



# Protect Your PUA Benefits from Disqualification Because of Identity Verification!

More than 500,000 people are getting determinations disqualifying them from their PUA benefits because “*you did not verify your identity as directed to secure benefits.*” You might get this disqualification even if you already received all of your PUA benefits, and an overpayment will be assessed against you!

**Take action to protect your benefits!**

## How do I know whether I am affected?

You will get the determination in the mail. You can also check your PUA dashboard for a message.

## Why is this happening?

- You were unable to use [ID.me](#) to verify your identity, or PUA does not know that you did verify your identity through ID.me.
- You uploaded identity documents in your dashboard, but PUA did not approve them.

## Step 1: FILE AN APPEAL

Everyone who gets a disqualifying determination can and should file an appeal. The determination explains how to appeal.

The determination says you have 15 days to appeal. This is wrong; you have 21 days. But don't take any chances. Appeal as soon as possible! In addition, take steps 2, 3, and/or 4, within 21 days of the notice if possible.

## Step 2: If you haven't used ID.me, try it

If you received an ID.me link from PUA in a message in your dashboard asking you to verify your identity and you haven't used it, try to use it now.

## Step 3: Go to a Career Link for help with documents

If you have not been able to use ID.me or to get PUA to approve the documents that you uploaded, you can get help at a Career Link. They can copy your documents and send them to PUA, along with a form you will sign. PUA will then process your ID verification.

Call Career Link for an appointment or just walk in. After they review your documents, ask for copies. You must then submit your documents to PUA through your portal or via email, Career Link staff may be able to assist you with that too.

## Step 4: Send PUA your evidence that ID.me already verified you

If you got an email or screenshot from ID.me saying you were verified, send it to [uchelp@pa.gov](mailto:uchelp@pa.gov). In the subject line, write “Verifying identity for PUA.” Include your PUA claim number in the email if you can.

For more information, including what documents to take to Career Link and how to submit them to PUA, see our website at [clsphila.org/employment/verify-id/](https://clsphila.org/employment/verify-id/)



# Get help with ID verification at CareerLink for PUA or UC Benefits

To get either UC or PUA benefits, you are required to prove your identity. Usually, you will be given a link to ID.me. You should use ID.me if you can. It is automatic and, for many people, quick.

**For those having trouble with ID.me, the State has created a new alternative: you can get help at a Career Link office in your city or county. Here's how you do it.**

**Step 1: Call your Career Link to see if you need an appointment**

**Step 2: Take the proper documents to Career Link**

The following are the preferred documents (and may be demanded). But if you don't have these, take what you do have. You are asked to bring one document from each category.

**Category #1: Valid government issued photo IDs**

1. Social Security card
2. A current, unexpired driver's license or photo ID card
3. A United States passport
4. Military ID card
5. Alien Registration card
6. A City of Philadelphia Municipal ID might also be accepted

**Category #2: Secondary documents could be:**

1. A birth certificate
2. Voter ID card
3. W-2 or other tax record
4. Financial institution documents (account statement, loan document, etc.)
5. Vehicle registration/title

If you don't have documents from #2, think of and bring other documents that show you are you, such as bills or membership cards. Bring as many documents as you can.

**Step 3: Career Link staff will copy your documents and have you sign a form 393. They will send to the Unemployment office for review**

**Step 4: You also need to send or upload your documents to the State**

Ask the Career Link for a copy of form 393. Career Link may also be able to help with uploading/emailing of that form plus copies of your identity documents. Options for sending the documents:

**1. US Mail:**

Department of Labor & Industry  
c/o Mail Processing Unit  
651 Boas St, 5th Floor  
Harrisburg, PA 17121

**2. Email: RA-LI-Fax7177246952@pa.gov**

Attach to the email scans or photos of original documents. You can ask the Career Link to fax the documents for you.

**3. Upload:** From the PUA or UC dashboard, choose "Provide Additional Documentation." Email [uchelp@pa.gov](mailto:uchelp@pa.gov) to inform the State that the documents are available for review. Staff will not know you have uploaded documents unless they are notified.