

## General Special Claim Submission Requirements

- Special Claims must be submitted to PHFA for approval with all appropriate supporting documents (see special claims check-lists) in accordance with HUD regulations.
- PHFA Regular Vacancy Loss check-list can be found on our website – [www.phfa.org](http://www.phfa.org).
- Separate check-lists for each unit listed on the claim must be included with the claim submission packet.
- **All** forms must be signed.
- Claim packets must be submitted for approval prior to 180 days of the ready for occupancy date.
- The move-out or unit transfer must be in TRACS when a claim packet is submitted.
- If the unit was re-rented within 60 days after the ready for occupancy date, the move-in or unit transfer in must be in TRACS when the claim is submitted.
- Email your special claim requests to [scsubmission@phfa.org](mailto:scsubmission@phfa.org).
- Guidelines for submitting a paperless special claim can be found on page 2 of this document.
- Payment requests for approved/adjusted claims must be made on a voucher within 90 days of the claim approval date.
- Reference information pertaining to HUD's special claim submission requirements can be found in HUD's Special Claims Processing Guide.

## Guidelines for Submitting a Paperless Special Claim

1. Email your special claim requests to [scsubmission@phfa.org](mailto:scsubmission@phfa.org).
2. If you have emailed your special claim request, you do NOT have to also send hard copies of your special claim request.
3. The special claim file should be submitted in pdf format AND should not be password protected.
4. Please follow these **File Name** and **Email Subject Name** requirements:
  - The File Name must be 811PRA RAC NUMBER, UNIT NUMBER, CLAIM TYPE (V).
  - The Email Subject line must be PROPERTY NAME, 811PRA RAC NUMBER.
5. Prepare the special claim submission packet using normal processing procedures.
6. The special claims must be submitted by unit. Meaning a separate pdf file must be created for each unit requested. Please scan the applicable documents following the order of the Vacancy Loss Special Claims Checklist and include each item on the checklist in each unit file created (for example, waiting list, move-in/move-out adjustments and reconditioning log).
7. PHFA will be unable to index your special claim submission into our system if the special claim submission packet is not submitted as requested in item #6. If the special claim submission packet includes multiple units in one file, you will be notified by phone to resubmit your claim submission packet according to the instructions provided in this letter. The owner/management agent will have 3 days to resubmit the special claim packet according to the instructions provided. If the special claim packet is not resubmitted within 3 days, the special claim will be denied.
8. Multiple units may be submitted in one email with multiple files attached.
9. If multiple units are included on one Special Claim Schedule (HUD 52670-A Part 2), the Special Claim Schedule should be scanned and included with each unit requested.
10. Do not highlight any information on the documents as it comes through illegible.
11. Do not insert blank pages between your documents.
12. To ensure the privacy of personally identifiable information, redact the social security number, birthdates and all other personally identifiable information **with white tape before scanning** the special claim forms and documents. Be advised that using a black marker to redact information does not always properly conceal the data.
13. Be sure you are using the most current version of all special claim forms.
14. Multiple emails may be necessary if the file size is too large or there are too many files attached to an email.
15. Ensure all applicable special claim forms are signed prior to scanning the document.
16. Do NOT email the special claim packet directly to your Special Claim Analyst. Doing so will delay getting the submission logged into our tracking system. Also, if your Special Claim Analyst is out of the office, your special claim cannot be retrieved from their email.
17. If the Special Claim Analyst requests additional documents, only the additional documents may be emailed directly to the Special Claim Analyst following the instructions in items #4 and #6.
18. If you are submitting special claims for multiple 811PRA RACs, please send each contract's special claims individually in a separate email following the naming instructions in item #4.
19. Do not include messages to the Special Claim Analyst in the body of your email as the email does not go to the Special Claim Analyst. Instead, if you have information to share, email the Special Claim Analyst directly, separate from the special claim email.
20. PHFA will be returning processed special claims to the Special Claims Contact by email not US Mail.
21. Do not email your special claim request to [cavouchersubmissions@phfa.org](mailto:cavouchersubmissions@phfa.org). This email box is only for use in submitting your monthly HAP voucher requests.