

# Weekly Benefit Payment Status

## 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.*

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## Reemployment Assistance Process Guide

### View Your Weekly Benefit Payment Status

Log into your CONNECT account:

- Go to FloridaJobs.org and select “Claimants” in the top right-hand corner.
- Read the Claimant Warning Notice and select “I acknowledge I have read the above.”
- Click “Next.”
- Enter your Social Security Number or Claimant ID and PIN.
- Select “Log-in.”

Once you have successfully logged-in to your CONNECT account, you can view a record of all payments made towards your Reemployment Assistance claim:

- Click on “View and Maintain Account Information”
- Click on “Payment History” to review your weekly benefit payment history for your claim

The “Payment History” page lists the date your claim was processed, the benefit amount issued towards your Reemployment Assistance claim and your selected method of payment.

The “Payment History” page will only display the weeks that have been paid toward your claim.

If you would like to see details about the status for each week you have requested, click on “View and Maintain Account Information” then select “Weekly Benefit Details.”

### Possible Benefit Payment Status

**Waiting Week:** The first week of your claim for which you would have been eligible for payment is an unpaid week, according to state law.

**Disqualified:** This means you have been determined ineligible to receive benefits for that week. You should check your non-monetary determinations in your inbox

to find out the reason for disqualification. If you believe your weeks have been deemed “disqualified” in error, please contact the DEO Reemployment Assistance Customer Service Center.

**Monetary Ineligible:** This means you did not earn enough money in the base period to be eligible to receive benefits. This could be due to earning money that cannot be considered for purposes of benefits or that the Department did not receive your base period wage information during the wage verification process. If you feel this status is incorrect, you should contact the DEO Reemployment Assistance Customer Service Center.

**Excess Reductions:** During the request for benefits payment process, you indicated that you earned more money than your weekly benefit claim amount for that week. If you feel this status is incorrect, you should contact the DEO Reemployment Assistance Customer Service Center.

**Hold:** This means benefit payments are being held until the claim has been reviewed by the Reemployment Assistance team. This may be for a variety of reasons. If this is the case for you, we recommend you call the DEO Reemployment Assistance Customer Service Center.

**Pending Monetary:** A monetary determination is pending on your claim. You should continue to request your benefit payments and check your CONNECT Inbox to see if any additional information is needed to assist the Reemployment Assistance team in processing your claim.

**Pending:** The Reemployment Assistance team is reviewing your claim. You should continue to request your benefit payments and check your CONNECT Inbox to see if any additional information is needed to assist the Reemployment Assistance team in processing your claim.

**Payable:** You are due to receive your benefits for that week, and payment should be available in whichever payment method has been chosen. We encourage all claimants to check their CONNECT account to ensure all contact information is accurate and up to date. You should continue to request your benefit payments biweekly.

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## 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.

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*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.*