

GUIDELINES FOR PAPERLESS CLAIM SUBMISSION

The following are guidelines for emailing special claims submission:

1. Email your special claim request to 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 claims 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 **SECTION 8 CONTRACT NUMBER, UNIT NUMBER, CLAIM TYPE (V, UR, D)**.
 - The **Email Subject Name** must be **PROPERTY NAME, SECTION 8 CONTRACT NUMBER**.
5. Prepare the special claims submission packet using your normal processing procedures.
6. 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).
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 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.
8. Multiple units may be submitted in one email with multiple files attached.
9. 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.
10. Do not highlight any information on the documents as it come 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 claims 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 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.
17. 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 items #4 and #6.
18. If you are submitting special claims for multiple Section 8 contracts, please send each contract's special claims individually in a separate email following the naming instructions in item #4.
19. Do not include a message to the Special Claims Analyst in the body of your email as the email does not go to the Special Claims Analyst. Instead, if you have information to share, email the Special Claims Analyst directly, separate from the special claims 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 Claims request to cavouchersubmissions@phfa.org. This email box is only for use in submitting your monthly HAP voucher request.

If you have questions about electronically submitting special claims, please contact Judy Chilcote at (717) 780-4036 or jchilcote@phfa.org.