

N E W S R E L E A S E

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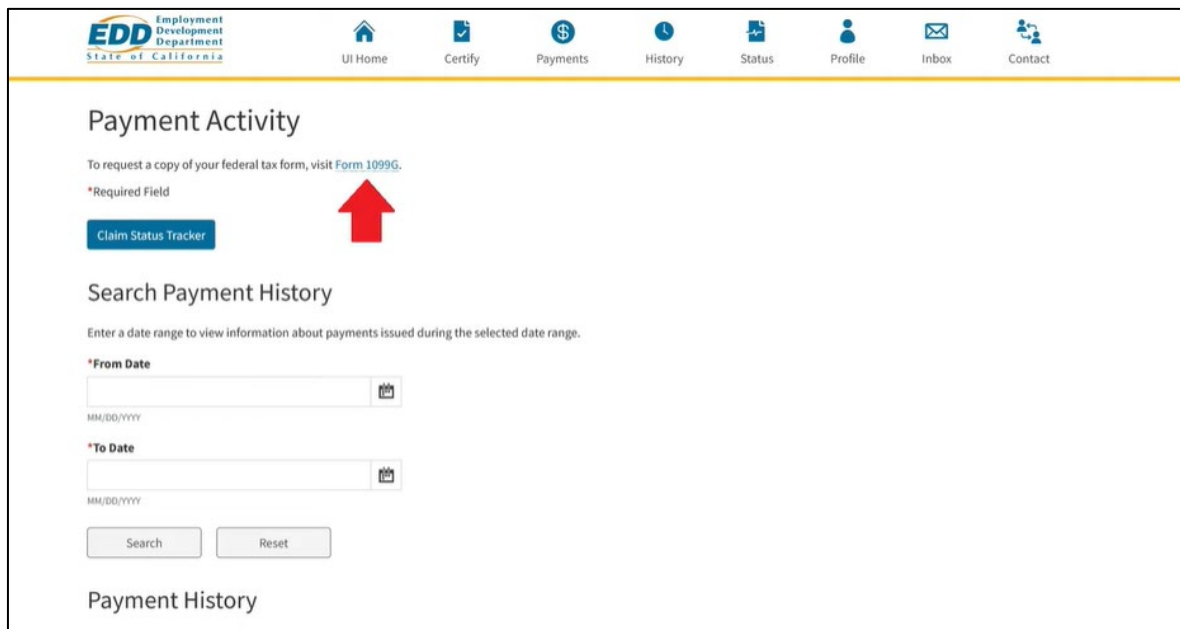
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Employment Development Department Issues Unemployment Insurance and Disability Insurance Updates

SACRAMENTO—The California Employment Development Department today provided updates on the state’s unemployment and disability insurance programs, including information about the annual 1099-G tax forms sent to those who collected unemployment compensation in 2021.

EDD provides a Form 1099-G to those who received unemployment insurance, Paid Family Leave benefits, and some types of State Disability Insurance collected in place of unemployment insurance. Unemployment compensation—including the federal extension of benefits and stimulus payments added to unemployment weekly benefits—is not taxable at the state level, but it is taxable at the federal level.

1099-G tax forms are sent electronically, by mail, and posted to individuals’ Unemployment Insurance (UI) Online accounts. Individuals can always access their 1099-G online by logging into UI Online and clicking “Payments” and then selecting the 1099-G link:



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EDD posted a [Form 1099 video](#) with information about how to view, print, or request tax information regarding UI benefits for up to 5 years without having to speak to a representative.

Individuals who received a Form 1099-G from EDD and believe the information on the form is incorrect should call 1-866-401-2849 to speak with EDD. Those who suspect fraud involving a claim filed in their name can visit AskEDD and select [Form 1099G](#) to report the fraud, or call 1-866-401-2849.

For more information, visit [EDD's Tax Information](#) webpage or access EDD's [one-page guide](#) for information about the Form 1099-G.

Processing Unemployment Claims and Helping Customers

Following the end of federal benefit programs last year, call center volume has fallen dramatically. Calls into the unemployment insurance call center are down 95 percent from January 2021 (1.3 million calls entered the call center last month, down from 27 million in January 2021.) Evening call center demand is down 47 percent since November, and weekend volume has significantly decreased.

In response, EDD will be shifting the call center hours to weekdays 8:00 a.m. to 7:00 p.m. beginning March 3. EDD staff will continue working seven days a week and shifting the weekend focus to resolving claims.

Call centers were open weekdays 8:00 a.m. to noon before the pandemic.

Verifying Disability Insurance Providers and Blocking Fraud Attempts

EDD continues to confirm that most of the disability insurance medical provider accounts it [flagged as suspicious](#) were fraud attempts. EDD has filtered out the compromised medical provider accounts, and verified the few provider accounts who were legitimate. Approximately 600 providers have cleared ID.me, or two percent of the tens of thousands of provider accounts that [EDD suspended as suspicious](#).

EDD's priority remains verifying and clearing legitimate claimants. EDD is now continuing to verify claimants associated with medical providers whose licenses were used fraudulently by an identity thief. To date, about five percent of the claimants provided an opportunity to verify their identity through ID.me have done so. In addition, EDD resolved approximately ten percent of the suspect claims not associated with suspended providers.

These low response rates to EDD's requests to verify information continue to confirm that most flagged claims were likely fraud attempts. Fraud attempts are not necessarily financial losses. EDD will continue providing updates as data and information is confirmed.

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Verifying Employment or Self-employment Per Federal Requirements

The Employment Development Department [continues reminding](#) those who received Pandemic Unemployment Assistance (PUA) of the federal requirement to submit documentation showing work history before the start of their claims.

EDD sent approximately 1.4 million notices by email, text message and through UI Online to PUA recipients reminding them to submit documents to prove employment or self-employment as required by federal law. The notices being provided to claimants include individual deadlines for providing documentation or obtaining an extension of time.

EDD acknowledges receipt of the submitted information and then follow-ups with a communication indicating whether the documentation was sufficient. This confirmation is mailed as an Additional Instructions (DE 238) form, with language confirming the documents submitted substantiate that the claimant was, or planned to be, employed or self-employed before the start of the claim and no further action is required.

[Nearly 30 percent of recipients have responded so far](#) and the majority of those were found eligible. In addition, many claimants had already proven their employment status such as those who collected PUA in 2020 and provided their 2019 wage information to obtain more than the minimum weekly benefit amount.

Additional notices will be mailed in the future to all those who have still not responded to EDD's email, text messaging and UI Online notices.

The California Employment Development Department is not collecting federal pandemic program overpayments at this time. Instead, the text message, email and UI online notices are the first phase of a multi-step process of notifying and reminding claimants of federal requirements before any collection effort would begin. EDD provides guidance on the [PUA Self-Employment and Employment Documentation web page](#) with this information.

Working with Federal Partners on Overpayments and Waivers

California and every state in the country [recently called](#) for better guidance on when states must recover overpaid federal benefits during the pandemic. Last week, the U.S. Department of Labor issued a new directive that details when states can waive the recovery of overpayments under the CARES Act Unemployment Compensation programs. EDD is carefully reviewing the 40-page federal directive and will provide further information in the future about how these scenarios and information will apply. Further details about that process will continue to be posted on the [EDD website](#).

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EDD is not establishing overpayments of federal benefits at this time. Instead EDD is continuing to verify claimant eligibility before any overpayment notices would be issued.

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