

## Frontline Worker Pay Program denial and appeal FAQs

### General information

#### 1. The Frontline Worker Pay application has closed, what happens next?

Now that the Frontline Worker Pay application has closed, submitted applications will be processed and verified by the Department of Labor and Industry, Department of Employment and Economic Development, and Department of Revenue. Following processing and verification, all applicants will be notified via email either that no further action is required or that their application has been denied and they are eligible to submit an appeal in the following 15-day appeals period, which is anticipated to be Tuesday, Aug. 16, through Wednesday, Aug. 31, at 5 p.m. (CT).

#### 2. How and when will denials be communicated?

All denials will be communicated by email. The denial email messages are anticipated to be sent Aug. 16, 2022. The email message informing the applicant of a denial will be sent to the email address used to set up the applicant's Submittable account initially used to apply for Frontline Worker Pay. The email communicating the denial will contain a link to sign into the applicant's Submittable account where they can access appeal forms related to the specific denial reason.

#### 3. What are the reasons I may receive a Frontline Worker Pay denial?

Applications will be denied with the right to appeal for the following reasons.

- The applicant exceeds the unemployment insurance benefit threshold established in the law.
- The applicant exceeds the adjusted gross income threshold established in the law.
- The applicant's employment eligibility could not be verified.
- The application has been deemed a duplicate. This means more than one application with the same Social Security number or Individual Taxpayer Identification Number has been submitted.
- The applicant's identity could not be verified.

#### 4. What is an appeal form?

An appeal form is the online form that must be successfully submitted to appeal a denial decision. The information required in the appeal form will depend on the reason for the denial. Each denial reason has a corresponding appeal form that can be accessed from the applicant's Submittable account. If you do not complete and successfully submit all relevant appeal forms within 15 days of the date of the denial email message, the denial will be final. It is anticipated denial email messages will be sent Aug. 16, 2022, in which case all appeal forms must be submitted by Aug. 31, 2022, at 5 p.m. (CT).

## 5. Where can I find the appeal form(s) I need to complete?

All appeal forms relevant to your Frontline Worker Pay application must be accessed in your Submittable account. You can log into your Submittable account at <https://manager.submittable.com/user/submissions>.

After you log into your account, click the **“Forms”** tab. If your application has been denied for one or more reasons, you will see an appeal form for each denial reason. Click the **“Continue”** button next to your appeals form(s). If you see multiple forms, **you must submit all forms to complete your appeal.**

If you do not complete and successfully submit all appeal forms within 15 days of the date of the denial email message, the denial will be final.

Successfully submitted appeal forms will be reviewed and a final decision will be communicated to you by email. The decision on an appeal is final.

## 6. What if I can't remember the password for my Submittable account?

If you can't remember your password, you can use the **“Forgot?”** link on the Submittable **“Sign In page.”**

You will be prompted to enter your email address (make sure it is the email address associated with your Submittable account). Click the **“Send Directions”** button. You will receive an email from Submittable.

Clicking the link in the email will direct you to the **“Reset Password”** form. If the link does not work, you can copy and paste the URL address included in the message into your browser address bar.

After you are on the **“Reset Password”** form, type in your new password. Passwords must be eight characters long and at least two of the following are required:

- uppercase letters;
- lowercase letters;
- numbers; or
- symbols.

## 7. Do I have to submit the appeal form(s) online?

Yes, the appeals process is only available online. If you need assistance with your appeal forms, contact the applicant support center at [mnfrontlinepay@submittable.com](mailto:mnfrontlinepay@submittable.com) or 866-333-7633.

## 8. How long do I have to submit my appeal form(s)?

The Frontline Worker Pay law states that an applicant may appeal a denial of eligibility within 15 days of the notice of denial. We anticipate denial email messages will be sent Aug. 16, 2022, which means all appeals must be submitted by Aug. 31, 2022, at 5 p.m. (CT).

## 9. What happens if I do not submit a timely appeal?

We anticipate denial email messages will be sent Aug. 16, 2022. If you received a denial and do not complete and successfully submit all relevant appeal forms by 5 p.m. (CT) on Aug. 31, 2022, your appeal will be denied. The denial will be final.

## 10. How can I make sure I have taken all the necessary steps to appeal my application denial?

To see if you have completed all necessary steps to appeal a denial of your application, you should log into your Submittable account at <https://manager.submittable.com/user/submissions>.

After you log into your account, click the **“Forms”** tab. If your application has been denied for one or more reasons, you will see an appeal form for each denial reason. If there is a **“Continue”** button next to your appeals form(s), you have not yet submitted your appeal. Click the **“Continue”** button next to each form, complete the form fields and submit the form. **You must submit all forms to complete your appeal.** After you have submitted a form, the **“Continue”** button will disappear and the form will be inactive and appear in gray.

If you do not complete and successfully submit all appeal forms within 15 days of the date of the denial email message, the denial will be final.

## 11. I didn't receive a denial email message, but I want to make sure my application is still being considered and has not been denied. How can I check the status of my application?

To see if your application is in-process and confirm that no further action is required, you should log into your Submittable account at <https://manager.submittable.com/user/submissions>.

After you log into your account, click the **“Forms”** tab. If there are no appeal forms under the **“Forms”** tab, that means your application is still in process and no further action is required.

If your application has been denied for one or more reasons, you will see an appeal form for each denial reason. If there is a **“Continue”** button next to your appeals form(s), you need to complete the appeal form. Click the **“Continue”** button next to each form, complete the form fields and submit the form. **You must submit all forms to complete your appeal.** After you have submitted a form, the **“Continue”** button will disappear and the form will be inactive and appear in gray.

## 12. When will I receive a decision about my appeal?

Appeals will be processed as quickly as possible. After all of the submitted appeals are processed, final decisions will be communicated to applicants by email.

## Appeals related to unemployment insurance benefit threshold

### 1. What information will I need to provide to appeal the denial based on receiving too many weeks of unemployment insurance benefits?

The Frontline Worker Pay law provides that eligibility determinations related to the unemployment insurance benefit payment threshold will be made based on data held by the Minnesota Department of Employment and Economic Development (DEED). If an applicant received more than 20 weeks of unemployment insurance benefits between March 15, 2020, and June 26, 2021, the applicant is ineligible for Frontline Worker Pay.

You will need to provide your Social Security number on the appeal form so we can double check the number of weeks of unemployment insurance benefits you received. You will also need to explain why you think you

received fewer weeks of unemployment insurance benefits than the records at DEED show. Finally, you will need to certify the provided information is true and accurate.

## 2. How can I check the number of weeks of unemployment insurance benefits I received during the relevant time period?

You can check on the number of weeks of Unemployment Insurance benefits you received between March 15, 2020, and June 26, 2021, by logging into your UI account and clicking on the Frontline Worker link on your home page. Instructions on how to log in to your UI account and find the Frontline Worker page can be found on the Minnesota Unemployment Insurance web site at [www.uimn.org/frontline-worker](http://www.uimn.org/frontline-worker).

## Appeals related to adjusted gross income threshold

### 1. Why am I receiving the AGI Appeal Form?

Based on the information you provided, your application for Frontline Worker Pay has been denied because our records indicate your adjusted gross income (AGI) in tax years 2020 and 2021 did not meet the eligibility criteria established by the Frontline Worker Pay law.

To be eligible, the AGI for workers	Must be less than
With direct COVID-19 patient care responsibilities	\$350,000 for married filing jointly \$175,000 for other filers
Without direct COVID-19 patient care responsibilities	\$185,000 for married filing jointly \$85,000 for other filers

### 2. What information will I need to provide to appeal the denial based on not meeting the adjusted gross income limitation?

You must provide at least one of these documents for tax year 2020 and/or 2021:

- IRS 1040 forms as filed with the IRS;
- IRS Return Transcript;
- IRS Account Transcript; or
- IRS Wage and Income Transcript.

Providing more than one of these documents may improve the likelihood of your passing the appeal. Finally, you will need to certify the provided information is true and accurate.

### 3. How do I request an IRS transcript?

Request an IRS transcript on the [IRS Get Transcript webpage](#).

For help with getting a transcript, visit the [Get Transcript FAQs](#).

To receive your transcript faster, use the online option.

#### **4. What are the different IRS transcripts?**

The IRS lists and defines differences of transcript types on its [Transcript Types and Ways to Order Them webpage](#).

## **Appeals related to employment verification**

### **1. What information will I need to provide to appeal the denial based on my employment?**

The Frontline Worker Pay law provides that, among other requirements, to be eligible for Frontline Worker Pay, a worker needed to be employed for at least 120 hours in Minnesota in one or more frontline sectors during the time period beginning March 15, 2020, and ending June 30, 2021. The law also provides that to be eligible, the worker must have been unable to telework due to the nature of the individual's work for at least 120 hours and worked in close proximity to individuals outside of the individual's household for at least 120 hours.

The appeal form will require you to submit certain information to establish employment eligibility, including a Social Security number or Individual Taxpayer Identification Number and a W-2 form from tax year 2020 or 2021 or an earnings statement (paystub) from the relevant time period. The form will also allow you to explain why you believe the denial based on employment is in error. Finally, you will need to certify the provided information is true and accurate.

### **3. I am a Minnesota resident and worked in a frontline sector, but my work was performed outside of the state. Why did I receive a denial?**

Eligibility requirements in the Frontline Worker Pay law include having been "employed for at least 120 hours in Minnesota in one or more frontline sectors during the time period beginning March 15, 2020, and ending June 30, 2021." This eligibility criteria requires that at least 120 hours of the employment be in the state of Minnesota.

### **4. I work in a frontline sector as a sole proprietor or independent contractor. Why did I receive a denial?**

Eligibility criteria in the Frontline Worker Pay law include the requirement that the worker be "employed." Independent contractors and sole proprietors are not employees and are, therefore, ineligible for the Frontline Worker Pay.

## **Appeals related to duplicate submission**

### **1. What information will I need to provide to appeal the denial based on duplicate submissions?**

As part of the Frontline Worker Pay Program fraud prevention protocols, the state of Minnesota is ensuring only one payment will be made to each eligible worker. Any applications deemed to be a duplicate based on a review

of Social Security numbers or Individual Taxpayer Identification Numbers will be denied. To ensure we are approving the application associated with the frontline worker, the appeal form will require a Social Security number or Individual Taxpayer Identification Number and an identity verification. The form will also allow you to explain why you believe the denial is in error. Finally, you will need to certify the provided information is true and accurate.

## Appeals related to identify verification

### 1. What information will I need to provide to appeal the denial based on identity verification?

As part of the Frontline Worker Pay Program fraud prevention protocols, the state of Minnesota is verifying the identity of all applicants. If you receive an identity verification appeal form, it means we have been unable to verify your identity. In the appeal form, you can prove your identity through one of two options.

1. Knowledge-based authentication (KBA): The KBA process requires basic information factors, such as name, address and date of birth, that will be used to compile knowledge questions.
2. Identity verification solution: The identity verification solution will ask the applicant to verify their identification by scanning an eligible identifying document (passport, I.D. card, driver's license or residence permit) and taking a selfie in real time. A list of eligible identifying documents is online at [List of supported documents – Veriff](#).

Finally, you will need to certify the provided information is true and accurate.

## Frontline Worker Pay Program logistics FAQs

### 1. How can I get an update about my application?

Log in to your Submittable account at <https://manager.submittable.com/user/submissions> to view updates.

### 2. What if I made a typing error in my email address?

If you want to correct a typing error, use the instructions at <https://submittable.help/en/articles/2441500-how-can-i-change-the-email-address-associated-with-my-submittable-account> to update your profile.

### 3. I tried to contact the applicant support center during the appeals period. When will I get a response?

If you left a voicemail message, it will take us longer to respond. For a quicker response, contact the applicant support center at [mnfrontlinepay@submittable.com](mailto:mnfrontlinepay@submittable.com).

### 4. When will I find out if I've been selected to receive payment?

Announcements related to payment are anticipated in the fall, following the appeals period and the analysis period.

### 5. How do I change my bank account information for payment?

You will need to wait until the payment period. Bank account information can only be changed after the first attempt to deposit money into an account fails. Then, the applicant will receive an email message that will contain a link to sign into the applicant's Submittable account where they can access a form to update their bank account information.

**6. How much will each eligible applicant receive and when?**

We will not know how much each applicant will receive until the appeals have been processed. Money dedicated to Frontline Worker Pay will be evenly divided among all eligible frontline workers whose application was approved. Payments are expected in the fall of 2022.

**7. What if the employer I worked for during the peacetime emergency didn't notify me about this program?**

The Frontline Worker Pay legislation did not provide enforcement authority to the Minnesota Department of Labor and Industry related to the employer notice obligation.

**8. What if I changed employers during or after the peacetime emergency and my former employer never notified me about this program?**

The Frontline Worker Pay law only required employers in frontline sectors to notify current workers who may be eligible for payments. Employers were not responsible for notifying former employees about the program or potential eligibility.

**9. How do I appeal if I registered but I do not have a submitted application in the system?**

If an application was not submitted using the online application by 5 p.m. (CT) on July 22, 2022, there is no way to submit an application or appeal the failure to submit an application.

**10. How do I appeal if I sent an email and left voicemail but never received a response and was unable to submit an application?**

According to the legislation, the application period was open for 45 days and we are unable to accept applications after the close of the application period. We anticipated a large volume of applicant support requests and offered an applicant support center for all 45 days of the application period from 8 a.m. to 8 p.m. We were able to respond to and provide support to applicants over the 45-day application period, but there was a high volume of applicant support requests in the final two days of the application period. Unfortunately, not all applicants were able to receive assistance in the final hours of the program. If an application was not submitted using the online application by 5 p.m. (CT) on July 22, 2022, there is no way to submit an application or appeal the failure to submit an application.

**11. When will I receive a decision about my appeal?**

Appeals will be processed as quickly as possible. After all the submitted appeals are processed, applicants will receive an email message about final decisions in the fall.

**12. I received an email message stating that I submitted an application, but I never did. What should I do?**

Contact the applicant support center at [mnfrontlinepay@submittable.com](mailto:mnfrontlinepay@submittable.com) so we can review for potential fraud. You can withdraw the application by logging in to your account using the “Forgot” password instructions.