



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

CHARLES D. BAKER  
GOVERNOR

KARYN E. POLITO  
LIEUTENANT GOVERNOR

ROSALIN ACOSTA  
SECRETARY

RICHARD A. JEFFERS  
DIRECTOR

### Employer Customer Service

In light of COVID-19, DUA has moved to an electronic platform for employer customer service.

Visit [www.mass.gov/duaemployercs](http://www.mass.gov/duaemployercs) for assistance.

Please check your employer inbox on a regular basis for requests that may require a time sensitive response.

### Deferrals Q1 2020

The deferral payment due date will be extended to June 30, 2020.

### Benefit Charge Statements and Reimbursable Bills

These notices will be delayed until further notice while we work to adjust COVID-19 related charges to comply with current legislation.

### CARES ACT

DUA recently received federal guidance regarding this program and is working to swiftly implement that guidance. Keep an eye on

<https://www.mass.gov/dua/> for future developments.

### 2021 Rates

Private contributory employers' 2021 Rates will not be impacted by COVID-19 related claims.

## COVID-19 Unemployment Eligibility Information

Individuals who are temporarily unemployed due to lack of work because of COVID 19 are eligible for unemployment benefits. The individual will be considered unemployed due to lack of work regardless of whether the individual's workplace is partially or completely shut down or if the individual needs to stay home for any reason related to COVID 19.

To fulfill the requirements to be able, available and actively seeking work, the individual need only take reasonable measures to maintain contact with his or her employer, and to be available for hours offered by the employer.

Claimants will be presumed to be eligible for eight weeks of standby status. In those instances, the employer need not respond that the claimant is on standby.

In cases where it is necessary, the Director can extend standby status for longer than eight weeks.

## Good cause for missing hearings/appeals deadlines due to COVID-19

Good cause waivers of deadlines for hearings and other appeals requests will be liberally granted.

## Filing and Paying- Q1 2020

- In order to maintain the integrity of the Unemployment Insurance system and continue paying claimants, **it's critical that employers file quarterly wages by the standard April 30, 2020 deadline.** Not filing quarterly wages by April 30 may result in delays to benefit payments to claimants.
- Employers severely impacted by COVID-19 who are not able to file and pay by April 30, 2020 may submit a written request by email for a 60-day extension on company letterhead, specifying how they've been impacted by COVID-19. For employers who have prepaid with a third-party administrator, we expect those payments to be sent in a timely manner so that we can keep the Unemployment trust fund solvent and healthy in order to pay claimants who have had their lives devastated by this pandemic.
- Please email extension requests to [Revenue.Enforcement@detma.org](mailto:Revenue.Enforcement@detma.org) no later than April 30, 2020. Approved requests will be relieved from quarter 1 of 2020 interest and penalties through June 30, 2020.

Even if you are approved for an extension to pay, **we encourage all employers to file wages as soon as possible.**

## Employer Charges

- Private Contributory Employers will not be charged for COVID-19 claims.
- Contributory Government will only be charged for 50% of COVID-19 claims.
- Government and Non-Profit Reimbursable Employers will only be charged for 50% of COVID-19 claims.