**Section 2720.145 Payment of Unemployment Insurance Benefits for Initial Claims**

a) If no question is raised concerning a claimant's eligibility to receive benefits, the Department will begin promptly to pay benefits to the claimant following the claimant's first certification. If the claimant does not receive his or her benefits within 15 days after the date of his or her first certification form, he or she must contact the local office or call center no later than the Friday of the second week following the week that he or she first certified to prevent further delay in the payment of benefits.

b) If a question is raised concerning claimant's eligibility to receive benefits, the Adjudicator will promptly investigate the matter pursuant to Section 2720.135. (Customarily, the investigation will be completed within 20 days.)

1) If the Adjudicator finds the claimant is eligible for benefits, the claimant will receive benefits. However, the employer may seek reversal of the Adjudicator's determination by appealing that determination (see Section 2720.200). If the claimant is subsequently determined to be ineligible, benefits received may be recouped or recovered.

2) If the Adjudicator finds the claimant is not eligible for benefits, the claimant will not receive benefits. However, the claimant may seek reversal of the Adjudicator's determination by appealing that determination (see Section 2720.200). If the claimant is subsequently determined to be eligible, all benefits due will be paid.

(Source: Amended at 43 Ill. Reg. 6385, effective May 14, 2019)