



**FILE NAMING**

***New Claim submissions:***

PBCA Property Name Upload Date Unit# TenantLastName  
(EX: PBCA Happy Hills Apts 08132020 101 Hall)

***Re-submitted Claims or Missing documents/info:***

PBCA Property Name Upload Date Unit# TenantLastName – RESUBMIT/ADD’I INFO

***Appealed Claims:***

PBCA Property Name Upload Date Unit# TenantLastName – APPEAL

**FILE FORMAT:**

Each special claim submission must be uploaded into the Procorem Work Center as **one PDF** file.

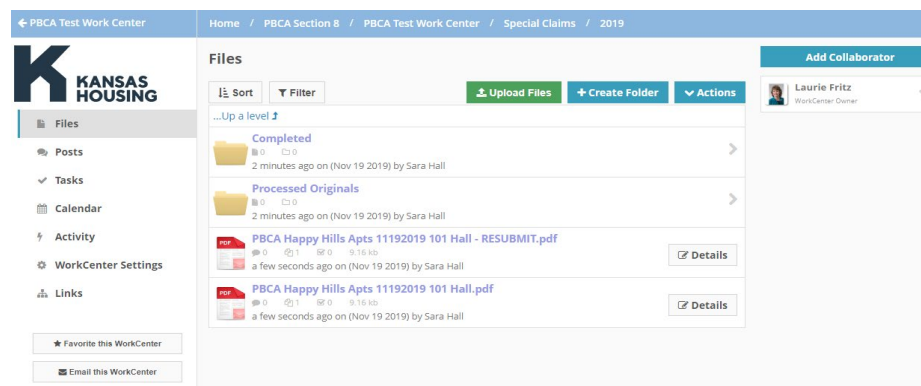
**PROCOREM:**

**Uploading Claims:** O/As must upload all special claims loosely into the Special Claim folder for the current year. O/As do **NOT** upload or move files into the ‘Completed’ or ‘Processed Originals’ folders.

**Processed Originals:** Once KHRC has completed processing the claim, our staff will move the original claim file into the ‘Processed Originals’ folder. O/A’s do not upload or move files into this folder.

**Completed:** The processed and completed claim along with the decision letter will be uploaded into the ‘Completed’ folder by KHRC staff. O/As must download the completed claim from this folder to submit for payment to EPS.

**Tasks:** KHRC staff will set a task for returned claims. The O/A must resubmit or provide the requested information by the due date set on the task or the claim may be denied and **ineligible** for resubmission. Once a task has been completed, the O/A must mark the task as “complete”.



## **TIMELINE AND DEADLINES:**

A *complete* Special Claim must be received by KHRC within 180 calendar days from the date the unit is available for occupancy.

Once submitted, KHRC has 30 calendar days to review and determine the status all claims.

If a claim is determined incomplete, KHRC will *discontinue* processing and return the claim to the O/A.

O/As will have 30 days to resubmit a complete claim or provide requested missing information. The date the re-submitted claim is received will begin a new 30-day processing window for KHRC staff.

Once a complete claim has been received and processed, KHRC will upload a decision letter to the "Completed" folder in Procorem.

## **INCOMPLETE CLAIMS:**

If KHRC determines a special claim submission to be incomplete, the O/A will be notified via Procorem post.

The post will include: a reason why the claim is incomplete, instructions on how to resubmit and the date in which the complete claim must be received (resubmitted).

*If the owner/agent does not provide the requested information by the due date, the Special Claim may be denied and **ineligible** for resubmission.*

## **APPEALS**

O/A may request an appeal of a completed claim only. If the claim was denied due to an incomplete submission or timeline requirement, the claim is not eligible for an appeal. The owner/agent is allowed one original submission, one resubmission and one appeal.

An appeal must be submitted within 30 days of the date on the decision letter.

Once KHRC receives the appealed claim, staff will have 30 days to approve or disapprove the appeal.

*Appealed Special Claims must:*

- include a brief explanation as to why the claim should be paid
- Include any new or supporting documentation.
- Follow proper naming format and uploading guidelines

## **REQUESTING PAYMENT:**

The owner/agent will have 90 days from the date of a Special Claim decision letter to request payment on the voucher. The letter **and** signed HUD 52670 A2, HUD 52671 A or C, must be submitted to EPS with the payment request. Any submission received after this date will be denied payment.

If the owner/agent misses this 90-day deadline, KHRC will upload a letter indicating the Special Claim is no longer eligible to receive payment.

## **FORMS & REFERENCES:**

[Special Claims Processing Guide \(June 2006\)](#)

[Special Claims FAQs](#)

The following forms are available through the KHRC [website](#), or by request via post/email.

- Owner/Agent Checklist for Vacancy
- Owner/Agent Checklist for Damage and/or Unpaid Rent
- Vacancy Reconditioning Log
- Life Expectancy Chart (*required form for Damage claim submission*)

## **QUESTIONS:**

Questions regarding special claims can be posted directly to the property's Procorem work center. KHRC staff will respond as quickly as possible.

Email: [section8finance@kshousingcorp.org](mailto:section8finance@kshousingcorp.org)

Phone: 785-217-2049

## **BEST PRACTICE TIPS & REMINDERS:**

- Know your 180 day deadline.
- Submit claim at least 60 days before the 180 day deadline.
- Read the O/A checklist to ensure all required documents are submitted
- Sign AND date both required HUD forms
- Use the vacancy reconditioning log and O/A checklist provided by KHRC
- Box 3 on HUD 52671 C must be at least ONE day AFTER the unit has been approved for occupancy
- TRACS reports are required
- Wait list must show the tenant who moved into the unit