

How to Request a Monetary Reconsideration

Reemployment Assistance Process Guide



This project was funded under the provisions of the DLIS Florida CARES Act from the Institute of Museum and Library Services. Florida's DLIS Florida CARES Act program is administered by the Department of State's Division of Library and Information Services. The Panhandle Library Access Network created these videos to assist Floridians with the reemployment assistance application process.

How to Request a Monetary Reconsideration

Reemployment Assistance Process Guide

After you apply for reemployment assistance (unemployment) benefits, you will receive a Wage Transcript and Determination. If you disagree with the information on this determination, request a monetary reconsideration.

Request a Monetary Reconsideration

- Gather documents that show your earnings during the specified period on your determination letter. Documents can include pay stubs or tax returns.
- Login to CONNECT at <https://connect.myflorida.com/Claimant/Core/Login.ASPX>.
- Click on “Determination, Pending Issue and Decision Summary.”
- Under the Monetary Determinations header, find the Monetary Determination that you believe is incorrect. Please note that you cannot request reconsideration on Pending determinations because they are still under review.
- Click on the “Active” status of the Determination that you want to have reconsidered.
- On the next screen, click “View Determination.” You will then be prompted to answer some questions:
 - Do you wish to modify Florida wages?
 - Do you wish to add Florida employment? If yes, did you have paychecks issued between [date] and [date] for the employer?
 - Do you wish to delete Florida employment?
- Click “Update.”
- Click “Request for Reconsideration.”
- Add wages or employment that are missing from your monetary determination. You will be able to upload documentary proof of those wages.
- After you make the changes, click “Submit.”

Remember to continue to check your CONNECT inbox for a response on the monetary reconsideration request.

Appeal

If you disagree after you receive the determination on your monetary reconsideration, you can appeal.

Need More Help?

Public Library: Libraries can help with many things, including letting you use a computer, printer, copier, scanner, or fax machine. Some libraries also have staff available who may be able to help guide you through the application process.

Find your local library at <https://myfloridalibrary.com/find/>.

Florida Department of Economic Opportunity (DEO): You can contact DEO (<https://floridajobs.org>) online or by phone:

Online Contact Form

To contact DEO through their online contact form:

- Go to their website at <https://www.floridajobs.org>
- Choose **Reemployment Assistance Resources**
- Choose **? Reemployment Assistance Help Center**
- Choose **I am CLAIMANT**
- Complete the form based on your question

Call DEO

You can call the Reemployment Assistance Customer Service Center at 833-352-7759 or 850-245-7105.

DEO offers special assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide special assistance to people who need help filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities.

We hope that you found this information helpful. Visit our YouTube channel at <https://tinyurl.com/2naxd95v> for more videos on applying for reemployment assistance benefits in Florida.