Pennsylvania Unemployment Compensation Services for Employers

Our mission is to improve the quality of life and economic security for Pennsylvania workers and businesses, encourage labor-management cooperation, and prepare the commonwealth workforce for the jobs of the future.

Labor & Industry Mission Statement

pennsylvania

DEPARTMENT OF LABOR & INDUSTRY

OFFICE OF UNEMPLOYMENT COMPENSATION BENEFITS

Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program

UC SERVICE CENTERS

UC claim services are accessible to individuals on the internet at www.uc.pa.gov, or by calling 888-313-7284, connected to UC Service Centers located across the commonwealth. UC Service Centers provide a full range of services for state and federal UC programs, including taking initial applications for benefits, determining eligibility, processing biweekly claims and getting claimants connected to re-employment services. As part of the fact-finding process to determine claimant eligibility for UC benefits, UC Service Centers may send a questionnaire or call you directly for information.

As an employer, your business can receive prompt and courteous service on UC eligibility issues using the special employer services telephone number, 866-223-4718. This number allows employers to address claim or appeal issues as well as obtain general UC benefits information without going through the claimant service queues. Calls are routed to the appropriate UC Service Center based on the telephone exchange area from which calls are placed. Hours of operation are Monday through Friday 8 a.m. to 4 p.m.

REPORTING UC FRAUD

To report potential UC program fraud, go to www.uc.pa.gov or call the UC Fraud Hotline at **800-692-7469**.

Detection of improper UC benefit payments helps the department prevent or reduce erroneous benefit payouts, which, in turn, decrease the employer's unemployment compensation taxes. Employers can assist the department by always complying with the department's requests for information regarding UC claims, providing that information promptly, making certain the information given is as accurate and complete as possible, and contributing any other information that can help in the department's investigation to determine if benefits have been fraudulently paid.

PENNSYLVANIA CAREERLINK®

Pennsylvania CareerLink® is your one-stop source for hiring qualified workers and finding labor market information, training programs and a range of other workforce services.

The UC program and PA CareerLinks® work together to address the workforce needs of businesses and workers. Our mutual goal is to return unemployed workers to the workforce as soon as possible.

PA CareerLink® services are available 24 hours a day, seven days a week, online at **www.pacareerlink.state.pa.us**. For in-person service, the website also lists PA CareerLink® offices conveniently located throughout the commonwealth.

EMPLOYER SERVICES

If you have any questions or concerns about the issues listed below, you may contact us by sending an email to LI, BUCB-UIEMPCHARGE@pa.gov or call the Employer Information Line at 717-787-4677. Staff members will respond to your specific information requests about:

- Benefit charges/credits to reserve accounts contained on Form UC-640, Monthly Notice of Compensation Charged
- Protests to benefit charges filed with the department via Form UC-44FR, Request for Relief from Charges, or filed by letter
- Credits to reserve accounts due to a subsequent approval of relief from charges or a claimant's ineligibility for UC and subsequent overpayment
- Time limits for filing a request for relief from charges or an appeal to a relief from charges determination
- How to request relief from charges

When contacting us about these issues, we may need:

- Employer UC account number
- Employer name
- Claimant Social Security Number (last 4 digits)
- Claimant name
- Claimant last day of work
- Reason for separation

UC TAX SERVICES

The Office of UC Tax Services works with employers to help them comply with their obligations under the PA Unemployment Compensation Law. The office's services include:

- Registering liable employers for UC taxes. Information, online registration for a variety of services, and forms are available at **www.paopenforbusiness.state.pa.us**
- Determining if the business is covered under UC law
- Calculating employers' experienced-based tax rates
- Processing quarterly tax reports and contributions. Employers can file UC reports online and pay electronically at **www.paucemployers.state.pa.us**
- Educating employers on how to contain costs

The telephone number of the office for the county in which you do business can be found online at **www.dli.state.pa.us.** Click on "Services Near You," bottom right of the page, select the county where your business is headquartered and scroll down to "UC Employer Tax Services." General UC tax information, including information about out-of-state tax services, is available from 8 a.m. to 4:30 p.m. weekdays at 717-787-7679 or, outside the Harrisburg area, at 866-403-6163.

PA DEPARTMENT OF LABOR & INDUSTRY WEBSITE

For all of your business information needs in Pennsylvania, please check out the Labor & Industry website at www.dli.state.pa.us, or the commonwealth's E-Commerce website at www.paopenforbusiness.state.pa.us. These comprehensive sites are designed to serve both Pennsylvania's workforce and employers. You can find answers to frequently asked questions; review program laws and regulations, including those pertaining to UC; register your business; learn about special projects and initiatives going on statewide to help business grow and prosper; and download forms to expedite your service requests.

QUICK REFERENCE GUIDE TO UC PROGRAM EMPLOYER SERVICES

Benefit Appeals	866-223-4718 (UC Service Centers) to obtain the location of the UC Board of Review office where an appeal has been assigned
Benefit Charge Issues	717-787-4677 (Employer Information Center)
Claimant Not Known or Claimant's Wages Incorrect on Financial Determination	866-223-4718 (UC Service Centers) to request a Wage Investigation to correct your records
Labor & Industry online	www.dli.state.pa.us
Out-of-State Tax Services	866-403-6163 (UC Tax Services)
Pennsylvania CareerLink® online	www.pacareerlink.state.pa.us
Pennsylvania E-Commerce	www.paopenforbusiness.state.pa.us
Pennsylvania Tax Services	www.uc.pa.gov. Click on "Employer Services" 717-787-7679 or outside of Harrisburg area toll free 866-403-6163 (UC Tax Services)
Relief from Charges	717-787-4677 (Employer Information Center)
Tax Clearance	717-787-7679 or outside of Harrisburg area toll free 866-403-6163 (UC Tax Services)
Tax Liability	717-787-7679 or outside of Harrisburg area toll free 866-403-6163 (UC Tax Services)
Tax Rates	717-787-7679 or outside of Harrisburg area toll free 866-403-6163 (UC Tax Services)
UC Benefit Services for Claimants	888-313-7284 (UC Service Centers)
UC Benefit Services for Employers	866-223-4718 (UC Service Centers)
UC Fraud Reporting	800-692-7469 or www.uc.pa.gov
Corrections to Quarterly Tax and Wage Reports	Contact your local UC Tax Services Field Accounting office online at www.dli.state.pa.us. Click on "Services Near You", bottom right of the page, select the county where your business is headquartered and scroll down to "UC Employer Tax Services." The office covering that county will be listed.