you receive your UI tax and benefit claims mailings in a timely manner. Employers often have a small window of time to respond to notices, an incorrect mailing address could result in interest and penalty charges, missing deadlines, and/or losing your interested party status on claims.

Log into *UI eServices for Employers* today (uieservices.mt.gov) and confirm we have your correct mailing address. If not, you can update it online (if you are authorized to do so) or call (406) 444-3834 to have it updated. To add or manage alternate addresses, such as a physical address or an address for benefit claim related mail, complete an Addresses and Locations request on eServices (under Account Services).

If you wish to designate a third-party (accountant, payroll provider, etc.) to receive all or some of your UI related mail, an authorization form is required. Go to uieservices.mt.gov and under Helpful Links click "Handbooks, Forms, and More" and download the [UI Contributions Authorization Form](#).

If you still receive the paper UI5 Quarterly Report form in the mail, check the address on the form to see if it is correct. If not, please note the address correction on the form before you return it.

We Can Help You Equip Your Employees to Meet Your Business Requirements

Ask us about reimbursement programs that can help offset the cost of training new and existing employees. Contact your Job Service by visiting montanaworks.gov/job-service-montana

Questions about Benefit Charges on your account?

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