

Resources for Unemployment Benefits

Care team members affected by a temporary due to COVID-19 are eligible to apply for unemployment benefits with the SC Department of Employment and Workforce (DEW).

Step 1



Employer Filed Claim

- MUHA will submit the initial Employer Filed Claim with DEW and a weekly claim thereafter during the temporary layoff.
- The claim must be filed after the week of temporary layoff as benefits are paid for the prior week and not in anticipation that someone won't be working.
- An Employer Filed Claim eliminates the need for the worker to conduct two weekly job searches because both the employer and the worker anticipate that the claim is temporary.

Step 2



Register for a MyBenefits account

- The care team member should create an account in [MyBenefits](#) using a desktop computer or mobile device.
- New users click "I am new here. I need to Register Now!".
- Returning users should use their username and password to login and certify.
- If username and password unknown, click "Forgot your username/password?".

Step 3



Certify Information in MyBenefits

- The care team member will need to complete an initial review in [MyBenefits](#) to confirm that the information submitted by MUHA is accurate.
- A care team member can certify the day after the claim has been filed by MUHA.
- The care team member has up to 2 weeks after MUHA submits the claim to certify, but this will delay the payment of benefits. The payment will not be initiated by the system until the certification is complete.

Step 4



Payment of Benefits

- The SC DEW determines eligibility to receive unemployment and the weekly benefit amount.
- If eligible, a care team member may receive their benefits two to three business days after they certify their information in [MyBenefits](#).
- Care team members can receive up to twenty weeks of full unemployment benefits, and may receive benefits for more weeks if filing for partial unemployment benefits.

Step 5



Weekly Employer Filed Claims

- MUHA will continue to submit a weekly claim to DEW every Monday during the temporary layoff.
- The claim must be filed after the week of temporary layoff as benefits are paid for the prior week and not in anticipation that someone won't be working.

Step 6



Certify Information Weekly in MyBenefits

- The care team member will need to certify weekly in [MyBenefits](#) to confirm that the information submitted by MUHA is accurate.
- A care team member can certify their information on Tuesday, the day after the claim has been filed by MUHA.
- A care team member has up to two weeks after MUHA submits the claim to certify, but this will delay the payment of benefits. The payment will not be initiated by the system until the certification is complete.

Step 7



Stay Connected

- The care team member should provide their supervisor with personal telephone and email information for communication necessary during the temporary layoff.

Contact Information

SC Department of Employment and Workforce (DEW)
www.dew.sc.gov/covid-hub
☎ 866-831-1724

MUHA Human Resources
<https://horseshoe.musc.edu/human-resources/muha>
☎ 843-792-0819 ✉ Service Now: <http://hrportal.musc.edu/>