

## FREQUENTLY ASKED QUESTIONS

1. **After my separation from employment, will I be eligible to collect state unemployment benefits?**

Yes - the BPS will not oppose any lawful application for unemployment compensation.

2. **When should I file my claim?**

As soon as possible after your last day of employment.

3. **Where should I file my claim?**

The application for benefits must be filed with the state unemployment agency. The DUA will provide specific instructions on the claim process, see below for contact information and when to open a claim.

### [If You Are Calling to File A New Claim or Reopen A Claim for Unemployment Benefits](#)

<b>If the last digit of your Social Security Number is:</b>	<b>Assigned Day to Call TeleClaims is:</b>
0, 1 or 2	Monday
3, 4 or 5	Tuesday
6 or 7	Wednesday
8 or 9	Thursday
Any last digit	Friday and Saturday

To ensure that everyone can reach an agent without experiencing long wait times or busy signals, please adhere to the schedule above. Thank you.

For questions and issues related to unemployment insurance benefits, filing initial claim, filing weekly claim by phone or over the Internet, issues with claims, and other issues associated with unemployment benefits:

Charles F. Hurley Building

19 Staniford Street

Boston, MA 02114

Tel: 617-626-6560 or 617-626-6800

4. **When will I receive my last regular paycheck?**

In the same pay period as the date of separation.

5. **Will I be paid for my accrued unused vacation days?**

You will be paid for any accrued unused vacation days after your date of separation and your final paycheck is issued.

6. **Do I get paid for any unused personal days?**

No, unused personal days are converted into sick hours and payment of those sick hours are determined by the specifics of your employment and position. Please

contact the Director of Information & Records Management in Human Resources, 617-635-9670, with specific questions.

7. **To whom do I report payroll errors in my last paycheck?**  
If payroll errors occur, report the problem by calling the payroll department at 617-635-9460.
8. **What reference information will be reported to future prospective employers?**  
References will include dates of employment, last position/title, and, with employee written approval, BPS will release salary information.
9. **If I have a change of address, who do I give it to?**  
If information needs to be updated, please send a written request to the Information Management Group at 26 Court Street, Boston MA 02108.
10. **Can I view my personnel file?**  
Employees legally have the right to see their personnel file. Individuals should call the Information Management Group at 617-635-9670 to make an appointment to come into 26 Court Street to review his or her file.
11. **Will the cost of benefit coverage be deducted from my last check?**  
Yes, your normal benefits coverage amount will be deducted from your last check.
12. **Can I continue to participate in The Employee Assistance Plan?**  
Yes, you are eligible to use the COB Employee Assistance Program. They can be reached at 617-635-2200.
13. **When does my COB Health and Welfare coverage terminate?**  
*Medical and dental:* Coverage ends for you and your enrolled dependents on the last day of the month following your separation from the BPS, unless you elect COBRA coverage.  
*Disability Coverage:* Coverage ends on the date your separation from the BPS occurs.  
*Retirement:* You should contact the retirement board directly at 617-635-4305 with any questions regarding your COB retirement plan.
14. **How soon can I expect to receive the COBRA package?**  
You will receive a package containing information about COBRA coverage about three weeks after your separation from the BPS.
15. **If I won't get my COBRA package in advance or immediately upon my separation, will there be a gap in my health care coverage after my separation?**  
If you elect COBRA coverage, your Healthcare benefits will be retroactive to the day following your coverage end date.
16. **I have an additional Life Insurance policy and a Roth IRA with an outside agency not affiliated with BPS. What should I do about the direct payments?**  
Contact the service provider immediately to let them know about your unemployment. They will be able to address how you can continue or discontinue your direct payments.
17. **I am enrolled in the Cafeteria Plan Advisors (CPA) Program. What should I do?**  
If you are currently enrolled in the Medical, Dependent/Childcare, Transportation or any other flexible spending accounts, you must contact CPA immediately at **1-781-848-9848**.