



New Online Appeals Portal Enhances Convenience for Unemployment Insurance Claims

Consumers today expect efficiency and accessibility in their interactions, whether in-person or online. Recognizing this, the Indiana Department of Workforce Development (DWD) has launched a new Appeals Portal, providing unemployment insurance (UI) claimants with a streamlined, digital option to appeal an unfavorable determination of eligibility. The portal, available through the Uplink Claimant Self-Service (CSS) Portal, marks a significant step in making the appeals process more convenient.

Before the launch of this electronic filing option in mid-April, UI-related appeals could only be submitted through standard mail, fax, or in person at DWD's central office in downtown Indianapolis. While those methods continue to be available, claimants now have an additional, user-friendly option to file appeals directly online.

"We understand the importance of providing a simple and efficient process for claimants to file an appeal," said DWD Commissioner Josh Richardson. "By introducing this new functionality, we're offering more flexibility and ease for those navigating the Unemployment Insurance system."

A New Layer of Transparency: Tracking Appeal Status

The Appeals Portal builds upon DWD's recently launched Claim Status Tracker, which provides UI claimants with real-time updates on their applications without having to call and inquire. The portal enhances transparency by allowing claimants to review their claim history and appeal status, categorized as pending, decided, or appealed. Overall, it leads them to better understand decisions relative to UI eligibility and benefits.

"This feature is completely separate from our Claim Status Tracker, but it's the next step in improving the overall claimant experience," said DWD Uplink Product Manager Kelli Morris. "Claimants can now file an appeal directly within the same platform they're already familiar with, making the process even smoother."

The Appeal of Online Appeal

For claimants who wish to challenge a determination of eligibility in relation to their UI application, the online appeals process is designed to be straightforward and accessible.

After logging into their CSS account, claimants can navigate to the “Issue History” section on their own homepage to see if any issues have been identified. Many “Disqualified” issues can be appealed directly through the portal’s online process.

1. Click the “Disqualified” link to review the decision rationale.
2. Select “File Approval” to begin the process.
3. Verify contact information for accuracy.
4. Answer required questions on the “Appeal/Hearing Information” screen and indicate why the appeal is being submitted.
5. Electronically sign and click “Submit my appeal.”
6. Save the Appeal ID, which will be needed for future reference.

“The Appeals Portal automatically processes the claimant’s appeal and creates a case ready to be scheduled for Appeals staff,” said Jamie Ferguson, DWD’s Director of Appeals. “This automation eliminates manual processing steps, allowing our Appeals staff to focus on reviewing cases rather than identifying appeal details.”

Once an appeal has been submitted, the claimant’s appeal statement is immediately added to their Appeals file, where it can be reviewed by an Administrative Law Judge.

Not All Disqualifications are Created Equally

While many issues can be appealed online, some determinations require submission via traditional methods. These include:

- Claimant Monetary Determination
- Determination of Waiver Eligibility
- State Tax Refund Intercept Determination
- Wage Garnishment Determination

Claimants who need to file these types of appeals can mail or hand-deliver documents to DWD at 10 N. Senate Ave., Indianapolis, IN 46204. Appeals can also be submitted via fax at 317-233-6888.

The Appeals Portal is DWD’s latest user-focused addition as the agency continues to simplify and improve the UI application and appeals process.

Those with questions about the Appeals Portal or their UI application can call DWD UI Customer Support Monday through Friday from 8 a.m. to 5 p.m. EST (1-800-891-6499). Claimants can also submit requests by email – AskUIContactCenter@dwd.in.gov.