



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

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Viewing Monetary Determinations

Login to your account, select correspondence, select search, input a date range and select employer monetary determinations from the drop down.

You received a monetary determination for someone that no longer works for you.

Your company may be part of the claimants' base period, and this is standard procedure in determining a claim. Therefore it is not necessarily fraud. If you have reason to believe it is, please follow the guidelines in reporting.

Employer Customer Service

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

Visit

www.mass.gov/duaemployercs

Reminder

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

National Unemployment Fraud Scheme

Criminal enterprises in possession of stolen personal information from earlier national data breaches have been attempting to file large amounts of illegitimate unemployment claims through the Massachusetts Department of Unemployment Assistance (DUA) system. This is part of a national unemployment fraud scheme.

DUA has begun implementing additional identity verification measures that will temporarily delay the payment timeframe for many unemployment claims in Massachusetts. As a result of these measures, certain unemployment claimants may be asked to provide additional identity information in order to verify the validity of their claim.

Secretary of Labor and Workforce Development, Rosalin Acosta, recently stated, "Protecting the integrity of the unemployment system and ensuring benefits are going only to valid claimants is the top priority of the Department of Unemployment Assistance. While the program integrity measures we are taking will unfortunately mean that some claimants will experience temporary delays in payment, we believe these steps are necessary to respond to this unemployment scam. We are working rapidly to respond to this scheme and urge individuals who may have had a false unemployment claim filed in their name to contact the Department."

What should employers do?

- Employers should login to their accounts to review the monetary determinations they receive in their correspondence.
- Ask the employee if they filed the claim as it may be a fraudulent claim resulting from identity theft.
- If your employee confirms that the claim wasn't filed by them, you should tell them to complete the [fraud reporting form](https://www.mass.gov/forms/unemployment-fraud-reporting-form) at: <https://www.mass.gov/forms/unemployment-fraud-reporting-form> so we can take appropriate action.

What should Third-Party Administrators do?

- TPAs should share this notice with their client list to ensure all employers are aware of this scheme.
- TPAs should tell their clients to report any suspected PUA/DUA fraud to UJFraud@detma.org.