

# What to Expect from our Agents

Our call center representatives are here to help you! To save you time and frustration, we've outlined what we can and cannot do when taking your call.

## What we can and cannot do



### What the Call Center CAN do:

- Explain how to file a claim
- Help you file a claim
- Tell you the status of your claim
- Help you request payment
- Help you correct an error when filing or requesting payment
- Advise you of work search requirements
- Connect you to specific branches of the agency for assistance



### What the Call Center CANNOT do:

- Approve or deny benefits
- Tell you if a claim will be denied or approved
- Give an exact date when a claim will be processed
- Provide you a date by which an issue on a claim will be adjudicated

Contact our Call Center  
by calling (502) 564-2900



For further assistance, scan the qr code or [read the Rights and Responsibilities guide](#)