Triage Flowchart for UI Customers in One-Stop Workforce Centers

Does the Customer have a **Current, Active UI Claim** on File?

- **Yes** → Does the Customer need to **request a payment** of benefits?
  - **Yes** → Refer to *Smartpay*
  - **No** → Is the Customer's Issue **Health or Medical** related?
    - **Yes** → Refer to *Telephone*
    - **No** → Refer to *Chat*
- **No** → Has the Customer had a **UI Claim on File in the Last Year**?
  - **Yes** → Is the Customer **Reopening their Claim**?
    - **Yes** → Refer to *Chat*
    - **No** → Refer to *Chat if You Cannot Solve*
  - **No** → Did the Customer file for **Worker's Compensation in the Last Two (2) Years**?
    - **Yes** → Refer to *Telephone*
    - **No** → Does the Customer require **assistance with Filing a New Claim**?
      - **Yes** → Refer to *Chat*
      - **No** → Refer to *Smartfile*

Attachment 2