

## GUIDELINES FOR PAPERLESS CLAIM SUBMISSION

The following are guidelines for special claims submission:

1. Submit your special claim request using secure folders at <https://mft.phfa.org/form/contractadmindocumentsubmission>.
2. If you have submitted your special claim request using secure folders, you do NOT have to also send hard copies of your special claim request. Please note: due to staff working remotely some days of the week, special claims should not be sent via the mail.
3. The special claims file should be submitted in pdf format AND should not be password protected.
4. Prepare the special claims submission packet using your normal processing procedures.
5. The special claims must be submitted by unit. Meaning a separate pdf file must be created for each unit and claim type requested. Please scan the applicable documents following the order of the appropriate Special Claims Checklist (vacancy loss and /or unpaid rent and damages) and include each item on the checklist in each unit file created (for example, waiting list, move-in /move-out adjustments pages and reconditioning log).
6. 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 #5. If the special claims submission packet includes multiple units in the file, you will be notified by phone to resubmit your claim submission packet according to these guidelines. The owner/management agent will have 3 days to resubmit the special claim according to the instructions provided. If the special claim packet is not resubmitted within 3 days, the special claim will be denied.
7. If multiple units are included on one Special Claims Schedule (HUD 52670-A Part 2), the Special Claims Schedule should be scanned and included with each unit requested.
8. Do not highlight any information on the documents as it comes through illegible.
9. Do not insert blank pages between your documents.
10. 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 claims forms and documents. Be advised that using a black marker to redact information does not always properly conceal the data.

11. Be sure you are using the most current version of all special claim forms.
12. Multiple pdf documents may be necessary if the file size is too large. Please refer the Guidelines for Document Submission for information about file size.
13. Ensure all applicable special claim forms are signed prior to scanning the document.
14. DO NOT email the special claim packet directly to your Special Claims Analyst. Doing so will delay getting the submission logged into our tracking system. Also, if your Special Claims Analyst is out of the office, your special claim cannot be retrieved from their email.
15. If the Special Claims Analyst requests additional documents, only the additional documents may be emailed directly to the Special Claims Analyst following the instructions in item #5.
16. PHFA will be returning processed special claims to the Special Claims Contact by email not US Mail.
17. Do not email your Special Claims request to [sc\\_submission@phfa.org](mailto:sc_submission@phfa.org). This email box will be closed on 02/15/2023.

If you have questions about submitting your special claims using Secure Folders, please contact PHFA's Contract Administration Coordinator via phone at 717-780-4036 or email at [casupport@phfa.org](mailto:casupport@phfa.org).