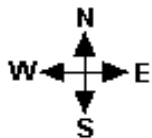


MDES'
INTERACTIVE
TELEPHONE
SYSTEM (MITS)



UI-MITS-1

(R-6/2010)

MISSISSIPPI
DEPARTMENT OF EMPLOYMENT SECURITY
MDES' INTERACTIVE TELEPHONE SYSTEM
MIT S

**BEFORE MAKING YOUR FIRST CALL TO USE MDES' INTERACTIVE TELEPHONE SYSTEM (MITS),
CAREFULLY READ THE FOLLOWING INSTRUCTIONS**

Telecommunication Device for the Deaf (TDD) and a SPANISH application are also available.

OVERVIEW

MDES' Interactive Telephone System (MITS) is a telephone processing system that allows you to file your weekly claim certifications by telephone. **MITS** is easy to use and will guide you through each option, providing step-by-step instructions regarding your responses. You may call **MITS** outside of normal business hours.

MITS has three main options: (1) to file weekly certifications for unemployment benefits; (2) to receive instructions on how to file your weekly certifications and; (3) to change your Personal Identification Number (PIN). You must have filed a claim for Unemployment Insurance to file weekly certifications through **MITS**. A touch-tone telephone must be used when calling **MITS**.

A weekly claim certification **MUST** be timely filed. The system will only accept the most recent completed calendar week (weeks start on a Sunday and end on a Saturday). **EXAMPLE:** If you are attempting to file for week ending 09/27/08, you will have from Sunday, 09/28/08 to Saturday, 10/04/08 at 11:59 to file using **MITS**. If the call begins after midnight, the current week would change to week ending 10/04/08. If there has been a break in your claims status, the system will be unable to process your claim and you will be instructed to contact MDES.

If during your telephone call, you are instructed to contact MDES, you must contact as instructed before your weekly claim certification can be processed. Calling the system again will not allow the week to process.

ANSWERS TO ALL QUESTIONS MUST BE PERSONALLY ENTERED BY YOU AND MUST BE TRUTHFUL. FALSIFICATION IS PUNISHABLE BY FINES AND/OR IMPRISONMENT.

MDES' Interactive Telephone System is available 24 hours a day, 7 days a week.

TO USE MITS, CALL THE FOLLOWING TELEPHONE NUMBERS:

601-321-1835.

OR

1-866-946-6487

TELECOMMUNICATION DEVICE FOR THE DEAF (TDD): 1-866-761-7607

TO RECEIVE INSTRUCTIONS ON HOW TO FILE YOUR WEEKLY CERTIFICATION, PRESS 2.

TO FILE A WEEKLY CLAIM CERTIFICATION, PRESS 1.

You must have a PIN before you can claim weeks for unemployment.

- ◆ Do not tell anyone your PIN. Your PIN protects you and prevents anyone else from making fraudulent actions on your claim by telephone.
- ◆ If you forget your PIN, contact MDES
- ◆ If someone else knows your PIN, call **MITS** and select Option 3, "TO CHANGE YOUR PIN".

- Enter your Social Security Number;
- Enter your four-digit PIN
- The system will ask a series of questions regarding a specific week. Listen to and answer the questions truthfully. For questions requiring a “YES” or “NO” response, press 1 for YES, 9 for NO, or STAR (*) to have the system repeat the question.
 - 1) Were you physically able to work last week?
 - 2) Were you available for work last week?
 - 3) Did you refuse any work last week?
 - 4) Did you do any work between Sunday (MM/DD) through Saturday (MM/DD), 20YY?
- Based upon your responses the system may ask additional questions or you may be instructed to contact MDES to determine eligibility for that week.

➤ **Entering Gross Wages:** If you earned any money during the week you are claiming, you will be asked to enter the GROSS (*earnings before any deductions are taken out*) amount. Enter the amount of your earnings, including cents, followed by the pound (#) key. For example, if you earned \$123.45, you would press the following keys: 12345#.

NOTE: Money that is not reportable when filing a weekly claim certification includes: Vacation, holiday, jury duty, reserve, severance, pensions that are not paid or contributed to by a base period employer, bonus (wages for services performed in a period prior to being unemployed).

Failure to properly report any earnings may result in an overpayment, garnishment of future wages, or prosecution. You may have to figure out how much your pay will be for the week you are claiming. If you need assistance in figuring your gross earnings refer to the following example or contact MDES for details.

Claim week Begins	MAY						Claim Week Ends
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12 Worked and earned \$25.00	13 Worked and earned \$25.00	14 Worked and earned \$25.00	
15	16 Worked and earned \$50.00	17 Worked and earned \$50.00	18 Worked and earned \$25.00	19	20	21	
22	23	24	25	26	27	28	
29	30	31					

If you worked and earned money, you must report gross earnings according to the calendar week (begins on Sunday and ends on Saturday) in which you performed the work. Do not wait until you are paid by your employer to report your gross earnings. Refer to the calendar above. Work was performed from May 12th - May 18th. To correctly report gross earnings on a weekly basis, the following should be reported:

The week ending May 14th should have \$75.00 reported as gross earnings.

\$125.00 dollars should be reported for the week ending May 21st.

- **Full/Part Time Job:** If you indicate earnings on your claim, the system will ask, “Is this a full-time job?” To indicate a full-time job, press 1.
- **Return to Work Date:** If you have returned to full time work you will be asked to provide a **Return to Work Date**. Enter two digits for the month, two digits for the day, and the last two digits of the year. For example, if you began work on September 22, 2008, you enter 09 22 08 (ninth month, twenty-second day, year 2008).
- **Job Separation:** If you have indicated earnings on a prior week(s) and file for the current week without earnings the system will respond “**You reported earnings during week ending MM/DD/YYYY, and have indicated that you did not continue to work week ending MM/DD/YYYY. Is this correct?**” If yes, you will be prompted to enter the reason you are no longer working.

- You will have the option to have your answers repeated for verification.
- In order to properly record your information, you must answer all the questions and certify your claim. **IF YOU HANG UP BEFORE THE END OF THE CALL AND FAIL TO CERTIFY YOUR ANSWERS, THE WEEK YOU ARE CLAIMING WILL NOT BE PROCESSED.**
- Once you have certified your answers, the system will instruct you to stand by while the claim is being validated. The system will then respond as to whether or not your claim has been processed.

TO CHANGE YOUR PIN

MITS will allow you to change your PIN. If you have forgotten your PIN, you must contact MDES to have it reset. After having the PIN reset, you must establish a new PIN prior to filing a weekly claim certification through **MIT**S.

TO CHANGE YOUR PIN:

- Call **MIT**S and press Option 3, **TO CHANGE YOUR PIN**
- Enter your **Social Security number**
- Enter a new four-digit number as your **NEW PIN**. Your **NEW PIN** cannot be all zeros or nines.
- Re-key your **NEW PIN** for verification
- The system will inform you when your **NEW PIN** has been successfully changed.

ELIGIBILITY REVIEW PROGRAM:

In order to meet the requirements of the Unemployment Compensation Law, you must make a thorough and continued effort to seek work. Periodically you will be required to report to your local WIN Job Center or Itinerant Point for an Eligibility Review. You will be mailed a questionnaire regarding a specific week:

Eligibility Review – Answer all Questions

<p>1. Are you physically able to work? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>2. Are you available for work? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>3. List the employers you contacted for work during the week of Sunday, (MM/DD/YYYY) through Saturday, (MM/DD/YYYY).</p>			
Dates You Looked	Company Name	Kind of Work	Type Contact
<p>4. If you did not look for work this week, explain why.</p> <p>_____</p> <p>_____</p>			

YOU MUST REPORT IN PERSON ON A SPECIFIC DATE AND AT A SPECIFIC TIME TO THE LOCATION PROVIDED ON THE QUESTIONNAIRE When you report, you will be required to bring proof of identification and provide a completed work search with job contacts. **FAILURE TO REPORT MAY RESULT IN A DELAY OR DENIAL OF BENEFITS.**