



Instructions for Unemployment Claims Filing

Customers may file a new claim for Unemployment benefits, re-open an existing claim or file for extended benefits online at www.dlt.ri.gov. No walk-in claim service is available.

FILE A NEW CLAIM OR RE-OPEN AN EXISTING CLAIM ONLINE

Visit the Department of Labor and Training homepage at www.dlt.ri.gov, click on the “File a Claim” button and follow the prompts. This service is available 24 hours a day, seven days a week. Public computer access is available at all *netWORKri* centers and many public libraries.

To file a new claim or refile/reopen an existing claim online, you may need to have the following information available:

1. Your Social Security number
2. The names, addresses, phone numbers, and dates of employment for all employers where you have worked in the last 18 months
3. The name and local number of your labor union (if applicable)
4. Your alien registration number (if applicable)
5. The names, Social Security numbers and dates of birth for all dependent children (if applicable)
6. Your driver’s license or state-issued ID number
7. Your bank account and routing number (if applicable)

When you file a claim online, you will receive a confirmation number for your records. During times of high claim volume, applications may take more than seven business days to process.

CONTACTING THE DEPARTMENT

ELECTRONICALLY

Customers may contact Unemployment Insurance staff by submitting a request through our website.

Please visit: www.dlt.ri.gov/ui and select “Contact UI.”

TELEPHONE

Customers may call (401) 243-9100 during call center business hours. Please visit www.dlt.ri.gov/ui for call center hours of operation, which are subject to change. The call center does not accept calls during state and federal holidays. Hearing impaired customers are encouraged to call RI Relay 711.

WEEKLY PAYMENT CERTIFICATION

TELESERVE (401) 243-9600

<https://teleserve.dlt.ri.gov>

After filing an unemployment insurance claim, you will receive instructions directing you to use the Teleserve automated system each week to certify your benefit eligibility and to receive a payment.

The Teleserve automated system can be reached by telephone at (401) 243-9600 during the following hours:

Sunday:	Open 24 hours
Mon-Fri:	3:00 PM to 5:00 PM or 7:00 PM to 5:30 AM

NOTE The first time you call, you will be prompted to enter your Social Security number, your two-digit “BYE Code,” and to select a four-digit Personal Identification Number (PIN). Once you have selected and confirmed your PIN, select option 5 to hear your benefit rights and responsibilities.

Alternatively, you may choose to certify for weekly payments using Teleserve online at any time, Sunday through Friday. Please note that at times you may receive an automated message stating that we are unable to access our records due to system processing; if this is the case, please try again later.





RI Department of Labor and Training

Temporary Disability Insurance (TDI) Temporary Caregivers Insurance (TCI)

Customers may file for TDI/TCI by mail or online at www.dlt.ri.gov. No walk-in claim service is available.

TDI provides benefit payments to insured Rhode Island workers for weeks of unemployment caused by temporary disability or injury that is not work-related.

To be eligible for TDI, you must be medically certified by a Qualified Healthcare Provider (QHP) as functionally unable to work for a minimum of seven consecutive days. An individual must also meet predetermined earnings requirements. For your eligibility to begin the first week you were disabled, you must be examined by a QHP that week, the week before or the week after your disability began. You may be asked to make an appointment with an impartial medical examiner if TDI believes an exam is necessary.

TCI was signed into law and became effective as of January 5, 2014. An individual may apply online at www.dlt.ri.gov/tdi or by calling (401) 462-8420 and select option#1 to request a paper application.

An individual may receive up to a maximum of four weeks of TCI benefits (which will reduce the maximum weeks of TDI/TCI total benefits) during a Benefit Year Period to care for a seriously ill child, parent, spouse, domestic partner, parent-in-law or grandparent or to bond with a newborn child, adopted child or foster-care child (during the first 12 months of parenting only). Monetary eligibility requirements are the same for TCI as for TDI.

For caregiver claims, the claimant is responsible to obtain the medical documentation necessary; for bonding claims, the claimant is responsible to provide proof of child/parenting relationship.

RETURNING TO WORK ON A PART-TIME BASIS

The Partial Return to Work Program allows individuals that are collecting TDI to work reduced hours without completely ending their TDI benefits.

This program can help the individual transition to a normal work schedule while continuing with his or her recuperation. An individual must have been paid one full week of TDI benefits to qualify for this partial program.

Eight weeks is the maximum number of weeks an individual can receive partial payments.

FIRST PAYMENTS

Most eligible customers receive their first payment three to four weeks from the day TDI is in receipt of the application.

Missing or incorrect information may delay payment. Prompt responses from your QHP are needed to process your claim.

UNEMPLOYMENT INSURANCE

You **cannot** receive TDI and UI for the same period. If you become disabled while collecting UI, you should immediately notify UI and instead file for TDI.

FILE A CLAIM ONLINE

Visit the Department of Labor and Training at www.dlt.ri.gov, click on the "File a Claim" button under the Temporary Disability tab and follow the prompts. This service is available 24 hours a day, seven days a week. TDI claims typically are processed within seven to 10 business days.

Public computer access is available at all *netWORKri* centers and many public libraries.

When you file a claim online, you will receive a confirmation number that you will need to access your claim information. To check the status of your claim, visit www.dlt.ri.gov/tdi, click the "Online Claims" tab, then "Click here to check the status of your claim" and enter your confirmation number.

FILE A CLAIM BY MAIL

To request a TDI/TCI application, you may call (401) 462-8420 and select Option 1. You will be required to provide the following information:

- Name
- Address
- Social Security number
- Telephone number
- Date you became unable to work due to illness or injury

Your application will be mailed the next business day.

Questions and answers may be found at www.dlt.ri.gov/tdi by clicking on the [FAQs](#) tab. If your question is not answered online, you may e-mail DLT.TDI@dlt.ri.gov or call (401) 462-8420.



RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

Administrative Offices: 1511 Pontiac Avenue, Cranston, RI 02920 • www.dlt.ri.gov • TTY via RI Relay 711
Equal Opportunity Employer • Auxiliary aids and services are available upon request to individuals with disabilities.