



Recoupment Letters and Letter Inserts: DR-4273-WV and Forward

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NPDL – Notice of Potential Debt Letter:

FEMA Director Name
FEMA Title
FEMA Directorate Reference

Governor's Name
Governor's Title
State of (State Name)

FEMA
P.O. Box 10055
Hyattsville, MD 20782 – 8055

00/00/0000

Disaster #XXXX
FEMA Application #XXXXXXXXXX

Applicant Name
Applicant Street Address
Applicant City, State, Zip

Notice of Potential Debt Letter

Potential Debt: \${NOD_RECOUP_AMT}

{SALUTATION}:

Federal law requires FEMA and other federal agencies to review disaster assistance payments provided to individuals. These reviews ensure taxpayer dollars were provided in the correct amount to meet the needs of the individual.

FEMA has carefully reviewed the assistance provided to you and determined you may NOT be eligible for \${NOD_RECOUP_AMT}.

The reasons you may have a potential debt are included below:

{CHA_BLK}

You may appeal this determination. Your written appeal letter must be postmarked no later than **60 days** from the date shown on this Notice of Potential Debt and include the following information:

- a. A written explanation why you believe you are eligible for this assistance;
- b. Copies of any documents or statements supporting your eligibility for disaster assistance;
- c. Your disaster number and FEMA application number should be included on all pages of your correspondence ; and,
- d. Must be signed by you, the co-applicant, or a third party authorized to appeal on your behalf.

Please send the requested documents to:

Mail to:
FEMA
P.O. Box 10055
Hyattsville, MD 20782-8055

OR

Fax to:
800-827-8112
Attn: FEMA

You should expect a response from FEMA within **90 days** of receipt of your appeal.

You may request an oral hearing to discuss your appeal when you submit your written appeal request. If FEMA determines your oral testimony is needed to clarify the documents you submitted, your request may be granted. FEMA may also request that you participate in an oral hearing via telephone as part of the appeal process when the appeal involves an issue of credibility or veracity, or the appeal record contains conflicting information that cannot be resolved.

If you do not appeal this determination, this potential debt will become final and will be sent to FEMA's Finance Center for further action.

This letter relates only to assistance you received through FEMA's Individuals and Households Program. In addition, if you made any false or fraudulent statements in connection with your application for disaster assistance, you may be subject to liability under Federal, State, or local laws.

If you have questions about assistance you received, or would like more information about this notice, please call FEMA's Helpline at 800-621-FEMA (3362), or visit **www.DisasterAssistance.gov**. If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

Sincerely,

Individuals and Households Officer

NPDL

NDL – Notice and Demand Letter:

FEMA Director Name
FEMA Title
FEMA Directorate Reference

Governor's Name
Governor's Title
State of (State Name)

FEMA
P.O. Box 10055
Hyattsville, MD 20782 – 8055

00/00/000

Disaster #XXXX
FEMA Application #XXXXXXXXXX

Applicant Name
Applicant Street Address
Applicant City, State, Zip

Bill for Collection # {HA_BFC_NO}

{SALUTATION}:

In a letter dated {NOD_DATE}, FEMA advised you of a potential debt because you were found ineligible for some or all of the disaster assistance FEMA provided to you under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288 as amended), 42 U.S.C. 5121 - 5207. Your appeal rights have expired and the debt is now final.

This is a Bill for Collection to notify you that you must return \${NOD_RECOUP_AMT}. In order to resolve this Bill for Collection, **you must pay this debt in full within 30 days of this letter.** Enclosed is a FEMA Debt Repayment Form and payment instructions, or you may also request consideration for a payment plan.

After 30 days, the debt is considered delinquent and FEMA will begin collection action as required by the Debt Collection Act of 1982, the Debt Collections Improvement Act (DCIA) of 1996, and the Digital Accountability and Transparency Act of 2014 (DATA Act).

Collection actions will occur as described below, beginning from the date of this letter:

- Late Charges:
 1. **Within 30 days:** Interest at the rate of 1% per annum will be assessed on the unpaid balance. A one-time administrative charge will also be assessed to this debt.
 2. **Within 90 days:** Additional penalty charges will be assessed at the rate of 6% per annum on the amount of the debt plus any interest and administrative charges that have been levied.
- Enforced Collection:
 1. **Within 60 days:** FEMA may offset the debt against any FEMA payments and/or transfer the debt to the U.S. Department of the Treasury (Treasury) for collection.
 2. **Within 120 days:** FEMA will transfer the debt to Treasury, as required by law.

FEMA may transfer your debt to the Treasury immediately following day 60 but no later than day 120, as required by law. Once transferred, the Treasury may take any of the following actions:

1. Offset any Federal or State eligible payments by the amount of the debt including
 - Income tax refunds
 - Military salary
 - Military retirement
 - Social Security (other than Supplemental Security Income (SSI))
2. Charge interest and penalties on the unpaid debt. Additional fees may also be charged and added to debt amount.
3. Garnish wages through administrative wage garnishment
4. Refer the debt to the U.S. Department of Justice for judicial enforcement
5. Refer the debt to a private collection agency

6. Report any discharged debt to the Internal Revenue Service (IRS)
7. Report the debt to consumer credit reporting agencies

If you have any questions about this notice, payment options, or current debt balance, please call FEMA's Finance Center 800-816-1122, Monday through Friday, 9:00 a.m. - 4:00 p.m., Eastern Time. If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

This letter relates only to assistance you received through FEMA's Individuals and Households Program. Please note, even if you repay this debt in full, the United States Government does not waive its rights to pursue any applicable civil or criminal charges. In addition, if you made any false or fraudulent statements in connection with your application for disaster assistance, you may be subject to liability under Federal, State, or local laws.

Please see the enclosed Other Important Information for additional information.

Sincerely,

Debt Collection Officer

NDL

FEMA DEBT REPAYMENT FORM

Bill for Collection # {HA_BFC_NO}

Please return this form along with your payment.

Disaster # {DSTR_NR}

FEMA Application # {RGSN_ID}

{APPL_NM}

{STRT_ADR}

{CITY_STATE}

Amount Owed: \$ {NOD_RECOUP_AMT}

Amount Enclosed \$ _____

To pay your debt in full, please visit **www.FEMA.gov** for all payment options. If you prefer, you may do one of the following:

- Return the U.S. Department of the Treasury check(s) to:

Department of the Treasury
Attn: Treasury Check Returns
1300 Townsend Road
Philadelphia, PA 19154-1026

- Send a personal check or money order to:

FEMA
P.O. Box 530217
Atlanta, GA 30353-0217

- Overnight / Courier Payments send to:

FEMA / Bank of America
Lockbox #530217
1075 Loop Road
Atlanta, GA 30337-6002

If returning or mailing a check, please return this form along with your payment.

If you have questions, please call FEMA's Finance Center 800-816-1122, Monday through Friday, 9:00 a.m. and 4:00 p.m., Eastern Time. If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

OTHER IMPORTANT INFORMATION

Bankruptcy

If you filed for bankruptcy, you are not subject to offset while the automatic stay is in effect. Please note that it is YOUR responsibility to notify FEMA of the stay by sending evidence of the bankruptcy to:

FEMA
Attn: Accounts Receivable
P.O. Box 9001
Winchester, VA 22604-9001

False Statements

If you make or provide any knowingly false or frivolous statements, representations, or evidence, you may be liable for penalties under the False Claims Act (Title 31 U.S. Code, Section 3729-3731) and/or criminal penalties under Title 18 U.S. Code Sections 286, 287, 1001, and 1002, or other applicable statutes.

Joint Tax Returns

If you file a joint income tax return, you should contact the IRS before filing your return to request information regarding procedures to protect your spouse's share of the income tax refund if they are not a delinquent debtor to the U.S. Government.

Wages

Your current net pay is subject to offset if you do not pay your debt or take other action as described. The U.S. Department of the Treasury will deduct up to 15% of your disposable net pay beginning in the pay period that your debt is submitted. The deduction will continue every pay period until your debt is paid in full, including interest, penalties, and other costs.

ANOT: Potential Debt Cleared:

FEMA Director Name
FEMA Title
FEMA Directorate Reference

Governor's Name
Governor's Title
State of (State Name)

FEMA
P.O. Box 10055
Hyattsville, MD 20782 – 8055

00/00/0000

Disaster #XXXX
FEMA Application #XXXXXXXXXX
Potential Debt: \$ {NOD_RECOUP_AMT}

{APPL_NM}
{STRT_ADR}
{CITY_STATE}

{SALUTATION};:

This letter is in response to your appeal of FEMA's decision that some or all of the money you received for disaster assistance must be returned.

After reviewing your case and the documents you submitted, **your potential debt of \${NOD_RECOUP_AMT} has been cancelled.**

If you returned money to FEMA, your funds will be refunded to you.

Please note, this decision only applies to the FEMA's Individuals and Households Program potential debt indicated above, and has no bearing on any other form of federal assistance you may have received.

If you have any questions regarding a refund, please call FEMA's Finance Center at 800-816-1122, Monday through Friday, 9:00 a.m. - 4:00 p.m., Eastern Time.

If you have any questions regarding your appeal decision, please contact FEMA's Helpline at 800-621-FEMA (3362) or visit **www.DisasterAssistance.gov**. If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

Sincerely,

{DH_OFFC_TTL}

{DEBT_COL_OFC-TTL}

ANOT

ANACFA: Debt stands:

FEMA Director Name
FEMA Title
FEMA Directorate Reference

Governor's Name
Governor's Title
State of (State Name)

FEMA
P.O. Box 10055
Hyattsville, MD 20782 – 8055

00/00/0000

Disaster #XXXX
FEMA Application #XXXXXXXXXX
Amount Owed: \$ {NOD_RECOUP_AMT}

{APPL_NM}
{STRT_ADR}
{CITY_STATE}

{SALUTATION};

This letter is in response to your appeal of FEMA's decision that some or all of the money you received for disaster assistance must be returned.

After reviewing your case and the documents you submitted, it was determined that FEMA's decision was correct and you remain ineligible for the specified amount of assistance as outlined in the original Notice of Potential Debt letter. This is a final agency determination and the amount owed is **\${NOD_RECOUP_AMT}**.

You will receive a separate letter with payment instructions and additional information on how to resolve this matter.

If you have any questions regarding your appeal decision, please contact FEMA's Helpline at 800-621-FEMA (3362) or visit **www.DisasterAssistance.gov**. If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

Sincerely,

{DH_OFFC_TTL}

{DEBT_COL_OFC-TTL}

ANACFA

ANACIN: Debt Increase:

FEMA Director Name
FEMA Title
FEMA Directorate Reference

Governor's Name
Governor's Title
State of (State Name)

FEMA
P.O. Box 10055
Hyattsville, MD 20782 – 8055

00/00/0000

Disaster #XXXX
FEMA Application #XXXXXXXXXX
Potential Debt: \$ {NOD_RECOUP_AMT}

{APPL_NM}
{STRT_ADR}
{CITY_STATE}

{SALUTATION};:

This letter is in response to your appeal regarding a potential debt that some or all of the money you received for disaster assistance must be returned.

After reviewing your FEMA disaster assistance file and the documents you submitted, FEMA has increased the potential debt amount outlined in the original notice letter, and your new potential total is **\${NOD_RECOUP_AMT}**. You will receive a new Notice of Potential Debt letter with further details on your appeal rights.

If you have any questions regarding your appeal decision, please contact FEMA's Helpline at 800-621-FEMA (3362). If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

Sincerely,

{DH_OFFC_TTL}

{DEBT_COL_OFC-TTL}

ANACIN

ANACDD: Debt Decrease:

FEMA Director Name
FEMA Title
FEMA Directorate Reference

Governor's Name
Governor's Title
State of (State Name)

FEMA
P.O. Box 10055
Hyattsville, MD 20782 – 8055

00/00/0000

Disaster #XXXX
FEMA Application #XXXXXXXXXX

Potential Debt: \$ {NOD_RECOUP_AMT}

{APPL_NM}
{STRT_ADR}
{CITY_STATE}

{SALUTATION}:

This letter is in response to your appeal that some or all of the money you received for disaster assistance must be returned.

After reviewing your FEMA disaster assistance file and the documents you submitted, FEMA has decreased the potential debt amount outlined in the original notice letter to **#{NOD_RECOUP_AMT}**.

If you previously repaid more than this amount to FEMA, you will receive a U.S. Department of the Treasury (Treasury) check or electronic funds transfer in the amount of your overpayment. If you have any questions regarding a refund, please call FEMA's Finance Center at 800-816-1122, Monday through Friday, 9:00 a.m. - 4:00 p.m., Eastern Time.

You may appeal this determination. Your written appeal letter must be postmarked no later than **60 days** from the date shown on this Notice of Potential Debt and include the following information:

- a. A written explanation why you believe you are eligible for this assistance;
- b. Copies of any documents or statements supporting your eligibility for disaster assistance;
- c. Your disaster number and FEMA application number should be included on all pages of your correspondence ; and,
- d. Must be signed by you, the co-applicant, or a third party authorized to appeal on your behalf.

Please send the requested documents to:

Mail to:
FEMA
P.O. Box 10055
Hyattsville, MD 20782-8055

OR

Fax to:
800-827-8112
Attn: FEMA

You should expect a response from FEMA within **90 days** of receipt of your appeal.

If you have any questions regarding your appeal decision, please contact FEMA's Helpline at 800-621-FEMA (3362). If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

Sincerely

{DH_OFFC_TTL}

{DEBT_COL_OFC-TTL}

ANACDD

Recoupment Causes

Duplication of Benefits: Duplication of Benefits occurs when FEMA awards disaster assistance for the same item or type of assistance that the applicant received from another source, such as insurance or another federal agency.

FEMA Error: FEMA Error occurs when FEMA awards disaster assistance for which an applicant is not eligible.

Fraud Report: Fraud Report occurs when an applicant is being investigated for having been awarded disaster assistance through fraudulent means.

1 {CHA_BLK}	NPDL Insert
<p><u>Duplication of benefits with another agency (DOB):</u> FEMA's records indicate you received the same type of disaster assistance from FEMA and another organization, or agency. By law, FEMA cannot duplicate assistance available to you through other sources for the same purpose. Therefore, you must return the assistance you received from FEMA.</p> <p>If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you did not receive the same assistance from another source, or the assistance provided to you by the other source was to meet different disaster-caused needs than those addressed by FEMA.</p>	

2 {CHA_BLK}	NPDL Insert
<p><u>More than one application in a disaster (DOB):</u> FEMA's records indicate you applied for and received FEMA assistance under multiple applications in this disaster. FEMA can only consider one application from you. By law, FEMA cannot duplicate assistance.</p> <p>If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you did not apply with FEMA more than once in this disaster.</p>	

3 {CHA_BLK}	NPDL Insert
<p><u>Assistance in multiple disasters (DOB):</u> FEMA's records indicate you received assistance for the same damage or expenses in more than one declared disaster. Because you received the assistance for the same damage or expenses and there is no indication that repairs were made prior to this declaration, you are not eligible for the duplicated assistance.</p> <p>If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you repaired the items prior to receiving assistance in this disaster or the funds you received in this disaster are not for the same damage or expenses you were awarded in another declared disaster.</p>	

4 {CHA_BLK}	NPDL Insert
<p><u>Duplication of benefits with insurance (DOB - ALE):</u> FEMA's records indicate you received the same type of disaster assistance for temporary housing from FEMA and your insurance provider. Since you received assistance from your insurance provider for the same purpose, you are not eligible for the FEMA assistance you received. By law, FEMA cannot duplicate assistance available to you through other sources including your insurance company.</p> <p>If you disagree, please make sure your appeal includes a written explanation and a copy of documents from your insurance company proving your insurance did not cover Additional Living Expenses (or Loss of Use) for temporary housing assistance.</p>	

5 {CHA_BLK}	NPDL Insert
<p><u>Duplication of benefits with household member's insurance (DOB):</u> FEMA's records indicate you received FEMA assistance for losses covered by insurance maintained by a member of your household. Since your personal property losses were covered by a household member's insurance, you are not eligible for the FEMA assistance you received. By law, FEMA cannot duplicate assistance available to you and your household through other sources including a household member's insurance company.</p> <p>If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you did not live with another individual or household, or that your personal property was not covered by their insurance.</p>	

6 {CHA_BLK}	NPDL Insert
<u>Duplication of benefits with insurance (DOB):</u> FEMA's records indicate you received the same type of disaster assistance from FEMA and your insurance provider. By law, FEMA cannot duplicate assistance available to you through the other sources including your insurance company. If you disagree, please make sure your appeal includes a written explanation and a copy of documents from your insurance company proving your insurance did not duplicate the assistance FEMA provided.	

7 {CHA_BLK}	NPDL Insert
<u>Duplication of benefits with household member (DOB):</u> FEMA's records indicate you and another member of your household received assistance for the same disaster losses. By law, FEMA cannot duplicate assistance received from other sources, including insurance companies. If you need help determining what assistance was duplicated and what to provide for an appeal, please call FEMA's Helpline.	

8 {CHA_BLK}	NPDL Insert
<u>Housing Assistance overpayment - Lodging Expense Reimbursement (HA - LER):</u> FEMA's records indicate you received an overpayment for your hotel or motel expenses. If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you did not receive an overpayment of Housing Assistance. You may also contact FEMA's Helpline to ask about requirements for lodging expense reimbursement.	

9 {CHA_BLK}	NPDL Insert
<u>Housing Assistance overpayment - Home Repair (HA - HR):</u> FEMA's records indicate you were overpaid Home Repair Assistance. If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you had damage caused by the disaster that required repairs to make your home habitable.	
<u>Housing Assistance overpayment - Rental Assistance (HA - RA):</u> FEMA's records indicate you were overpaid Rental Assistance. If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving you used the Rental Assistance award on rent, such as rental receipts.	

10 {CHA_BLK}	NPDL Insert
<u>Other Needs Assistance overpayment - Personal Property (ONA - PP):</u> FEMA assistance is limited to essential losses caused by the disaster. FEMA's records indicate you were overpaid Personal Property Assistance for one or more non-essential personal property items. If you disagree, please make sure your appeal includes a written explanation and a copy of documents proving your essential personal property losses. To find out which items were overpaid, please contact FEMA's Helpline for additional information.	

11 {CHA_BLK}	NPDL Insert
<p>Other Needs Assistance overpayment – Transportation (ONA – TRAN): FEMA's records indicate you were overpaid Transportation Assistance. FEMA may only provide assistance to repair / replace essential transportation. This assistance is also limited to a maximum amount as determined by your state.</p> <p>If you disagree, please make sure your appeal includes a written statement as to why the vehicle(s) is essential for your household's daily use, a copy of bills, estimates, or receipts for the repairs, and proof your vehicle met the State's insurance and registration requirements.</p>	
<p>12 {CHA_BLK}</p> <p>NPDL Insert</p> <p><u>Non-compliance as a U.S. citizen, non-citizen national or qualified alien (I69):</u> FEMA's records indicate there is not a signed and completed Declaration & Release Form (form #0009-0-3) in your file. A separate letter with the Declaration & Release Form (form #0009-0-3) attached has been mailed to you.</p> <p>Please complete and return the Declaration & Release Form (form #0009-0-3) as soon as possible.</p>	
<p><u>Not a legal resident (INLR):</u> FEMA's records indicate you are not a legal resident eligible for assistance under FEMA's Individuals and Households Program.</p> <p>If you disagree, please submit documents verifying that you, your co-applicant, or a minor dependent occupant of the household are a U.S. Citizen, non-citizen national, or qualified alien. In addition, a separate letter with the Declaration & Release Form (form #0009-0-3) has been mailed to you. Please provide a completed Declaration & Release form with your proof of citizenship.</p>	
<p>13 {CHA_BLK}</p> <p>NPDL Insert</p> <p><u>Failed Identity Verification (IIDV):</u> FEMA's records indicate the name and Social Security Number you provided do not match records for identity verification.</p> <p>Please check the spelling of your name at the top of this letter. If your name is not spelled correctly and does not match what is on your Social Security card, please call FEMA's Helpline to have it corrected.</p> <p>If your name is spelled correctly at the top of this letter, please send a copy of one of the following:</p> <ul style="list-style-type: none">• Your Social Security card and a Federal or State-issued identification, or• Military identification, or,• An employer's payroll document showing the last four numbers of your Social Security Number. <p>Please note, if the application is in the name of a minor child, please send any of the documents listed above in the child's name, or a copy of the child's birth certificate and Social Security card.</p> <p>If you need help determining if a particular document can be used, please call FEMA's Helpline.</p>	

14 & 15 {CHA_BLK}	NPDL Insert
<u>Occupancy Not Verified (INONV):</u> FEMA's records indicate you did not occupy the damaged home at the time of the disaster. If you disagree, please provide a written explanation and a copy of one of the following documents dated/issued before the disaster: <ul style="list-style-type: none">• Driver's License• State-issued ID card• Employer's Statement• Merchant's Statement (credit card bill)• Utility Bill, or,• Voter Registration Card	
<u>Not Primary Residence (INPR):</u> FEMA's records indicate the damaged home was not your primary residence where you lived the majority of the year. If you disagree, please provide a written explanation and a copy of any supporting documents.	

16 {CHA_BLK}	NPDL Insert
<u>Ownership Not Verified (IOWNV):</u> FEMA's records indicate you did not own the damaged home at the time of the disaster. If you disagree, please provide a written explanation and a copy of one of the following documents dated/issued before the disaster for the damaged home: <ul style="list-style-type: none">• Deed, official record, or title in your name• Proof of inheritance• Mortgage documents in your name• Structural insurance policy in your name• Real estate tax receipt or property tax bill in your name, or,• Land installment contract or contract for deed	

17 {CHA_BLK}	NPDL Insert
<u>Damaged Home Located in CBRS or OPA (ICBRS):</u> FEMA's records indicate your home is located in an area which is protected by the Coastal Barrier Resources System (CBRS) or Otherwise Protected Area (OPA). By law, FEMA is limited in the type of assistance that may be provided for homes located in these areas, and records indicate you received assistance in a category that is not eligible within FEMA's Individuals and Households Program. If you do not believe your property is located in a Special Flood Hazard Area (SFHA), visit www.fema.gov/nfip , or call either 800-621-3362 or 800-525-0321. You will need a Letter of Map Amendment/Revision (LOMA/LOMR) from FEMA to confirm your property is no longer in an SFHA. If you disagree, please make sure your appeal includes a written statement from your local floodplain manager or building official that confirms your home is not located in a protected area.	

18 {CHA_BLK}	NPDL Insert
<p>Sanctioned Community in Special Flood Hazard Area (ISC): FEMA's records indicate your home is located in a Special Flood Hazard Area (SFHA) and you reported flood damage. However, your community does not participate in the National Flood Insurance Program. FEMA is prohibited from providing assistance for insurable real and personal property to individuals whose homes are located in an SFHA when a community is not participating in the National Flood Insurance Program, and records indicate you received such assistance.</p> <p>If you do not believe your property is located in a SFHA, visit www.fema.gov/nfip, or call either 800-621-3362 or 800-525-0321. You will need a Letter of Map Amendment/Revision (LOMA/LOMR) from FEMA to confirm your property is no longer in an SFHA.</p> <p>If you disagree, please provide a written statement from your local floodplain manager or building official that confirms your home is not located in an SFHA, or proof that your community entered the National Flood Insurance Program during the six-month period following the disaster declaration.</p>	

19 {CHA_BLK}	NPDL Insert
<p>Noncompliant w/ Flood Insurance Requirement (NCOMP) FEMA's records indicate you have a requirement to obtain or maintain flood insurance on your property based on receiving prior Federal assistance due to flood damage from a previous disaster. As a condition of the assistance and in order to receive any Federal assistance for future flood damage to any insurable real or personal property, you were required to buy and maintain flood insurance for the property located in a Special Flood Hazard Area (SFHA). Your home was damaged by flood and you did not have an active flood insurance policy with the National Flood Insurance Program at the time of the disaster. Therefore, FEMA is prohibited from providing disaster assistance for insurable real and personal property located in an SFHA.</p> <p>If you disagree, please make sure your appeal includes a written explanation, and one of the following:</p> <ul style="list-style-type: none">• A copy of your flood insurance policy that was in effect at the time of the disaster• Documents showing the requirement was rescinded• Documents proving the home was not in a Special Flood Hazard Area• Documents reflecting the cause of damage to your home was not due to flood, or,• Proof your home is no longer in a flood zone, such as a Letter of Map Amendment	

20 {CHA_BLK}	NPDL Insert
<p>Other Needs Assistance - Expenses not eligible: FEMA's records indicate the expenses submitted were either not eligible within FEMA's program, or were not incurred as a result of the disaster for: {CTG_LIST_1}</p> <p>If you disagree, please make sure your appeal includes bills, estimates, or receipts that show the expense was caused by or a result of the disaster.</p>	

21 {CHA_BLK}	NPDL Insert
<p>Invalid, Unverifiable, or Missing Information: FEMA's records indicate one or more of the documents you submitted to FEMA contains invalid, unverifiable information, or the required information is missing for: {CTG_LIST_1}</p> <p>If you disagree, please contact FEMA's Helpline to discuss documents you can send to appeal this decision.</p>	

22 {CHA_BLK}

010432
NPDL Insert

Damage Not Caused by the Disaster (INDR)

FEMA's records indicate the damage to your home and/or property was not caused by the disaster.

If you disagree, please make sure your appeal includes a written statement from a local building official or detailed estimate from a contractor, along with a personal statement, describing how the damage to your home and/or property was caused by the disaster.

23 {CHA_BLK}

NPDL Insert

Original IHP check and reissued funds were both negotiated (confirmed by Finance):

FEMA's records indicate you reported a FEMA assistance check lost or stolen, and FEMA reissued these funds to you. The U.S. Department of the Treasury has since confirmed the missing check was cashed or deposited.

If you disagree, please make sure your appeal includes a written explanation and a copy of verifiable information showing you did not cash or deposit or benefit from the check for FEMA assistance that you reported as missing. You should also include any records indicating you reported the incident to local law enforcement.

24 {CHA_BLK}

NPDL Insert

Independent Student (DOB)

FEMA records indicate you were a student at the time of the disaster. Students residing in housing provided by an educational institute are not eligible for certain FEMA assistance unless they demonstrate they are independent of their parent or guardian.

If you disagree with this decision, please provide documents proving you were an independent student with financial independence from your parent or guardian, responsible for your own living expenses, and had no other primary residence. The documents should prove you meet at least one of the following conditions:

- At least age 24 by December 31 of the year you received FEMA assistance;
- Married prior to the disaster;
- Enrolled in a masters or doctorate program at the time of the disaster;
- Had legal dependents you claim on taxes;
- Orphan or ward of the court;
- Active military duty or military veteran; or
- Documented determination of independent status by a financial aid administrator.

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A. General Information

1. When appealing a potential debt or debt, applicants may request an Oral Hearing in place of a standard written appeal review, or as part of their Treasury Review request.
2. Oral Hearings provide applicants with the opportunity to appeal their potential debt or debt, through sworn testimony, when eligibility or validity of the debt or potential debt cannot be determined based solely on the documents in the file, such as when there are issues of credibility, veracity, or allegations of identity theft. Staff should consider the following definitions when evaluating the need to grant or conduct an oral hearing:
 - a. **Credibility:** The quality that makes something (as a witness or some evidence) worthy of belief; how likely that something is a fact.
 - b. **Veracity:** Whether a record or person's statement is accurate.

Issues of credibility and veracity would include scenarios when there are conflicting or inconsistent documents or statements in the applicant's file.

3. Staff on the Specialized Processing Unit (SPU)/Escalated Debt Processing Team (EDPT), within the Recoupment Task Force, determine if the applicant's Oral Hearing request is part of a timely appeal and may be necessary because a decision cannot be made based solely on the documentation in the file. Once referred by SPU, the Office of Chief Counsel (OCC)/Oral Hearing Office (OHO) is responsible for determining if an Oral Hearing is necessary, as well as scheduling and adjudicating Oral Hearings. The ruling of OCC/OHO is the final agency determination.

B. Oral Hearing Requests

1. **INITIAL REVIEW:** When an Oral Hearing request is received in the FEMA Supervisor Review-Oral Hearing Request queue in NEMIS, SPU/EDPT staff will review the case within five business days to determine if the appeal cannot be resolved based solely on the documents in the applicant's file, such as when the appeal involves an issue(s) related to credibility or veracity, or if an allegation of identity theft may be involved.
 - a. **Notice of Potential Debt Letter (NPDL) appeal:** If the request is part of a NPDL appeal, SPU/EDPT staff will verify that the request was postmarked or submitted within 60 days of the date of the NPDL.
 - b. **Stale Address Case - Treasury Review:** If the request is part of a Treasury Review and staff has evidence that the applicant did not receive correspondence at the address on file at the time of the NPDL or Notice of Debt

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Letter (NDL), SPU/EDPT will:

- i. Re-send the original NPDL to the applicant at their updated address. OCC/OHO should schedule the hearing at least 60 days after the NPDL is issued in order to provide the applicant time to submit any additional information.
 - ii. Examples of supporting evidence to demonstrate the applicant did not receive FEMA correspondence would be the following documents dated prior to the date of the mailings, in most cases:
 - Driver's license issued at a different address
 - Official address change request with the USPS
 - Lease for a different address
 - Utility bills for a different address
 - Returned mail
2. **REQUEST DENIALS:** If SPU/EDPT recommends denying an Oral Hearing request because they determine that the appeal can be resolved based solely on the documents in the applicant's file, for example if there is no issue related to credibility, veracity, or alleged identity theft; or the alleged issue is cleared by documentation within the applicant's file including a report from Fraud Prevention and Investigation Branch (FPIB)/Fraud Internal Investigations Department (FIID), they will email OCC/OHO for concurrence. If OCC/OHO determines an oral hearing is necessary, they will notify SPU/EDPT via email. SPU/EDPT will process the request per the procedures for an Oral Hearing request as outlined in [Section C](#).
- a. **NPDL:** If the denied request is part of an NPDL appeal, SPU/EDPT will:
- i. Enter a Comment in NEMIS.
 - ii. Route the case to the FEMA Supervisor Review - Recoup Appeal queue.
 - iii. Process the case as a standard written appeal. For more information on a standard written appeal, please see the [Recovery of Funds Processing Through Mailing of Notice and Demand Letter SOP](#), pages 5-6, Section C NPDL Appeals, steps 1-7.
- b. **Treasury Review:** The Treasury Review Team, within SPU, may refer a Treasury Review for an Oral Hearing when the case cannot be resolved based on the documents on file and involves issues related to credibility, veracity, or alleged identity theft. If SPU/EDPT determines that the case can be resolved based on the documents on file, they will:
- i. Notify via email the designated SPU Treasury Review team Point of Contact (POC) to inform the FEMA Finance Center (FFC) and resend the

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decision letter to the applicant and return the case to Treasury.

ii. Enter a Comment in NEMIS.

iii. Route the case to the FEMA Supervisor Review – MRA queue.

3. **SUSPECTED FRAUD:** (b) (7)(E)

(b) (7)(E)

(b) (7)(E)

a.

(b) (7)(E)

b. **Investigation Request Denial:** (b) (7)(E)


(b) (7)(E)

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(b) (7)(E)



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(b) (7)(E)



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C. Oral Hearing Scheduling and Adjudication

1. **ORAL HEARING SCHEDULING:** If SPU/EDPT determines that the applicant may be responsible for the potential debt/debt, and that the appeal involves issues that cannot be resolved based solely on the documents in the applicant's file, SPU/EDPT will proceed with the following standard Oral Hearing referral and scheduling process:
 - a. Route the existing work packet to the FEMA Supervisor Review - Forwarded to RRLD subqueue.
 - b. Notify OCC/OHO via email to request the suitability of a hearing, in which OCC/OHO decides whether to accept the Oral Hearing request.
2. If OCC/OHO accepts the Oral Hearing request;
 - a. OCC/OHO will:
 - i. Notify SPU/EDPT via email that they have accepted the request.
 - ii. Schedule the hearing, providing notice of the hearing details to the applicant in an Oral Hearing Scheduling Notice letter and to the SPU/EDPT via email. See Appendix B for a sample Oral Hearing scheduling Notice letter.
 - b. SPU/EDPT will:
 - i. Attempt a courtesy call to the applicant to describe the hearing process. During this call, staff must cover all of the bulleted items listed in the Comment section [C.2.b.ii.E](#).
 - A. During the courtesy call, if the applicant says they no longer wish to participate in the Oral Hearing process, SPU/EDPT will process the case as appropriate, either per standard NDPL written appeal guidance as

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described in [B.2.a.iii](#), or standard Treasury Review guidance as described in [B.2.b](#).

ii. Enter a Comment in NEMIS to document the courtesy call.

- A. For all calls, begin the comment with the date and time of the courtesy call to the applicant's current phone number using the following text: *"Made courtesy call to applicant at CPN on MM/DD/YYYY at XX:XX am/pm regarding opportunity to participate in Oral Hearing."*
- B. If staff does not reach the applicant but is able to leave a voicemail, use the following text: *"Left a voicemail at applicant CPN asking them to contact FEMA."*
 1. Include additional information in the Comment for the Recoupment Helpline explaining why FEMA is contacting the applicant and any pertinent information they must share with the applicant. SPU staff should also include the bulleted items in [C.2.b.ii.E](#) so the Recoupment Helpline staff can read them to the applicant.
- C. If the applicant says they no longer wish to participate in the Oral Hearing request, staff will use the following Comment text: *"Applicant said they are no longer interested in participating in Oral Hearing. Will process case per standard written Notice of Potential Debt Letter written appeal or standard Treasury Review."*
- D. If staff speaks to the applicant and they refuse to verify their information, use the Comment following text: *"Applicant refused to verify information and explained to them that due to the Privacy Act of 1974, FEMA cannot disclose information regarding their file."*
 1. **Identity Theft:** If the applicant is unable to verify the information in their file due to noted or potential identity theft, send an email to [FEMA-IHP-IDReview](#) and direct the applicant to submit ID Verification documents to the IHP ID Review fax number (540) 504-2266. Include a contact number, the correct spelling of the name, last 4 digits of their SSN, current mailing address, and any other important details provided by the caller about the situation.
- E. If staff speaks to the applicant and the applicant is still interested in participating in the Oral Hearing, enter the following text in the Comment:
 - *Advised applicant that the Oral Hearing would be conducted by an OCC Oral Hearing Officer.*

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- *Advised applicant the OCC Oral Hearing Officer would mail an Oral Hearing Scheduling Notice Letter with the date, time, telephone # and PIN to access the telephonic conference call.*
- *Advised applicant that should the scheduled date conflict with a prior engagement, the applicant may request the Hearing be rescheduled and that any such requests must be made in writing and sent via fax or mail to the NPSC or via email to the Oral Hearing Officer at FEMA-OralHearingCalendar@fema.dhs.gov.*
- *FEMA will mail a letter with information on how to do a FILE COPY REQUEST.*
- *IMPORTANT: Advised the applicant they SHOULD REQUEST A FILE COPY for the Oral Hearing.*
- *Advised applicant that by accepting the Oral Hearing the applicant agrees to accept the OCC Oral Hearing Officer decision as final - regardless of the outcome.*
- *If the applicant does not agree to the Oral Hearing, then the debt will be upheld and "due process" was afforded.*
- *Advised applicant NOT to contact the OCC Oral Hearing Officer for any reason other than to reschedule the Oral Hearing; the OCC Oral Hearing Officer is only available for scheduling the Oral Hearing; they cannot review, terminate the Debt, or otherwise assist the applicant."*
- *Advised applicant that if they do not attend a scheduled Oral Hearing, they will have seven calendar days to submit an explanation in writing for why they were unable to attend.*

iii. Issue a Recoup Appeals Document (RADOC) letter and select the box "Send To Mail Queue". The following text must be inserted into the RADOC letter:

"IMPORTANT: If you have not done so already, we strongly urge that you REQUEST A FILE COPY for the Oral Hearing. The Oral Hearing may not continue if you fail to take this step. A file copy will allow you to better prepare for the Oral Hearing; please do the following:

1. Submit a written request for a copy of your file.
2. Include your full name, date and place of birth, damaged dwelling address and/or current mailing address.
3. Include your FEMA application number, and disaster number.
4. Your letter MUST be either notarized; OR include the following statement:

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"I hereby declare under penalty of perjury that the foregoing is true and correct."

5. You must sign and date the letter.

*Be sure to include your DR number, registration number, last four digits of SSN, and your name on all pages of any correspondence you submit.

For your security protection, at the time of the Oral Hearing, please be prepared to verify your identity to the Oral Hearing Officer who will ask for:

- your name,
- last four digits of your social security number,
- your date of birth,
- your current phone number, and
- your current mailing address.

Please be advised that recording the Oral Hearing is not authorized and subject to penalty of applicable laws."

iv. Applicants may alternatively choose to complete, sign, and return the Authorization for the Release of Information Under the Privacy Act form (OMB No. 1660-0061) to request a copy of their file and authorize the release of information.

3. **Oral Hearing Scheduling Notice Letter:** Once the Oral Hearing date has been scheduled, OCC/OHO will send the applicant an Oral Hearing Scheduling Notice Letter via mail at least 30 days in advance. The letter will include the date and time of the Oral Hearing, instructions for calling in to the Oral Hearing, and instructions for requesting a copy of their case file. OCC/OHO administrative support specialist will place a reminder call to the applicant.

a. OCC/OHO will notify SPU/EDPT once the hearing has been scheduled and EDPT/SPU will enter a Comment in NEMIS with the date, time, and call-in information for the hearing.

4. Oral Hearings will be held via conference call (or video call if American Sign Language (ASL) is required), although OCC/OHO may grant an in-person hearing in rare circumstances, such as a need to improve the efficiency of the oral hearing such as when multiple applicants requesting an oral hearing from a remote area that presents challenges related to time zones and phone or internet connectivity. In these special situations, the applicant will need to request the in-person hearing following the guidance in Appendix B.

5. **RESCHEDULING AN ORAL HEARING:** The applicant may request to reschedule the Oral Hearing in writing and with good cause. As a best practice, applicants should request to reschedule no less than 1 week prior to the hearing date.

a. Per OCC/OHO's discretion, if the applicant makes a valid request with good cause shown to reschedule the Oral Hearing, such as because the applicant was

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prevented from appearing due to circumstances outside their control, OCC/OHO will notify the applicant of the new date via scheduling letter and inform SPU/EDPT of the new date via email.

6. **APPLICANT DOES NOT ATTEND HEARING:** If an applicant does not attend a scheduled Oral Hearing, they will have seven calendar days to submit an explanation in writing for why they were unable to attend. This requirement is included in the scheduling letter originally sent to the applicant (see Appendix B), in the OCC/OHO Hearing Officer's comment entered following the hearing where the applicant did not appear, and as noted in Comment section [C.2.b.ii.E](#).
 - a. OCC/OHO will review the explanation and determine whether good cause has been shown to grant a new hearing date.
 - b. If OCC/OHO grants the applicant a new date, they will inform SPU/EDPT of the new date and time via email and will send a new scheduling letter to the applicant.
 - c. If the applicant does not submit a written explanation for why they were unable to attend within seven calendar days of the missed hearing, or does not show good cause, OCC/OHO will default the applicant and return the appeal to the SPU/EDPT for a decision on the record.
 - i. Once defaulted and officially returned, SPU/EDPT agents are authorized to perform an independent, complete and thorough review of case files to make the respective program decision consistent with a standard written appeal, as appropriate, either per standard NDPL written appeal guidance as described in [B.2.a.iii](#), or standard Treasury Review guidance as described in [B.2.b](#).
7. **CONDUCTING THE ORAL HEARING:** Unless noted otherwise, Oral Hearings are conducted via conference call and attended by OCC-OHO, a member of SPU/EDPT, the applicant, and any other representative the applicant deems necessary.
 - a. The SPU/EDPT representative will attend the Oral Hearing to present the facts of the case on behalf of FEMA in a courteous manner.
 - i. The SPU/EDPT member must only present the facts of the case and how those facts do or do not adhere to FEMA's eligibility requirements. See Appendix A for a list of relevant items and a process format used in oral hearings. The SPU/EDPT member should refrain from expressing any personal opinions or beliefs about the case. All information should be presented with a fair and balanced approach. This includes why FEMA issued the applicant assistance, but then determined that they were not eligible for it. SPU/EDPT should present all relevant information, including that information which supports FEMA's recoupment action and that which does not, such as clarifying appeal documentation submitted by the applicant or

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detailing the applicable procedural guidance.

- A. For example, staff should say, "This document meets FEMA's requirements for eligibility, but also utilizes a template readily available on the internet that calls into question its validity." Staff should not say, "It's true this documentation meets FEMA's requirements but it's easy to create fake documents like this one. I don't think it's real."
 - b. The SPU/EDPT member will ensure they have prepared the information necessary for the hearing by completing the Oral Hearing Preparation Template provided in Appendix A.
 - c. If the case involves an FPIB/FIID investigation, an FPIB/FIID member will also attend the Oral Hearing to present the results of their investigation.
 - d. OCC/OHO may grant a continuation in order for additional documentation to be submitted by the applicant or SPU/EDPT.
 - e. **Stale Address Cases:** If during an Oral Hearing, an applicant demonstrates that they are more likely than not did not receive the NPDL or NDL, the Hearing Officer will determine whether it would be in the applicant's best interest to reschedule the hearing to allow for the submission of additional information.
8. **ADJUDICATION:** Oral Hearings are adjudicated by OCC/OHO. The ruling of OCC/OHO is a final agency determination and no additional appeal opportunities will be granted for the issue in dispute. OCC/OHO will rule on the case within 45 calendar days of the final Oral Hearing. OCC/OHO will notify SPU/EDPT of the determination via email and SPU will enter a comment in NEMIS. OCC/OHO will write a case-specific decision letter informing the applicant of the decision and submit the decision letter to the mailroom for scanning to the applicant's file. See Appendix C for a sample Decision letter template.
9. Once SPU/EDPT has received OCC/OHO's ruling, they will take the following steps:
- a. **NPDL Appeal and potential debt is not valid:** If OCC/OHO determines that the potential debt from an NPDL appeal is not valid, SPU/EDPT will process case as described above in [B.3.e.iv](#)
 - b. **Treasury Review and debt is not valid:** If OCC/OHO determines that the debt from a Treasury Review is not valid, SPU/EDPT will process the case as described above in [B.3.e.iii.](#)
 - c. **NPDL Appeal and potential debt is valid:** If OCC/OHO determines that the potential debt is valid from an NPDL appeal, either at the amount included in the NPDL or a modified amount, SPU/EDPT will:
 - i. Enter the following Comments in NEMIS:

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- *SPU received OCC/Oral Hearing Officer communication indicating a decision has been issued in favor of FEMA, the applicant's appeal is denied, and applicant must pay the debt.*
 - *OCC/Oral Hearing Officer informed decision letter was mailed to applicant and a copy was faxed to Mailroom for indexing.*
 - *Oral Hearing was held MM/DD/YEAR. Due process was provided.*
 - *The OCC/Oral Hearing Officer decision is not appealable and constitutes a final agency decision for purposes of judicial review.*
 - *E-mail sent to FEMA Finance Center to confirm the current debt amount.*
 - *WP route to FEMA Sup Review - Recoup sub-queue to update Finance Tab*
 - *WP route to Complete*
- ii. Route the case to the FEMA Supervisor Review-Recoupment Subqueue and update the Finance Tab to Supervisor Approval "Yes".
 - iii. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference.
 - A. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".
 - iv. Generate an Appeal Denied, Debt Stands (ANAC FA) letter and select "Send To Mail Queue".
 - v. Route the case to Complete.
- d. Treasury Review and debt is valid:** If OCC/OHO determines that the debt from a Treasury Review is valid, either at the amount included in the NPDL or a modified amount, SPU/EDPT will:
- i. Send an email to the [FEMA Finance Center](#) to verify the debt amount.
 - ii. Once the amount has been verified by the FEMA Finance Center, review the Finance Tab in NEMIS to ensure the amount on the Finance Tab is correct. If it is not correct, update the amount in the Finance Tab to match the amount provided by the FEMA Finance Center.
 - A. If the Finance Tab does not have the Supervisor Approval to "Yes", route the case to the FEMA Supervisor Review-Recoupment Subqueue and update the Finance Tab to Supervisor Approval "Yes".

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iii. Enter the following Comments in NEMIS.

- *SPU received OCC/Oral Hearing Officer communication indicating a decision has been issued in favor of FEMA, the applicant's appeal is denied, and applicant must pay the debt.*
- *OCC/Oral Hearing Officer informed decision letter was mailed to applicant and a copy was faxed to Mailroom for indexing.*
- *Oral Hearing was held MM/DD/YEAR. Due process was provided.*
- *The OCC/Oral Hearing Officer decision is not appealable and constitutes a final agency decision for purposes of judicial review.*
- *E-mail sent to FEMA Finance Center to confirm the current debt amount.*
- *WP route to FEMA Sup Review - Recoup sub-queue to update the Finance Tab (if applicable).*
- *WP route to Complete.*

iv. Generate an Appeal Denied, Debt Stands (ANAC FA) letter and select "Send To Mail Queue".

v. Route the case to Complete.

e. Stale Address Confirmed and Debt is valid: If a stale address is confirmed and a debt is valid, SPU/EDPT will:

- i. Inform FFC who will issue a new NDL and reset the interest and penalties. The new NDL will also offer the applicant the opportunity to request a compromise and payment plan, and in applicable cases, the opportunity to request a waiver of the debt.

10. The OCC Oral Hearing Officer's decision constitutes a final agency decision for purposes of judicial review under the Administrative Procedure Act.

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Appendix A:

Oral Hearing Preparation Template

The job of SPU/EDPT in the hearing is to present that information which is necessary for the applicant to understand and respond to the recoupment and for the Oral Hearing Officer to assess and make a determination. Extraneous detail that is not in contention can serve to confuse the applicant and the Hearing Officer, therefore SPU/EDPT should focus on presenting information that is relevant to the issue at hand. Staff should ask questions to the applicant that bring subject matter clarity to the hearing as long as questions elicit facts to determine whether the applicant's appeal meets FEMA's eligibility requirements. Staff should also reference specific eligibility and processing criteria when they are relevant to why documents or statements from the applicant are being questioned for veracity.

The template below is intended as a helpful guide detailing the information that may need to be provided in the Oral Hearing. It should be used to prepare for an Oral Hearing, but only the relevant portions for a case must be presented.

- For example, if there is no question that the applicant applied and received the funds disbursed, it is not necessary to present testimony about their SSN.
- If only one type of assistance received is at issue, it is not necessary to provide details about the other types of assistance.
- If there is no question about the applicant receiving documents, it is not necessary to discuss document dates or address changes.

1) Introduction

- Summary of the disaster and Primary issue of the recoupment. The introduction should be a concise summary of how the recoupment pertains to the assistance that was issued to applicant.
 - Example: "For Disaster 1603, Hurricane Katrina, the issue in the case is that the applicant's occupancy of the damaged property could not be verified. The applicant filed an appeal claiming to not have applied."

2) Application and assistance information:

- Applicant name:
 - Co-applicant name (if applicable)
- Applicant SSN:
 - Co-applicant SSN (if applicable)
- Applicant Date of Birth (DOB):
 - Co-applicant DOB (if applicable)
- Registration number:
- Damaged Dwelling Address (DDA):
 - Flood Zone (y/n):
- Current mailing address:

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- Disaster number:
- Disaster incident period:
- Date registration was completed:
- Registration completion method (phone, internet, in person):
- Fraud flags at registration (if applicable)
- Inspection date:
- Inspection summary:
- Insurance coverage (y/n):
 - Insurance settlement amount (if applicable):
 - Insurance denial letter date (if applicable):
- Date(s) of financial assistance award(s):
- Assistance method (EFT or check):
- Total assistance award amount:
- Housing Assistance amount(s) and date(s) issued (if applicable):
 - Lodging Expense Reimbursement:
 - Rental Assistance:
 - Continued Temporary Housing Assistance:
 - Home Repair:
 - Home Replacement:
- Direct Housing (if applicable)
 - Temporary Housing:
 - Date approved:
 - Move-in date:
 - Move out date:
 - Amount of penalty fees outstanding:
 - Permanent Housing Construction:
 - Date approved:
 - Move-in date:
 - Construction costs:
- Other Needs Assistance amount(s) and date(s) issued (if applicable):
 - Funeral:
 - Medical/Dental:
 - Child Care:
 - Moving and Storage:
 - Miscellaneous:
 - Critical Needs:
 - Clean and Removal:
 - Clean and Sanitize:
 - Personal Property:
 - Transportation:
 - Group Flood Insurance:
- Transitional Sheltering Assistance (TSA) (if applicable):
 - If applicable, dates of eligibility:
- Small Business Administration (SBA) loan information (if applicable):
 - Activity Type
 - Activity Date

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- Accept Date
- SBA Status
- Event Code
- Reason

3) Recoupment Information

- Recoupment reason(s):
- Recoupment amount(s)
- Narrative summary of when and how potential improper payment was identified and justification for establishing potential debt (include images or documents submitted and/or NEMIS screenshots as necessary):
- Date referred to Fraud and Internal Investigation Division (FIID) (if applicable)
 - If applicable, date FIID returned investigation results:
 - If applicable, narrative summary of FIID investigation results (the outcome can be referenced but allow the FIID investigator to present the details of their investigation):
- Date of NPDL
- Date of NDL (if applicable)
- Date referred to Treasury (if applicable)

4) Applicant appeal information

- Narrative summary of documentation applicant has submitted as part of appeal/Oral Hearing Request (include images of documents submitted and/or NEMIS screenshots as necessary):
- Date of file copy request (if applicable)
 - If applicable, has applicant received copy of file (y/n)?
- Why these appeal documents are inadequate (e.g., utility bills from after the disaster)
 - Why some were not sufficient on their own to show they were eligible?

5) Oral Hearing information

- Date of Oral Hearing request:
- Date Oral Hearing granted:
- Date of Oral Hearing:
 - Date(s) of Oral Hearing reschedule (if applicable):
- Narrative summary of why Oral Hearing was granted, i.e. why issue could not be resolved based on documents in file (include images of documents submitted and/or NEMIS screenshots as necessary):

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Appendix B:

Oral Hearing Scheduling Notice Example

April 28, 2021

John Smith
123 Main Street
Lakewood, TX 77505

Dear Mr. Smith:

An oral hearing has been scheduled in response to your appeal regarding an application for disaster assistance filed in your name. The hearing will be conducted via telephone on **Tuesday, June 1, 2021 at 9:00 AM Central Time (10:00 AM Eastern Time). It is your responsibility to call 1-800-320-4330 at that time and enter PIN code 111111 when asked.**

FEMA provided disaster assistance based on an application filed in your name on September 1, 2006. Since then, FEMA has concluded that you were not eligible for some or all of the assistance provided to you, which means that you may be required to repay it, plus any interest, penalties, and fees. If you need more information about this debt, please see Question 3 of the attached Frequently Asked Questions (FAQs).

The oral hearing is your opportunity to have FEMA explain directly to you why it believes you were not eligible for the assistance provided, and your opportunity to explain directly to a neutral Hearing Officer why you believe that you were eligible for the assistance provided or otherwise do not owe FEMA money. Please note that if you do not attend the hearing, your appeal will be returned to FEMA's Specialized Processing Unit to be decided based on the documents in your file, which most likely means that you will have to repay the funds.

The oral hearing could last one to two hours. You should gather important documents that support your appeal and submit them to FEMA at least one week in advance of the hearing. (See Question 8 in the attached FAQs for more information on how to submit information.) You may have witnesses attend the hearing to support your appeal, and you may have someone represent you, such as an attorney. If you choose to bring a representative or witnesses, please give them the call-in information for the hearing. FEMA is not responsible for any expenses or fees that you spend to prepare for this hearing.

Sincerely,

RECOUPMENT ORAL HEARING SOP

APPLIES TO ALL DISASTERS

Last Updated: January 2022

Oral Hearing Coordination Office
Office of Chief Counsel
Federal Emergency Management
Agency
Department of Homeland Security

www.fema.gov

Frequently Asked Questions

1. What is the purpose of an oral hearing?

The purpose of an oral hearing is to confirm whether you were eligible for the assistance that you received from FEMA or were not eligible and therefore must repay the money. An oral hearing is your opportunity to explain in your own words why you were eligible for disaster assistance or why you otherwise do not believe you owe any money to FEMA (for example, if you think you did not receive the assistance). The Hearing Officer can only look at your eligibility and whether you received the assistance and cannot consider any factors, such as an inability to repay the debt.

2. Why have I been scheduled for an oral hearing?

Your case has been scheduled for an oral hearing because you requested an oral hearing or because FEMA determined that there were questions regarding the debt and these questions could not be resolved based on a review of your file.

3. What if I have questions about this debt?

You should have received written documentation from FEMA about why you were ineligible for the assistance disbursed. A FEMA Representative will also explain the basis of the debt in detail during the oral hearing. If you need additional information, you can call the FEMA Recoupment Helpline at 1-800-816-1122 between 9:00 AM and 4:00 PM Eastern Time. If you are deaf, hard of hearing, or have speech limitations, please use TTY at 1-800-462-7585.

4. What will happen during the oral hearing?

The oral hearing will be telephonic, meaning that all of the parties will participate by phone. It may last for one to two hours. At the start of the oral hearing, the Hearing Officer will ask you questions to verify your identity, such as your date of birth, the last four digits of your Social Security Number, and your current address. The Hearing Officer will then

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explain what to expect during the hearing and will swear in all of the parties in the hearing to ensure everyone is telling the truth.

The FEMA Representative will testify first and will explain why FEMA issued you the assistance but then determined that you were not eligible for it. The FEMA Representative's testimony will provide a lot of detail and it is important that you take notes and be prepared to respond with any questions or any points you want to make when it is your turn to testify.

If a FEMA Investigator has prepared a report on your application, the Investigator may testify. After the FEMA Representative and Investigator finish speaking, the Hearing Officer will specify that it is your turn to testify. At this point, you can explain why you believe that you were eligible for the disaster assistance or otherwise do not owe the debt (for example, if you did not receive any assistance). The Hearing Officer may ask questions of you and the FEMA Representative and Investigator, and you may ask questions of the FEMA Representative and Investigator. If the Hearing Officer determines that it would be helpful if you submitted additional evidence to support your case, another hearing may be scheduled. Then, the Hearing Officer will end the hearing. The Hearing Officer will not make a decision on your appeal at the end of the hearing but will mail you a written decision within 45 days.

5. What if I am not available at the scheduled time of the oral hearing?

FEMA policy allows for a hearing to be rescheduled in limited circumstances when there has been a showing of good cause, meaning there is a valid reason why you cannot attend. You must be able to explain in detail the reason why you are unable to attend. If you wish to request that your hearing be rescheduled, please submit your rescheduling request in writing to the Hearing Officer as soon as possible but no later than two days before your oral hearing. The Hearing Officer, who may request supporting documentation, will determine whether there is a showing of good cause. If the Hearing Officer determines that you have shown good cause, your case will be rescheduled, but otherwise your request will be denied and you will be expected to show up for the hearing as scheduled. Please note that oral hearings may only be held from 8:00 AM to 6:00 PM Eastern Time, Monday-Friday. You may email or mail written rescheduling requests to the Oral Hearing Coordination Office at the address in Question 22 below.

6. What if I do not call in for my scheduled oral hearing?

If you do not call in for your scheduled oral hearing, you have one calendar week from the date of the scheduled hearing date to contact the Hearing Officer with a valid explanation for missing the hearing and a showing of good cause that your hearing be rescheduled. Without a valid justification for missing your hearing, you will have waived your opportunity to present your position in an oral hearing. Your appeal will then be decided based on the documents in your case file by FEMA's Specialized Processing Unit. Because FEMA has already determined that you were not eligible, this eligibility determination will most likely be confirmed and you will be required to repay the assistance funds. You may email or mail written rescheduling requests to the Oral Hearing Coordination Office at the addresses listed

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in Question 22 below.

7. How can I obtain my records from FEMA?

You or your authorized representative are encouraged to request and review a copy of FEMA's file regarding your application. Please note that in some cases your hearing may be rescheduled if you have not requested and received a copy of your file prior to the hearing.

To request a copy of your file, you must submit a written request. You may use the form at the end of this packet entitled Authorization for the Release of Information under the Privacy Act (OMB Form No. 1660-0061).

To complete the form and request a copy of your file to be mailed to you:

1. Top Section: Complete the top section listing your full name, FEMA Applicant Number, Place of Birth, Date of Birth;
2. Section A: Fill out Section A listing your own name, current telephone number and mailing address. For relationship, indicate "Self". Please note that the mailing address must be the address currently on file with FEMA.
3. Section B: Check Yes for Option 1 in Section B. This authorizes FEMA to send you a copy of your file.
4. Leave Section C blank.
5. Verification Section: Complete by signing and printing your name. Include your current mailing address and date.

If you do not have all of the information to complete this form, you may call the FEMA Recoupment Helpline for assistance at 1-800-816-1122 between 9:00 AM and 4:00 PM Eastern Time. If you are deaf, hard of hearing, or have speech limitations, please use TTY at 1-800-462-7585.

8. How can I send documentation to FEMA?

You are not required to submit any documents to FEMA; however, the Hearing Officer will review any documents that you would like to submit in support of your position. Please submit these documents to the FEMA's National Processing Service Center to be added your file as soon as possible but at least one week before your scheduled hearing date so that your documents may be reviewed. Each page of documentation you submit must include your last name, the last four-digits of your Social Security number, your nine-digit FEMA application number, and the disaster number. Do not send these documents to the Oral Hearing Coordination Office. The documents should be mailed or faxed to the FEMA National Processing Service Center:

FEMA Individual & Households Program
National Processing Service Center
Fax: 1-800-827-8112
Mail: P.O. Box 10055
Hyattsville, MD 20782-8055

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9. What kind of documents can I submit?

You should submit any documents that support your claim that you were eligible for disaster assistance or do not have to repay the assistance. If you would like help deciding what types of documents may be relevant, please call the FEMA Recoupment Helpline at 1-800-816-1122 between 9:00 AM and 4:00 PM Eastern Time. If you are deaf, hard of hearing, or have speech limitations, please use TTY at 1-800-462-7585. You may also find it helpful to review the FEMA Individual Assistance Program and Policy Guide for more information about disaster assistance eligibility. This is available online at: [Individual Assistance Program and Policy Guide \(IAPPG\) \(fema.gov\)](https://www.fema.gov/individual-assistance-program-and-policy-guide)

10. Can my attorney help me during the oral hearing?

Yes, you can be represented or assisted by anyone, including an attorney. You can also have a friend or relative support you in representing yourself during the hearing. It is your responsibility to obtain such representation and pay for any expenses you incur. If you want a third party such as an attorney to access or request your file from FEMA, please send a written request authorizing this third party's access to your information. You may use the form at the end of this packet entitled Authorization for the Release of Information under the Privacy Act (OMB Form No. 1660-0061).

11. How can I request language interpretation or accommodation for a disability?

If you or anyone attending the oral hearing with you needs language interpretation or has a disability or special need requiring accommodation in order to participate fully in the oral hearing, please notify the Hearing Officer in writing immediately. Your written request must include your full name, the last four digits of your Social Security Number, your nine-digit FEMA application number, and the disaster number on all pages of your correspondence. You may send this request to the Oral Hearing Coordination Office pursuant to Question 22 below.

12. Who is responsible for expenses associated with an oral hearing?

You are responsible for any expenses incurred by you, your witnesses, your attorney, or any other representative.

13. Will the hearing be conducted by telephone?

Yes, the oral hearing will be conducted via a telephone conference call in almost all cases. Please call the toll-free 800 number and enter the unique PIN code that is included in your scheduling letter.

14. Can I request an in-person oral hearing instead of a telephonic hearing?

Generally, oral hearings will be conducted via telephone conferences. In special situations, you may request an in-person oral hearing for consideration. This request must be

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submitted in writing to the Hearing Officer pursuant to Question 22 below, within seven (7) days of the scheduled hearing date, which is specified in your oral hearing scheduling letter. Your written request must explain the reasons that an in-person oral hearing is necessary. If your request is granted, the date of the oral hearing may change, and this hearing will be held at a FEMA office. You are responsible for all related expenses that you incur, including, but not limited to, travel expenses for yourself, your witnesses, your attorney, or any other representative.

15. Who will conduct the oral hearing?

The FEMA Chief Counsel has designated Hearing Officers to conduct the oral hearings and to exercise independent and impartial decision-making in all aspects of the process.

16. What are the responsibilities of the Hearing Officer?

- a. The Hearing Officer's role is to make a fair decision about whether or not you were eligible for disaster assistance, or otherwise owe a debt to FEMA.
- b. The Hearing Officer is responsible for scheduling your oral hearing, including notifying you in writing regarding the date, time, and call-in information for your hearing.
- c. The Hearing Officer conducts the oral hearing as a serious but informal conference. Participants include you, the FEMA representative, possibly a FEMA Investigator, and the Hearing Officer, as well as any witnesses or representatives that you provide. The Hearing Officer listens to and questions the participants and determines what documents will be admitted at the hearing. The Hearing Officer may exclude documents that are not important to your appeal.
- d. The Hearing Officer issues a written decision on your appeal which will be mailed to you within 45 days of the hearing.

17. What type of decision will the Hearing Officer issue?

The Hearing Officer will issue a written decision that will include: (1) a summary of the facts presented, and (2) the Hearing Officer's findings, analysis, and conclusions regarding the validity and amount of the debt. This decision will be mailed to you within 45 calendar days of your hearing.

18. On what basis will the Hearing Officer make the decision?

The Hearing Officer will carefully consider the testimony of all the participants in the hearing as well as the documents and other information in your file, including any documents submitted by you. The Hearing Officer will make a decision on the recoupment based on the preponderance of the evidence presented as to whether you were eligible for the assistance provided to you or otherwise do not owe FEMA any money.

19. Will I or my witnesses be required to testify under oath or affirmation?

Although the oral hearing is not a formal evidentiary hearing, you and your witnesses are required to testify under oath during the oral hearing, which means that you promise to tell the truth. If you or any of your participants knowingly lie or provide false statements, you

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or your participants may be liable under the False Claims Act (Title 31 U.S. Code §§ 3729-31 (2019)) or other applicable statutes and may be liable for criminal penalties under Title 18 U.S. Code Sections 286-87, 1001-02 (2019), or other applicable statutes.

20. What happens after the Hearing Officer issues a final-decision?

If the Hearing Officer determines that you were eligible for assistance or otherwise do not owe FEMA any money, the debt will be cancelled and any money you have already paid will be refunded to you. If the Hearing Officer determines that you were not eligible for some or all the assistance and that you therefore do owe money to FEMA, FEMA's Finance Center will contact you to arrange for payment of the debt.

21. What happens if I disagree with the Hearing Officer's final decision?

The Hearing Officer's final decision is considered a final agency determination under the Administrative Procedure Act and there is no further appeal option at FEMA. See 5 U.S.C. § 701 et seq. If you disagree with the decision, you may want to seek the advice of an attorney.

22. Who should I contact if I have questions about my scheduled oral hearing?

If you have questions about how to call in to your oral hearing, you can contact the Oral Hearing Coordination Office at FEMA-OralHearingCalendar@FEMA.DHS.gov or 1-800-664-0814. The Oral Hearing Coordination Office cannot answer questions about the facts of your case; for answers to your questions about your case, call the FEMA Recoupment Helpline as described in Question 3 above.

How to contact the Oral Hearing Coordination Office:

Email: FEMA-OralHearingCalendar@FEMA.DHS.gov

Phone: 1-800-664-0814

Mailing Address: Recoupment Hearing Officer
Office of Chief Counsel
FEMA Headquarters
500 C Street SW, Suite 840
Washington, D.C. 20472-3515

*Note: This sample letter may be updated by OCC over time and staff should reference the version in the specific applicant's case file to respond to any questions or issues

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Appendix C

Hearing Decision Letter Template

Facsimile Cover Page

To: FEMA Individual & Households Program NPSC

Fax: 800-827-8112

From: Oral Hearing Coordination Office

Phone: 800-664-0814

Date: 2/9/21

Number of Pages (including cover): 28

DO NOT CREATE WORKPACKET
FOR SCANNING ONLY

Category: INFO CONTROL
Item: ORAL HEARING REQ
Comment: ORAL HEARING DECISION, 28 PGS

RE: Applicant Number 123456789
Disaster Number 1234

PLEASE SCAN TO NEMIS

RECOUPMENT ORAL HEARING SOP

APPLIES TO ALL DISASTERS

Last Updated: January 2022

June 4, 2021

Applicant Name
Mailing Address
Mailing Address

Re: Applicant Number 123456789
 Disaster Number 1234

Dear Ms. Applicant,

On October 20 and November 25, 2020, you participated in oral hearings to determine whether you were eligible for the \$5,000.00 in home repair assistance that FEMA provided to you for Disaster 1234. Based on a thorough review of the testimony presented the information contained in your file, your appeal is granted. You are not required to return any funds to FEMA for Disaster 1234.

Enclosed is a detailed explanation of this decision. You should expect to receive additional correspondence from FEMA regarding this matter soon. However, if you have immediate questions, you may call the FEMA helpline at 1-800-816-1122.

Sincerely,

Signature of Hearing Officer

Name of Hearing Officer
Hearing Officer
Office of Chief Counsel
Federal Emergency Management Agency
U.S. Department of Homeland Security

cc: Attorney's Name

RECOUPMENT ORAL HEARING SOP

APPLIES TO ALL DISASTERS

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Hearing Decision

Background and Issues

Following Disaster 1234, FEMA provided Applicant Name with \$5,000.00 of home repair assistance. FEMA subsequently sought recoupment of the \$5,000.00 in home repair assistance provided to Ms. Applicant because FEMA could not determine that she was the owner of the damaged property, as required for FEMA assistance. The issue on appeal was whether Ms. Applicant was the owner of the damaged property under any of the available definitions of owner. FEMA can only provide home repair assistance to applicants who own a property damaged in the disaster. If Ms. Applicant was not the owner of the damaged property, then she was not eligible for and must return the home repair assistance disbursed to her for Disaster 1234.

Determination

Applicant Name's appeal is granted and she is not required to return any funds to FEMA for Disaster 1234.

Participants in the Hearing

Applicant:	Applicant Name
Applicant's Witness: relationship in testimony, e.g., Neighbor]	[omit if none, define
Applicant's Counsel:	[omit if none]
FEMA Representative:	Evelyn #7093
FEMA Fraud Prevention and Investigation Branch Investigator:	[omit if none]

Summary of the Facts Presented

The FEMA Representative, Evelyn #7093, testified to the following:

On date, Applicant Name applied for FEMA assistance for Disaster 1234. Ms. Applicant recorded her damaged property as 123 Main Street, Chicago, Illinois. ("Chicago property")

FEMA provided Ms. Applicant with \$5,000.00 of home repair assistance. In 2014, FEMA sought recoupment of the home repair assistance provided to Ms. Applicant because FEMA could not determine that she was the owner of the Chicago property, as required for FEMA assistance.

FEMA flagged this issue because a standard audit showed that local tax records listed the

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owner of the Chicago property as Somebody Else. After FEMA issued the Notice of Potential Debt in November 2014, Ms. Applicant contacted the FEMA helpline to inquire about the notice and to explain that Ms. Somebody Else was her late aunt from whom she had inherited the Chicago property. Although the FEMA helpline instructed Ms. Applicant to submit documents demonstrating her ownership of the Chicago property, no documents were received after this call.

After the first appeal hearing, Ms. Applicant submitted several documents to establish her ownership of the Chicago property. In the hearing on November 25, the FEMA Representative reviewed the documents Ms. Applicant had submitted when she appealed. The first was an obituary from Ms. Somebody Else's funeral in 2008, which the FEMA Representative advised could be considered acceptable evidence of Ms. Summers' passing. The second was a handwritten statement confirming that Ms. Applicant had resided in the Chicago property since 2007, and that the children—and therefore potential heirs to Ms. Somebody Else—had no interest in the property. Ms. Applicant also submitted receipts showing that she was responsible for paying the property taxes for the damaged property. The FEMA Representative advised the Hearing Officer to consider these documents in determining whether Ms. Applicant was the owner of the Chicago property under the available definitions.

The applicant, Applicant Name, testified to the following:

Ms. Applicant explained that, although she was not a biological child of Ms. Somebody Else, she had essentially been adopted by her and had lived at the Chicago property since she was a child. Ms. Somebody Else's biological children all had their different homes now, due to marriage or otherwise, and did not want her house upon her passing. Ms. Applicant remained close with Ms. Somebody Else's biological children since and would obtain statements from them that they had no claim to the Chicago property.

In the November 25 hearing, Ms. Applicant explained that she had written the statement then brought it to her cousins to review and sign. They were all fine with statement and agreed that the Chicago property belonged to her, and therefore each signed it.

Discussion and Analysis

The Robert T. Stafford Disaster Relief and Emergency Assistance Act ("Stafford Act") and its implementing regulations in the Code of Federal Regulations ("C.F.R.") authorize FEMA to provide disaster assistance to eligible applicants and require FEMA to recoup assistance when it was provided to applicants who were ineligible. See 42 U.S.C. § 5121 (2006) *et seq.*; 44 C.F.R. § 200 (2013) *et seq.* In this case, FEMA could not verify that Ms. Applicant was the owner of the property as required for home repair assistance by 42 U.S.C. § 5174(c)(2)(A)(i), Stafford Act § 408 (c)(2)(A)(i) (2006).

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The definition of owner-occupied is defined in 44 C.F.R. § 206.111. Owner-occupied means that the residence is occupied by:

1. The legal owner;
2. A person who does not hold formal title to the residence and pays no rent, but is responsible for the payment of taxes or maintenance of the residence[.]

Ms. Applicant was not the legal owner of the Chicago property because local property records showed that Ms. Somebody Else and not Ms. Applicant was the legal owner listed on the deed. Although Ms. Somebody Else had passed away prior to the disaster, her name remained on the deed at the time of the disaster. The question, therefore, was whether Ms. Applicant—who did not hold formal title—met the second definition of owner.

Ms. Applicant submitted several documents to indicate that she was responsible for the Chicago property, including checks showing that she paid the property taxes and utility bills in her name. She also submitted a statement from Ms. Somebody Else's children, who would possibly have been her heirs, that they did not have any claim to the Chicago property. There was no indication that Ms. Applicant paid rent to anyone to stay in the Chicago property. Accordingly, Ms. Applicant has met her burden of proof to establish that she was the owner of the Chicago property under the second definition of "owner", and she was therefore eligible for the home repair assistance provided.

Conclusion

Applicant Name's appeal is granted and she is not required to return any funds to FEMA for Disaster 1234. This decision is a final agency determination for purposes of judicial review under the Administrative Procedure Act, 5 U.S.C. § 701 *et seq.*

Hearing Officer Name
Hearing Officer

RECOUPMENT TREASURY REVIEW SOP

APPLIES TO DISASTERS DR-4273-WV FORWARD

A. General Information

1. If an applicant does not take action regarding the Notice and Demand Letter (NDL) notifying them of a debt to the Federal government for disaster assistance they received from FEMA, the FEMA Finance Center (FFC) will refer the debt to the U.S. Department of Treasury (Treasury) for collection.
2. Once a debt has been referred to Treasury, FEMA can no longer discuss the debt with the applicant nor take any action on the applicant's debt collection. Applicants that contact FEMA regarding a debt that has been referred to Treasury should be instructed to contact Treasury.
3. Treasury may refer cases back to FEMA if an applicant requests a Treasury Review to dispute their debt.
4. Applicants may request multiple Treasury Reviews and be referred back to FEMA multiple times.
 - a. However, if the Office of Chief Counsel/Alternative Dispute Resolution (OCC/ADR) has already determined in an Oral Hearing that the applicant's debt is valid, the applicant will only be granted a Treasury Review if they can present new evidence to support their appeal.

B. Treasury Reviews

1. Treasury will notify FFC via email when an applicant requests a Treasury Review.
2. There are three types of Treasury Reviews an applicant may request.
 - a. Proof of Debt (POD): Applicants that request POD will be provided with a written explanation of why the debt exists and all documentation related to the collection of debt.
 - b. Disputes: Applicants may submit a dispute to demonstrate:
 - i. The debt is invalid, all or in part;
 - ii. Notification/due process was not served;
 - iii. The debt has been paid in full;
 - iv. The disaster assistance funds were used appropriately;
 - v. The applicant is unable to pay the debt;
 - vi. The applicant never received the funds;
 - vii. The applicant never applied for disaster assistance.
 - c. Administrative Wage Garnishment (AWG) Hearing: Once wage garnishment has begun, an applicant may request an AWG Hearing at any time during the garnishment process. Reasons for requesting an AWG Hearing include:

RECOUPMENT TREASURY REVIEW SOP

APPLIES TO DISASTERS DR-4273-WV FORWARD

- i. Existence of debt;
 - ii. Amount of debt;
 - iii. Garnishment amount (Hardship);
 - iv. Debtor employed less than 12 months after losing last job involuntarily.
3. Interest and penalty fees will continue to accrue during Treasury Reviews **except** for AWG Hearings.
4. When an applicant requests a Treasury Review, FFC will conduct an initial review of the case.
 - a. If FFC determines that the applicant has not submitted any new information that could impact the amount of the debt, they will certify the debt and return the case to Treasury.
 - b. If FFC is able to make a determination regarding the validity of the debt, they will process the debt accordingly.
 - c. If FFC determines that a programmatic review of the case is necessary, they will notify the Escalated Debt Processing Team (EDPT) via email.
5. When a case arrives in the Recoupment Task Force (RTF) Mailbox, the email message will have an embedded link that EDPT staff will click to access the case file. EDPT staff will download the case file from the FFC SharePoint site to conduct the programmatic review.
 - a. For Disputes and AWG Hearings, staff must add a privacy coversheet to the file.
6. After downloading the case, EDPT staff will:
 - a. Attach downloaded FFC documents to an email and notify the FEMA mailroom ([FEMA-IHP-Mailroom](#)) to scan into the applicant's file.
 - b. Create a workpacket in NEMIS for FEMA Manual;
 - c. Enter a Comment in NEMIS using the following text;
 - i. For Disputes, "Treasury Review documents for Dispute sent to mailroom to be scanned to file. Treasury review decision is pending and updated Comment will be entered upon completion.
 - ii. For AWG, "Treasury Review documents for AWG Hearing sent to mailroom to be scanned to file. AWG hearing decision is pending and updated Comment will be entered upon completion."
 - d. Route the case to the FEMA Recoupment Treasury Review Requests Queue.
7. One EDPT staff member will conduct the programmatic review of the case.

RECOUPMENT TREASURY REVIEW SOP

APPLIES TO DISASTERS DR-4273-WV FORWARD

8. If EDPT staff believes that the case involves issues of credibility, veracity, or identity theft, they will:
 - a. Enter a Comment in NEMIS using the following text: "Treasury Review request forwarded to Oral Hearing team for review";
 - b. Notify staff within EDPT assigned to Oral Hearings via an email ([FEMA-IHP-Oral-Hearings](#));
 - c. Route the case to the FEMA Supervisor Review-Oral Hearing Review Subqueue in NEMIS.
 - i. EDPT staff assigned to Oral Hearings will review the request and if it is approved, they will process the case via standard Oral Hearing guidance.
9. If EDPT staff determines that the applicant could submit additional information to demonstrate that the debt is not valid, they will make a courtesy call to the applicant requesting the appropriate information.
10. If EDPT staff recommends that the debt should be terminated they will:
 - a. Forward the case via email to an RTF Lead (Lead) who must review the case and agree with the recommendation.
 - b. If the Lead agrees with the recommendation to terminate, they will notify the FFC via email ([FEMA-Finance-Center-Debt-Collection](#)).
 - i. An FFC manager must review and approve debt terminations under \$10,000.
 - ii. The FFC Chief Financial Officer and OCC must review debt terminations equal to or greater than \$10,000.
 - iii. If warranted, the interest and administrative fees on the debt will be refunded by FFC.
 - c. If FFC approves the debt termination, they will notify EDPT via email of the decision. EDPT staff will:
 - i. Make a courtesy call to the applicant;
 - ii. Route the case to the FEMA Supervisor Review-Recoupment Subqueue
 - iii. Update the Finance Tab to set Supervisor Approval to "No";
 - iv. Enter a Comment in NEMIS;
 - v. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference;
 - a. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".

RECOUPMENT TREASURY REVIEW SOP

APPLIES TO DISASTERS DR-4273-WV FORWARD

- vi. Generate a Recoupment Rescinded (CAR) letter and select the box "Send to Mail Queue";
 - vii. Return the case to FFC via the FFC SharePoint Site;
 - viii. Route the case to Complete.
- d. If FFC does not agree with the decision to terminate the debt, they will notify RTF via email. The Lead will review FFC's recommendation and submit the case via email to the Program Management Section (PMS). Once notified of PMS Management and FFC's final decision, the Lead will direct staff to take the appropriate actions for the case.
11. If EDPT staff recommends that any portion of the debt is valid, they will:
- i. Enter a Comment in NEMIS;
 - ii. Generate a customized Continued Collection Response Letter;
 - iii. Generate copies of all case file documents (letters, NEMIS screen shots, etc.) that demonstrate that the debt is valid;
 - iv. Notify FFC via email ([FEMA-Finance-Center-Debt-Collection](#));
 - v. Return the case, including the copies of all case file documents and the Continued Collection Response letter, to FFC via the FFC SharePoint site;
 - vi. Route the case to Complete.
12. If EDPT staff recommends the debt is valid for an amount greater than that listed on the NDL, or for a different reason, they will send the case via email to the Lead for review. If the Lead agrees with the recommendation, they will submit the case via email to PMS Management and coordinate further review.
13. If PMS Management agrees that the debt is valid for an amount greater than that listed on the NDL, or for a different reason, they will notify EDPT staff via email. EDPT staff will:
- i. Make a courtesy call to the applicant and enter a Contact in NEMIS;
 - ii. Enter a Comment explaining why the debt amount was increased and/or the reason changed;
 - iii. Route the case to the FEMA Pre-Recoupment Review Queue;
 - iv. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference;
 - a. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".
 - v. Generate a new Notice of Potential Debt Letter (NPDL), select all letter insert reasons approved via PMS Management, and select the box "Send To Mail Queue";

RECOUPMENT TREASURY REVIEW SOP

APPLIES TO DISASTERS DR-4273-WV FORWARD

- vi. Create a Bill for Collection (BFC) number;
- vii. In the Finance Tab, set Recoupment to Active and leave Supervisor Approval blank.
- viii. Route the case to Complete

C. Subsequent Treasury Reviews

1. If an applicant requests any additional Treasury Reviews, and FFC refers the case to EDPT, EDPT staff will review the case to determine if the applicant has submitted any new information or if the applicant is contesting the debt for a different reason.
 - a. If the applicant has submitted new information or is contesting the debt for a different reason, FFC and EDPT staff (when necessary) will review the case via the standard Treasury Review process.
 - b. If the applicant has not submitted any new information and is contesting the debt for the same reason, EDPT staff will send the case back to FFC which will resend the customized Continued Collection Response Letter and inform Treasury of the decision. If the debt was previously recalled, FFC will return it to Treasury.

RECOVERY OF FUNDS PROCESSING THROUGH MAILING OF NOTICE AND DEMAND LETTER

APPLIES TO DISASTERS DR-4273-WV FORWARD

A. General Information

1. Based on FEMA's regulations, FEMA must recover funds for which an applicant was not eligible. This document provides guidance on the procedural process for reviewing, addressing, and routing potential debts due to recovery of funds, also known as recoupment.
 - i. FEMA will **only** take recoupment action on ineligible payments of \$250 or more.
2. With the exception of the cases that involve possible fraud, FEMA cannot pursue recoupment activities if more than three years have passed since the improper payment was made.
3. Sensitive cases are cases in which the details of the applicant's case and potential recoupment would likely garner public attention and/or generate negative media coverage. Staff who encounter these cases should report them to their supervisor via email. Staff should also identify and report any specific trends, i.e. multiple applicants in a nursing home identified for potential recoupment.
 - i. This email should include the applicant(s) name, registration ID number(s), disaster number(s), and a short explanation of the concern.
4. If any reviewer within the Recoupment Task Force (RTF), within the Specialized Processing Unit (SPU) suspects that the applicant obtained disaster assistance through fraudulent means, they must submit the case to another reviewer for concurrence. If both reviewers agree that fraud may have occurred, they will submit the case to the Office of the Chief Security Officer (OCSO) for investigation. See Section **B.7.** below. FEMA will cease recoupment activities until OCSO has completed its investigation.
5. If the case involves an applicant who was a minor at the time of registration, RTF will initiate recoupment against the co-applicant parent or legal guardian.
 - i. In instances in which the minor is the only applicant, RTF must coordinate with the Office of Chief Counsel (OCC) before pursuing any recoupment activities.
6. If RTF receives notification of the death of an applicant against whom recoupment action is already underway, the recoupment will continue against any surviving co-applicant.
 - i. If there is no surviving co-applicant, RTF will process the case per standard guidance. If the potential debt is approved, the case must be forwarded to the FEMA Finance Center (FFC) Debt Collection Mailbox FEMA-Disaster-Debts@fema.dhs.gov. FFC coordinates with OCC to file claims against the applicant's estate.
7. When assigned, all staff will independently review cases based on the applicable Standard Operating Procedure (SOP) in the Processing Procedures Manual (PPM). Staff must not review a case if they were involved in processing initial eligibility decisions.
8. Staff will use the Call Out and Review System Interview Portal (CARS) to document different stages of Pre-Recoupment and Recoupment Appeals processing. After working a case in CARS, staff should **never click the "Reset Form" button.**

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APPLIES TO DISASTERS DR-4273-WV FORWARD

9. Pre-Recoupment and Recoupment Appeals processing will be done by members of the Potential Debt Validation Review (PDVR) team and the Escalated Debt Processing Team (EDPT).
 - i. Agents 1, 2, and 3 of PDVR will be responsible for processing Pre-Recoupment and the Notice of Potential Debt Letter (NPDL) 30 Day Callout.
 - ii. Agent 4 of EDPT will be responsible for processing Recoupment Appeals and transferring debts to the FEMA Finance Center (FFC).

B. Pre-Recoupment Case Review

1. Cases for potential recoupment may be identified by many different sources. Once identified, these cases will populate in CARS. These cases will also arrive as Workpackets in the FEMA Pre-Recoupment Review Queue in NEMIS within 24 hours.
2. Agent 1 will conduct an initial review of the case, taking the following steps:
 - i. In CARS, select IHP Approval Process Through NPDL from the Select an Interview dropdown and click "Review Next Applicant".
 - ii. Utilize the Registration Identification Number (Registration ID#) to open the case in NEMIS in App Inquiry and review to determine if there is a potential debt.
3. Agent 1 will indicate in CARS whether or not there is a potential debt and enter a Comment. The Comment must include: *(For a comprehensive list of recoupment causes and reasons, please see the Recoupment Letters and Letter Inserts: DR-4273 and Forward)*
 - i. Why the case was identified as a potential debt;
 - ii. Whether or not it is a potential debt;
 - iii. If applicable, the cause of the potential debt;
 - iv. If applicable, the reason for the potential debt;
 - v. If applicable, the amount of the potential debt;
 - vi. If applicable, whether the case should be referred to OIG for suspected fraud.
4. After entering the Comment, Agent 1 will click "Save Incomplete Interview". Agent 1 will not make any Comment in the NEMIS file.
5. Agent 2 will be assigned cases by their supervisor, via a report, to conduct a second review.
6. In CARS, Agent 2 will select IHP Approval Process Through NDPL and search for the case via Registration ID#. Agent 2 will open the case in NEMIS in App Inquiry to review and determine if there is a potential debt.

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7. If both agents 1 and 2 have determined that the applicant may have obtained assistance through fraudulent means, Agent 2 will notify OCSO via email FEMA-OCSO-Tipline@fema.dhs.gov, enter a Comment in CARS, and click on "Save Incomplete Interview". In NEMIS, Agent 2 will take the following steps:
 - i. Enter the following Comment "Case forwarded for investigation on [date]. There is not sufficient information to take further action at this time";
 - ii. Route the case to Complete.
8. If both Agents 1 and 2 have determined that there is not a potential debt, Agent 2 will indicate in CARS that there is not a potential debt and enter a Comment. The Comment will include why the case was identified as a potential debt and explain why, after review, there is not a potential debt. Agent 2 will click on "Save Interview". In NEMIS, Agent 2 will route the case to Complete.
9. If Agent 2 determines that there is a potential debt, they will take the following steps in CARS: *(For a comprehensive list of recoupment causes and reasons, please see the Recoupment Letters and Letter Inserts: DR-4273 and Forward)*
 - i. Indicate that there is a potential debt;
 - ii. Click on the cause of the potential debt;
 - iii. Enter the reason for the potential debt;
 - iv. Enter the amount of the potential debt;
 - v. Enter a Comment explaining the reason the potential debt was identified and explain why, after review, there is a potential debt;
 - vi. Click "Save Incomplete Interview".
10. If Agent 2 determines that there is not a potential debt and Agent 1 determined that there was a potential debt, Agent 2 will take the following steps in CARS:
 - i. Indicate there is not a potential debt;
 - ii. Enter a Comment explaining why, after review, there is not a potential debt;
 - iii. Click "Save Incomplete Interview".
11. The Recoupment Lead (Lead) will review all cases where at least one Agent has determined that there is a potential debt. The Lead will take the following steps in CARS:
 - i. If the Lead determines that there is not a potential debt, they will complete the necessary information in the Supervisor Review section and take the processing actions detailed in Section **B.8.** above.
 - ii. If the Lead determines that there is a potential debt, they will complete the necessary information in the Supervisor Review section. See Section **B.9.** above.

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12. Program Management Section (PMS) staff will review all cases in which the Lead has determined that there is a potential debt.
13. If PMS staff determines that the potential debt is not valid, they will indicate their decision in CARS and enter a Comment explaining their decision. Agent 2 will be assigned the case by their supervisor, via report, and open the case in NEMIS (See Section **B.8.** above) and route the case to Complete.
14. NPDLS for cases in which OCSO has determined that fraud is involved **must be temporarily held** pending further instruction from OCC, the Office of the Inspector General, and the Department of Justice.
15. If PMS staff determines that the potential debt is valid, they will indicate their decision in CARS. If they have made any changes to the amount of the potential debt or the reason for the potential debt, they will note those changes in the Comment. Agent 2 will be assigned the case by their supervisor, via report, and take the following steps:
 - i. In NEMIS:
 1. Open the case in the FEMA Pre-Recoupment Review Queue;
 2. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference;
 - a. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".
 3. Generate an NPDL, select all letter insert reasons approved via PMS Management, and select the box Send To Mail Queue;
 4. Create a Bill for Collection (BFC) number;
 5. In the Finance Tab, set Recoupment to Active and leave Supervisor Approval blank;
 6. Enter a Comment;
 7. Route the case to Complete.
 - ii. In CARS:
 1. Select the IHP NPDL Callout;
 2. Search for the case via Registration ID#;
 3. Make a courtesy call to the applicant explaining the reason for the potential debt and the documents the applicant can submit to address the potential debt, if applicable;

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4. Document the call in the IHP NPDL Callout Interview;
 - a. If the call is successful, click "Save Interview".
 - b. If the call is unsuccessful, click "Save Incomplete Interview".
16. Agent 2 will continue to call the applicant at all numbers on file on a daily basis until they reach the applicant, or as instructed by their supervisor. All calls should be documented in NEMIS as Contacts in the following manner:
 - i. The Summary Line must begin with the callout title, for example "NPDL CALLOUT"
 - ii. The callout title will be followed by the call attempt number, for example "NPDL CALLOUT CC1, NPDL CALLOUT CC2, etc."
 - iii. When a call attempt is successful, add "S" to the end of the Summary Line, for example "NPDL CALLOUT CC1_S".

C. NPDL Appeals:

1. Once the NPDL has been sent, applicants have 60 days to submit a written appeal.
2. Applicants who have received an NPDL will appear on the NPDL 30 Day Report.
3. Agent 3 will be assigned by their supervisor to contact cases that appear on the NPDL 30 Day Report. To determine whether the applicant must be contacted, Agent 3 will open the case in NEMIS in App Inquiry.
4. If an applicant has submitted an appeal but it has not yet been routed, Agent 3 will enter a Comment, create a Workpacket, and route the case to the FEMA Supervisor Review-Recoup Appeal Subqueue.
5. If an applicant has not submitted an appeal, Agent 3 will take the following steps:
 - i. In CARS:
 1. Make a courtesy call to the applicant and document the call in the IHP NPDL Callout Interview. During the call, Agent 3 will explain that the applicant has 30 more days to submit their appeal;
 - a. If the call is successful, click "Save Interview".
 - b. If the call is unsuccessful, click "Save Incomplete Interview".
 - ii. In NEMIS:
 1. Enter a Contact using the title "NPDL 30 Day Callout" and document in the Summary Line based on Section **B.15.** above.
6. If the courtesy call is unsuccessful, Agent 3 will continue to make calls as per instructed by their supervisor.

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7. If an applicant submits a written appeal, it will create a Workpacket in the FEMA Supervisor Review-Recoup Appeal Subqueue.
8. When Agent 4 is assigned to the FEMA Supervisor Review-Recoup Appeal Subqueue, they will review submitted appeals.
 - i. As part of their appeal, applicants may request an Oral Hearing. If an applicant requests an Oral Hearing, Agent 4 will enter a Comment in NEMIS and route the case to the FEMA Supervisor Oral Hearing Request Queue in NEMIS for review by the EDPT. (For more information on the Oral Hearing Process, please see the Oral Hearing SOP.)
9. If Agent 4 determines that the applicant could submit additional information that would demonstrate that the potential debt is not valid, they will take the following steps:
 - i. In CARS:
 1. Make a courtesy call to the applicant and document the call in the IHP NPDL Callout interview. During the call, Agent 4 will explain what information is needed and that the applicant must submit the new information within 15 days;
 - a. If the call is successful, click "Save Interview".
 - b. If the call is unsuccessful, click "Save Incomplete Interview".
 - ii. In NEMIS:
 1. Enter a Contact with the title "NPDL 15 DAY REQUEST CALLOUT" and document in the Summary Line based on Section **B.15.** above.
10. If Agent 4 determines that the potential debt **is not valid**, they will take the following steps:
 - i. In CARS:
 1. Select IHP Appellant Process from the Select an Interview Dropdown;
 2. Search for the case via Registration ID#;
 3. Answer questions 1, 2, 3, and 5 in the interview;
 5. Click "Save Interview";
 6. Select the IHP NPDL Callout from the Select an Interview Dropdown;
 7. Search for the case via Registration ID#;
 8. Make a courtesy call to the applicant explaining that they no longer have a debt;

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9. Document the call in the IHP NPDL Callout Interview;
 - c. If the call is successful, click "Save Interview".
 - d. If the call is unsuccessful, click "Save Incomplete Interview".
- ii. In NEMIS:
 1. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference;
 - a. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".
 2. Generate an Appeal Notice of Termination, Potential Debt Cleared (ANOT) letter and select the box Send To Mail Queue;
 3. Enter a Comment explaining the reason the debt was overturned on appeal;
 4. Enter the appropriate Contact based on the courtesy call;
 - a. Use the title "POTENTIAL DEBT CLEARED" and document in the Summary Line based on Section **B.15.** above.
 5. Route the case to Complete.
11. If Agent 4 determines that the potential debt is valid, they will take the following steps in CARS:
 - i. Select IHP Appellant Process from the Select an Interview dropdown;
 - ii. Search for the case via Registration ID#;
 - iii. Answer questions 1-5 in the interview;
 - iv. Click "Save Incomplete Interview".
12. PMS staff and PMS management will review all cases in which Agent 4 has determined that the potential debt is valid.
13. If either PMS staff or PMS management determines that the potential debt is not valid, they will indicate their decision in CARS and enter a Comment explaining their decision. Agent 4 will be assigned the case by their supervisor, via report, and open the case in NEMIS and CARS. Agent 4 will take the steps described in Section **C.10** above.
 - i. In addition to the steps described in Section **C.10** above, Agent 4 will also answer questions 6, 7 (if necessary), and 8 in the IHP NPDL Appellant Process in CARS.
14. If both PMS staff and PMS management determine that the potential debt is valid for the original amount or less and for the same reason as listed on the NPDL, they will indicate their

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decision in CARS and click "Save Interview". If they have made any changes to the amount of the potential debt or the reason for the potential debt, they will note those changes in the Comment. Agent 4 will be assigned the case by their supervisor, via report, and take the following steps:

i. In NEMIS:

1. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference;
 - a. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".
2. Generate an Appeal Denied, Debt Stands (ANAC FA) letter **OR** an Appeal Partially Denied, Debt Decrease (ANAC DD) and select the box "Send To Mail Queue";
3. Route the case to the FEMA Supervisor Review-Recoupment Subqueue;
4. Update the Finance Tab to set Supervisor Approval to "Yes";
 - a. If FEMA's appeal determination is made less than 60 days from the mailing of the NPDL, **do not** set Supervisor Approval to "Yes".
5. Enter a Comment;
6. Route the case to Complete.

15. If both PMS staff and PMS management agree determines that the debt **is valid, but for a different reason or an amount greater than that listed on the NPDL**, they will indicate their decision in CARS and enter a Comment explaining their decision. Agent 4 will be assigned the case by their supervisor, via report, and take the following steps:

i. In CARS:

1. Select IHP Appellant Process from the Select an Interview dropdown;
2. Search for the case via Registration ID#;
3. Answer questions 1-7 in the interview;
4. Make a courtesy call to the applicant, explaining why the debt has been increased or why the reason for the potential debt has changed and that they will be receiving a new NPDL;
5. Click "Save Interview".

ii. In NEMIS:

1. Route the case to the FEMA Pre-Recoupment Review Queue;

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2. Review the Registrant Info Tab to determine the applicant's E-Correspondence preference;
 - a. If the Registrant Info Tab is "E-Correspondence: Yes", update to "E-Correspondence: No".
 3. Generate an Appeal Denied, Debt Increase (ANAC IN) letter and an NPDL with the new amount and/or reason for the potential debt and select the box Send To Mail Queue;
 4. Enter a Comment explaining why the debt amount was increased and/or the reason changed;
 5. Enter a Contact with the title "NEW NPDL CALLOUT" and document in the Summary Line based on Section **B.15.** above;
 6. Route the case to Complete.
16. Applicants who received an NPDL and have not yet completed an appeal will appear on the NPDL 65 Day Report and NPDL 80 Day Report.
17. When Agent 4 is assigned to review cases on the NPDL 65 and 80 Day Reports, they will open the case in NEMIS in App Inquiry to determine if the applicant has submitted an appeal.
- i. If an applicant has submitted an appeal but it has not yet been processed, the Agent 4 will process the appeal.
 - ii. If an applicant has not submitted any appeal, nor have they indicated in any of the courtesy calls that they intend to do so, Agent 4 will process the case in CARS as described in Section **C.11** above. The case will be reviewed by PMS staff and PMS management prior to certifying the debt.
 1. If PMS staff and PMS management determine that the potential debt is not valid, they will return the case to SPU. Agent 4 will be assigned the case by their supervisor, via report, and follow the steps described in Section **C.10** above.
 2. If PMS staff and PMS management determine that the potential debt is valid for the original amount or less and for the same reason as listed on the NPDL, they will return the case to SPU. Agent 4 will be assigned the case by their supervisor, via report, and follow the steps described in Section **C.14** above.
 3. If PMS staff and PMS management determine that the potential debt is valid for a different reason or an amount greater than that listed on the NPDL, they will return the case to SPU. Agent 4 will be assigned the case by their supervisor, via report, and follow the steps described in Section **C.15** above.
 - iii. If an applicant has submitted an appeal and has a Contact in their file titled "NPDL 15 DAY REQUEST CALLOUT" and dated less than 20 days from the day Agent 4 is completing the review, Agent 4 will take no action.

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iv. If an applicant has submitted an appeal and has been mailed a response, but not transferred to FFC, Agent 4 will take the following actions:

1. Route the case to the FEMA Supervisor Review-Recoupment Subqueue;
2. Update the Finance Tab to set Supervisor Approval to "Yes";
3. Enter a Comment;
4. Route the case to Complete.

D. FEMA FINANCE CENTER (FFC)

1. Once FFC receives a case, they will issue a Notice and Demand (NDL) Letter to the applicant through NEMIS and the timer on interest fees and other penalties will begin.
2. Recoupment Task Force staff will not further review cases that have already been transferred to the FFC, unless requested by the FFC.

E. Waivers

1. The Disaster Recovery Reform Act of 2018 allows applicants to request a waiver of their debt that resulted from a major disaster or emergency declared on or after October 28, 2012.
 - i. Waivers of debt are discretionary. FEMA has determined it will not consider waivers for debts previously transferred to the FFC unless a new NPDL is warranted
2. Applicants may only request a waiver once their debt has been certified and sent to FFC for collection.
3. If an applicant requests a waiver, FFC may forward the request to EDPT.
 - i. One agent from EDPT will review the facts and circumstances of the case that led to the ineligible payment.
 - ii. If the agent believes that the applicant could provide additional information, they will contact the applicant. The applicant will have 30 days to submit additional information.
 - iii. The agent will decide all issues related to credibility or veracity. Referrals for an Oral Hearing will not be made during the waiver review process.
 - iv. In order for the agent to recommend a waiver, the following four elements must be met.
 1. The ineligible payment was the result of FEMA error;
 2. There was no fault on behalf of the debtor;
 3. Collecting the debt would be against equity and good conscience; and

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4. There is no indication that the debt involves fraud.
 - v. If the agent believes a second level of review is necessary, they will notify PMS via email to request the additional review.
 - vi. Once the agent has completed their review, they will return the case to FFC with their case review and justification for whether the debt should be waived.

Appeals Reference Guide



FEMA

IA Training & Development

September 2021

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About this Guide

This guide provides basic navigational steps that are specific to appeals processing in the Web NEMIS FEMA Appeal queue. Most Basic Web NEMIS processing mechanics are the same in the FEMA Appeal queue as in the FEMA Manual Determination queue. These basic processing steps are documented in the [Web NEMIS Initial Assistance Reference Guide](#), which is included on the “Job Aids” tab of the [IA Training and Development](#) intranet page.

The Intention of this document is to build on previous processing knowledge by providing detailed steps for Home Repair and Personal Property appeals processing.

This reference guide provides information about how to:

- Create an appeal pending line
- Substantiate appeal documentation
- Flag and resolve duplicate documents flags
- Add a substantiation item for a document on file or from verbal verification
- Request an appeal inspection
- Review and update verification requirements
- Generate customized letters to request appeal documentation (ADOC, RFI)
- Generate ineligible appeal letters (A-INI/A-INFI, A-INO, A-IOR, AAFIN)
- Award Home Repair and Personal Property assistance and deduct a previous award following an appeal inspection
- Award Home Repair and Personal Property assistance requested with submission of estimate/receipt documents and deduct a previous related award
- Add and award line items not requested with receipt/estimate documents
- Adjust a previous payment upward or make a miscellaneous adjustment to a current payment
- Finalize and document an Appeal decision

The PMS Policy and Doctrine Unit (PDU) has developed an appendix guide with five scenarios on how to use the **Real Property Eligibility Calculator**. Staff **must** follow the instructions to ensure proper awards are being provided and reduce calculation errors. For additional information, refer to the [Appeal Processing](#)

Create an Appeal Pending Line

If a case does not include an active pending line for a category of assistance being appealed, create a pending line to use for processing the category.

A pending line can be created using the **Add Assistance** link at the bottom left of every screen or by using the category specific **Add** links at the top of the Assistance frames on the Assistance Screen.

The screenshot displays the 'Assistance' screen with a sidebar on the left and a main content area. The sidebar includes links like Overview, Registrant Info, Assistance, Inspection Status, Line Items, Communication, Info Control, Linked Regs, Needs To Do, Registration Status, Events History, RI History, and Inspection History. The main content area is divided into several sections: Housing Assistance, Temporary Housing, TSA Eligibility Info, and PPI/Other Assistance. Each section contains a table of assistance lines. Red arrows highlight the 'Add' links at the top of the Housing Assistance, Temporary Housing, and PPI/Other Assistance tables, and the 'Add Assistance' link in the sidebar.

Category	Asst Type	Award Level	Eligibility	Elig Date	Elig Amt	Approved	Approved Date	Sch Date	Disb Type	Treas Type	Returned	Reissued	Elig Dec Type	Appeal	Rejection Cd	Note
Housing Assistance	Home Repair	First	EHR - Eligible - Home Repairs	06/22/2011	\$2,123.43	Yes	06/22/2011		CHECK				Auto			

Category	Asst Type	Eligibility	Elig Amt	Elig Date	Start Dt	End Dt	Approved	Months	FMR	Address	City	State	Zip Cd	Post Disaster Rent	Post Disaster Income
Temporary Housing	Rental Assistance	ER - Eligible - Rental Assistance	\$049.00	06/22/2011			Yes	1	3046.00						

Category	Asst Type	Award Level	Eligibility	Elig Date	Amount	Approved	Approved Date	Sch Date	Disb Type	Treas Type	Returned	Reissued	Elig Dec Type	Fund	Disburse
PPI/Other Assistance	Personal Property	First	EPF - Eligible - PF, No Flood Insurance Required	06/22/2011	\$4,393.25	Yes	06/22/2011		CHECK				Auto	Fed/State	

To add a pending line:

1. Click the **Add** link in the appropriate category frame on the Assistance screen. (OR click the **Add Assistance** link in the left menu.)

The Add Assistance window will appear.

Add Assistance

Program: HA Category: HOME REPAIR

Asst Type: APPEAL

Eligibility: PND - PENDING

- INONV, IOWNV, NCOMP - INELIGIBLE OCCUPANCY NOT VERIFIED, OWNERSHIP NOT VERIFIED, NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT
- IPND - APP WITH INSURANCE BEING INSPECTED**
- ILER, INDM, INSS - INELIGIBLE INELIGIBLE LODGING EXPENSES REIMBURSEMENT, INELIGIBLE DAMAGE NOT DISASTER RELATED, NO SUBSTANTIATION SUBMITTED
- INSFI, INSS, IOWNV - INELIGIBLE HAS FLOOD INSURANCE, NO SUBSTANTIATION SUBMITTED, OWNERSHIP NOT VERIFIED
- INSFI, IOWNV - INELIGIBLE HAS FLOOD INSURANCE, OWNERSHIP NOT VERIFIED
- IOWNV, ISC - INELIGIBLE OWNERSHIP NOT VERIFIED, SANCTIONED COMMUNITY IN SFHA
- IOWNV, NCOMP - INELIGIBLE OWNERSHIP NOT VERIFIED, NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT
- NCOMP - NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT
- NPND - NFIRA - NON COMPLIANCE
- PND - PENDING**
- WVO - WITHDRAWN - APPLICANT WITHDREW VOLUNTARILY

1. If you used the **Add Assistance** link, select **HA** or **ONA** in the **Program** field.
2. Select the appropriate assistance category in the **Category** field.
3. Select **Appeal** from the **Asst Type** drop-down list.
4. Select the appropriate pending code in the **Eligibility** field.
 - Select **IPND** if the case needs to be reviewed for insurance coverage after inspection.
 - Select **PND** if the decision does not require an insurance comparison.
5. Click the **Save** button to save your work.

After the pending line is created, an Assistance Processing link for the selected category appears under the Banner. This link opens an associated category-specific Assistance Processing screen.

Home Repair Confirmation

Verification Requirements

Requirement	Status
Identity Verification	Verified
Signature Obtained	Verified

Insurance Settlement

Substantiation Policy: Add Settlement: Add Add to Calculator: Help

Insurance Type	Coverage Type	Claim Date	Claim No.	Settle Date	Settle Amount	ALE Exhausted	Subst

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Appeals, HA, Lodging, Misc/Other	4			Hotel/Motel Rpt/MiscOth Est/Rpt, RealProp Est/Rpt; Registrant's Sta	m100a100a161e797		05/13/2020	05/16/2020
HA		N	No	RealProp Est/Rpt	170031748		05/13/2020	05/16/2020
Lodging				Hotel/Motel Rpt	170068537		05/13/2020	05/16/2020
Misc/Other				MiscOth Est/Rpt	170031829		05/13/2020	05/16/2020
HA	1			RealProp Est/Rpt	170031830		05/13/2020	05/16/2020

Substantiate Correspondence Received

In Web NEMIS, you must record substantiation details for each document item received. The substantiation process is a way for the system to record whether documents meet the criteria required to determine eligibility.

For items such as receipts, bills, and estimates, the item substantiation process is also used for payment calculations. Substantiation fields for these items include sub-calculators for documenting payment adjustments.

The item substantiation fields for Real and Personal Property estimates/receipts, also provide a link used to add line items for payment.

Access the Document Item Substantiation Window

Before starting the substantiation process, if there is no pending line for the category you need to process, create one. Once the pending line is created, you can substantiate the documents.

- Use the Correspondence Received frame on the Communication screen to substantiate documents for:
 - Housing Assistance (generic category rarely used for manual processing)
 - Initial Rental Assistance
 - Moving/Storage
- Use the Correspondence Received frame on the appropriate category-specific Assistance Processing screen to substantiate documents for:
 - Continued Temporary Housing Assistance
 - Lodging Expenses Reimbursement
 - Home Repair
 - Home Replacement
 - Personal Property
 - Medical
 - Dental
 - Transportation
 - Miscellaneous Other/Child Care

Access Document Substantiation View from the Communication Screen

The category-specific Assistance Processing screens for Initial Rental and Moving and Storage assistance do not provide a Correspondence Received frame. Therefore, to substantiate documents submitted for these categories, use the Correspondence Received frame on the Communication screen.

1. Access the Communication screen.

Correspondence Received		Help	Add Edit			
Item	View Document	* Postmark Date	Received Date	Scan Date	Doc ID	Source
<input type="radio"/> Moving/Storage Estimate/Receipt	MOV STOR EST RCP 1 PG		06/26/2017	06/26/2017	1752590462	Mail
<input type="radio"/> Housing Expenses	Pie DR Home Insurance at Perm DD		06/26/2017	06/26/2017	1752861724	Mail
<input type="radio"/> Housing Expenses	Pie DR Real Estate Taxes at Perm DD		06/26/2017	06/26/2017	1752861723	Mail

2. Under Correspondence Received, in the **View Document** column, click on the link for the set of documents you need to substantiate for Initial Rent or Moving and Storage assistance.
3. The document item will open in Substantiation view. Click the **View Full Image** link to review and verify details of the document.

Substantiation - view

View Full Image

July 1, 2020

To whom it may concern,

I have had to move all my essential belongings from my damaged home while completing repairs to the foundation and other damaged parts of my home due to flooding. I will be moving them back to my home after repairs are complete.

I am also sending receipts from the moving company and storage facility.

Thank you for your assistance,

FE MA Applicant

Page 1 Read >

* Category: Appeals

* Item Type: HA Appl Ltr

* Image page number(s): 1

* Date of Appeal Letter?: 06/12/2020

* What type of Housing Assistance is being appealed?: Home Repair

* Is the Appeal Letter signed?: ☒ YES ☐ NO

Save Close

4. Review, update and/or complete the Substantiation questions for the item.
5. Click **Save** to save your work and **Close** to return to the Communication screen.

Access Document Substantiation View from an Assistance Processing Screen

To substantiate documents submitted for CTHA, Lodging Expenses Reimbursement, Home Repair, Personal Property, Transportation, Moving and Storage, Medical/Dental, or Miscellaneous Other appeals, start on the applicable Assistance Processing screen.

To access the Item Substantiation window:

1. Click the category assistance link under the Banner to navigate to the Assistance Processing screen.



2. Expand the Correspondence Received frame by clicking on the "Plus" ("+") sign beside the frame label.

The Correspondence rows with a plus or minus (+/-) sign in the first column represent sets of documents. The **# of Items** column identifies how many document items are in each set.

Correspondence Received Help									
+/-	Category	# of Items	Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
+	Appeals, Cont Asst, HA	4			CA Form 1660, HA Apl Ltr, Real Prop Est Rpt	m100a100a1016183		10/12/2018	06/01/20
+	Cont Asst	5			CA Expenses, CA Income, CA Lease, CA Rent Rpt	m100a100a101622a	m100a100a1017a2c	10/23/2018	01/17/20
+	Cont Asst	12			CA Expenses, CA Income, CA Lease, CA Rent Rpt	m100a100a1017a2c		01/29/2020	04/24/20
	HA	1			Driver's License	Manual			

3. Next, click the "Plus" ("+") sign beside a set of documents to expand the list that contains individual document items.

The illustration below shows a set of documents that has been expanded.

Correspondence Received Help									
+/-	Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
+	Appeals, HA, Lodging, Misc, Other	4			Hotel/Motel Rpt, MiscOth Est Rpt, Real Prop Est Rpt, Registrant's Sta	m100a100a101e707		05/13/2020	06/16/2020
+	Appeals				Registrant's Sta	170031748		05/13/2020	06/16/2020
	HA		N	No	Real Prop Est Rpt	170091537		05/13/2020	06/16/2020
	Lodging				Hotel/Motel Rpt	170031820		05/13/2020	06/16/2020
	Misc, Other				MiscOth Est Rpt	170031830		05/13/2020	06/16/2020
+	HA	1			Real Prop Est Rpt	m100a100a101ea85		05/14/2020	05/21/2020

4. Next, click on the **DMARTS Document ID** link for an individual document item and the Item Substantiation window will open. (The Document ID for an individual item is smaller than the Document ID for a set of documents.)

The top of the Item Substantiation window displays the list of documents included in Document set. Highlighting an item in the Substantiation Window will display the Substantiation questions to be completed for that item.

The screenshot shows the 'Item Substantiation' window. At the top, there is a table titled 'Correspondence Received' with columns: Category, # of Items, To Calculator, Verified, Item Type/Description, DMART's Document ID, Duplicate Of, Received, and Last Viewed. The table lists three items, with the first one highlighted in yellow. Below the table, there is a 'View Full Image' link and navigation controls including '< Back', 'Page: 3', and '> Next'. To the right of these controls is a checkbox labeled 'This Document is a Duplicate of:'. Below the navigation controls, the left pane displays the text of the selected document, which is an appeal letter. The right pane contains a form for substantiation questions, including fields for Category, Item Type, Image page number(s), Date of Appeal Letter, What type of Housing Assistance is being appealed?, and Is the Appeal Letter signed?. There are also radio buttons for 'Verified' and 'Is this item a duplicate?', and a checkbox for 'Do not add this item to the calculator'. At the bottom of the right pane are 'Save' and 'Close' buttons.

- The bottom left frame includes an image of the selected document item.
 - You can use the **View Full Image** link to view the item in an image viewer application.
 - You can use the **Back** and **Next** links and/or the **Page** field to view the previous or next page of a document item.

CAUTION: Substantiation questions apply only to the item highlighted in the list. Use of the page navigation tools will change the page displayed but will not display the corresponding Substantiation questions for other pages. When in doubt, highlight the item to ensure the substantiation questions being completed are associated with the item.

The bottom right frame identifies the document Category and Item Type and provides substantiation fields for details from the document. Substantiation fields marked by an asterisk (*) are required for Web NEMIS to save substantiation. Complete all fields for which information in the document is available.

Substantiating Document Items

Substantiation fields are customized according to the document category and item type you are substantiating. In general, when substantiating documents, do the following:

1. Review, update, and/or correct the Substantiation fields.
 - Ensure the **Category** and **Item Type** field entries match the document type.
 - Ensure any existing entries are accurate.
 - For **Estimate/Receipt/Bill** items, Use the sub-calculators to enter the receipt amount and any adjustments.
 - the **Adjustment** field and sub calculator is used to make any deductions from the payment.
 - Select the appropriate response in the **“Verified”** field based on document review and associated verification calls. “Verified” confirms that all field entries were correct.
 - **“Is this item a duplicate?”** field should be blank or set to “Unknown” during initial review. This can be updated later if this item is identified as a duplicate.
 - **“Do not add this item to the calculator”** check box is used for items that are not used in payment calculation. This field must remain unchecked for items that will be used in payment calculations.

The screenshot shows a web form titled "This Document is a Duplicate of:" with a checkbox. Below this, there are two dropdown menus: "Category" set to "Appeals" and "Item Type" set to "HA Apl Ltr". The form contains several input fields and checkboxes:

- "Image page number(s)" with a text input containing "3".
- "Date of Appeal Letter?" with a date input containing "04/03/2020".
- "What type of Housing Assistance is being appealed?" with a dropdown menu set to "Home Repair".
- "Is the Appeal Letter signed?" with radio buttons for "YES" (selected) and "NO".
- "Verified:" with a dropdown menu set to "Not Applicable".
- "Is this item a duplicate?" with radio buttons for "UNKNOWN", "YES", and "NO".
- "Do not add this item to the calculator" with a checked checkbox.

At the bottom of the form are two buttons: "Save" and "Close".

2. Click **Save** to save the substantiation entries.

Add a Substantiation Item for a Document on File

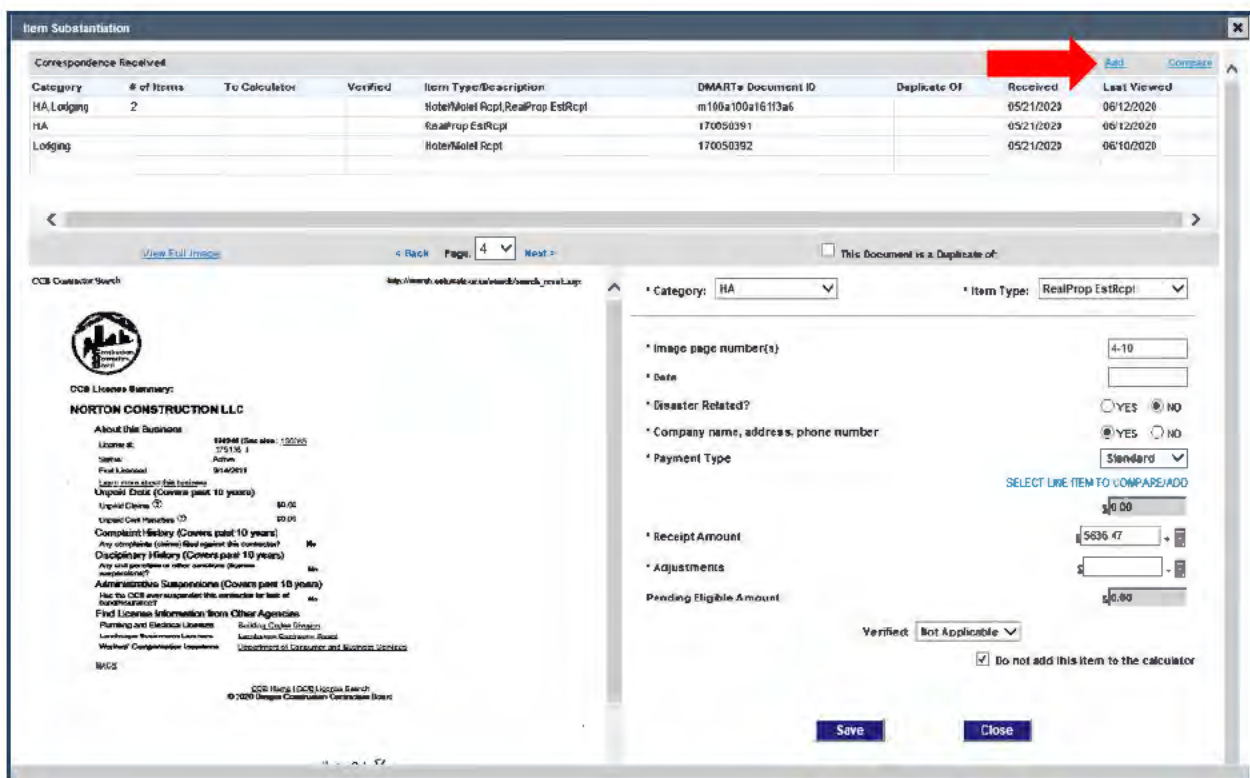
Specific substantiation items are created in Web NEMIS for each document indexed into an applicant's file. Substantiation questions help to ensure documentation meets eligibility criteria required for processing.

Sometimes the substantiation items needed for certain documents are not created during the indexing process.

When a substantiation item was not created during indexing for a document, or you need to separate multiple items, you can create a separate substantiation item.

To add a substantiation item from the Item Substantiation window:

1. Access the Item Substantiation window.
If the document contains two receipts or other items you need to substantiate at this time, substantiate the first item and click the **Save** button.
2. Click the **Add** link at top of the **Correspondence Received** frame. This link creates a new substantiation item for the document set.



Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART# Document ID	Duplicate Of	Received	Last Viewed
HA Lodging	2			Hotel/Motel Rcpt/RealProp EstRcpt	m100a100a16113a6		05/21/2023	06/12/2026
HA				RealProp EstRcpt	170050391		05/21/2023	06/12/2026
Lodging				Hotel/Motel Rcpt	170050392		05/21/2023	06/12/2026

[Add](#) [Compare](#)

[View Full Image](#) [Back](#) Page: 4 [Next](#) ☐ This Document is a Duplicate of:

CCB Contractor Search [Help/About/Feedback/Contact Us/Privacy Policy/Log Out](#)

CCB License Summary:
NORTON CONSTRUCTION LLC

About this Business: 124946 (See also: 120265)
License #: 175116 J
Status: Active
First Licensed: 01/01/2011
[Learn more about this business](#)
Unpaid Debt (Covers past 10 years): \$0.00
Unpaid Claims (Covers past 10 years): \$0.00
Unpaid Court Judgments (Covers past 10 years): \$0.00
Complaint History (Covers past 10 years): No
Any complaints (internal) filed against this contractor? No
Disciplinary History (Covers past 10 years): No
Any civil judgments or other sanctions (judgments, suspensions)? No
Administrative Sanctions (Covers past 10 years): No
Has the CCB ever suspended this contractor for lack of substantiation? No
Find License Information from Other Agencies:
Planning and Electrical Licenses: Building Codes Division
Landmarks/Preservation Licenses: Landmarks Commission, Board
Welfare/Compensation Licenses: Department of Labor and Worker Services

Category: HA Item Type: RealProp EstRcpt

* Image page number(s): 4-10
* Date:
* Disaster Related? ☐ YES ☒ NO
* Company name, address, phone number:
* Payment Type: Standard
[SELECT LIVE ITEM TO COMPARE/ADD](#)
* Receipt Amount: \$635.47
* Adjustments:
Pending Eligible Amount: \$6.00
Verified: Not Applicable ☒ Do not add this item to the calculator

Save **Close**

- The **Add** button opens a new, blank substantiation area. Choose the appropriate Category and Item Type from the drop-down list.

* Category:

* Item Type:

Save

Close

Once the Item Type is selected, remaining substantiation fields that are specific to that item type will appear.

- Modify and complete the substantiation questions for the new item.

Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
HA Lodging	2			Hotel/Motel Rcpt./RealProp Est/Rcpt	m100a100a1610a6		05/21/2020	06/12/2020
HA				RealProp Est/Rcpt	17050391		05/21/2020	06/12/2020
Lodging				Hotel/Motel Rcpt	17050392		05/21/2020	06/10/2020

May 12, 2020

Don & Frances Barnett

Disaster #: 4519

Registration #: 412718869

ITEMA

PO Box 10955

Hyattsville, MD 20785-0955

Fax: 980-837-8112 ATTENTION ITEMA

RE: REIMBURSEMENT REQUEST

Disaster Number: 4519

ITEMA Application Number: 88694489

Date of Loss: 01-06-2020

Repair receipts are being submitted as a request for reimbursement for the devastation during the first days of the flood when we weren't able to stay in our home.

The following documents are being submitted:

1. Motel 6	\$ 961.04
2. Norcon Construction LLC	\$1,144.00
3. FORDS	\$1,100.02
4. Anne's Sepsis	\$ 420.00
5. Executive Carpet & Door Cleaning	\$ 410.00
6. Zellman's Well	\$ 300.00
7. Murphy's	\$ 710.00
8. MCGO	\$ 381.91
	\$9,636.47

Motel 6: was 17 days it was the least expensive motel in Pontleton Oregon where we reside.

Murphy's Construction LLC: Removal of mud sheet rock insulation, trim carpet, carpet pad and hard wood floor.

FORDS: Rental for fans to dry out ducts for heat unit the duct work under the home was completely submerged under water.

Anne's Sepsis: Heating system had to be pumped as it was submerged under 3 ft of water for 4 weeks.

Executive Carpet & Door Cleaning: Duct work had to be scrubbed as they were full of mud.

Zellman's Well Drilling: Well had to be resealed cleaned as it was contaminated with coal.

* Category: Appeals

* Item Type: HA Apl Ltr

* Image page number(s)

* Date of Appeal Letter?

* What type of Housing Assistance is being appealed? Housing Assistance

* Is the Appeal Letter signed? YES NO

Verified: Not Applicable

Is this item a duplicate? UNKNOWN YES NO

Do not add this item to the calculator

Save

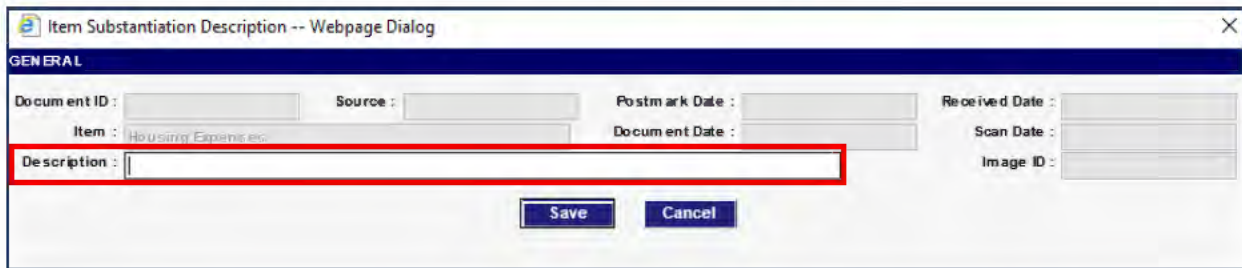
Close

- Click **Save**.

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- When you save a new substantiation item, the **Item Substantiation Description** pop-up will prompt you to enter a description of the item. (In the example, "Home Repair Appeal Letter" would be an accurate description.)



- If needed, select the next item to be added by clicking on the **Add** link and follow the steps above to substantiate that item.
- After saving the substantiation for all items, click **Close** on the Item Substantiation window.
- This will return you to the Assistance Processing screen.

Add Verbal Substantiation Items

A substantiation item is used to fulfill an associated verification requirement that must be satisfied to process a related category of assistance. In some situations, we can add a substantiation item from information obtained verbally (from the applicant or a third party).

Some examples of verbal statements that can be recorded as substantiation include:

- Insurance company's verification of an applicant's insurance settlement details
- Insurance company's verification of denial, coverage/lack of coverage, or failure to file a claim
- Landlord's statement verifying the need for an applicant to relocate
- Mechanic's verification of disaster-caused damages to an automobile

If you substantiate processing criteria verbally with an insurance agent or other party, and a document is not on file for which you can record the associated verbal substantiation details, you can use Web NEMIS tools add a verbal substantiation item.

You'll need to use different steps for insurance coverage or settlement substantiation than you will for other forms of substantiation.

Add Verbal Insurance Coverage and Settlement Substantiation

You can add verbal insurance coverage and/or settlement substantiation received from an insurance company for a Homeowners type policy (including Homeowners, Mobile Home, Condo, Renters, and Flood insurance) from various locations.


- From the **Assistance** screen, click the **Substantiation: Add** link in the Insurance Substantiation/Settlement frame if a policy record is not on file, or click the **Settlement: Add** link if the policy record is on file.
- From the Home Repair/Personal Property Assistance Processing screen, click the **Substantiation Policy: Add** link if a policy record is not on file, or click the **Settlement: Add** link if the policy record is on file.

The following instructions step you through the process of adding both policy and settlement details. The screens and steps are very similar to the steps for adding insurance details on the **Insurance tab** in older versions of NEMIS.

Policy Details

To first enter details about the policy:

1. In the Insurance Substantiation/Settlement frame, click on the **Substantiation: Add** link.

Insurance Substantiation/Settlement									
NFIRA Maintenance Requirement No									
					Substantiation: Add Edit		Settlement: Add Edit Help		
Source	* DOC ID	Ins Type	Claim Status	Settle Date	Structure Amt	Contents Amt	Other Amt	Claim Date	Claim
Substantiation	52360054	Return/Owner Contents Only (O/R)	Closed	06/14/2018	\$0.00	\$0.00	\$3,000.00	03/22/2018	
					ALE		ALE Amt	Policy ID	Company Name
					0			GT8750676000	Assurance Spe

2. In the **Add Substantiation** window, add general policy and coverage information:

ADD SUBSTANTIATION

General

Document ID: 52360082

Source: Verbal/Applicant Statement

Image ID: 0

Postmark Date:

Received Date: 05/28/2018

Scan Date:

Document Date:

Item: Insurance Policy

Description: Verbal Substantiation from Insurance Co

Insurance Policy

Ins Type: Mobile Home (O/R)

Policy ID: GT8750676000

Company Name: Assurance Specialty

Phone: 123 4567890

Eff Date:

Exp Date:

Input Source: Substantiation

Policy Coverage

Coverage: ☐ Contents ☐ Other ☐ Structure

ALE: ☐

Coverage Amt: \$0.00

Coverage Amt: \$0.00

Coverage Amt: \$0.00

Deductible Amt: \$0.00

Deductible Amt: \$0.00

Deductible Amt: \$0.00

Coverage Misc

Covers Entire Household: ☐

Mortgage Payoff Required: ☐

Interior Struct Dmg: ☐

PP Loss Flag: ☐

Insurance Settlement

DOC ID

Contents

Other

Structure

Settle Total

Claim Date

Claim No.

Claim Status

Settle Date

ALE Exhausted

Note

No Insurance Settlement Items to display.

Save

Cancel

- **Insurance Type** and **Company Name** are required.
- If ALE is covered, use **ALE** field to indicate **YES**.
- If the applicant has ALE coverage, check the “**Other**” field, and enter the ALE Coverage/Deductible amounts there.
- If ALE=YES, fields appear for arrangement details.

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Settlement Details

To add details about the settlement:

1. If you added policy details first, on the Add Substantiation window, click the **Add** link in the Insurance Settlement frame.

OR

If you did not need to add policy details first, click the **Settlement: Add** link on the Substantiation/Settlement frame of the Assistance screen.

2. In the **Add Insurance Settlement** window, add general information and settlement details.

The screenshot shows the 'ADD SETTLEMENT' window with two tabs: 'General' and 'Insurance Settlement'. The 'General' tab is active, displaying fields for Document ID (52380082), Source (Other), Image ID (0), Postmark Date, Received Date (05/28/2018), Scan Date, and Document Date. The 'Insurance Settlement' tab is also visible, showing Claim Date (03/22/2018), Claim No (00102048117), Claim Status (Closed), Settle Date (03/28/2018), and ALE Exhausted (YES). Below these, there is a table for coverage types: Contents, Other, and Structure. Each type has a checkbox, a settlement amount field, and a note field. Red arrows point to the 'Settle Date' field and the 'Settlement Amt' fields. The 'Save' and 'Cancel' buttons are at the bottom.

Coverage Type	Contents	Other	Structure
*Coverage Type:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*Settlement Amt:	\$8,500.00	\$3,000.00	\$30,000.00
Note:			

- **Settle Date** is required.
 - A **Settlement Amount required** for at least 1 coverage type. The settlement amount **must be greater than 0**.
 - If the entire ALE settlement amount has been disbursed and no more ALE is forthcoming, select **YES** for **ALE Exhausted**.
 - Use **"Other"** fields to enter the ALE settlement amount.
3. After completing insurance settlement entries, **Save** your work.

Add a Substantiation Item from Other Verbal Verification

To add a verbal substantiation item received to verify information other than insurance policy coverage or settlement details, you'll use tools on the Correspondence Received frame of the Communication screen.

Some examples of verbal statements that can be recorded as substantiation include:

- Landlord's statement verifying the need to relocate
- Mechanic's verification of disaster-caused damages to an automobile
- Insurance company's verification of denial, lack of coverage, or failure to file a claim

Just as when processing appeals in earlier versions of NEMIS, you will need to record the information received during the courtesy call in a detailed contact and/or comment, in accordance to processing guidance.

To add a verbal substantiation record:

1. From the **Communication** screen, click the "Add" link at the top of the Correspondence Received frame
2. Complete the data entry fields
3. Click **Save** to finish the new Substantiation item.

The screenshot displays the NEMIS Communication screen. On the left sidebar, the 'Communication' tab is highlighted with a red box. The main content area is divided into several sections. The 'Correspondence Received' section at the top has a red arrow pointing to the 'Add' link. Below this, there are sections for 'Outgoing Correspondence' and 'Comment/Contact History'. The 'Comment/Contact History' section contains a table with columns for Type, Date & Time, User Name, Summary, and Details.

Type	Date & Time	User Name	Summary	Details
Comments	06/23/2013 03:14	Sharon Ritenour	Failed Batch Approval Request	LER av
Comments	06/09/2012 04:05	Carmella Jackson	Delayed Inter-ADJ SEAL APPEAL RP	
Comments	02/01/2011 08:44	MARK FUCHE	AUTOMATED TEST LETTER	Letter T
Comments	02/01/2011 08:44	MARK FUCHE	AUTOMATED TEST LETTER	Letter T
Comments	01/31/2011 10:37	Sheryl Bradley	AUTOMATED CREATE NEW MOD LETTER IV	Creating

Flag and Resolve Duplicate Documents

Sometimes applicants may submit multiple copies of a document (or set of documents). In Web NEMIS, identical documents can be flagged as duplicates. Flagging duplicate documents helps to expedite future case review and identifies the “master” documents that were used for eligibility determination.

Documents flagged as duplicates remain in the applicant’s file and can be accessed in Item Substantiation view. Calculations on duplicate documents are not applied to the Payment Calculator.

Some Items are flagged manually as duplicates, and others are flagged automatically. Items not used for payment can be flagged by agents during the document substantiation process.

Items used for payment are not manually flagged during the substantiation process. Web NEMIS automatically checks payment items and will automatically flag duplicate payment items that have the same date and amount. Duplicate payment items are flagged in the Payment Calculator with a “Review” status, which must be addressed prior to payment.

Flag a Duplicate Set of Documents

If there are multiple copies of a complete set of documents agents can manually flag a set of documents as a duplicate.

To determine the duplicate status of a document set, open each document set in the image viewer and compare each document item. Ensure the information in each set is the same by comparing document dates, addresses, written text, estimate/ receipt/ settlement amounts, etc.

After you’ve identified a duplicate set of documents, determine which one should be the “master” set and which will be marked as a duplicate. The “master” set is the one to be used for processing. Identify the DMARTS document ID for the set of documents you want to be the master.

To manually flag a duplicate set of documents, access the documents on the Assistance Processing screen in the Correspondence Received frame.

To indicate a set of documents is a duplicate:

1. Expand the Correspondence Received frame,
2. Expand the set of documents to be flagged as a duplicate and select one of the individual item links within the set. (This opens the Item Substantiation window.)
3. Under the list of document items, click on the checkbox **“This Document is a Duplicate of”**.

Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Appeals	1			HA Apl Ltr	m100a100a1620a6a		06/13/2020	06/15/2020
Appeals				HA Apl Ltr	170092803		06/13/2020	06/15/2020

Page: 1 Next >

View Full Image

☐ This Document is a Duplicate of:

* Category: Appeals * Item Type: HA Apl Ltr

* Image page number(s): 1

* Date of Appeal Letter? 06/12/2020

* What type of Housing Assistance is being appealed? Home Repair

* Is the Appeal Letter signed? ☒ YES ☐ NO

Verified: Not Applicable

Is this item a duplicate? ☐ UNKNOWN ☐ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

- In the Duplicate Document pop-up window, select the DMARTS Document ID number of the set to be used as the Master.

Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Appeals	1			HA Apl Ltr	m100a100a1620a6a		06/13/2020	06/15/2020
Appeals				HA Apl Ltr	170092803		06/13/2020	06/15/2020

Page: 1 Next >

View Full Image

☐ This Document is a Duplicate of:

* Category: Appeals * Item Type: HA Apl Ltr

* Image page number(s): 1

* Date of Appeal Letter? 06/12/2020

* What type of Housing Assistance is being appealed? Home Repair

* Is the Appeal Letter signed? ☒ YES ☐ NO

Verified: Not Applicable

Is this item a duplicate? ☐ UNKNOWN ☐ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

Duplicate Document

PLEASE SELECT THE MASTER DOCUMENT ID:

m100a100a1620a6a
m100a100a162478
m100a100a162479
m100a100a162480

Save Cancel

- Click **Save**.
- Click **Save** on the Item Substantiation window, and then click **Close**.

After you return to the Assistance Processing screen, the **Duplicate Of** column in the Correspondence Received frame will display the DMARTS Document ID of the identical "master" document set.

Flag Individual Document Items as Duplicate

Before flagging an individual document item, carefully compare the item to the matching document item. Check the document dates, addresses, signatures, etc., for any differences

To indicate an individual item is a duplicate:

1. After opening the document item, select **Yes** on the radio button beside the substantiation question “Is this item a duplicate?”
2. Click **Save** to save the entry, and then select **Close** to close the Item Substantiation window.

The screenshot shows the 'Item Substantiation' window. At the top, there is a table with columns: 'DMAKT's Document ID', 'Duplicate Of', 'Received', and 'Last Viewed'. The table contains two rows of data. Below the table, there is a section titled 'This Document is a Duplicate of:' with a checkbox. Under this section, there are several fields: '* Category:' (set to 'Appeals'), '* Item Type:' (set to 'Hr Ap/Ltr'), '* Image page number(s):' (set to '1'), '* Date of Appeal Letter?' (set to '08/12/2020'), '* What type of Housing Assistance is being appealed?' (set to 'Home Repair'), and '* Is the Appeal Letter signed?' (with radio buttons for YES and NO, where YES is selected). Below these fields, there is a 'Verified:' dropdown menu set to 'Not Applicable'. The question 'Is this item a duplicate?' is followed by three radio buttons: UNKNOWN, YES, and NO. The 'YES' radio button is selected. Below the radio buttons, there is a checkbox labeled 'Do not add this item to the calculator', which is also checked. At the bottom of the window, there are two buttons: 'Save' and 'Close'. A red arrow points to the 'Close' button.

DMAKT's Document ID	Duplicate Of	Received	Last Viewed
m100a100a1620ef8		08/12/2020	08/15/2020
170002803		08/13/2020	08/15/2020

☐ This Document is a Duplicate of:

* Category: Appeals * Item Type: Hr Ap/Ltr

* Image page number(s): 1

* Date of Appeal Letter?: 08/12/2020

* What type of Housing Assistance is being appealed?: Home Repair

* Is the Appeal Letter signed? ☒ YES ☐ NO

Verified: Not Applicable

Is this item a duplicate? ☐ UNKNOWN ☒ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

Resolve Potential Duplicate Documents Flagged by Web NEMIS

Web NEMIS checks payment items and automatically flags duplicate items. The system automatically flags payment items that have the same date and amount. Duplicate payment items are flagged in the Payment Calculator with a “Review” status displayed in the **Possible Dup Doc** field. This status must be resolved prior to payment.:

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending		07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending		07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
Line Item Total				\$0.00							
Pending Total				\$5,000.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$5,000.00							

Category: [Home Repair](#) [Change](#) Asst Type: [Initial](#) ☐ Flood Insurance [Continue](#)

Eligibility Code: [PND - Pending](#) [Elig Combo Wizard](#)

To resolve the Review status of an item:

1. Click the linked payment substantiation item in the Payment Calculator.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending		07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending		07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
Line Item Total				\$0.00							
Pending Total				\$5,000.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$5,000.00							

Category: [Home Repair](#) [Change](#) Asst Type: [Initial](#) ☐ Flood Insurance [Continue](#)

Eligibility Code: [PND - Pending](#) [Elig Combo Wizard](#)

This will open a two-pane view of the corresponding Item Substantiation.

2. The substantiation screen now contains the question, “Is this item a duplicate?” (which was not included in the initial substantiation screen.) select the appropriate answer (Yes or No).

Item Substantiation

Category: [RA](#) Item Type: [RealProp EstRcpt](#)

Image page number(s): [1](#)

Date: [07/29/2020](#)

Disaster Related? ☒ YES ☐ NO

Company name, address, phone number:

Payment Type: [Actual](#)

Amount, replace: [\\$2500.00](#)

Receipt Amount: [\\$2500.00](#)

Adjustments: [\\$0.00](#)

Pending Eligible Amount: [\\$2500.00](#)

Verified: [Yes](#)

Is this item a duplicate? ☐ YES ☒ NO

☐ Do not add this item to the calculator

[Save](#) [Close](#)

Answering **Yes** to “Is this item a duplicate?” removes the duplicate Item from the Payment Calculator.

The screenshot shows the 'Payment Calculator' window with the 'Show' dropdown set to 'Pending'. The table contains one item: 'RealProp Est Rcpt - ACTUAL Heating, 6441'. The 'Possible Dup Doc' column for this item is 'No'. A red arrow points to the 'Possible Dup Doc' column header. Below the table, the 'Category' is 'Home Repair', 'Ass. Type' is 'Initial', and 'Eligibility Code' is 'PND - Pending'. The 'Continue' button is visible.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp Est Rcpt - ACTUAL Heating, 6441		PND - Pending	07/29/2020	\$2,500.00				09000001802b189b	1	No	
Line Item Total				\$1,800.88							
Pending Total				\$4,300.88							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$4,300.88							

Category: Home Repair [Change](#) Ass. Type: Initial ☐ Flood Insurance [Continue](#)
Eligibility Code: PND - Pending ☒ Elig Combo Wizard

Answering **No** to “Is this item a duplicate?” allows the Item to remain in the Payment Calculator and displays **No** in the **Possible Dup Doc** column for that item.

The screenshot shows the 'Payment Calculator' window with the 'Show' dropdown set to 'Pending'. The table contains two items: 'RealProp Est Rcpt - ACTUAL Heating, 6441' and 'RealProp Est Rcpt - ACTUAL Heating, 6441'. Both items have 'Possible Dup Doc' set to 'No'. A red arrow points to the 'Possible Dup Doc' column header. Below the table, the 'Category' is 'Home Repair', 'Ass. Type' is 'Initial', and 'Eligibility Code' is 'PND - Pending'. The 'Continue' button is visible.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp Est Rcpt - ACTUAL Heating, 6441		PND - Pending	07/20/2020	\$2,500.00				09000001802b185b	1	No	
RealProp Est Rcpt - ACTUAL Heating, 6441		PND - Pending	07/28/2020	\$2,500.00				09000001802b186b	1	No	
Line Item Total				\$1,800.88							
Pending Total				\$8,800.88							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$8,800.88							

Category: Home Repair [Change](#) Ass. Type: Initial ☐ Flood Insurance [Continue](#)
Eligibility Code: PND - Pending ☒ Elig Combo Wizard

Request an Appeal Inspection

To request an Appeal Inspection:

1. From the **Inspection Status** screen, click on the '**Request Inspection**' link.



2. The **Request Inspection** window will open.

A screenshot of a 'Request Inspection' modal window. It contains four dropdown menus: 'Inspection Reason' (set to 'Reinspect'), 'Performed By' (set to 'Contractor'), 'Contractor' (empty), and 'Priority' (set to 'No'). At the bottom are 'Save' and 'Cancel' buttons.

3. For Appeal inspections, choose **FEMA Appeal** in the **Inspection Reason** drop-down menu. (The other drop-down boxes should remain as the default selection.)

A screenshot of the 'Request Inspection' modal window with the 'Inspection Reason' dropdown menu open. The menu lists several options: 'Reinspect', 'Contractor Requested Correction', 'FEMA Appeal', 'FEMA Correction', 'Initial', 'Missed Inspection', 'Outreach Inspection', 'Quality Assurance Reinspection', and 'Reinspect'. The 'FEMA Appeal' option is highlighted in blue. A red arrow points to this option.

4. Click the **Save** button.

5. When the Request Inspection window is displayed, record a comment to explain the reason for the appeal inspection and note damages to address in the inspection.
(Example: "Special Attention to floors and electrical components")

Add Comment/Contact

*Type: ☒ Comment ☐ Contact

Type: INSPECTION REQUESTS
Sub-Type: APPLICANT REQUEST FOR INSPECTION
Topic:
Location Identifier: 91 [Auto Generate](#)

Spoke To:
*Current Location: New Temporary Rental
Registrant Info Verified: ☐
Outbound Contact Number:
Related Documents: APPEAL LETTER, 4 PAGE [View- APPEAL LETTER, 4 PAGES.](#)

*Summary: 91 - APPEAL INSPECTION REQUEST
Details: App submitted Appeal requesting additional assistance. Applicant indicates damages not addressed by previous inspection.
Please perform a complete inspection with Special Attention to:
Electrical, Floors and Access

[Save Draft](#) [Delete Draft](#) [Save](#) [Cancel](#) [Clear](#)

Record the comment in accordance with guidance in the following SOPs:

- [Appeal Processing](#)
- [Inspection Requests and Comparisons](#)

Verification Requirements

Verification Requirements represent the criteria that a category of assistance must meet for an eligible decision. These requirements are then associated with the substantiation items that fulfill the requirement.

When a pending line is added, Web NEMIS automatically generates Verification Requirements on the Info Control Screen. Additional verification requirements must be manually entered for certain categories of IHP assistance. (Refer to Module 4 for category-specific verifications).

Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Application Signature (90-69 A, B or C)	Verified			08/12/2006	90-69B	
Comprehensive Insurance	Pending Request			09/02/2016		
Dental Expenses	Pending Request			09/09/2016		
Dental Statement of Condition	Pending Request			09/09/2016		
Health Insurance for Dental	Pending Request			09/09/2016		
Health Insurance for Medical	Pending Request			08/29/2016		
Homeowner's Insurance	Verified			08/16/2006	Applicant's Statement of Lack of Insurance	
Identify Verification	Verified			12/12/2019	HA Appeal Letter	
Legal Residency (90-69D or E)	Verified			08/12/2006	90-69D	
Liability Insurance	Pending Request			09/02/2016		
Medical Expenses	Verified			02/14/2019	Medical Estimate/Receipt	
Medical Statement of Condition	Pending Request			08/29/2016		
Occupancy	Verified			08/12/2006	Initial PBI	

Filter Verification Requirements

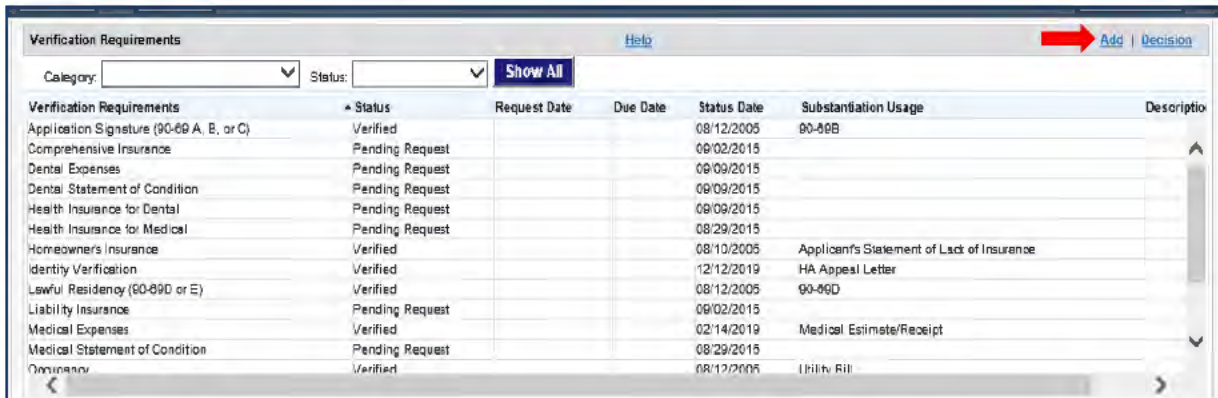
To isolate the Verification Requirements for a specific category, we can use the filter option. Select the desired category from the Category menu to display items for that type of assistance. A similar filter can also be used to filter Verification Requirements by status.

Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Occupancy	Verified			08/16/2006	Landlord's Statement/Letter	
Original Hotel/Motel Receipts	Pending Request			08/11/2020		
Signature Obtained	Verified			08/02/2014		

Adding a Verification Requirement

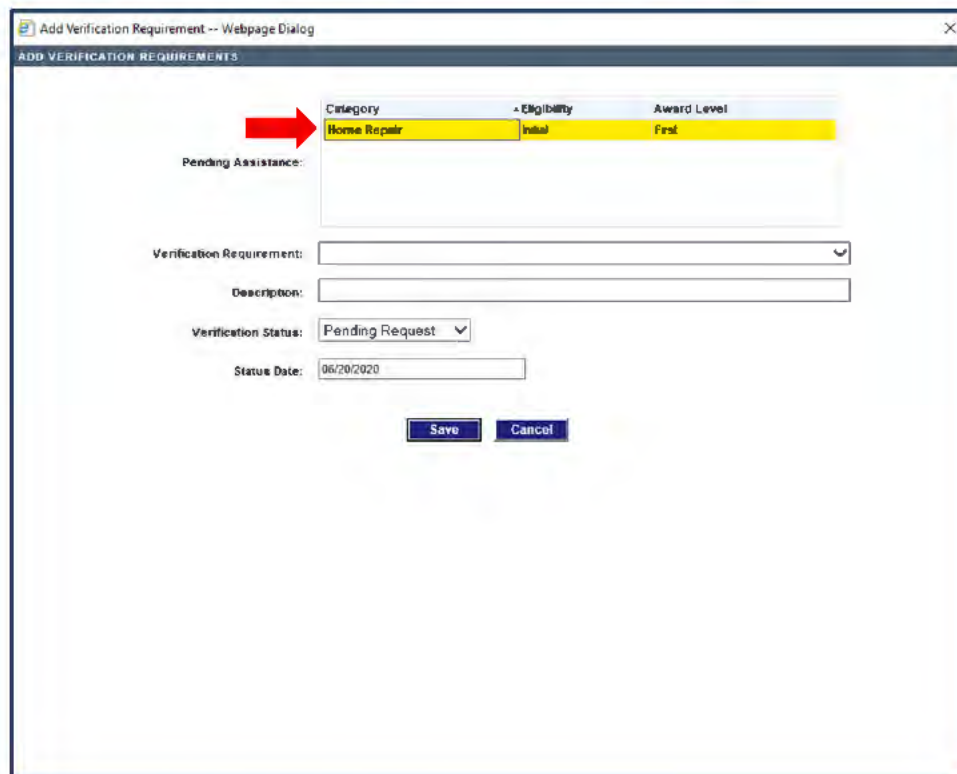
Use the following steps to add a verification requirement.

1. On the Info Control Screen click the **Add** link to begin adding a requirement. This opens the Add Verification Requirements pop-up window.



Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Application Signature (90-69 A, B, or C)	Verified			08/12/2005	90-69B	
Comprehensive Insurance	Pending Request			09/02/2015		
Dental Expenses	Pending Request			09/09/2015		
Dental Statement of Condition	Pending Request			09/09/2015		
Health Insurance for Dental	Pending Request			09/09/2015		
Health Insurance for Medical	Pending Request			08/29/2015		
Homeowner's Insurance	Verified			08/10/2005	Applicant's Statement of Lack of Insurance	
Identity Verification	Verified			12/12/2019	HA Appeal Letter	
Lawful Residency (90-69D or E)	Verified			08/12/2005	90-69D	
Liability Insurance	Pending Request			09/02/2015		
Medical Expenses	Verified			02/14/2019	Medical Estimate/Receipt	
Medical Statement of Condition	Pending Request			08/29/2015		
Ownership	Verified			08/17/2005	Utility Bill	

2. From the Pending Assistance list, **highlight the appropriate category of assistance** to associate with the verification requirement.



ADD VERIFICATION REQUIREMENTS

Category	Eligibility	Award Level
Home Repair	Initial	First

Pending Assistance:

Verification Requirement:

Description:

Verification Status:

Status Date:

3. Select the Pending Assistance Category

4. Select the **Verification Requirement** from the drop-down list.

The screenshot shows a web application window titled "Add Verification Requirement -- Webpage Dialog". Inside, there's a table with columns "Category", "Eligibility", and "Award Level". The first row is highlighted in yellow with values "Home Repair", "Initial", and "First". Below the table, there are labels for "Pending Assistance:", "Verification Requirement:", "Description:", "Verification Status:", and "Status Date:". The "Verification Requirement:" label has a red arrow pointing to a dropdown menu that is open, displaying a long list of verification requirements. The first item in the list is "Appeal Letter".

5. Choose the appropriate **Verification Status**.

- Pending Request: Default status before changing to another status.
- Pending Response: Not used for appeal processing. This status is used when an RFI letter is sent for initial ONA decisions.

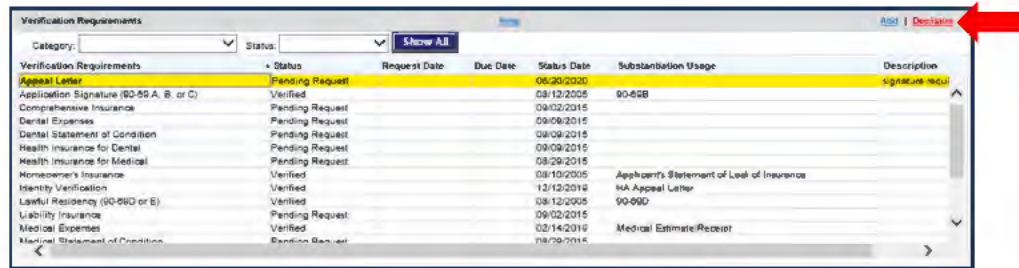
This screenshot shows the same dialog box as before, but now the "Verification Requirement" dropdown is closed and its value is "Appeal Letter". The "Description:" field contains the text "signature required". The "Verification Status:" label has a red arrow pointing to a dropdown menu that is open, showing two options: "Pending Request" and "Pending Response". The "Status Date:" field contains the date "06/20/2020". At the bottom of the dialog, there are "Save" and "Cancel" buttons.

6. Click the **Save** button to complete the addition of the new requirement.

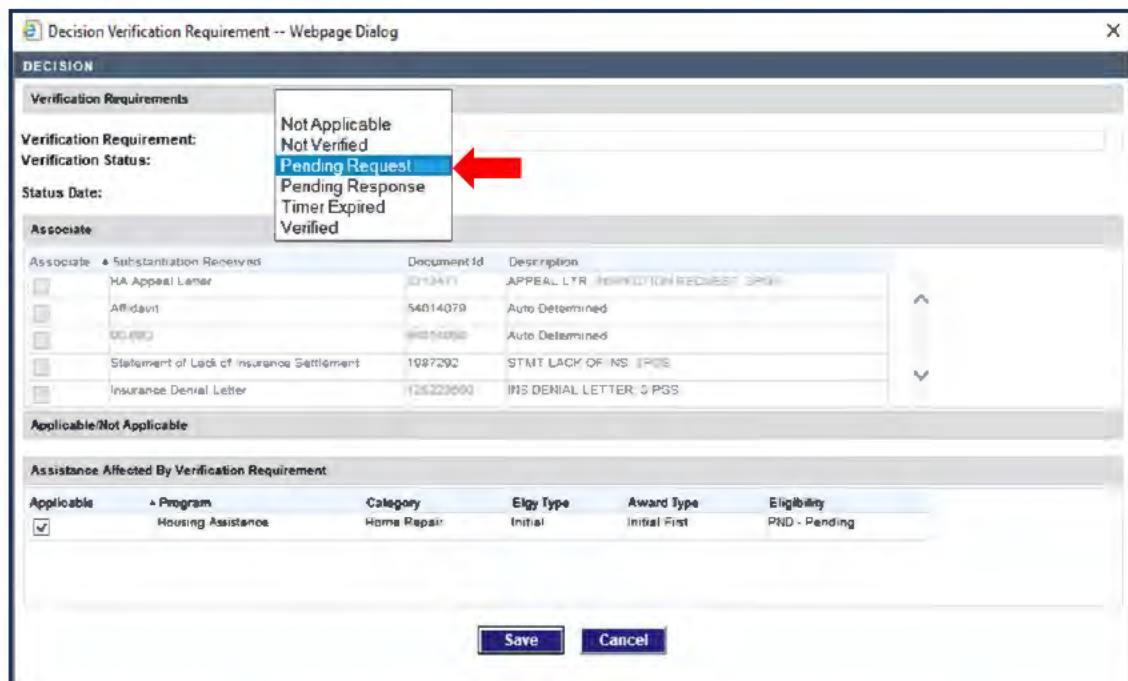
Associating Verification Requirements

Use the following steps to associate substantiation with the verification requirement.

1. In the Verification Requirements frame, **highlight the appropriate Verification Requirement** line item.
2. Select the **Decision** link. The Decision Verification Requirement pop-up window will appear.



3. In the Verification Status field, select the appropriate **Verification Status** from the list of available options.



- **Not Applicable:** If the verification requirement no longer applies or is not needed for payment to allow the case to continue processing.
- **Not Verified:** Used when the requirement was not substantiated.
- **Pending Request:** Default status before changing to another status.

- **Pending Response:** Not used for appeal processing. This status is used when an RFI letter is sent for initial ONA decisions.
 - **Verified:** Used when substantiation has been verified.
4. In the Associate Frame, select the **Substantiation Received** document that satisfied the verification requirement.
 5. Click the **Save** button.

Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: Appeal Letter
Verification Status: Verified
Status Date: 06/20/2020

Associate

Associate	Substantiation Received	Document Id	Description
<input checked="" type="checkbox"/>	HA Appeal Letter	2213477	APPEAL LTR. INSPECTION REQUEST, 3 PGS
<input type="checkbox"/>	Affidavit	54014079	Auto Determined
<input type="checkbox"/>	90-59D	54014080	Auto Determined
<input type="checkbox"/>	Statement of Lack of Insurance Settlement	1587292	STMT LACK OF INS. 3 PGS
<input type="checkbox"/>	Insurance Denial Letter	125223500	INS DENIAL LETTER, 3 PGS

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	Program	Category	Elgy Type	Award Type	Eligibility
<input checked="" type="checkbox"/>	Housing Assistance	Home Repair	Initial	Initial Fup	PND - Pending

Save Cancel

NOTE: If you determine that requirements were associated in error, un-associate them by unselecting check box and then select the correct item.

The item associated with the verification requirement will become visible in the Substantiation Usage frame.

Verification Requirements

Category: Status: [Show All](#) [Help](#) [Add](#) [Decision](#)

Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Appeal Letter	Verified			06/20/2020	HA Appeal Letter	signature requi
Application Signature (90-59 A, B, or C)	Verified			08/12/2005	90-59B	
Comprehensive Insurance	Pending Request			09/02/2015		
Dental Expenses	Pending Request			09/09/2015		
Dental Statement of Condition	Pending Request			09/09/2015		
Health Insurance for Dental	Pending Request			09/09/2015		
Health Insurance for Medical	Pending Request			08/29/2015		
Homeowner's Insurance	Verified			08/10/2005	Applicant's Statement of Lack of Insurance	
Identity Verification	Verified			12/12/2019	HA Appeal Letter	
Lawful Residency (90-59D or E)	Verified			08/12/2005	90-59D	
Liability Insurance	Pending Request			09/02/2015		
Medical Expenses	Verified			02/14/2019	Medical Estimate/Receipt	
Medical Statement of Condition	Pending Request			08/29/2015		

Generate Custom Appeal Request Letters

The customized Request letters used to request applicant documents in appeal processing include:

- **ADOC** (Appeal, Request for Documents)
- **RFI** (ONA Request for Information)

NOTE: Although the AAFIN ineligible letter is selected from the Request Letter section of the Letter Wizard, steps for creating the AAFIN letter are included in the section: [Generate Custom Appeal Ineligible Letters](#) under the topic:

[AAFIN](#) Letter.

Some general reminders:

- For specific information about how to generate these letters and select the appropriate text inserts for these letters, see the following SOPs:
 - [Codes, Verifications, Request Letters, and Assistance Types](#)
 - [Appeal Processing](#)
- When you generate one of these types of letters, make sure you do the following:
 - **Route** the case to the **FEMA Complete** queue.
 - **Do** select the “**Send to the Mail Queue**” option.

Appeal Request for Documentation (ADOC) Letter

If all the documentation required for Appeal processing is not in the file, you'll need to generate an Appeal Request for Documentation (or ADOC) letter with appropriate inserts to request the documentation.

Complete Preliminary Steps

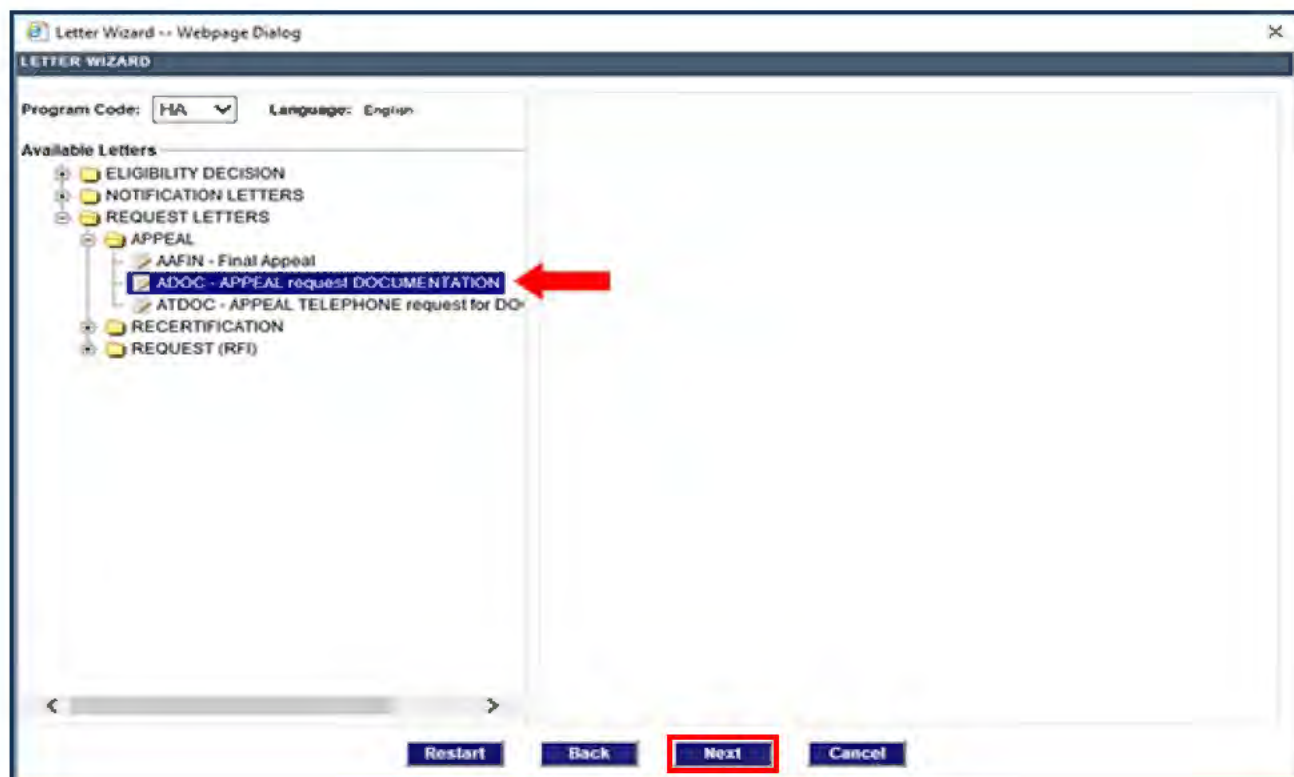
1. Make at least one courtesy call attempt to the applicant to explain the documentation requirements, in accordance with appeals processing guidance.
2. Use the **Comment/Contact** link on the task bar to document your Contact. (See the [Appeal Processing](#) SOP for guidance details.)
3. Access the **Assistance** screen and delete any PND/IPND lines associated with the ADOC.
4. Navigate to the Confirmation screen.

Generate the ADOC

1. From **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **Request Letters** folder



3. Select **APPEAL**, then select **ADOC - Appeal request DOCUMENTATION** and click **Next**.



In the **Select the Letter Components** frame, each letter component requires a selection.

Letter Wizard -- Webpage Dialog

LETTER WIZARD

Program Code: HA Language: English

Available Letters

- ELIGIBILITY DECISION
- NOTIFICATION LETTERS
- REQUEST LETTERS
 - APPEAL
 - AAFIN - Final Appeal
 - ADOC - APPEAL request DOCUMENTATION**
 - ATDOC - APPEAL TELEPHONE request for DO
 - RECERTIFICATION
 - REQUEST (RFI)

Select the Letter Components

ADOC - APPEAL request DOCUMENTATION

ADOC HEATING SYSTEM FIELD - 2 ITEMIZED ESTIMATES (REQUIRED)

- ☐ 1 - Furnace
- ☐ 2 - Boiler
- ☐ 3 - Heat Pump
- ☐ 4 - Ductwork
- ☐ 5 - OTHER
- ☒ 6 - N/A

ADOC SEPTIC SYSTEM FIELD - 2 ITEMIZED ESTIMATES (REQUIRED)

- ☐ 1 - Septic Tank
- ☐ 2 - Leach Field
- ☐ 3 - Distribution Box
- ☐ 4 - Pump Station
- ☐ 5 - OTHER
- ☒ 6 - N/A

ADOC WELL FIELD - 2 ITEMIZED ESTIMATES (REQUIRED)

- ☐ 1 - Drill Well
- ☐ 2 - Surface Pump
- ☐ 3 - Submersible Pump
- ☐ 4 - Pump Controls
- ☐ 5 - Pressure Tank
- ☐ 6 - OTHER

Restart Back Next Cancel

4. Select N/A (NOT APPLICABLE) for all letter component fields except for the **ADOC General** field component. For the **General** component, select **Other**. For example:
- ADOC HEATING SYSTEM FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC SEPTIC SYSTEM FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC WELL FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC ELECTRICAL FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC INSURANCE DOCUMENTATION FIELD: **NOT APPLICABLE**
 - ADOC GENERAL FIELD: **OTHER**

5. Also select the appropriate letter text insert(s) that match the documentation being requested. More than one insert may be selected.

- ☐ Essential Tools
- ☐ Failed Identity Verification
- ☐ Hotel/Motel Receipts
- ☐ Landlord Statement
- ☐ Missing Appeal Letter
- ☐ Missing Burial Ins
- ☐ Missing Contractor Estimate
- ☐ Missing Death Certificate
- ☐ Missing Dental Expenses
- ☐ Missing Flood Ins Settlement or Denial
- ☐ Missing Funeral Expenses Documents
- ☐ Missing Homeowners Ins Settlement or Denial
- ☐ Missing Ins Letter Exhaustion of ALE/Loss of Use
- ☐ Missing Mechanic Statement about Cause of Damage
- ☐ Missing Medical Expenses Documents
- ☐ Missing Moving and Storage Essential Document
- ☐ Missing Other Disaster Related Documents
- ☐ Missing PP Ins Settlement or Denial
- ☐ Missing Vehicle Comprehensive Insurance
- ☐ Missing Vehicle Registration
- ☐ Missing Vehicle Requirement Documents
- ☐ Occupancy Not Verified
- ☐ Ownership Not Proven
- ☐ Reason for Late Appeal
- ☐ Stored Personal Property
- ☐ Verification of Utility Outage or Inaccessibility

6. Click **Next** to continue.

7. Select **Preview** to review the letter for accuracy and completeness.

8. After you're finished previewing the letter, **close** the letter window by using the "X" icon at top right of the window.

- Click the **Finish** button to complete the letter generation.



NOTE: Do Not Set a Timer when using these letters for Appeal requests. Also, there is no need to set an associated verification requirement because the case won't be routed to the FEMA Info Control - Pending Receipt queue.

Finalize Your Work

- Use the **Comment/Contact** link in the task bar to create a Contact for each call you made regarding the case.
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
- In the **Decision** frame, route the workpacket to the **Complete** queue or other location, depending on work done in the case.
- In the **Generated Correspondence** frame, select the **Send letter to mail queue** radio button.

Generated Correspondence			
Preview Letter	Language	Generated Date	Letter Decision
90-99 Agency Referral Letter	English	01/31/2018	<input checked="" type="radio"/> Generate Only <input type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter
ADOC-APPEAL REQUEST DOCUMENTATION	English	05/12/2018	<input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

Comment

- In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
- When you are ready to route the case, click the **Submit** button.

RFI Letter

The RFI letter is used when the applicant is missing ONA documents needed for processing. An RFI can also be used to request documents for ADA items. The RFI letter provides an applicant with a complete list of documents essential for each type of assistance.

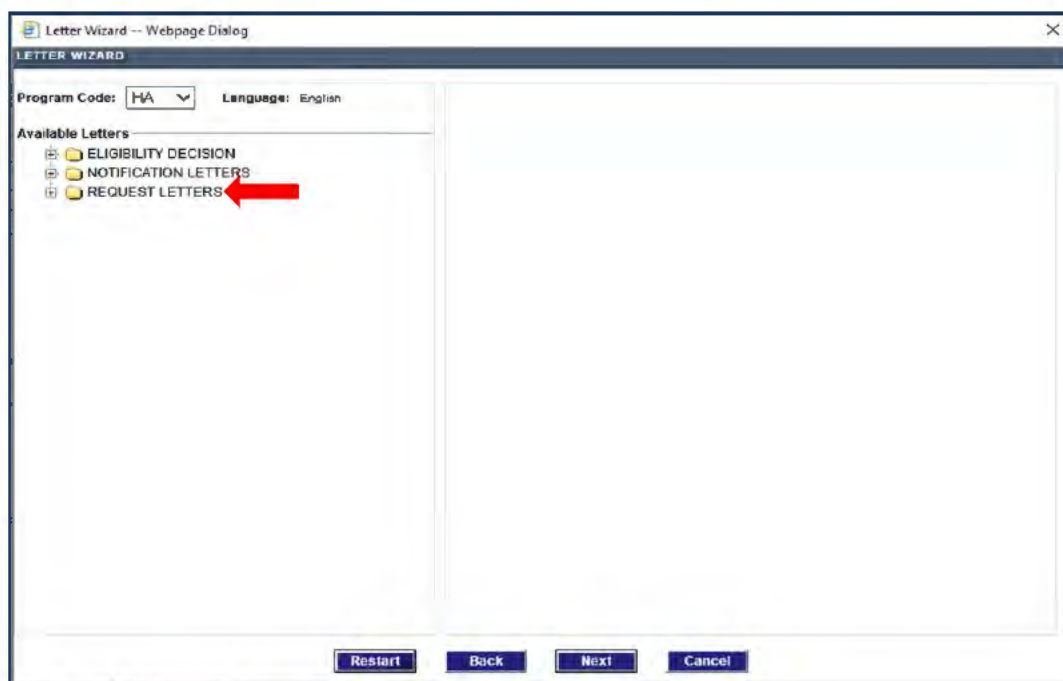
If the applicant needs to submit all the documents needed for a specific category, generate an RFI letter for the request.

Complete Preliminary Steps

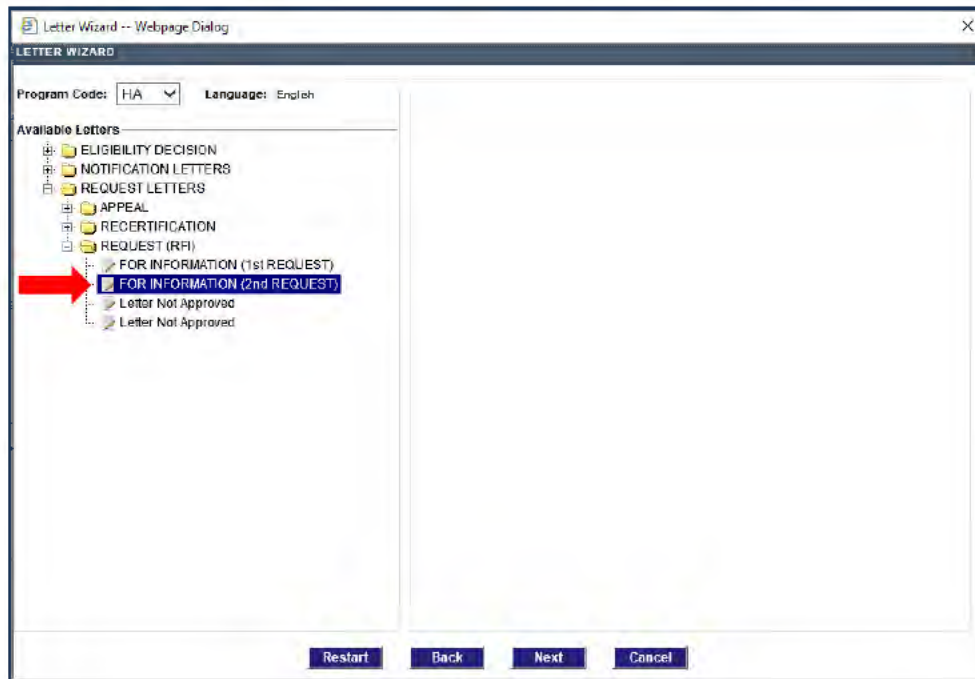
1. Make at least one courtesy call attempt to the applicant to explain the documentation requirements, in accordance with appeals processing guidance.
2. Use the **Comment/Contact** link on the task bar to document your Contact. (See the [Appeal Processing](#) SOP for guidance details.)
3. Access the **Assistance** screen and delete any PND/IPND lines associated with the RFI.

Generate the RFI

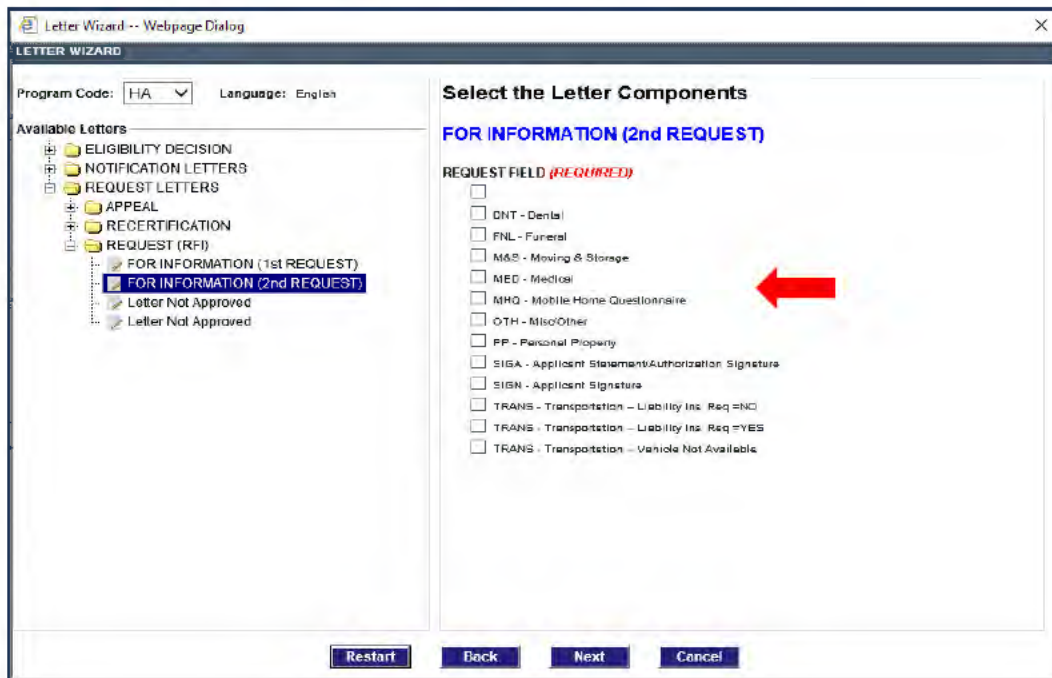
1. From **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **Request Letters** folder.



- Expand the **Request (RFI)** Folder and select **For Information (2nd request)**.



- Check the box beside the insert that fits the situation. Multiple inserts can be selected if requesting documents for multiple categories.



RFI Inserts include:

- DNT – Dental
- FNL – Funeral
- M&S – Moving and Storage
- MED – Medical
- MHQ – Mobile Home questionnaire (not used)
- OTH – Misc/Other
- PP – Personal Property
- SIGA – Applicant Statement/Authorization Signature
- SIGN – Applicant Signature
- TRANS – Transportation – Liability Ins Req = NO
- TRANS – Transportation – Liability Ins Req = YES
- TRANS – Transportation – Vehicle Not Available

5. Preview the letter to determine if all required documentation has been requested.

Letter Wizard -- Webpage Dialog

LETTER SUMMARY

Letter Selected

Program: HA
Language: English
Letter: FOR INFORMATION (2nd REQUEST)
Letter Code: RF12
Letter Description: FOR INFORMATION (2nd REQUEST)

Components

LETTER HEAD:
REQUEST FIELD:
M&S - Moving & Storage

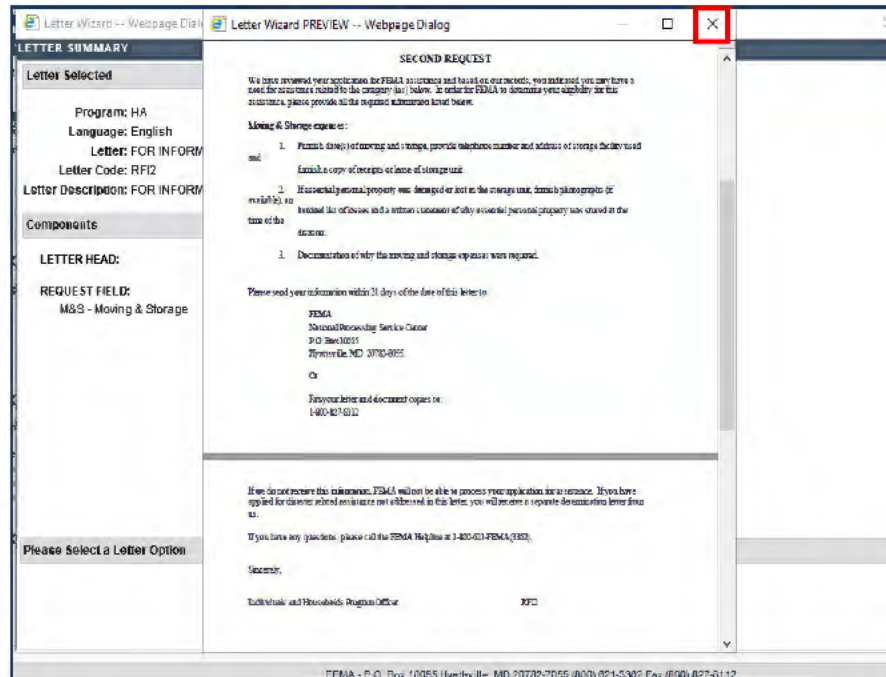
Custom Text Letter

Please Select a Letter Option

☒ Generate Only

Restart Finish Preview Cancel

- After previewing the letter, close the letter using the “X” icon at top right of the window.



NOTE: No timer is required when using these letters for Appeal requests. (That is, you will not need to set an associated verification requirement to “Pending Response.”)

Finalize Your Work

1. If needed, use the **Comment/Contact** link in the task bar to create a Contact for each call you made regarding the case.
2. Navigate to the **Confirmation** screen (if applicable in the case).
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
3. In the **Decision** frame, route the workpacket to the **Complete** queue or other location, depending on work done in the case.
4. In the **Generated Correspondence** frame, select the **Send letter to mail queue** radio button.

Preview Letter	Language	Generated Date	Letter Decision
FOR INFORMATION (2nd REQUEST)	English	09/09/2021	<input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

5. In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
6. When you are ready to route the case, click the **Submit** button.

Generate Custom Appeal Ineligible Letters

Most **A-SUPER** letters used for eligibility determinations are auto generated upon routing; however, some ineligible letters require custom entry, so must be manually generated. You will select the appropriate text insert when you generate these letters. These letters include:

- **A-INI, A-INFI** (Appeal, Ineligible - Has Insurance) letters generally used for HA and Personal Property categories
- **A-INO** (Appeal, Ineligible Other Reason) letters for HA categories
- **A-IOR** (Appeal, Ineligible Other Reason) letters for ONA appeal denials
- **AAFIN** (Appeal, Final) letter to explain a final determination

Once these letters are generated, NEMIS automatically sends the letters to the mail queue after the decision is approved. When generating decision letters, Do NOT mark the box "Send to the Mail Queue" on the confirmation page.

Some general reminders:

- For specific information about how to generate these letters and select the appropriate text inserts for these letters, see the following SOPs:
 - [Codes, Verifications, Request Letters, and Assistance Types](#)
 - [Appeal Processing](#) SOP
- When you generate one of these types of letters, make sure you do the following:
 - **Route** the associated assistance line to the appropriate eligibility queue.
 - Do **NOT** select the "**Send to the Mail Queue**" option.

A-INI, A-INFI

You'll need to generate an A-INI or A-INFI letter when you make INI or INFI determinations for an HA or Personal Property assistance category due to applicants' insurance settlement covering the disaster damages or a settlement/denial not being on file. In some circumstances you may also need to generate an INI letter for an Other category, such as Medical/Dental, Moving and Storage, Transportation, etc. INI/INFI letters explain the specific ineligible reason for the insured assistance category.

INFI is used for applicants with structure and/or contents flood insurance. INI is used for other types of insurance for structure, contents, and or additional living expenses (ALE) such as Homeowners, Mobile Home, Condominium, Renters, etc.

Complete Preliminary Steps

1. Record the INI/INFI eligibility determination.
 - a. If a **pending line** has not been created for the ineligible insured category, add an associated pending line.
 - b. Access the category-specific assistance screen created with the pending line (e.g., Home Repair screen, etc.).
 - c. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select **Appeal** as the **Assistance Type** and **INI** or **INFI** as the decision status.

Payment Calculator Show: Initial

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid Adj	for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Previous Award	Init	EHRZ - Eligible - Home Repairs, Flood Insurance Required				\$20,653.97					
Line Item Total		PND - Pending		\$0.00							
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$0.00							
Previous Award						\$20,653.97					

Category: Home Repair [Change](#) Asst Type: Appeal ☒ Flood Insurance [Continue](#)

Eligibility Code: INI - Ineligible - Ineligible Insurance [Link Combo Wizard](#)

(NOTE: It may be easier to locate the determination code using the Eligibility Combo Wizard link.)

- d. Click **Continue** to save the determination and navigate to the Confirmation screen.

Generate the A-INI/A-INFI letter

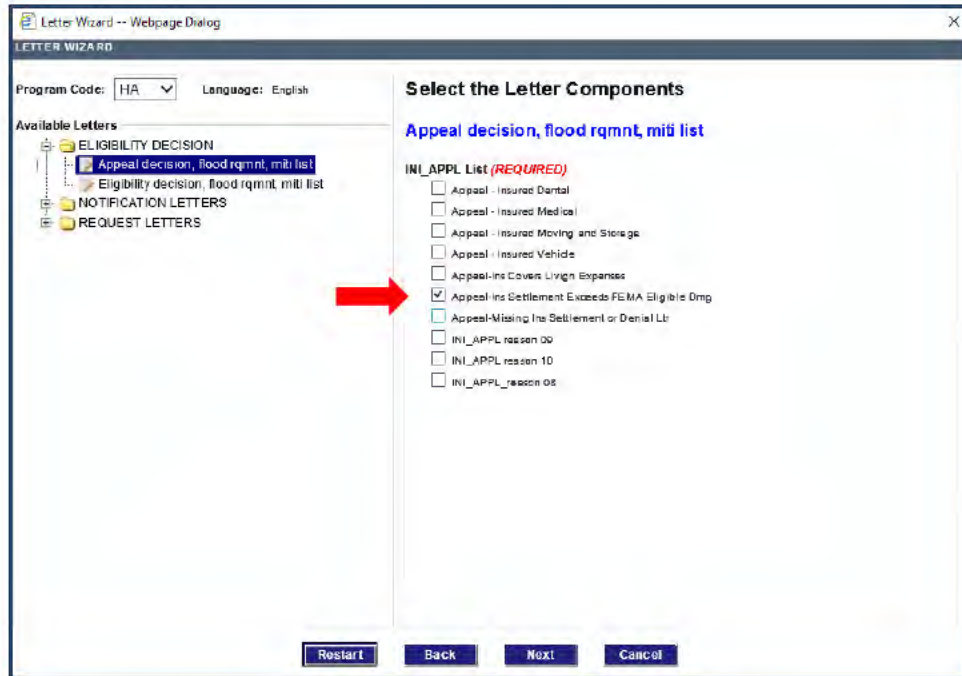
1. Click the **Letter** link in the tool bar at top right of the Confirmation screen (under the Banner).

The screenshot shows the 'Confirmation' screen of the Home Repair tool. At the top, there are tabs for 'Home Repair' and 'Confirmation', and a 'Comment/Contact' button. Below the tabs is a 'Confirmation' header. Underneath, there is a 'Decision' section with a table. The table has columns: 'Select', 'Category', 'Amount', 'Elig Code', 'Routing', and 'Subqueue'. The first row has a checked 'Select' box, 'Home Repair' as the 'Category', '80.00' as the 'Amount', 'INI' as the 'Elig Code', and dropdown menus for 'Routing' and 'Subqueue'. In the top right corner, there is a toolbar with a 'Letter' link highlighted by a red box.

2. When the Letter Wizard opens, in the **Available Letters** frame, expand the **ELIGIBILITY DECISION** folder.
3. Select **Appeal decision, flood rqmnt, miti list** and click **Next** to continue.

The screenshot shows the 'Letter Wizard' dialog box. On the left, under 'Available Letters', the 'ELIGIBILITY DECISION' folder is expanded, and 'Appeal decision, flood rqmnt, miti list' is selected. On the right, under 'Assistances (REQUIRED)', the text 'Select the eligible or withdrawn assistance you wish to include in the Super Letter' is displayed. Below this, a list shows 'HA - Home Repair - INI - Ineligible - Ineligible Insurance - Appeal - 05/24/2020' with a checked checkbox. At the bottom, there are buttons for 'Restart', 'Back', 'Next', and 'Cancel'. The 'Next' button is highlighted with a red arrow.

4. Select the check box next to **INI/INFI** decision, and then click **Next** again.
5. In the INI list, select the check box next to the appropriate insert for the decision.



INI Inserts include:

- INI – Dental
- INI – Ins Covers Living Expenses
- INI – Ins Settlement Exceeds Living Expenses
- INI – Medical
- INI – Missing Ins Settlement or Denial Letter
- INI – Moving and Storage
- INI – Other
- INI – Vehicle
- INI – HA

INFI inserts Include:

- Appeal – Ins Settlement Exceeds FEMA Elig Damage
- Appeal – Missing flood ins settlement or denial ltr

6. Click **Next** again.

7. Review letter components and Click **Preview** to view the letter and ensure it was generated correctly. (After previewing the letter, close the letter window by using the “X” icon at top right of the window.)

Letter Wizard PREVIEW -- Webpage Dialog

Letter Selected

Program: HA
Language: English
Letter: Appeal dec
Letter Code: ASUPER
Letter Description: Appeal dec

Components

LETTER HEAD:
APPEAL INTRO BLOCK:
GIS INSPECTION BLOCK:
APPEAL APPROVAL BLOCK:
APPEAL DENIAL BLOCK:
APPEAL INEL ONLY BLOCK:
INL_APPL List:
Appeal-Hrs Settlement E:
ASSISTANCES:
HA - MR - INI - Ineligible

Please Select a Letter Option

FEMA

Pete Gaynor
Administrator
Federal Emergency Management Agency
National Processing Service Center
P.O. Box 10055
(RPS_CTY_ST)
1-800-621-FEMA (3167)
Fax No. 1-800-421-8112
Date: 06/30/2020

Disaster No. 1456
FEMA Application No. 150409319

Mr Michael L Meuse
133112944 Judge Snakey Rd
Pawville, NE 68350

Mr Michael L Meuse:

Your appeal for disaster assistance from FEMA's Individuals and Households Program has been reviewed. This letter explains the assistance you are eligible to receive from FEMA, and provides an explanation about the assistance you are currently not eligible to receive.

In a previous letter, you received an explanation as to why you were not eligible to receive specific FEMA disaster assistance. You were provided information you needed to submit in order to appeal FEMA's decision, but the information you provided was not sufficient to support any change. Please see below for more information on why you are not eligible for the requested disaster assistance.

ASSISTANCE NOT APPROVED:
You are not eligible because:

ANI - Ineligible - Ineligible Insurance
[INL_APPL reason]

8.50 x 11.00 in

8. Click the **Finish** button to return to the Confirmation screen.

☒ Generate Only

9. Complete any other processing updates as needed and create the Ineligible Comment to include the denial reason.

Finalize Your Work

1. Navigate to the **Confirmation** screen (if needed).
2. If needed, use the **Comment/Contact** link in the task bar to create a Contact for each call you made regarding the case.
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
3. In the **Decision** frame, click on the **Select** checkbox beside the workpacket.
4. Select the **FEMA Ineligible** queue as the appropriate **Routing** location.
5. In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
6. When you are ready to route the case, click the **Submit** button.

A-INO

The A-INO letter is used for Denials in some HA decisions. Like other custom letters, the A-INO letter has multiple insert options. To generate an A-INO letter from the Confirmation screen, follow these steps.

Complete Preliminary Steps

1. If a **pending line** has not been created for the category, add an associated pending line.
2. Access the category-specific assistance screen created with the pending line.
3. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select **Appeal** as the **Assistance Type** and **INO** as the decision status.

(**NOTE:** It may be easier to locate the determination code using the **Eligibility Combo Wizard** link.)

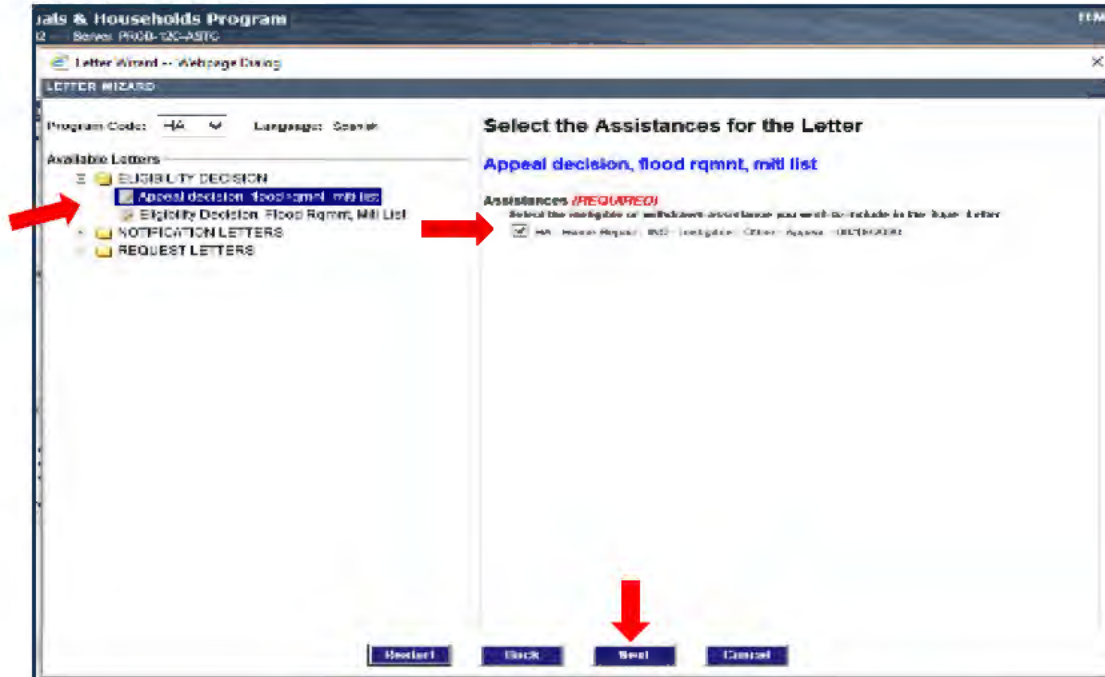
4. Click **Continue** to save the determination and navigate to the Confirmation screen.

Generate the INO Letter

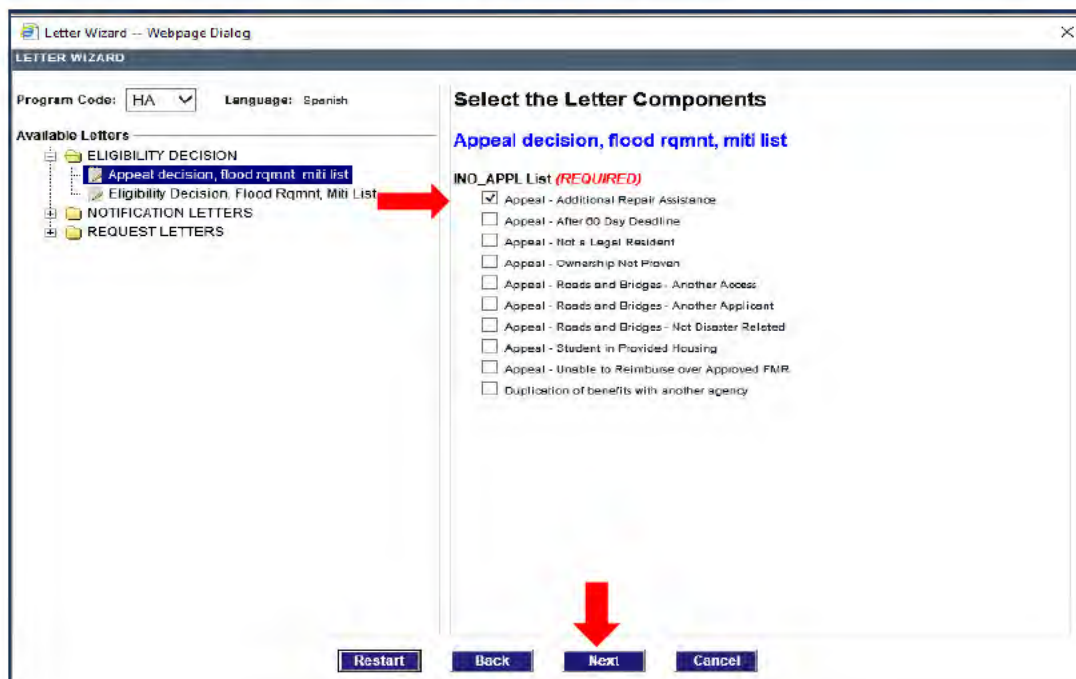
1. Click the **Letter** link in the tool bar at top right of the Confirmation screen (under the Banner).



2. When the Letter Wizard opens, in the **Available Letters** frame, expand the **ELIGIBILITY DECISION** folder.
3. Select **Appeal decision, flood rqmnt, miti list** and click **Next** to continue.
4. Select the check box next to ineligible decision and click **Next**.



5. On the **INO_APPL** list, select the appropriate **denial** insert and click **Next**.



- On the Category List, select the appropriate assistance category insert and click **Next** again.

LETTER WIZARD

Program Code: HA Language: Spanish

Available Letters

HA

ELIGIBILITY DECISION

Appeal decision, flood rqmnt, miti list

INO_APPL List

Category List 1

HA - Home Repair - INO - Ineligible - Other - Appeal -

Select the Letter Components

Appeal decision, flood rqmnt, miti list

Category List 1 (REQUIRED)

☐ Dental

☐ Funeral

☒ Home Repair

☐ Medical

☐ Moving/Storage

☐ Other

☐ Personal Property

☐ Rental Assistance

☐ Replacement Housing

☐ Transportation

Restart Back Next Cancel

- Preview** the letter and ensure it was generated correctly.

Letter Wizard -- Webpage Dialog

Program: HA

Language: Spanish

Letter: Appeal decision, flood rqmnt, miti list

Letter Code: ASUPER

Letter Description: Appeal decision, flood rqmnt, miti list

Components

LETTER HEAD:

APPEAL INTRO BLOCK:

GIS INSPECTION BLOCK:

APPEAL APPROVAL BLOCK:

APPEAL DENIAL BLOCK:

APPEAL INEL ONLY BLOCK:

INO_APPL List:

Appeal - Additional Repair Assistance

Category List 1:

Home Repair

ASSISTANCES:

HA - MR - INO - Ineligible - Other - APPL - 06/18/2020

Please Select a Letter Option

Generate Only

Restart Finish Preview Cancel

8. Click the **Finish** button to return to the Confirmation screen.



9. Complete any other processing updates as needed

Finalize Your Work

1. Select the **FEMA Ineligible** queue as the appropriate **Routing** location.
2. In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
3. When you are ready to route the case, click the **Submit** button.

A- IOR

The A-IOR letter is used for Denials in some ONA decisions. To generate an A-IOR letter from the Confirmation screen, follow these steps.

Complete Preliminary Steps

1. If a **pending line** has not been created, add an associated pending line.
2. Access the category-specific assistance screen created with the pending line.
3. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select **Appeal** as the **Assistance Type** and **IOR** as the decision status.

(NOTE: It may be easier to locate the determination code using the **Eligibility Combo Wizard** link.)
4. Click **Continue** to save the determination and navigate to the Confirmation screen.

Generate the IOR Letter

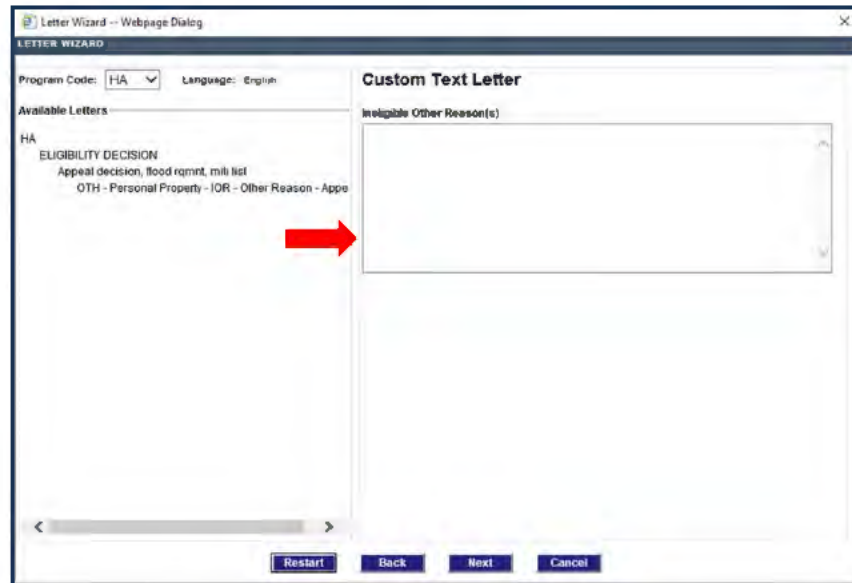
1. Select the **Letter** link on the Confirmation screen.



2. When the Letter Wizard opens, in the **Available Letters** frame, expand the **ELIGIBILITY DECISION** folder.
3. Select **Appeal decision, flood rqmnt, miti list** and click **Next** to continue.
4. Select the check box next to the ineligible decision and click **Next**.



5. Copy the denial text from the [Codes Verifications Request Letters and Assistance Types](#) SOP.
6. Paste the denial text into the **Ineligible Other Reason(s)** frame.



7. Click **Next**.
8. Click **Preview** to view the letter and ensure it was generated correctly.
9. Select the **Finish** button to return to the Confirmation screen.



Finalize Your Work

1. Select the **FEMA Ineligible** queue as the appropriate **Routing** location.
2. In the **Comment** frame, use the **Generate Comment** button to create a Comment, and customize the text as required for the work you did.
3. When you are ready to route the case, click the **Submit** button.

AAFIN Letter

AAFIN Letters should be used rarely and are typically used after an applicant has received previous denials for the same item or expense. Generate an AAFIN (Appeal Final Decision) letter when either of the following conditions applies:

- The request fails basic criteria for eligibility (such as Not Primary Residence)

AND/OR

- The appeal decision would remain the same regardless of any additional documentation submitted (such as an appeal for recreational equipment)

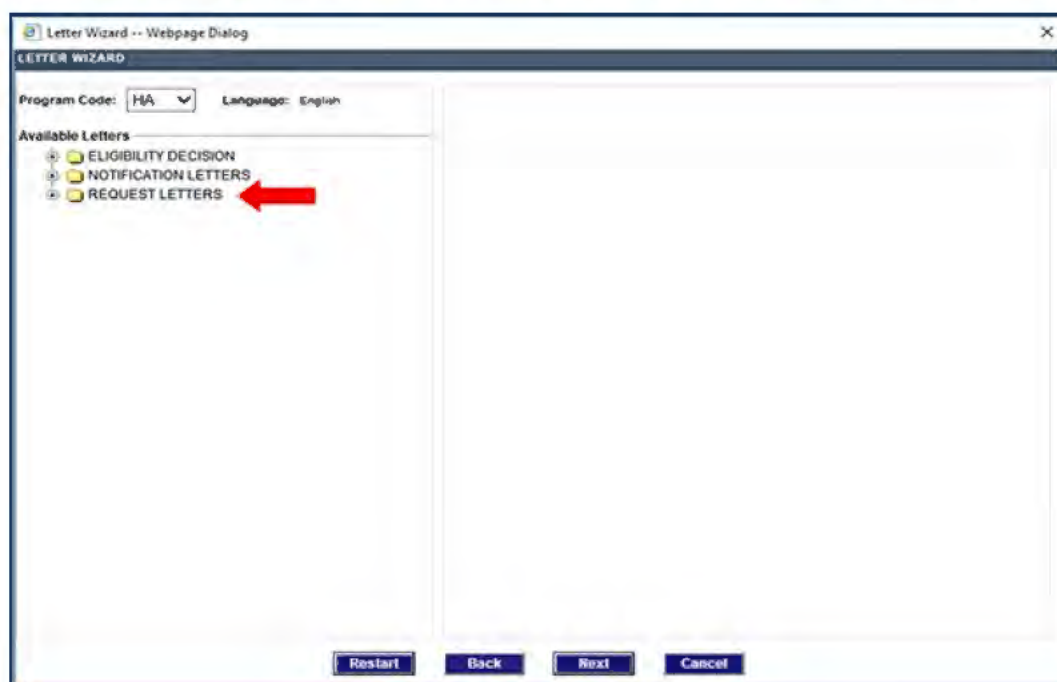
The **AAFIN** letter is sent to inform the applicant that the final determination has been reviewed and no additional reviews will be conducted.

Complete Preliminary Steps

1. Access the **Assistance** screen, and delete any PND lines associated with the decision
2. Navigate to the Confirmation screen.

Generate the AAFIN Letter

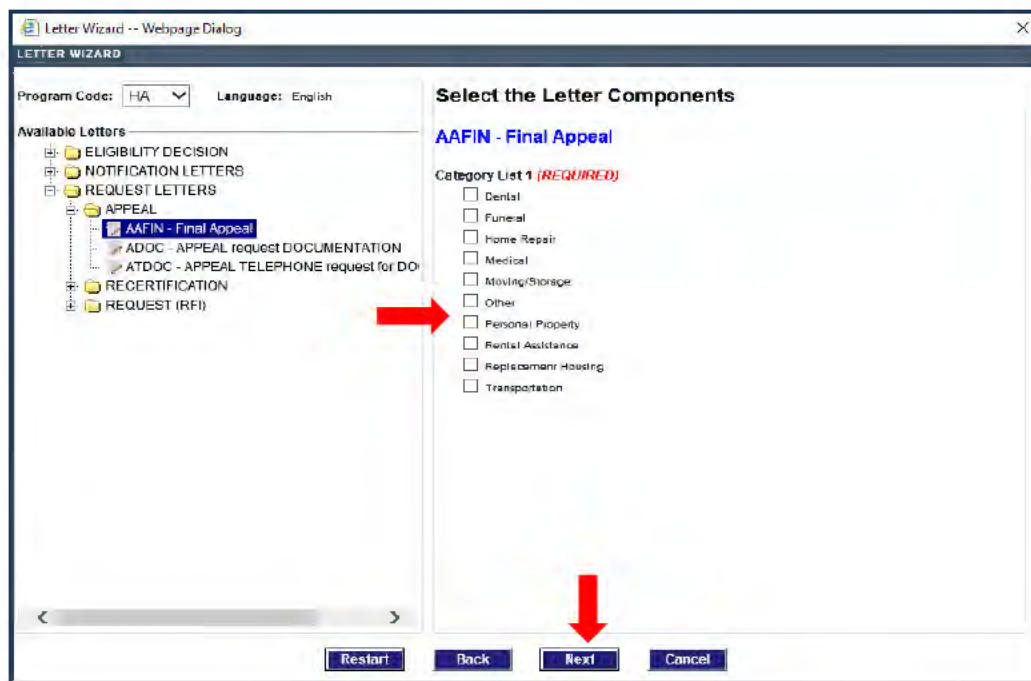
1. From **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the **Letter Wizard** window opens, click on the **Request Letters** folder.



3. Select **APPEAL, AAFIN - Final Appeal** and then click the **Next** button



4. Select one or more of the Categories to be denied.
5. Click "Next" button



- Click **Preview** to review the letter.

- After you're finished previewing the letter, close the letter window by using the "X" icon at top right of the window.

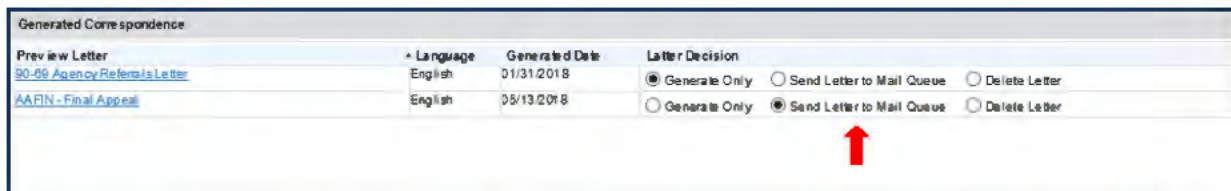
- Click the **Finish** button to complete the letter generation and return to the **Confirmation** screen.



The screenshot shows a horizontal bar with four buttons: 'Restart', 'Finish', 'Preview', and 'Cancel'. Above the buttons is a radio button labeled 'Generate Only' which is selected. The 'Finish' button is highlighted with a red rectangular box.

Finalize Your Work

- If needed, use the **Comment/Contact** link in the task bar to create a Contact for any calls you made regarding the case.
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
- In the **Decision** frame, click on the **Select** checkbox beside the workpacket.
- Select the **FEMA Complete** queue as the appropriate **Routing** location.
- In the **Generated Correspondence** frame, select the **Send letter to mail queue** radio button.



The screenshot shows a table titled 'Generated Correspondence' with the following data:

Preview Letter	Language	Generated Date	Letter Decision
90-69 Agency Referral Letter	English	01/31/2018	<input checked="" type="radio"/> Generate Only <input type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter
AAFIN - Final Appeal	English	05/13/2018	<input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

A red arrow points to the 'Send Letter to Mail Queue' radio button in the second row.

- In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
- When you are ready to route the case, click the **Submit** button.

Award Eligible Appeal Assistance

This section provides detailed steps for processing Home Repair and Personal Property appeals. For most casework tasks, the Web NEMIS processing mechanics are the same in the FEMA Appeal queue as in the FEMA Manual Determination queue. These steps are documented in the [Web NEMIS Initial Assistance Reference Guide](#), which is included on the “Job Aids” tab of the [IA Training and Development](#) intranet page.

This section focuses on how to:

- Award real or personal property line items from in an appeal Inspection
- Add line items to pay actual or standard costs based on substantiation of an estimate/receipt document item

Remote Inspection

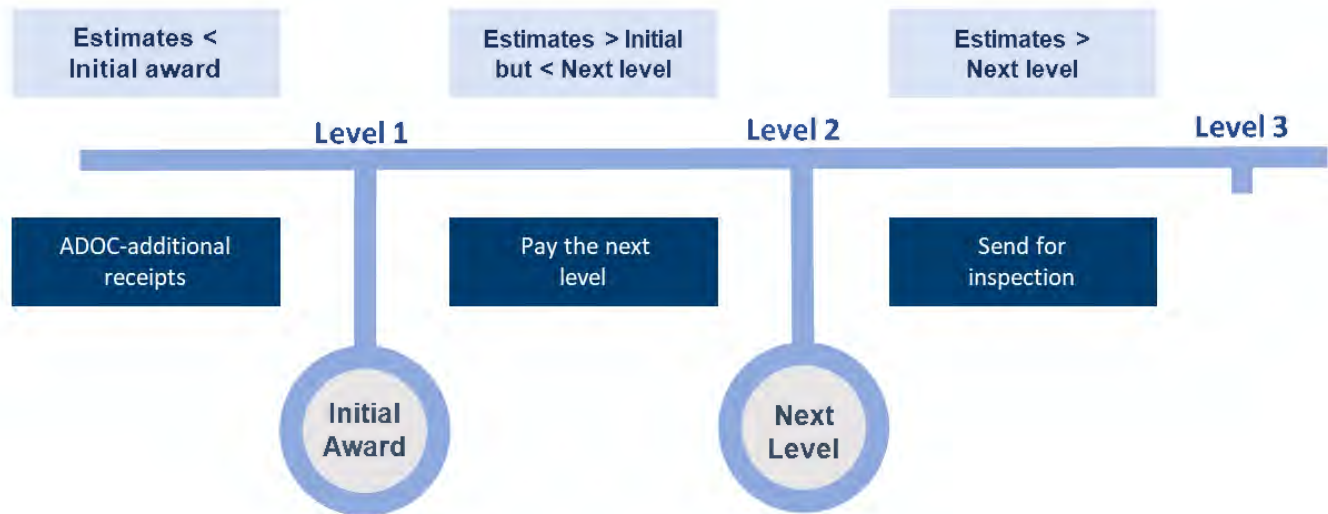
This type of inspection was implemented to verify applicants needs during pandemic restrictions. FEMA inspectors will contact applicants by phone and conduct inspection remotely via video streaming. If video inspection is not possible, a remote inspection by telephone will be completed. In some cases, exterior validation (EV) inspections are also performed.

Ownership and occupancy will be verified by NEMIS public records. If the NEMIS public records verification is NOT available, the applicant will need to submit the applicable documents directly to FEMA.

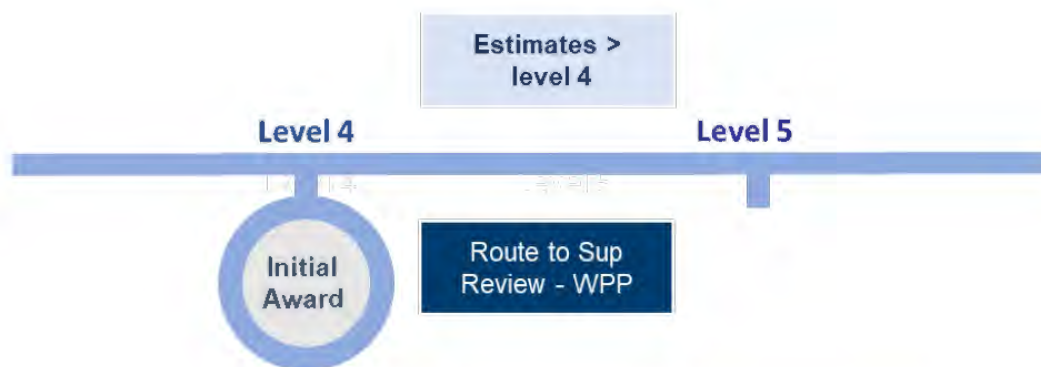
For Remote Inspections, FEMA will base most appeal decisions and awards for real property assistance on verifiable submitted estimates rather than completing a second appeal Remote Inspection, unless a previous appeal determination has been made for an additional Damage Level Award amount.

The Damage Level Award amount will be visible in NEMIS with the applicable award level in the Real Property frame on the Line Items screen. Damage Level Award amounts will include a variety of commonly damaged line items grouped together under new combined Damage Level Award line items for each disaster.

When the amount appealed **exceeds** the next damage level award, an appeal inspection must be requested.



If the appeal inspection returns with the **same level or lower level** than the initial inspection, the applicant will still receive the next damage level award. If not, process the case based on verifiable receipts.



For more details, see guidance in the [IA PPM Remote Inspection DSOP](#).

Scenario:

An applicant in DR-4563-AL appeals for additional damages to their home for Hail/Rain/Wind Driven Rain.

- Initial Damage Level Award for Tornado/Wind Level 3 = \$7,157.16.
- The applicant appealed with \$21,472.00 in verifiable Tornado/Wind receipts.
- Amount being appealed is more than the next Damage Level Award amount. An appeal amount CANNOT exceed one Damage Level Package without an appeal inspection.
- **REQUEST** an appeal inspection if the receipts exceed the next Damage Level Award.
- Appeal inspection returns with the same FVL as initial Remote Inspection-
- **PROCESS** the next Damage Level Award 4 = \$14,680.13.
- **DEDUCT** the previous Tornado/Wind Damage Level Award.

Processing in Web NEMIS Appeal Queue

To process Home Repair when the combined estimates are greater than the initial Damage Level Award received:

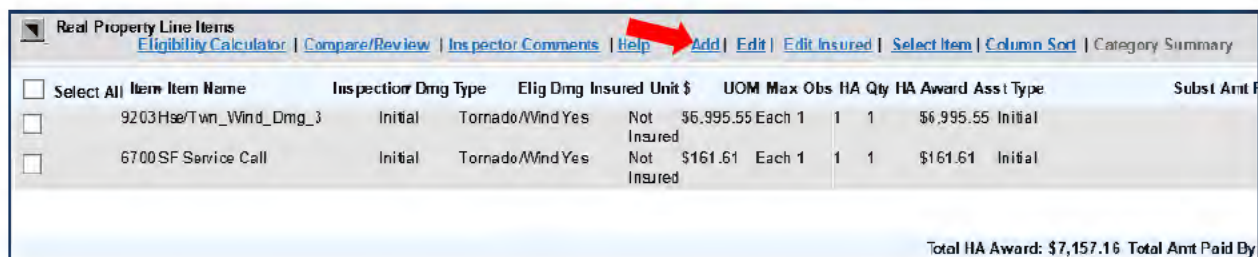
1. **CREATE** a **Home Repair PND** line on the **Assistance** tab if a case does not include an active pending line (unless one already exists.)



Category	Asst Type	Award Level	Eligibility	Elig Date	Elig Amt	Approved	Approved Date	Sch Date	Disb Type	Treas	Type	Returned	Reissu
Home Repair	Initial	First	EHR - Eligible - Home Repair	03/08/2021	57,157.16	Yes	03/08/2021	03/09/2021	EFT				
Housing Assistance	Initial	First	INS - Insured	09/24/2020		Yes	09/24/2020						
Home Repair	Appeal	First	PND - Pending		\$0.00								

After the pending line is created, a Home Repair link appears under the Banner. This link opens the Home Repair Assistance Processing screen.

2. From the **Home Repair Assistance Processing** screen locate the **Real Property Line Items** section, click the **Add** link at top right of the window:



Select All	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit	\$	UOM	Max Obs	HA Qty	HA Award	Asst Type	Subst Amt
<input type="checkbox"/>	9203Hse/Twn_Wind_Dmg_3	Initial	Tornado/Wind	Yes	Not Insured		\$6,995.55	Each	1	1	\$6,995.55	Initial	
<input type="checkbox"/>	6700SF Service Call	Initial	Tornado/Wind	Yes	Not Insured		\$161.61	Each	1	1	\$161.61	Initial	

Total HA Award: \$7,157.16 Total Amt Paid By

3. In the **Add Item** window, select Speed Estimating as **Item Category** field and the next damage level award (**HSE/TWN_Wind_Dmg_4**)

Add Item -- Webpage Dialog

ADD ITEM

* Item Category: SPEED ESTIMATING Item Id: 9204

* Item: HSE/TWN_WIND_DMG_4 (EA)

Item Details

Inspection: FEMA REVIEW Item UOM: EACH

Category: NOT INSURED Unit Cost \$ 14680.13

Damage Type: TORNADO/WIND Item Qty: 1

Eligible Damage: YES Max: 1

Award

Asst Type: APPEAL HA Quantity: 1


Award Level: FIRST HA Award \$ 14680.13

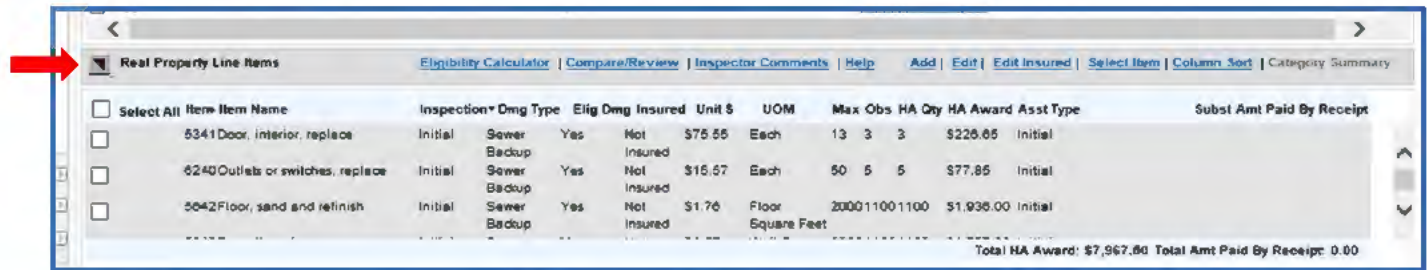
Save Cancel

4. Select the cause of damage in the **Damage Type** field.
5. Enter the quantity to award in the **Item Quantity** field.
6. **SAVE** the selections.
7. The new line item you added will be listed with inspection type "**FEMA Review**."

<input type="checkbox"/> Select All	Item Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst Amt
<input type="checkbox"/>	9203 Hse/Twn_Wind_Dmg_3	Initial	Tornado/Wind	Yes	Not Insured	\$6,995.55	Each	1	1	1	\$6,995.55	Initial	
<input type="checkbox"/>	6700 SF Service Call	Initial	Tornado/Wind	Yes	Not Insured	\$161.61	Each	1	1	1	\$161.61	Initial	
<input type="checkbox"/>	9204 Hse/Twn_Wind_Dmg_4	FEMA Review	Tornado/Wind	Yes	Not Insured	\$14,680.13	Each	1	1	1	\$14,680.13	Appeal	
Total HA Award: \$21,837.29 Total Amt Paid By:													

Line Items Window

The line items list for Real Property or Personal Property can be expanded by clicking on the  icon at the top left of the Real/Personal Property Line Items frame.



Real Property Line Items

Clicking the icon opens a new window with the expanded line item list that that allows more of the line items to be viewed simultaneously. To close the window, use the X.

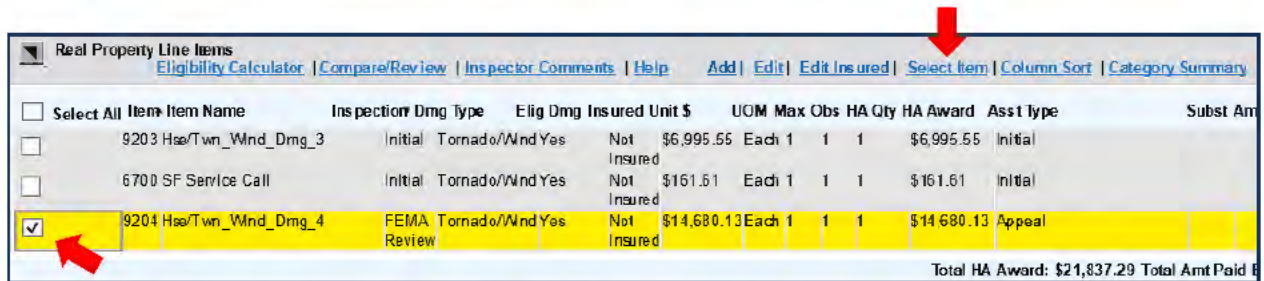


Expanded Real Property Line Items Window

This window is an expanded version of the Line items frame on the Assistance processing screen but separates the line items from other data so that they can be reviewed more efficiently. This window contains the same links displayed on the Assistance Processing page: Eligibility Calculator, Compare/Review, Inspector Comments, Add (line items), Edit, (line items), Edit Insured (line items), Select Items, and Column Sort.

Selecting the Item for Payment

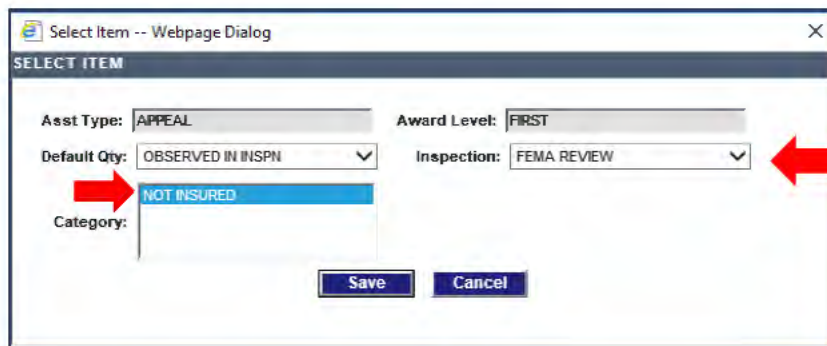
1. Click the **Check box** next to the new line item to select it for payment.
2. Then click the **Select Item** link.



Select All	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max Obs	HA Qty	HA Award	Asst type	Subst Am
<input type="checkbox"/>	9203	Hse/Twn_Wnd_Dmg_3	Initial	Tornado/Wind	Yes	Not Insured	\$6,995.55	Each	1	1	\$6,995.55	Initial	
<input type="checkbox"/>	6700	SF Service Call	Initial	Tornado/Wind	Yes	Not Insured	\$161.61	Each	1	1	\$161.61	Initial	
<input checked="" type="checkbox"/>	9204	Hse/Twn_Wnd_Dmg_4	FEMA Review	Tornado/Wind	Yes	Not Insured	\$14,680.13	Each	1	1	\$14,680.13	Appeal	

Total HA Award: \$21,837.29 Total Amt Paid:

3. Set the **Inspection type** to FEMA Review in the Inspection field and select the appropriate insurance setting in the **Category** field.



Select Item -- Webpage Dialog

SELECT ITEM

Asst Type: Award Level:

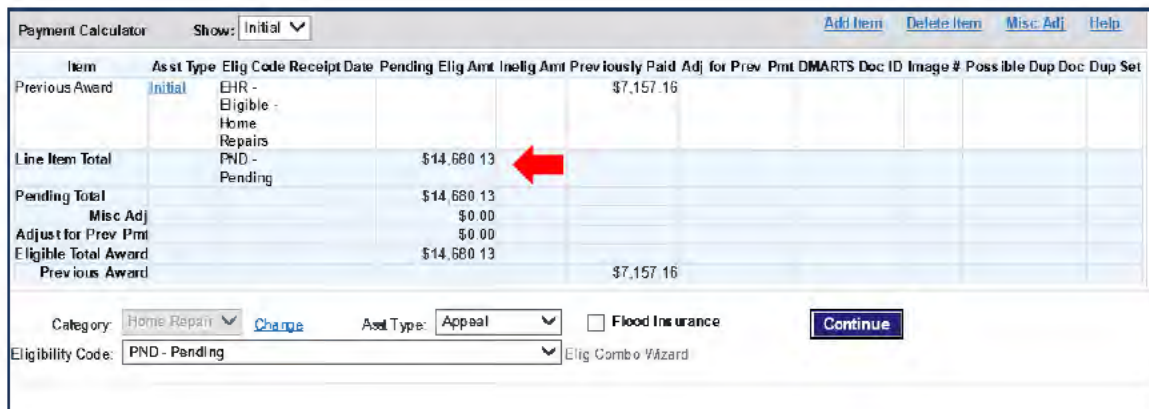
Default Qty: Inspection:

Category:

4. Then click **Save** to save the selection

Adjusting the Pending Eligible Amount

The line item payment(s) you created will be listed in the **Payment Calculator** frame of the Assistance Processing screen.



Payment Calculator Show:

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Previous Award	Initial	EHR - Eligible - Home Repairs				\$7,157.16					
Line Item Total		PND - Pending		\$14,680.13							
Pending Total				\$14,680.13							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$14,680.13							
Previous Award						\$7,157.16					

Category: Asst Type: ☐ Flood Insurance

Eligibility Code: Elig Combo Wizard

1. The applicant had previously received a disaster-specific award for HR Assistance. A payment adjustment is needed, you would click the **Misc Adj** link.

Payment Calculator Show: Initial Add Item Delete Item Misc Adj Help

Item	Asst Type	Elig Code	Receipt Date	Pending	Elig Amt	Inelig Amt	Previously Paid	Adj for Prev	Pmt	DMARTS Doc ID	Image #	Possible Dup	Doc	Dup Set
Previous Award	Initial	EHR - Eligible - Home Repairs					\$7,157.16							
Line Item Total		PND - Pending			\$14,680.13									
Pending Total					\$14,680.13									
Misc Adj					\$0.00									
Adjust for Prev Pmt					\$0.00									
Eligible Total Award					\$14,680.13									
Previous Award							\$7,157.16							

Category: Home Repair Change Asst Type: Appeal Flood Insurance Continue

Eligibility Code: PND - Pending Elig Combo Wizard

2. **DEDUCT** the previous home repair Damage Level Award, enter a description of the adjustment and save the data. Remember, Do Not deduct **Service Call** from any additional EHR awards.

Misc Adj Calculation - Webpage Dialog

MISC ADJ CALCULATION

Action	Amount	Enter Description
Pending Total Forward	\$0.00	
+ Misc. Amount: \$	0.00	Note:
- Misc. Amount: \$	6,995.55	Note: DEDUCT PREVIOUS EHR AWARD
Total Adj Amount: \$	-6,995.55	Total Adj Amount is a NEGATIVE number and it could impact your Eligible Award

Save Cancel

3. After subtracting the previous EHR award, you will return to the Home Repair screen and the new award (**\$7,522.97**) will appear listed as the **Eligible Total Award** in the Payment Calculator frame at bottom of the screen.

Payment Calculator Show: Initial Add Item Delete Item Misc Adj Help

Item	Asst Type	Elig Code	Receipt Date	Pending	Elig Amt	Inelig Amt	Previously Paid	Adj for Prev	Pmt	DMARTS Doc ID	Image #	Possible Dup	Doc	Dup Set
Previous Award	Initial	EHR - Eligible - Home Repairs					\$7,157.16							
Line Item Total		PND - Pending			\$14,680.13									
Pending Total					\$14,680.13									
Misc Adj					(\$6,995.55)									
Adjust for Prev Pmt					\$0.00									
Eligible Total Award					\$7,684.58									
Previous Award							\$7,157.16							

Category: Home Repair Change Asst Type: Appeal Flood Insurance Continue

Eligibility Code: PND - Pending Elig Combo Wizard

4. Now you are ready to update the **Eligibility Code** and click **Continue** to proceed to the Confirmation screen to add a Comment and route to FEMA Approval NON-DRM.

Payment Calculator											
Show: Initial											
Add Item Delete Item Misc Adj Help											
Item	As st Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Se
Previous Award	Initial	EHR - Eligible - Home Repairs				\$7,157.16					
Line Item Total		PND - Pending		\$14,680.13							
Pending Total				\$14,680.13							
Misc Adj						(\$6,995.55)					
Adjust for Prev Pmt						\$0.00					
Eligible Total Award				\$7,684.58							
Previous Award						\$7,157.16					

Category: Home Repair Change

Asst Type: Appeal
 ☐ Flood Insurance
 [Continue](#)

Eligibility Code: EHR - Eligible - Home Repairs
 Change

Elig Combo Wizard
 ←

For specific information about how to apply damage level guidance use the [IA PPM Remote Inspection DSOP](#) or for additional information about the RP Eligibility Calculator see the appendix section of the [Appeal Processing](#).

Determine FVL for Insured Line Items, Per Damage Type

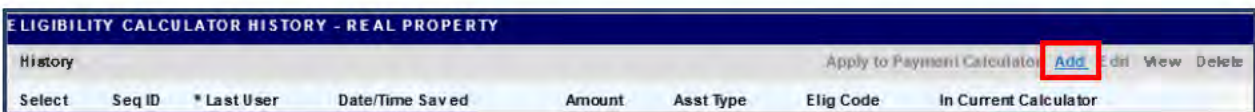
Compare the total insured FEMA Verified Loss for each damage type to the insurance settlement for that damage type.

To determine the FVL of insured Real or Personal Property line items:

1. In the Real Property or Personal Property Line Items frame of the Home Repair or Personal Property screen, click on the **Eligibility Calculator** link.



2. On the Eligibility Calculator History window, select **Add** to add a calculation.



3. The Home Repair or Personal Property Eligibility Calculator appears.

The screenshot shows the 'HOME REPAIR' Eligibility Calculator window. It contains several sections:

- Insurance Settlement:** A table with columns: '#', 'Insurance Type', 'Coverage Type', 'Claim No', 'Settlement Date', and 'Settlement Amt Subst'. The first row shows '1', 'Mobile Home (O/R)', 'Structure', '09876', '05/31/2020', and '\$4,000.00'. The 'Insurance Type' and 'Settlement Amt Subst' cells are highlighted with red boxes.
- Inspection and Insurance Comparison:** A table with columns: 'Select', 'Inspection', 'Insured', 'Damage Type', 'Observed Amount', 'HA Award Asst Type', and 'Insurance Compare'. It lists 'Second' and 'Initial' inspections for 'Hail/Rain/Wind Driven Rain' and 'Flood' damage types. The 'Observed Amount' for the 'Second' inspection is highlighted with a red box.
- FEMA Review Items:** A section with a note: '*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.' and a 'Calculate' button.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

- a. Compare each insurance settlement, **Settlement Amt Subst**, to each Insured **Observed Amount/ Award Amt** (FVL) to determine if the FVL is greater than the insurance settlement for the damage type.
- b. If all FVL amounts are covered by insurance, cancel the Eligibility Calculator, and process an INI or INFI ineligible determination.
- c. If the FVL amount is **greater than** the corresponding settlement, continue processing the items for eligibility.

Paying Line Items from an Appeal Inspection

After an appeal inspection has returned you will determine eligibility for inspection line items by comparing the appeal and initial inspection results. In Web NEMIS, you'll use the Eligibility Calculator to compare inspection line item totals and record your determination in the Payment Calculator

For insured Real Property line items

- Ensure the Structure settlement has been substantiated. If the claim was denied, a substantiation record for a net settlement of \$0.00 will need to be on file.
- Determine if the FEMA Verified Loss (FVL) for insured line items is greater than or less than the settlement amount for the damage type(s).
- If Insurance is greater than FVL, process as ineligible INI/INFI. If FVL is greater than Insurance, proceed to payment

For Insured Personal Property Line Items

- Ensure the Contents settlement has been substantiated. If the claim was denied, a substantiation record for a net settlement of \$0.00 will need to be on file.
- Determine if the FEMA Verified Loss (FVL) for insured line items is greater than or less than the settlement amount for the damage type(s).
- If Insurance is greater than FVL, process as ineligible INI/INFI. If FVL is greater than Insurance, proceed to payment

Personal Property line items must be edited prior to payment. All insured items must be changed to "uninsured", and an Award quantity must be entered before using the Eligibility Calculator.

Changing items to “Uninsured”

1. Multiple line items can be changed to NOT INSURED using the “**Edit Insured**” link.
 - a. In the Line Items frame, select the insured line items.
 - b. Click the **Edit Insured** link.

Personal Property Line Items												
Eligibility Calculator Add Edit Edit Insured Select Item Filter Unfilter Column Sort												
<input type="checkbox"/> Select All	Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max	Obs	Qty Award	Asst Type
<input checked="" type="checkbox"/>	Appl	3200	Infant Stroller	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$84.90	2	1		\$0.00	
<input checked="" type="checkbox"/>	Room	2050	Bedroom	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$706.35	0	1	0	\$0.00	
<input checked="" type="checkbox"/>	Appl	3091	Wet/Dry Vac/Pre Incident	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$53.90	1	1		\$0.00	
<input checked="" type="checkbox"/>	Appl	3010	Refrigerator	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$475.90	1	1		\$0.00	
<input type="checkbox"/>	Appl	3310	Twin Bed	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$438.48	10	1		\$0.00	
Total Insured: \$1,759.53 - Total Amt Paid By Receipt: \$0.00												

- c. In the Edit Insured pop-up, select **NOT INSURED**, and then click **Save**.

Edit Insured -- Webpage Dialog

Insured:

NOT INSURED

Save

Cancel

- d. When a message states “The selected line items will have the “Insured” value changed...” select **OK** to continue.

Compare Inspections and Calculate Award Amount

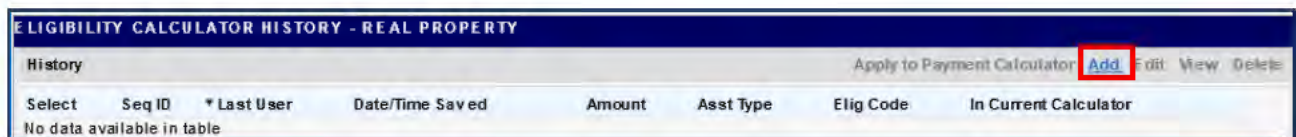
Calculating the Pending Eligible Amount

To compare multiple inspections and award the most recent inspection amount, use the Eligibility Calculator, as follows.

1. In the Real or Personal Property Line Items frame of the Home Repair or Personal Property screen, click the **Eligibility Calculator** link.



2. In Eligibility Calculator History window, click **Add** to add a calculation.



3. On the Eligibility Calculator window, click on the **Select** checkboxes to select inspections to compare (e.g., **Second** and **Initial**).

The screenshot shows the 'HOME REPAIR' Eligibility Calculator window. It displays the 'Insurance Settlement' section with a table of insurance types and amounts. The 'Inspection and Insurance Comparison' section shows a table with columns for 'Select', 'Inspection', 'Insured', 'Damage Type', 'Observed Amount', 'HA Award Asst Type', and 'Insurance Compare'. The 'Second' and 'Initial' inspections are selected, and their respective amounts are shown. The 'FEMA Review Items' section is also visible.

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt	Subst
1	Mobile Home (D/R)	Structure	09876	05/31/2020		\$4,000.00

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select
		Not Insured	Flood	\$7,552.27	\$0.00	Select
			Total	\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select
			Total	\$7,631.99		

FEMA Review Items

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

Calculate **Save** **Cancel**

4. Next, for each Inspection/Insured/Damage Type row:
 - a. Click the **Select** link in the **Insurance Compare** column.

HOME REPAIR
Rgn Id: 150451441 Eligibility Calculator Seq ID:

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Structure	09876	05/31/2020	\$4,000.00

Insurance Settlement

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select
		Not Insured	Flood	\$7,552.27	\$0.00	Select
			Total	\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select
			Total	\$7,631.99		

Inspection and Insurance Comparison

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

FEMA Review Items

[Save](#) [Cancel](#) [Calculate](#)

5. In the Select Insurance window, select the appropriate insurance settlement for the Damage Type shown, and click **Save**.

Select Insurance -- Webpage Dialog

SELECT INSURANCE

Inspection: Category:

Dmg Type: OBS Amt:

#	Insurance Type	Coverage Type	Settlement Amt
<input type="checkbox"/> 0	No Coverage		
<input checked="" type="checkbox"/> 1	Mobile Home (O/R)	Structure	\$4,000.00

[Save](#) [Cancel](#)

6. After returning to the Eligibility Calculator window, click the **Calculate** button.

Eligibility Calculator -- Webpage Dialog

HOME REPAIR
Rgn Id: 150451441 Eligibility Calculator Seq ID:

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Structure	09876	05/31/2020	\$4,000.00

Insurance Settlement

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select 1
		Not Insured	Flood	\$7,552.27	\$0.00	Select 0
			Total	\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select 0
			Total	\$7,631.99		

Inspection and Insurance Comparison

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

FEMA Review Items

[Calculate](#)

7. Next, you will see the calculation results in the Eligibility Summary frame at bottom of the window.

Eligibility Calculator -- Webpage Dialog

HOME REPAIR

Rgsn Id: 150451441 Eligibility Calculator Seq ID:

Insurance Settlement

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Structure	09876	05/31/2020	\$4,000.00

Inspection and Insurance Comparison

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select 1
		Not Insured	Flood	\$7,552.27	\$0.00	Select 0
			Total	\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select 0
			Total	\$7,631.99		

FEMA Review Items

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Second	Not Insured	Flood	\$7,552.27	
Initial	Not Insured	Flood	\$7,631.99	

Eligibility Summary *If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.

[Calculate](#)

Inspection	Insured	Damage Type	Observed Amount	Settlement Amt	Subtotal	Adjustment	Adj Subtotal
Second	Not Insured	Flood	\$7,552.27		\$7,552.27		\$7,552.27
		Subtotal	\$7,552.27	\$0.00	\$7,552.27	\$0.00	\$7,552.27
	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05		\$1,234.05	\$0.00	\$1,234.05
		Subtotal	\$5,234.05	\$4,000.00	\$1,234.05	\$0.00	\$1,234.05
Initial	Not Insured	Flood	\$7,631.99		\$7,631.99	\$0.00	\$7,631.99
		Total	\$7,631.99	\$0.00	\$7,631.99	\$0.00	\$7,631.99

Total Second Insprn \$8,786.32 - Total Initial Insprn \$7,631.99 = Pending Eligible Amount \$1,154.33 + Adjustment \$0.00 = Final Pending Eligible Amount \$1,154.33

Notes:

☐ Do Not Add to Calculator

[Save](#) [Cancel](#)

For each **Insured Damage Type Subtotal**, applied settlement amounts are shown in the **Settlement Amount** column. The **Subtotal** column reflects subtraction of the settlement.

Adjusting the Pending Eligible Amount

Adjustments should be rare for inspection comparisons. However, they may be needed if the **previous inspection total differs from the previous award total for a specific damage type**.

If an adjustment is needed, you would click the **Adjustment** link in the appropriate row, add/subtract the adjustment and enter a description of the adjustment. For Example:

The applicant had previously received a disaster-specific award for Clean and Repair Assistance (CRA). If the Real Property damage from Appeal inspection is more than the CRA award, you would use the **Adjustments** field to deduct the CRA amount

ADJUSTMENT AMOUNT

Adjustment Amount	Description	Delete
-300.00	DEDUCT PREVIOUS EMS CRA AWARD	<input type="button" value="X"/>
		<input type="button" value="X"/>

Total: \$-300.00

1. If you need to record more adjustment amounts than there are lines provided, click the **Add Line** button.
2. After recording adjustments, click **Calculate**, and then click **Save**.

Sending the Pending Eligible Amount to the Payment Calculator

1. After you return to the Eligibility Calculator, ensure the **Do Not Add to Calculator** checkbox remains **UNCHECKED** so the **Final Pending Eligible Amount** will be added as a line on the Payment Calculator.

Eligibility Summary
*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.

Inspection	Insured	Damage Type	Observed Amount	Settlement Amt	Subtotal	Adjustment	Adj Subtotal
Second	Not Insured	Flood	\$7,552.27				
		Subtotal	\$7,552.27	\$0.00	\$7,552.27	\$0.00	\$7,552.27
	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05				
		Subtotal	\$5,234.05	\$4,000.00	\$1,234.05	\$0.00	\$1,234.05
Initial	Not Insured	Flood	\$7,631.99				
		Subtotal	\$7,631.99	\$0.00	\$7,631.99	\$0.00	\$7,631.99
Total Second Inspn			\$8,786.32	-	Total Initial Inspn	\$7,631.99	=
					Pending Eligible Amount	\$1,154.33	+
					Adjustment	\$0.00	=
					Final Pending Eligible Amount	\$1,154.33	

Notes:

☐ Do Not Add to Calculator

2. Click the Save button to save the calculation record.

For additional information about the RP Eligibility Calculator see the appendix section of the [Appeal Processing](#).

Complete the Determination

After you've calculated the appeal inspection award amount in the Eligibility Calculator and returned to the Home Repair or Personal Property screen, the award will be listed in the Payment Calculator frame at bottom of the screen.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev	Pmt	DMARTS	Doc ID	Image #	Possible Dup	Doc	Dup Set
RP - Eligibility Calculator		PND - Pending		\$1,154.33					Manual					
Previous Award	Initial	EHR - Eligible - Home Repairs				\$3,552.27								
Line Item Total		PND - Pending		\$0.00										
Pending Total				\$1,154.33										
Misc Adj				\$0.00										
Adjust for Prev Pmt				\$0.00										
Eligible Total Award				\$1,154.33										
Previous Award						\$3,552.27								

Category: Home Repair [Change](#) Asst Type: Appeal ☐ Flood Insurance [Continue](#)

Eligibility Code: PND - Pending [Elig Combo Wizard](#)

The **Item** column will list the payment. Clicking the RP or PP Eligibility Calculator link will display the Eligibility Calculator window. You will be able to edit the calculation as long as the determination is still "PND - Pending."

The **Previous Award** amount is listed for reference but is not included in the Eligible Total Award.

To record the Eligible determination:

1. First, make sure the correct **Assistance Type** is selected for the award (e.g., Appeal).
2. Select the appropriate **Eligibility Code** (e.g., EHR/EHRZ, EPP/EPPZ).
3. Click the **Continue** button to save the determination and continue to the Confirmation screen.
4. Document and route your work, as described in the section: [Finalize Your Work on the Confirmation Screen](#).

Add Line Items to Pay from Estimate/Receipt

Per the [Appeal Processing](#) SOP, there are some situations when payment can be made for an item without issuing an inspection. This can be done under the following conditions:

- The previous inspection recorded a line item associated with the item under consideration.
- The cost for repairing or replacing the item is documented on a receipt, estimate, or bill submitted by the applicant.
- All case details and documents are verified as meeting PPM eligibility criteria.

When processing the new award, you will create a line item while substantiating the estimate/receipt. Some line items can be paid at the actual costs, and some items must be paid at the Standard Line item cost.

Examples of items that may be paid at actual cost include septic systems, wells and well components, furnaces, heat pumps, boilers, HVAC systems (if not an upgrade from a furnace or air conditioning system), and ADA Real or Personal Property line items.

The following steps demonstrate how to substantiate an estimate/receipt submitted to appeal a Real or Personal Property determination. During the process of substantiating the appeal document, you will also add a line item and record a standard or actual cost payment for the line item.

Record/Verify Substantiation Details for the Estimate/Receipt

1. Access the Estimate/Receipt from the Correspondence Received on the Assistance Processing screen.
2. Highlight the Estimate/Receipt Item in the Item Substantiation list.

The screenshot shows the 'Item Substantiation' window. At the top, there's a table titled 'Correspondence Received' with columns: Category, # of Items, To Calculator, Verified, Item Type/Description, DMART# Document ID, Duplicate Of, Received, and Last Viewed. One item is highlighted in yellow: Category 'HA', # of Items '1', To Calculator 'N', Verified 'Not Applicable', Item Type/Description 'RealProp Est/Receipt', DMART# Document ID '53263424', Duplicate Of, Received '08/27/2019', and Last Viewed '10/14/2019'.

Below the table, there's a section for the selected item. It includes a 'View Full Image' link, a page indicator 'Page: 2', and a checkbox 'This Document is a Duplicate of:'. The item details are as follows:

- Category: HA
- Item Type: RealProp Est/Receipt
- Image page number(s): 2
- Date: 08/27/2019
- Disaster Related?: YES (selected)
- Company name, address, phone number: YES (selected)
- Payment Type: Standard
- Receipt Amount: \$ 0.00
- Adjustments: \$ 0.00
- Pending Eligible Amount: \$ 0.00
- Verified: Not Applicable
- Do not add this item to the calculator: YES (checked)

On the left side of the detailed view, there's a section for the estimate details, including a table of components:

Components	Amount
25 Impeller and Water Motor Filter	\$100.00
Labor	\$100.00
Install new furnace components	
Change out gas valve of furnace unit	
Extra Fee:	\$50.00
Neighborhood	\$50.00
Shopper Discount	
Total	\$250.00

3. Verify and complete substantiation field entries as follows:

This is a close-up of the substantiation fields. Red arrows point to the 'Disaster Related?' and 'Company name, address, phone number' fields, both of which have 'YES' selected. The other fields are as follows:

- Category: HA
- Item Type: RealProp Est/Receipt
- Image page number(s): 2
- Date: 08/27/2019
- Disaster Related?: YES (selected)
- Company name, address, phone number: YES (selected)
- Payment Type: Standard
- Receipt Amount: \$ 0.00
- Adjustments: \$ 0.00
- Pending Eligible Amount: \$ 0.00
- Verified: Not Applicable
- Do not add this item to the calculator: YES (checked)

4. If the "Disaster Related" or "Company, name, address, phone number" information is not specified clearly on the document, verify the information according to guidance in the [Appeal Processing](#) SOP.
 - o If the information is obtained, select **YES** to these questions.

5. Next, select the **Payment Type**.

- For items that can be paid at actual cost, select **Actual**. (See the [Appeal Processing](#) SOP for details about paying actual-costs.)
- For items that must be paid at the line item price, select **Standard**.

(Another selection, **DR Specific**, is also available for use with disaster-specifics.)

* Payment Type: **Actual** (selected)

SELECT LINE ITEM TO COMPARE/ADD

* Receipt Amount: \$ 0.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 0.00

In this example, the receipt is for a furnace replacement at actual cost, so **Actual** is selected.

6. Next, you'll create a line item using the "**Select Line Item to Compare/Add**" link to compare or add, as described in the following section.

* Payment Type: **Actual** (selected)

SELECT LINE ITEM TO COMPARE/ADD

* Receipt Amount: \$ 0.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 0.00

This link opens the Line Items pop-up window that displays a list of all inspection line items previously entered.

7. Next, we create a line item(s) that is comparable to the item(s) on the estimate/receipt. Click the **Add** link at top right of the window.

Select	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Category	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
<input type="checkbox"/>	5461	Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.60	Each	2	1	1	\$270.60	Initial		
<input type="checkbox"/>	5342	Door, exterior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial		
<input type="checkbox"/>	5341	Cabinet, base, replace	Initial	Flood	Yes	Not Insured	\$127.43	Linear Foot	30	20	20	\$2,548.60	Initial		
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$68.63	Each	13	8	8	\$791.44	Initial		
<input type="checkbox"/>	5242	Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$30.04	Each	4	1	1	\$30.04	Initial		
<input type="checkbox"/>	5240	Outlets or switches, replace	Initial	Flood	Yes	Not Insured	\$18.72	Each	70	11	11	\$205.92	Initial		
<input type="checkbox"/>	5649	Drywall, replace	Initial	Flood	Yes	Not Insured	\$4.20	Wall Square Feet	8500	700	700	\$2,840.00	Initial		

Save Cancel

8. This opens an Add Item window. At top of the window, select the appropriate **Item Category** and **Item**. (The example shows Heating selected to award actual cost for furnace replacement.)

9. Select the cause of damage in the **Damage Type** field.
10. Enter the quantity to award in the **Item Quantity** field.
11. The remaining entry fields are auto-populated. You can change them if needed. (Greyed out field entries are read-only.)
12. Click **Save** and you will be returned to the Line Items window.
13. Note the cost of any previous payment for the item. This amount will be deducted later in the substantiation process. (In this example, \$270.60 was previously paid for "Furnace, clean and repair".)

Select	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Category	Unit \$	UOM	Max	Obs	HA Qty	HA Award	AsstType	Subst	Amt Paid By Receipt
<input type="checkbox"/>	8488	Central air conditioner, replace	Initial	Flood	Yes	Not Insured	\$2,694.27	Each	1	1	1	\$2,694.27	Initial		
<input type="checkbox"/>	6441	Furnace, replace	FEMA Review	Flood	Yes	Not Insured	\$2,271.24	Each	2	1	1	\$2,271.24	Appeal		
<input type="checkbox"/>	6451	Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.60	Each	2	1	1	\$270.60	Appeal		
<input type="checkbox"/>	5342	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial		
<input type="checkbox"/>	6341	Cabinet, see, replace	Initial	Flood	Yes	Not Insured	\$127.43	Linear Foot	30	20	20	\$2,548.60	Initial		
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$98.93	Each	13	8	8	\$791.44	Initial		
<input type="checkbox"/>	6242	Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$30.04	Each	4	1	1	\$30.04	Initial		

14. The new line item you added will be listed with inspection type “FEMA Review.”
Select the checkbox for the line item you added.

Select	Item	Item Name	Inspection	Orig Type	Elig Orig	Category	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
<input type="checkbox"/>	5440	Central air conditioner, replace	Initial	Flood	Yes	Not Insured	\$2,094.27	Each	1	1	1	\$2,094.27	Initial		
<input checked="" type="checkbox"/>	5441	Furnace, replace	FEMA Review	Flood	Yes	Not Insured	\$2,271.24	Each	2	1	1	\$2,271.24	Appeal		
<input type="checkbox"/>	5481	Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.00	Each	2	1	1	\$270.00	Appeal		
<input type="checkbox"/>	5342	Door, exterior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial		
<input type="checkbox"/>	6341	Cabinet, base, replace	Initial	Flood	Yes	Not Insured	\$127.43	Linear Foot	30	20	20	\$2,548.60	Initial		
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$68.93	Each	13	8	8	\$791.44	Initial		
<input type="checkbox"/>	6242	Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$38.04	Each	4	1	1	\$38.04	Initial		

15. Then click the **Save** button.

You will be returned to the Item Substantiation window. The standard line item you created will appear in the Substantiation Calculation.

* Payment Type: Actual

SELECT LINE ITEM TO COMPARE/ADD

Furnace, replace

* Receipt Amount: \$ 0.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 0.00

16. In the **Receipt Amount** field, enter the actual cost for the item from the estimate/receipt.

* Payment Type: Actual

SELECT LINE ITEM TO COMPARE/ADD

Furnace, replace

* Receipt Amount: \$ 3000.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 3000.00

After you enter the Receipt Amount, Web NEMIS will auto-populate the read-only **Pending Eligible Amount** field.

- For an Actual Payment Type, the Pending Eligible Amount field will display the Receipt Amount you entered for the line item.
- For a Standard Payment Type, the Pending Eligible Amount field will display either the standard line item amount OR the Receipt amount, whichever is less.

17. When paying Actual, in the **Adjustments** field, click the sub-calculator icon to record the amount and description for related line item(s) that need to be deducted from the payment.

* Payment Type	Actual
SELECT LINE ITEM TO COMPARE/ADD	
Furnace, replace	\$ 2271.24
* Receipt Amount	\$ 3000.00 +
* Adjustments	\$ 0.00 -
Pending Eligible Amount	\$ 3000.00

NOTE: If the **Payment Type** is **Standard**, adjustments must be made using the Miscellaneous Adjustment link on the Assistance Processing screen. The [Miscellaneous Adjustment](#) to Payment section provides details about using this function.

18. Enter the deduction amount and a note that describes the deduction.

Calculator -- Webpage Dialog

Adjustments

All values entered will be added to the Total, Negative numbers are allowed for Amount.

Amount	Description	Delete
270.60	Previous Payment Furnace Clean and Repair	X
		X
		X
		X
		X

Total: \$270.60

Calculate

Add Line Save Cancel

19. When you finish recording deduction amounts, click **Save** to return to the Item Substantiation window.

20. The amount you entered will be displayed as a read-only entry in the **Adjustments** field.

SELECT LINE ITEM TO COMPARE/ADD		
Furnace, replace	\$ 2271.24	
* Receipt Amount	\$ 3000.00	+
* Adjustments	\$ 270.60	-
Pending Eligible Amount	\$ 2729.40	

21. Next, in the **Verified** field, select **Yes** to indicate you verified the document substantiation.

* Category: HA * Item Type: RealProp EstRcpt

* Image page number(s): 2

* Date: 08/27/2019

* Disaster Related? ☒ YES ☐ NO

* Company name, address, phone number ☒ YES ☐ NO

* Payment Type: Actual

SELECT LINE ITEM TO COMPARE/ADD

Furnace, replace	\$ 2271.24	
* Receipt Amount	\$ 3000.00	+
* Adjustments	\$ 270.60	-
Pending Eligible Amount	\$ 2729.40	

Verified: Yes

☐ Do not add this item to the calculator

Save Close

22. Ensure the **“Do not add this item to the calculator”** checkbox remains Unchecked so the eligible amount will be added to the Payment Calculator. Then click the **Save** button.

23. Click the **Close** button to return to the Home Repair Assistance Processing screen.

After you return to the Assistance Processing screen, the line item you added will appear in the Line Items list.

For an Actual payment type saved in Item Substantiation view, Web NEMIS will list an ACTUAL "FEMA Review" line item to pay at actual cost. For informational purposes, it will also list each standard line item you selected to add/compare when substantiating the estimate/receipt document.

(An "ACTUAL" line item will also be created for a Standard payment type if Web NEMIS awards an actual estimate/receipt amount because the actual cost is less than the standard cost).

The link in the **Subst** field will open the estimate/receipt in substantiation view.

Real Property Line Items													
Eligibility Calculator Compare/Review Inspector Comments Help Add Edit Edit Insured Select Item Column Sort Category Summary													
<input type="checkbox"/> Select All	Item # Item Name	Inspection	* Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst
<input type="checkbox"/>	5341 Door, interior, replace	Initial	Flood	Yes	Not Insured	\$90.63	Each	15	5	5	\$791.44	Initial	
<input type="checkbox"/>	5649 Drywall, replace	Initial	Flood	Yes	Not Insured	\$4.20	Wall Square Feet	6800	709	700	\$2,940.00	Initial	
<input type="checkbox"/>	6242 Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$30.04	Each	4	1	1	\$30.04	Initial	
<input type="checkbox"/>	5640 Floor covering, replace	Initial	Flood	Yes	Not Insured	\$3.74	Floor Square Feet	2000	1010	1010	\$3,777.40	Initial	
<input type="checkbox"/>	6486 Central air conditioner, replace	Initial	Flood	Yes	Not Insured	\$2,604.27	Each	1	1	1	\$2,604.27	Initial	
<input type="checkbox"/>	6342 Door, exterior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial	
<input type="checkbox"/>	5644 Floor, sub, replace	Initial	Flood	Yes	Not Insured	\$2.13	Floor Square Feet	2000	1010	1010	\$2,151.30	Initial	
<input type="checkbox"/>	6240 Outlet or switches, replace	Initial	Flood	Yes	Not Insured	\$18.72	Each	70	11	11	\$2,059.2	Initial	
<input type="checkbox"/>	6481 Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.00	Each	2	1	1	\$270.00	Initial	
<input type="checkbox"/>	8000 ACTUAL Heating; 6441	FEMA Review	Flood		Not Insured	\$3,000.00	Each		0	0	\$0.00	Appeal	03283424
<input type="checkbox"/>	6441 Furnace, replace	FEMA Review	Flood	Yes	Not Insured	\$2,271.24	Each	2	1	0	\$0.00		03283424

- Item **8000, ACTUAL Heating: 6441**, displays the receipt amount (\$3,000.00
 - Even though the **HA Award** field is \$0.00, the **Amt Paid By Receipt** field displays the adjusted eligible amount (\$2,720.49).
- Item **6441, Furnace, replace**, that we created during the substantiation process also displays in the list but is not included in the payment.

Both line items link to the same estimate/receipt document in the Item Substantiation window. If the award status is "Pending," the substantiation details can be edited.

Complete the Determination

The line item payment(s) you saved will be listed in the Payment Calculator frame of the Assistance Processing screen.

Item	Assl Type	Elig Code	Receipt Date	Pending	Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp EstRept ACTUAL Hearing 6441		PND - Pending	05/26/2020		\$2,729.40				mf00e100a1016183	1		
Previous Award	Initial	EHR - Eligible - Home Repairs					\$15,548.39					
Line Item Total					\$0.00							
Pending Total		PND - Pending			\$2,729.40							
Misc Adj					\$0.00							
Adjust for Prev Pmt					\$0.00							
Eligible Total Award					\$2,729.40							
Previous Award							\$15,548.39					

Category: Home Repair [Change](#) Ass Type: Appeal ☐ Flood Insurance [Continue](#)

Eligibility Code: EHR - Eligible - Home Repairs [Elig Combo Wizard](#)

To record the Eligible determination:

1. First, make sure the correct **Assistance Type** is selected for the award (e.g., Appeal).
2. Select the appropriate **Eligibility Code** (e.g., EHR/EHRZ, EPP/EPPZ).
3. Click the **Continue** button to save the determination and continue to the Confirmation screen.
4. Document and route your work, as described in the section: [Finalize Your Work on the Confirmation Screen](#).

Add an Award Line Items from the Line Items Frame (No Receipt)

There may be situations where line items must be added without Substantiation. One example of this is paying for stored personal property. When inspectors record stored personal property, they enter the line items in inspector comments. When an applicant is eligible for stored personal property, agents must create line items based on the items listed in the comment.

Following are instructions for adding line items directly from the Personal Property screen.

1. First create a Pending line for Personal Property.
2. Navigate to the Personal Property Assistance Processing screen.

The screenshot shows the Home Repair software interface. At the top, there are tabs for 'Home Repair', 'Personal Property', and 'Confirmation'. The 'Personal Property' tab is selected. Below the tabs, there are sections for 'Verification Requirements', 'Insurance Settlement', and 'Personal Property Line Items'. The 'Personal Property Line Items' section at the bottom has a red arrow pointing to the 'Add' link. The 'Add' link is located next to the 'Eligibility Calculator' link.

3. In the Line Items frame, click the **Add** link.
4. From the **Category Type** drop-downlist, select an item from one of the following categories:
 - Appliance
 - Clothing
 - Essential Tools
 - Room
5. Select the specific item in the **Item Name** field.
6. Enter a brief description of the item in the **Other Desc** field.
7. Select the appropriate cause(s) of damage in the **Damage Type** list.
8. Enter the appropriate **Item Qty**.
9. Select the appropriate **Degree of Damage**.
10. Enter the number of items in the **Award Qty**. (quantity) field.

The screenshot shows the 'Add Item -- Webpage Dialog' window. The dialog has several sections: 'ADD ITEM', 'Manual Inspection', and 'Award'. In the 'ADD ITEM' section, the 'Category Type' is set to 'APPLIANCE', 'Item Name' is 'CRIB', and 'Other Desc' is 'STORED - ACE & SONS STORAGE'. The 'Repair Amt' is \$193.48 and the 'Replace Amt' is \$193.48. In the 'Manual Inspection' section, the 'Inspection Type' is 'FEMA REVIEW', 'Damage Type' is 'FLOOD', and 'Degree of Damage' is 'REPLACE'. The 'Insured' checkbox is checked, 'Item Qty' is 1, 'Limit' is 1, and 'Cost' is \$193.48. In the 'Award' section, the 'Award Type' is 'APPEAL', 'Award Level' is 'FIRST', 'Award Qty' is 1, and 'Award Amt' is \$193.45. There are 'Save' and 'Cancel' buttons at the bottom.

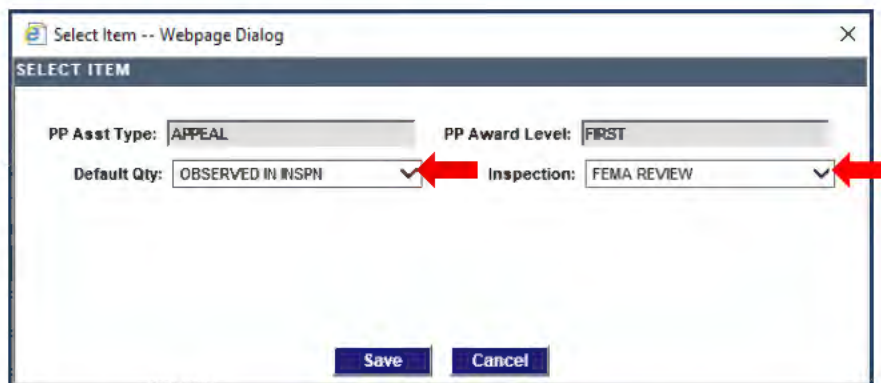
11. Click the **Save** button.

12. Select the Line items for payment by clicking the checkbox beside each of the items to be paid.



Personal Property Line Items														Eligible Calculation Add Edit Edit Insured Select Item Filter	
<input type="checkbox"/> Select All	Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max	Obs	Qty	Award	Asst Type	Subst	Amnt Paid
<input checked="" type="checkbox"/>	Appl	3000	Playpen-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$93.79	1	1	1	\$93.79	Appeal		
<input checked="" type="checkbox"/>	Appl	3260	Stroller-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$92.75	1	1	1	\$92.75	Appeal		
<input checked="" type="checkbox"/>	Appl	3120	Child Car Seat-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$59.09	1	1	1	\$59.09	Appeal		
<input checked="" type="checkbox"/>	Appl	3680	Toys-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$80.00	1	1	1	\$80.00	Appeal		

13. Next click on the “**Select Item**” link



Select Item -- Webpage Dialog

SELECT ITEM

PP Asst Type: PP Award Level:

Default Qty: Inspection:

14. Select **OBSERVED IN INSPN** for the Default quantity and **FEMA REVIEW** for the Inspection Type. Then click **Save**.

15. To record the Eligible determination in the Payment Calculator:

- Verify the correct amount is displayed in the **Eligible Total Award** field
- Make sure the correct **Assistance Type** is selected (e.g., Appeal).
- Select the appropriate **Eligibility Code** (e.g., EHR/EHRZ, EPP/EPPZ).
- Click the **Continue** button to save the determination and continue to the Confirmation screen.
- Document and route your work, as described in the section: [Finalize Your Work on the Confirmation Screen](#).

Adjust a Previous Payment from an Estimate/Bill/Receipt

You can use tools available from an Assistance Processing Payment Calculator frame to adjust a previous award that was underpaid from a receipt item. For example, you may need to add sales tax that was left off a previous payment and process an additional payment for the adjustment.

In Web NEMIS, an Adjustment function is accessible from the Payment Calculator.

NOTE: Only underpayment corrections can be made using the **Adjustment** link.

To correct an underpayment on a previous award:

1. On the Assistance Processing screen, in the Payment Calculator frame, click on the link in the **Asst Type** field for the **Previous Award** link that needs adjustment.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Dec	Dup Sat
Previous Award	Initial	EDTL - Eligible - Dental				\$125.00					
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$0.00							
Previous Award						\$125.00					

Category: Asst Type: Eligibility Code: [Continue](#)

2. After the Previous Payment Calculation window appears, select the **Item** link to the previous payment. (In the example below **Dtl_Est/Rcpt/Bill** is the item link.)

Item	Asst Type	Elig Code	Receipt Date	Elig Amt	Inelig Amt	Adj for Prev Pmt	DMARTS Doc ID	Image #	Poss
Dtl Est/Rcpt/Bill			05/25/2017	\$125.00			09000001803382ab	1	No
<p>Eligible Sub Total \$125.00</p> <p>Misc Adj \$0.00</p> <p>Override:\$0.00</p> <p>+ Misc:\$0.00</p> <p>- Misc:\$0.00</p> <p>Adjust for Prev Pmt \$0.00</p> <p>Eligible Total Award Initial EDTL \$125.00</p>									

[Close](#)

- When the Item Substantiation window opens, click on the **Adjust** button to adjust the payment.

- In the Payment Adjustment window, enter the total amount that should have been paid previously. (e.g.: **Receipt** field, **Total Paid/Due from Registrant** field, etc.).

- Add a **Note** explaining the adjustment, and if the adjustment is due to a new document received, select the document under the **Select Additional Documents to Associate** list.
- When you're done, click **Save**. This will return you to the Item Substantiation window.

7. Click **Close** to close the Item Substantiation window and click **Close** again to close Previous Payment Calculation window.
8. The system subtracts the previous award from the new total and the adjustment is then shown in the Payment Calculator in the **Adjust for Prev Pmt** field.

Payment Calculator
Show: All
Add Item
Delete Item
Misc Adj
Help

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Old Est/Rcpt/Bill		PND - Pending	05/25/2017				\$53.00	Manual	1	No	
Previous Award	Initial	EDTL - Eligible - Dental				\$125.00					
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$53.00							
Eligible Total Award				\$53.00							
Previous Award						\$125.00					

Category: Dental
Asst Type: Appeal
Continue

Eligibility Code: PND - Pending

Miscellaneous Adjustment to Payment

You can use the Misc Adjustment tool the Payment Calculator to adjust payment calculations in specialized situations. The Misc Adjustment tool is not tied to substantiation documentation. Therefore, its use should be restricted to special situations such as making a payment for Child Care or making a deduction from a standard line item amount.

To make a Miscellaneous Adjustment, use the following procedures:

1. At the top of the Payment Calculator frame, click the **Misc Adj** link.
2. Enter the Payment Amount in the **+ Misc Amount** field.
3. Add any deduction in the **- Misc Amount** field.
4. In the **Note** frames, enter a description of the payment or deduction.
5. Click the **Save** button.

The screenshot shows the 'Payment Calculator' window with a 'Misc Adj Calculation -- Webpage Dialog' open. The dialog has a table with columns 'Action', 'Amount', and 'Enter Description'. It shows a 'Pending Total Forwarded' of \$0.00. Below this, there are input fields for 'Override Amount \$', '+ Misc Amount \$' (set to 1,600.00), and '- Misc Amount \$' (set to 0.00). The 'Total Adj Amount \$' is calculated as 1,600.00. A 'Note' field contains the text 'CHILD CARE - 1 CHILD FOR 8 WEEKS'. At the bottom of the dialog are 'Save' and 'Cancel' buttons. A red arrow in the main window points to the 'Misc Adj' link in the top navigation bar.

After saving, the Misc Adj amount appears in the Payment Calculator.

The screenshot shows the 'Payment Calculator' window after the adjustment has been saved. The table now includes a 'Misc Adj' row with a value of \$1,600.00. The 'Eligible Total Award' is updated to \$1,600.00. A red arrow points to the 'Misc Adj' row. The 'Continue' button is visible at the bottom right of the window.

Finalize Your Work on the Confirmation Screen

After completing an eligibility determination, use the **Confirmation** screen to generate a Comment and route workpackets to the appropriate queue.

Set the Routing Location

To set the routing location for a case decision:

1. In the **Decision** frame, for each decision you are routing out of the queue, click on the **Select** checkbox and select the **Routing** location. The subqueue will set automatically to **NON-DRM**.

The example below shows **FEMA Approval** being selected for an EHR decision.

The screenshot shows a web application window titled 'Home Repair' with a 'Confirmation' tab. The main area is labeled 'Confirmation' and contains a table with the following columns: 'Select', 'Category', 'Amount', 'Elig Code', 'Routing', and 'Subqueue'. A single row is displayed with the following values: 'Select' is checked, 'Category' is 'Home Repair', 'Amount' is '\$2,729.40', 'Elig Code' is 'EHR', 'Routing' is 'FEMA Approval' (highlighted with a red box), and 'Subqueue' is 'NON-DRM'. Below the table, there are two checkboxes: 'Split Workpacket' and 'Retain Workpacket in Queue'. At the bottom, a message reads 'Return To Sender Not found for this workpacket'.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Home Repair	\$2,729.40	EHR	FEMA Approval	NON-DRM

☐ Split Workpacket ☐ Retain Workpacket in Queue

Return To Sender Not found for this workpacket

If there are multiple decision lines that need to be routed out of the queue, click the **Select** checkbox and set the routing location for each one. Or, if you need to keep a decision line in the queue, simply do not select it.

Splitting a Workpacket

There are a few instances in which we may need to split a Workpacket, including:

- Processing both an **Initial and an Appeal decision** together
Example: Denying an additional Home Repair (Appeal) while paying Transportation for the first time (Initial)
- Making **multiple payments in the same category**
Example: Making two ERCT rental payments at the same time because of a fiscal year split
- Processing needed for HA and ONA in a **Joint option disaster**
Example: Insurance includes contents and structural settlements
- When additional **ADA processing** is required

When splitting a workpacket that contains multiple decision lines, uncheck the decision that is to remain in queue and route the checked decision

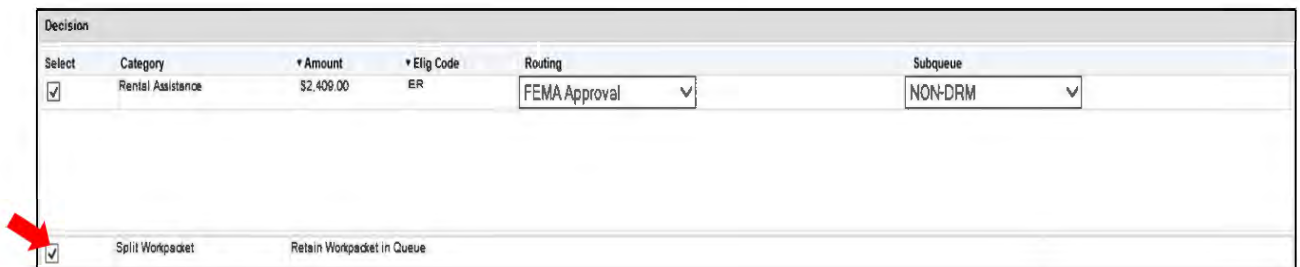


Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$323.97	ETR	FEMA Approval	NON-DRM
<input type="checkbox"/>	Rental Assistance	\$1,500.00	ER		

☐ Split Workpacket
 ☐ Retain Workpacket in Queue

Return To Sender Not found for this workpacket

If all decision lines are being routed and you need to keep the workpacket in queue after routing the decision click on the **Split Workpacket** checkbox.



Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Rental Assistance	\$2,409.00	ER	FEMA Approval	NON-DRM

☒ Split Workpacket
 ☐ Retain Workpacket in Queue

Document and Submit Your Work

To document and submit your work:

1. Click on **Generate comment** button to auto-populate system information about the eligibility decision into the **Comment Summary** and **Details** fields.

The screenshot shows a web form titled "Comment". It has two text input areas: "Summary:" and "Details:". Below these is a status bar that says "Characters remaining: 2000 characters left". At the bottom of the form, there are three buttons: "Generate Comment" (highlighted with a red box), "Save Draft", and "Delete Draft". Below the buttons is a "Related Documents:" dropdown menu. A "Submit" button is located at the bottom right of the form.

2. Edit the Comment to follow current guidance for the work done in the case. See the [Appeals Processing](#) SOP for detailed information about comment requirements.

The screenshot shows the same "Comment" form, but now it contains text. The "Summary:" field has the text "91 HOME REPAIR-APPEAL = EHR". The "Details:" field has the text "Applicant submitted signed appeal letter and estimate for additional assistance with damage to furnace. Previous award for Furnace clean and repair. Spoke with Kendrick Richard at 5 Star Heating and Cooling, phone 123-456-7890. Cost was to replace necessary furnace components damaged by flood. Not an upgrade. Applicant is not insured." The status bar now says "Characters remaining: 1915 characters left". The buttons are "Re-Generate Comment", "Save Draft", and "Delete Draft". The "Related Documents:" dropdown menu is highlighted with a red box. The "Submit" button is also highlighted with a red box.

3. Select the Document used for the decision from the **Related Documents** drop down menu.
4. Click the **Submit** button to finalize your work and route the workpacket(s) to the selected location.

Appendix A: Substantiation Documents Used for Appeals

In the Web NEMIS FEMA Appeal queue, you will need to create a substantiation record for each applicant document you use to process the Appeal. This means you will access Appeals documents in the Item Substantiation view and record guidance-related criteria in the system fields associated with each document.

You'll need to substantiate Appeal letters indexed into the Category: Appeals, as well as documents indexed into various other categories.

You may need to substantiate appeal documents indexed the following document categories, depending on the assistance being appealed:

- Appeals
- Dental
- Funeral
- Housing Assistance
- Insurance
- Lodging
- Medical
- Misc/Other (which also includes Child Care Item Types)
- Moving and Storage
- Other Gov Forms
- Personal Property
- Transportation

Appeal Letters (Category: Appeal)

Appeal letters are indexed into the Document category: **Appeals**. The document **Item Types** for Appeal letters include the following:

- Dtl Apl Ltr (Dental Appeal Letter)
- Funeral Apl Ltr (Funeral Appeal Letter)
- Med Apl Ltr (Medical Appeal Letter)
- Mis Oth Apl Ltr (Miscellaneous/Other or Child Care Appeal Letter)
- Mov Stor Apl Ltr (Moving and Storage Appeal Letter)
- Oth Nds Apl Ltr (Other Needs Assistance Appeal Letter)
- Per Prp Apl Ltr (Personal Property Appeal Letter)
- Trans Apl Ltr (Transportation Appeal Letter)
- HA Apl Ltr (Housing Assistance Appeal Letter)

Following is an example of substantiation fields associated with Appeal letters.

The screenshot shows a web form titled 'Appeals'. At the top, there are two dropdown menus: '* Category:' set to 'Appeals' and '* Item Type:' set to 'Dtl Apl Ltr'. Below these are several fields marked with an asterisk (*):
- '* Image page number(s)': a text input field.
- '* Date of Appeal Letter?': a date input field.
- '* Does letter clearly state what is being appealed?': radio buttons for YES and NO.
- '* Is the Appeal Letter signed?': radio buttons for YES and NO.
- 'Verified:': a dropdown menu currently showing 'Not Applicable'.
- 'Is this item a duplicate?': radio buttons for UNKNOWN (selected), YES, and NO.
- A checkbox labeled 'Do not add this item to the calculator'.
At the bottom are two buttons: 'Save' and 'Close'.

You will need to ensure any existing entries are correct, and complete any blank fields marked as required by an asterisk (*). Substantiation fields include:

- Image page number(s)
- Date of Appeal Letter?
- Does letter clearly state what is being appealed?
- Is the Appeal Letter signed?
- Verified
- Is this item a duplicate?
- Do not add this item to the calculator

The HA Appeal letter also includes an additional question that asks, “What type of Housing Assistance is being appealed?”

The screenshot shows a web form titled 'HA Appeals'. At the top, there are two dropdown menus: '* Category:' set to 'Appeals' and '* Item Type:' set to 'HA Apl Ltr'. Below these are several fields marked with an asterisk (*):
- '* Image page number(s)': a text input field.
- '* Date of Appeal Letter?': a date input field.
- '* What type of Housing Assistance is being appealed?': a dropdown menu with a list of options: Housing Assistance, Rental Assistance, Home Repair, Transient Accommodations, Replacement Housing, and Permanent Housing.
- '* Is the Appeal Letter signed?': radio buttons for YES and NO.
- 'Verified:': a dropdown menu currently showing 'Not Applicable'.
- 'Is this item a duplicate?': radio buttons for UNKNOWN (selected), YES, and NO.
- A checkbox labeled 'Do not add this item to the calculator'.
At the bottom are two buttons: 'Save' and 'Close'.

Types of Housing Assistance to select include:

- Rental Assistance
- Home Repair
- Transient Accommodations
- Replacement Housing
- Permanent Housing

Appeals Reference Guide



FEMA

IA Training & Development

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About this Guide

This guide provides basic navigational steps that are specific to appeals processing in the Web NEMIS FEMA Appeal queue. Most Basic Web NEMIS processing mechanics are the same in the FEMA Appeal queue as in the FEMA Manual Determination queue. These basic processing steps are documented in the [Web NEMIS Initial Assistance Reference Guide](#), which is included on the “Job Aids” tab of the [IA Training and Development](#) intranet page.

The Intention of this document is to build on previous processing knowledge by providing detailed steps for Home Repair and Personal Property appeals processing.

This reference guide provides information about how to:

- Create an appeal pending line
- Substantiate appeal documentation
- Flag and resolve duplicate documents flags
- Add a substantiation item for a document on file or from verbal verification
- Request an appeal inspection
- Review and update verification requirements
- Generate customized letters to request appeal documentation (ADOC, RFI)
- Generate ineligible appeal letters (A-INI/A-INFI, A-INO, A-IOR, AAFIN)
- Award Home Repair and Personal Property assistance and deduct a previous award following an appeal inspection
- Award Home Repair and Personal Property assistance requested with submission of estimate/receipt documents and deduct a previous related award
- Add and award line items not requested with receipt/estimate documents
- Adjust a previous payment upward or make a miscellaneous adjustment to a current payment
- Finalize and document an Appeal decision

The PMS Policy and Doctrine Unit (PDU) has developed an appendix guide with five scenarios on how to use the **Real Property Eligibility Calculator**. Staff **must** follow the instructions to ensure proper awards are being provided and reduce calculation errors. For additional information, refer to the [Appeal Processing](#)

Create an Appeal Pending Line

If a case does not include an active pending line for a category of assistance being appealed, create a pending line to use for processing the category.

A pending line can be created using the **Add Assistance** link at the bottom left of every screen or by using the category specific **Add** links at the top of the Assistance frames on the Assistance Screen.

The screenshot displays the 'Assistance' screen with a left-hand navigation menu and a main content area. The left menu includes options like Overview, Registrant Info, Assistance, Inspection Status, Line Items, Communication, Info Control, Linked Regs, Needs To Do, Registration Status, Events History, RI History, and Inspection History. The main content area is divided into several sections: Housing Assistance, Temporary Housing, TSA Eligibility Info, and PPI/Other Assistance. Each section contains a table of assistance lines. Red arrows highlight the 'Add' links at the top of the Housing Assistance, Temporary Housing, and PPI/Other Assistance tables, and the 'Add Assistance' link in the left menu.

Category	Asst Type	Award Level	Eligibility	Elig Date	Elig Amt	Approved	Approved Date	Sch Date	Disb Type	Treas Type	Returned	Reissued	Elig Dec Type	Appeal	Rejection Cd	Note
Housing Assistance	Home Repair	First	EHR - Eligible - Home Repairs	06/22/2011	\$2,123.43	Yes	06/22/2011		CHECK				Auto			

Category	Asst Type	Eligibility	Elig Amt	Elig Date	Start Dt	End Dt	Approved	Months	FMR	Address	City	State	Zip Cd	Post Disaster Rent	Post Disaster Income
Temporary Housing	Rental Assistance	ER - Eligible - Rental Assistance	\$049.00	06/22/2011			Yes	1	3046.00						

Category	Asst Type	Award Level	Eligibility	Elig Date	Amount	Approved	Approved Date	Sch Date	Disb Type	Treas Type	Returned	Reissued	Elig Dec Type	Fund	Disburse
PPI/Other Assistance	Personal Property	First	EPF - Eligible - PF, No Flood Insurance Required	06/22/2011	\$4,393.25	Yes	06/22/2011		CHECK				Auto	Fed/State	

To add a pending line:

1. Click the **Add** link in the appropriate category frame on the Assistance screen. (OR click the **Add Assistance** link in the left menu.)

The Add Assistance window will appear.

Add Assistance

Program: HA Category: HOME REPAIR

Asst Type: APPEAL

Eligibility: PND - PENDING

- INONV,IOWNV,NCOMP - INELIGIBLE OCCUPANCY NOT VERIFIED, OWNERSHIP NOT VERIFIED, NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT
- IPND - APP WITH INSURANCE BEING INSPECTED**
- ILER,INDM,INSS - INELIGIBLE INELIGIBLE LODGING EXPENSES REIMBURSEMENT, INELIGIBLE DAMAGE NOT DISASTER RELATED, NO SUBSTANTIATION SUBMITTED
- INSFI,INSS,IOWNV - INELIGIBLE HAS FLOOD INSURANCE, NO SUBSTANTIATION SUBMITTED, OWNERSHIP NOT VERIFIED
- INSFI,IOWNV - INELIGIBLE HAS FLOOD INSURANCE, OWNERSHIP NOT VERIFIED
- IOWNV,ISC - INELIGIBLE OWNERSHIP NOT VERIFIED, SANCTIONED COMMUNITY IN SFHA
- IOWNV,NCOMP - INELIGIBLE OWNERSHIP NOT VERIFIED, NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT
- NCOMP - NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT
- NPND - NFIRA - NON COMPLIANCE
- PND - PENDING**
- WVO - WITHDRAWN - APPLICANT WITHDREW VOLUNTARILY

1. If you used the **Add Assistance** link, select **HA** or **ONA** in the **Program** field.
2. Select the appropriate assistance category in the **Category** field.
3. Select **Appeal** from the **Asst Type** drop-down list.
4. Select the appropriate pending code in the **Eligibility** field.
 - Select **IPND** if the case needs to be reviewed for insurance coverage after inspection.
 - Select **PND** if the decision does not require an insurance comparison.
5. Click the **Save** button to save your work.

After the pending line is created, an Assistance Processing link for the selected category appears under the Banner. This link opens an associated category-specific Assistance Processing screen.

Home Repair Confirmation

Verification Requirements

Requirement	Status	Requirement	Status
Identity Verification	Verified	Homeowner's Insurance	Verified
Signature Obtained	Verified	Occupancy	Verified
		Ownership	Verified

Insurance Settlement

Substantiation Policy: Add Settlement: Add Add to Calculator: Help

Insurance Type	Coverage Type	Claim Date	Claim No.	Settle Date	Settle Amount	ALE Exhausted	Subst

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Appeals,HA,Lodging,Misc:Other	4			Hotel/Motel Rpt/MiscOth Est/Rpt,RealProp Est/Rpt; Registrant's Sta	m100a100a161e797		05/13/2020	05/16/2020
HA		N	No	Registrant's Sta	170031748		05/13/2020	05/16/2020
Lodging				RealProp Est/Rpt	170068537		05/13/2020	05/16/2020
Misc:Other				Hotel/Motel Rpt	170031829		05/13/2020	05/16/2020
				MiscOth Est/Rpt	170031830		05/13/2020	05/16/2020
HA	1			RealProp Est/Rpt	m100a100a161ea85		05/14/2020	05/21/2020

Substantiate Correspondence Received

In Web NEMIS, you must record substantiation details for each document item received. The substantiation process is a way for the system to record whether documents meet the criteria required to determine eligibility.

For items such as receipts, bills, and estimates, the item substantiation process is also used for payment calculations. Substantiation fields for these items include sub-calculators for documenting payment adjustments.

The item substantiation fields for Real and Personal Property estimates/receipts, also provide a link used to add line items for payment.

Access the Document Item Substantiation Window

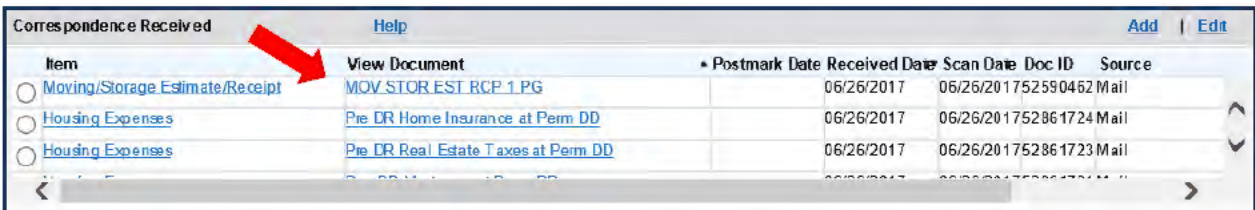
Before starting the substantiation process, if there is no pending line for the category you need to process, create one. Once the pending line is created, you can substantiate the documents.

- Use the Correspondence Received frame on the Communication screen to substantiate documents for:
 - Housing Assistance (generic category rarely used for manual processing)
 - Initial Rental Assistance
 - Moving/Storage
- Use the Correspondence Received frame on the appropriate category-specific Assistance Processing screen to substantiate documents for:
 - Continued Temporary Housing Assistance
 - Lodging Expenses Reimbursement
 - Home Repair
 - Home Replacement
 - Personal Property
 - Medical
 - Dental
 - Transportation
 - Miscellaneous Other/Child Care

Access Document Substantiation View from the Communication Screen

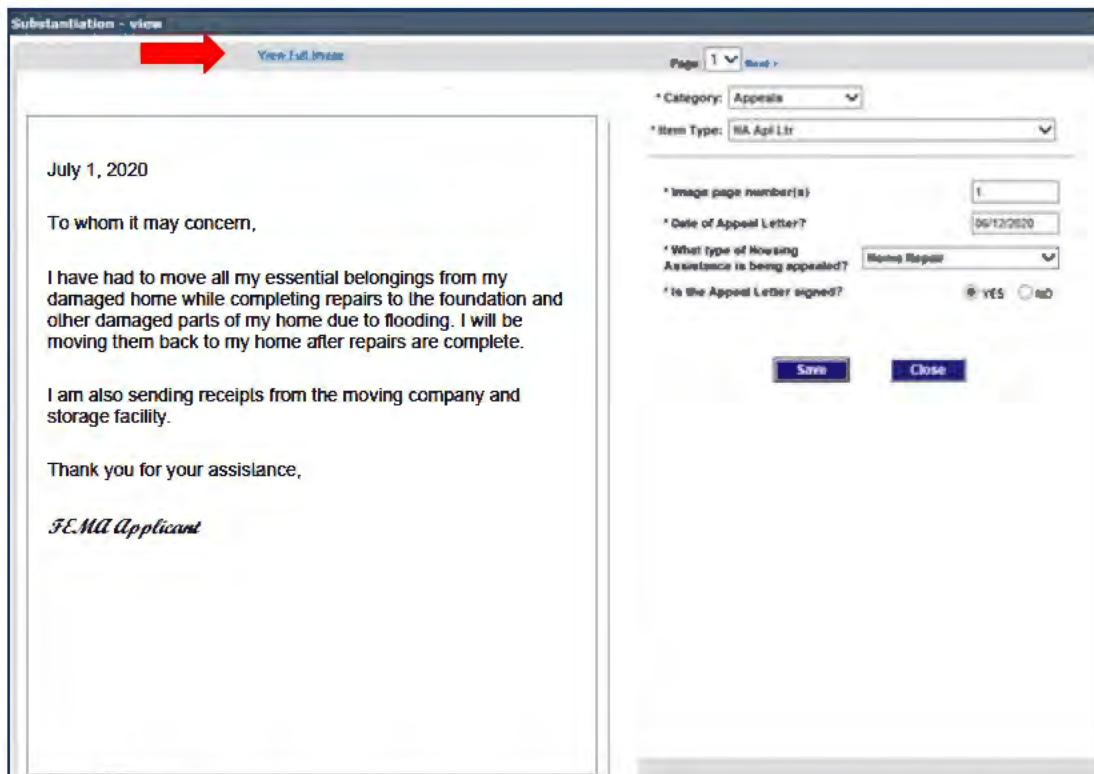
The category-specific Assistance Processing screens for Initial Rental and Moving and Storage assistance do not provide a Correspondence Received frame. Therefore, to substantiate documents submitted for these categories, use the Correspondence Received frame on the Communication screen.

1. Access the Communication screen.



Item	View Document	* Postmark Date	Received Date	Scan Date	Doc ID	Source
<input type="radio"/> Moving/Storage Estimate/Receipt	MOV STOR EST RCP 1 PG		06/26/2017	06/26/2017	1752590462	Mail
<input type="radio"/> Housing Expenses	Pie DR Home Insurance at Perm DD		06/26/2017	06/26/2017	1752861724	Mail
<input type="radio"/> Housing Expenses	Pie DR Real Estate Taxes at Perm DD		06/26/2017	06/26/2017	1752861723	Mail

2. Under Correspondence Received, in the **View Document** column, click on the link for the set of documents you need to substantiate for Initial Rent or Moving and Storage assistance.
3. The document item will open in Substantiation view. Click the **View Full Image** link to review and verify details of the document.



Substantiation - view

[View Full Image](#)

Page 1 of 1

* Category: Appeals

* Item Type: HA Appl Ltr

* Image page number(s): 1

* Date of Appeal Letter?: 06/12/2020

* What type of Housing Assistance is being appealed?: Home Repair

* Is the Appeal Letter signed?: ☒ YES ☐ NO

[Save](#) [Close](#)

July 1, 2020

To whom it may concern,

I have had to move all my essential belongings from my damaged home while completing repairs to the foundation and other damaged parts of my home due to flooding. I will be moving them back to my home after repairs are complete.

I am also sending receipts from the moving company and storage facility.

Thank you for your assistance,

FEHA Applicant

4. Review, update and/or complete the Substantiation questions for the item.
5. Click **Save** to save your work and **Close** to return to the Communication screen.

Access Document Substantiation View from an Assistance Processing Screen

To substantiate documents submitted for CTHA, Lodging Expenses Reimbursement, Home Repair, Personal Property, Transportation, Moving and Storage, Medical/Dental, or Miscellaneous Other appeals, start on the applicable Assistance Processing screen.

To access the Item Substantiation window:

1. Click the category assistance link under the Banner to navigate to the Assistance Processing screen.



2. Expand the Correspondence Received frame by clicking on the "Plus" ("+" sign beside the frame label.

The Correspondence rows with a plus or minus (+/-) sign in the first column represent sets of documents. The **# of Items** column identifies how many document items are in each set.

Correspondence Received Help									
+/-	Category	# of Items	Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
	Appeals, Cont Asst, HA	4			CA Form 1660, HA Apl Ltr, Real Prop Est Rpt	m100a100a1016183		10/12/2018	06/01/20
	Cont Asst	5			CA Expenses, CA Income, CA Lease, CA Rent Rpt	m100a100a101622a	m100a100a1017a2c	10/23/2018	01/17/20
	Cont Asst	12			CA Expenses, CA Income, CA Lease, CA Rent Rpt	m100a100a1017a2c		01/29/2020	04/24/20
	HA	1			Driver's License	Manual			

3. Next, click the "Plus" ("+" sign beside a set of documents to expand the list that contains individual document items.

The illustration below shows a set of documents that has been expanded.

Correspondence Received Help									
+/-	Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
	Appeals, HA, Lodging, Misc, Other	4			Hotel/Motel Rpt, MiscOth Est Rpt, Real Prop Est Rpt, Registrant's Sta	m100a100a101e707		05/13/2020	06/16/2020
	Appeals				Registrant's Sta	170031748		05/13/2020	06/16/2020
	HA		N	No	Real Prop Est Rpt	170091537		05/13/2020	06/16/2020
	Lodging				Hotel/Motel Rpt	170031820		05/13/2020	06/16/2020
	Misc, Other				MiscOth Est Rpt	170031830		05/13/2020	06/16/2020
	HA	1			Real Prop Est Rpt	m100a100a101ea85		05/14/2020	05/21/2020

4. Next, click on the **DMARTS Document ID** link for an individual document item and the Item Substantiation window will open. (The Document ID for an individual item is smaller than the Document ID for a set of documents.)

The top of the Item Substantiation window displays the list of documents included in Document set. Highlighting an item in the Substantiation Window will display the Substantiation questions to be completed for that item.

The screenshot shows the 'Item Substantiation' window. At the top, there is a table titled 'Correspondence Received' with columns: Category, # of Items, To Calculator, Verified, Item Type/Description, DMART's Document ID, Duplicate Of, Received, and Last Viewed. The table lists three items, with the first one highlighted in yellow. Below the table, there is a 'View Full Image' link and navigation controls including '< Back', 'Page: 3', and '> Next'. To the right of these controls is a checkbox labeled 'This Document is a Duplicate of:'. Below the navigation controls, the left pane displays the text of the selected document, which is an appeal letter. The right pane contains a form for substantiation questions, including fields for Category, Item Type, Image page number(s), Date of Appeal Letter, What type of Housing Assistance is being appealed?, and Is the Appeal Letter signed?. There are also radio buttons for 'Verified' and 'Is this item a duplicate?', and a checkbox for 'Do not add this item to the calculator'. At the bottom of the right pane are 'Save' and 'Close' buttons.

- The bottom left frame includes an image of the selected document item.
 - You can use the **View Full Image** link to view the item in an image viewer application.
 - You can use the **Back** and **Next** links and/or the **Page** field to view the previous or next page of a document item.

CAUTION: Substantiation questions apply only to the item highlighted in the list. Use of the page navigation tools will change the page displayed but will not display the corresponding Substantiation questions for other pages. When in doubt, highlight the item to ensure the substantiation questions being completed are associated with the item.

The bottom right frame identifies the document Category and Item Type and provides substantiation fields for details from the document. Substantiation fields marked by an asterisk (*) are required for Web NEMIS to save substantiation. Complete all fields for which information in the document is available.

Substantiating Document Items

Substantiation fields are customized according to the document category and item type you are substantiating. In general, when substantiating documents, do the following:

1. Review, update, and/or correct the Substantiation fields.
 - Ensure the **Category** and **Item Type** field entries match the document type.
 - Ensure any existing entries are accurate.
 - For **Estimate/Receipt/Bill** items, Use the sub-calculators to enter the receipt amount and any adjustments.
 - the **Adjustment** field and sub calculator is used to make any deductions from the payment.
 - Select the appropriate response in the **“Verified”** field based on document review and associated verification calls. “Verified” confirms that all field entries were correct.
 - **“Is this item a duplicate?”** field should be blank or set to “Unknown” during initial review. This can be updated later if this item is identified as a duplicate.
 - **“Do not add this item to the calculator”** check box is used for items that are not used in payment calculation. This field must remain unchecked for items that will be used in payment calculations.

The screenshot shows a web form titled "This Document is a Duplicate of:" with a checkbox. Below this, there are two dropdown menus: "Category" set to "Appeals" and "Item Type" set to "HA Apl Ltr". The form contains several input fields and checkboxes:

- "Image page number(s)" with a text input containing "3".
- "Date of Appeal Letter?" with a date input containing "04/03/2020".
- "What type of Housing Assistance is being appealed?" with a dropdown menu set to "Home Repair".
- "Is the Appeal Letter signed?" with radio buttons for "YES" (selected) and "NO".
- "Verified:" with a dropdown menu set to "Not Applicable".
- "Is this item a duplicate?" with radio buttons for "UNKNOWN", "YES", and "NO".
- "Do not add this item to the calculator" with a checked checkbox.

At the bottom of the form are two buttons: "Save" and "Close".

2. Click **Save** to save the substantiation entries.

Add a Substantiation Item for a Document on File

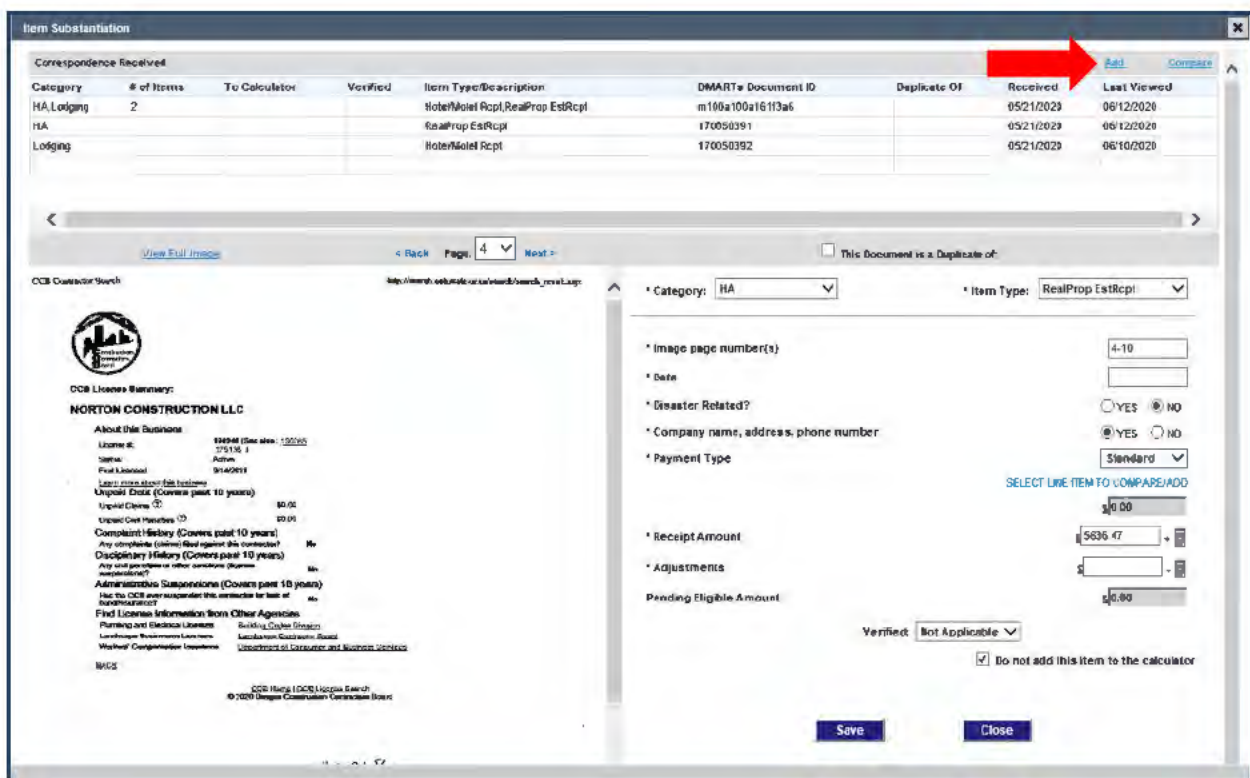
Specific substantiation items are created in Web NEMIS for each document indexed into an applicant's file. Substantiation questions help to ensure documentation meets eligibility criteria required for processing.

Sometimes the substantiation items needed for certain documents are not created during the indexing process.

When a substantiation item was not created during indexing for a document, or you need to separate multiple items, you can create a separate substantiation item.

To add a substantiation item from the Item Substantiation window:

1. Access the Item Substantiation window.
If the document contains two receipts or other items you need to substantiate at this time, substantiate the first item and click the **Save** button.
2. Click the **Add** link at top of the **Correspondence Received** frame. This link creates a new substantiation item for the document set.



Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART# Document ID	Duplicate Of	Received	Last Viewed
HA Lodging	2			Hotel/Motel Rcpt/RealProp EstRcpt	m100a100a16113a6		05/21/2023	06/12/2026
HA				RealProp EstRcpt	170050391		05/21/2023	06/12/2026
Lodging				Hotel/Motel Rcpt	170050392		05/21/2023	06/12/2026

[Add](#) [Compare](#)

[View Full Image](#) [Back](#) Page: 4 [Next](#) ☐ This Document is a Duplicate of:

CCB Contractor Search [Help/About/Feedback/Contact Us/Privacy Policy/Log Out](#)

CCB License Summary:
NORTON CONSTRUCTION LLC

About this Business
License #: 040946 (See also: 150265)
Status: 07/11/16 J
Firm Address: 9140911
[Learn more about this business](#)
Unpaid Debt (Covers past 10 years) \$0.00
Unpaid Court Judgments (Covers past 10 years) \$0.00
Complaint History (Covers past 10 years)
Any complaints (internal) filed against this contractor? No
Disciplinary History (Covers past 10 years)
Any civil judgments or other sanctions (judgments, suspensions)? No
Administrative Sanctions (Covers past 10 years)
Has the CCB ever suspended this contractor for lack of substantiation? No
Find License Information from Other Agencies
Planning and Electrical Licenses Building Codes Division
Landmarks/Preservation Licenses Landmarks Commission Board
Watershed/Comprehensive Licenses Watershed of Conservation and Watershed Services

Item Substantiation Form:

Category: HA Item Type: RealProp EstRcpt

Image page number(s): 4-10

Date:

Disaster Related? ☐ YES ☒ NO

Company name, address, phone number:

Payment Type: Standard

SELECT LINK ITEM TO COMPARE/ADD

Receipt Amount: \$635.47

Adjustments:

Pending Eligible Amount: \$6.00

Verified: Not Applicable

☒ Do not add this item to the calculator

Save **Close**

- The **Add** button opens a new, blank substantiation area. Choose the appropriate Category and Item Type from the drop-down list.

* Category:

* Item Type:

Save

Close

Once the Item Type is selected, remaining substantiation fields that are specific to that item type will appear.

- Modify and complete the substantiation questions for the new item.

Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
HA Lodging	2			Hotel/Motel Rcpt./RealProp Est/Rcpt	m100a100a1610a6		05/21/2020	06/12/2020
HA				RealProp Est/Rcpt	17050391		05/21/2020	06/12/2020
Lodging				Hotel/Motel Rcpt	17050392		05/21/2020	06/10/2020

View Full Image

Page: 1

Next

May 12, 2020

JFMA

PO Box 10955

Hyattsville, MD 20782-0955

Fax: 980-837-8112 ATTENTION JFMA

RE: REIMBURSEMENT REQUEST

Disaster Number: 4519

JFMA Application Number: 88694489

Date of Loss: 01-06-2020

Don & Frances Barnett

Disaster #: 4519

Registration #: 412718869

Repair receipts are being submitted as a request for reimbursement for the devastation during the first days of the flood when we weren't able to stay in our home.

The following documents are being submitted:

1. Motel 6	\$ 961.04
2. Norcon Construction LLC	\$1,144.00
3. FORDS	\$1,100.02
4. Anne's Sepsis	\$ 420.00
5. Executive Carpet & Door Cleaning	\$ 410.00
6. Zeffman's Well	\$ 300.00
7. Murphy's	\$ 710.00
8. MCGO	\$ 381.91
	\$9,636.47

Motel 6: was 17 days it was the least expensive motel in Pontchartrien Orleans where we reside.

Murphy's Cleaning LLC: Removal of mud sheet rock insulation from carpet, carpet pad and hard wood floor.

FORDS: Rental for fans to dry out ducts for heat unit the duct work under the home was completely submerged under water.

Anne's Sepsis: Heating system had to be pumped as it was submerged under 3 ft of water for 4 weeks.

Executive Carpet & Door Cleaning: Duct work had to be scrubbed as they were full of mud.

Zeffman's Well Drilling: Well had to be resealed cleaned as it was contaminated with coal.

* Category: Appeals

* Item Type: HA Apl Ltr

* Image page number(s)

* Date of Appeal Letter?

* What type of Housing Assistance is being appealed? Housing Assistance

* Is the Appeal Letter signed? YES NO

Verified: Not Applicable

Is this item a duplicate? UNKNOWN YES NO

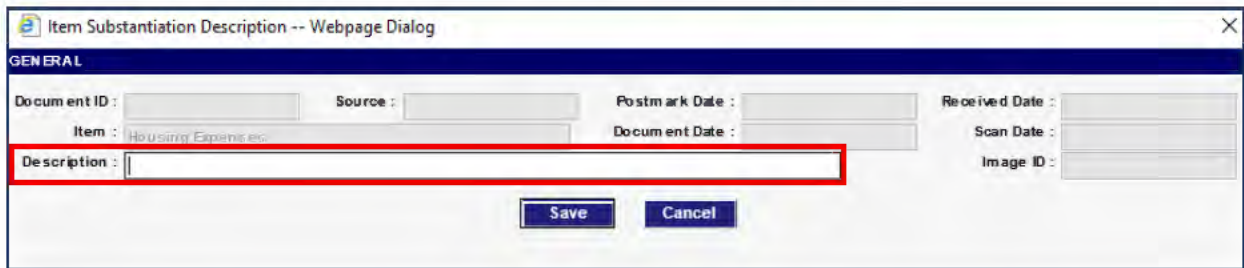
Do not add this item to the calculator

Save

Close

- Click **Save**.

- When you save a new substantiation item, the **Item Substantiation Description** pop-up will prompt you to enter a description of the item. (In the example, "Home Repair Appeal Letter" would be an accurate description.)



- If needed, select the next item to be added by clicking on the **Add** link and follow the steps above to substantiate that item.
- After saving the substantiation for all items, click **Close** on the Item Substantiation window.
- This will return you to the Assistance Processing screen.

Add Verbal Substantiation Items

A substantiation item is used to fulfill an associated verification requirement that must be satisfied to process a related category of assistance. In some situations, we can add a substantiation item from information obtained verbally (from the applicant or a third party).

Some examples of verbal statements that can be recorded as substantiation include:

- Insurance company's verification of an applicant's insurance settlement details
- Insurance company's verification of denial, coverage/lack of coverage, or failure to file a claim
- Landlord's statement verifying the need for an applicant to relocate
- Mechanic's verification of disaster-caused damages to an automobile

If you substantiate processing criteria verbally with an insurance agent or other party, and a document is not on file for which you can record the associated verbal substantiation details, you can use Web NEMIS tools add a verbal substantiation item.

You'll need to use different steps for insurance coverage or settlement substantiation than you will for other forms of substantiation.

Add Verbal Insurance Coverage and Settlement Substantiation

You can add verbal insurance coverage and/or settlement substantiation received from an insurance company for a Homeowners type policy (including Homeowners, Mobile Home, Condo, Renters, and Flood insurance) from various locations.


- From the **Assistance** screen, click the **Substantiation: Add** link in the Insurance Substantiation/Settlement frame if a policy record is not on file, or click the **Settlement: Add** link if the policy record is on file.
- From the Home Repair/Personal Property Assistance Processing screen, click the **Substantiation Policy: Add** link if a policy record is not on file, or click the **Settlement: Add** link if the policy record is on file.

The following instructions step you through the process of adding both policy and settlement details. The screens and steps are very similar to the steps for adding insurance details on the **Insurance tab** in older versions of NEMIS.

Policy Details

To first enter details about the policy:

1. In the Insurance Substantiation/Settlement frame, click on the **Substantiation: Add** link.

Insurance Substantiation/Settlement									
NFIRA Maintenance Requirement No									
					Substantiation: Add Edit		Settlement: Add Edit Help		
Source	DOC ID	Ins Type	Claim Status	Settle Date	Structure Amt	Contents Amt	Other Amt	Claim Date	Claim
Substantiation	52360054	Return/Owner Contents Only (O/R)	Closed	06/14/2018	\$0.00	\$0.00	\$3,000.00	03/22/2018	
					ALE		ALE Amt	Policy Id	Company Name
					0			GT8750676000	Assurance Spe

2. In the **Add Substantiation** window, add general policy and coverage information:

ADD SUBSTANTIATION

General

Document ID: 52360082
Source: Verbal/Applicant Statement
Image ID: 0

Postmark Date:
Received Date: 05/28/2018
Scan Date:
Document Date:

Item: Insurance Policy
Description: Verbal Substantiation from Insurance Co

Insurance Policy

Ins Type: Mobile Home (O/R)
Policy ID: GT8750676000
Company Name: Assurance Specialty

Phone: 123 4567890
Eff Date:
Exp Date:
Input Source: Substantiation

Policy Coverage

Coverage:
☐ Contents
☐ Other
☐ Structure
ALE:

Coverage Amt: \$0.00
Coverage Amt: \$0.00
Coverage Amt: \$0.00

Deductible Amt: \$0.00
Deductible Amt: \$0.00
Deductible Amt: \$0.00

Coverage Misc

Covers Entire Household:
Mortgage Payoff Required:
Interior Struct Dmg:
PP Loss Flag:

Insurance Settlement

DOC ID
Contents
Other
Structure
Settle Total
Claim Date
Claim No.
Claim Status
Settle Date
ALE Exhausted
Note

No insurance Settlement items to display.

Save

Cancel

- **Insurance Type** and **Company Name** are required.
- If ALE is covered, use **ALE** field to indicate **YES**.
- If the applicant has ALE coverage, check the “**Other**” field, and enter the ALE Coverage/Deductible amounts there.
- If ALE=YES, fields appear for arrangement details.

Settlement Details

To add details about the settlement:

1. If you added policy details first, on the Add Substantiation window, click the **Add** link in the Insurance Settlement frame.

OR

If you did not need to add policy details first, click the **Settlement: Add** link on the Substantiation/Settlement frame of the Assistance screen.

2. In the **Add Insurance Settlement** window, add general information and settlement details.

The screenshot shows the 'ADD SETTLEMENT' window with two tabs: 'General' and 'Insurance Settlement'. The 'General' tab is active, showing fields for Document ID (52380082), Source (Other), Image ID (0), Postmark Date, Received Date (05/28/2018), Scan Date, and Document Date. The 'Insurance Settlement' tab is also visible, showing Claim Date (03/22/2018), Claim No (00102048117), Claim Status (Closed), Settle Date (03/28/2018), and ALE Exhausted (YES). Below these fields is a table for coverage types: Contents, Other, and Structure. Each type has a checkbox, a Settlement Amt field, and a Note field. Red arrows point to the 'Settle Date' field and the 'Settlement Amt' fields. The 'Save' and 'Cancel' buttons are at the bottom.

Coverage Type	Contents	Other	Structure
*Coverage Type:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*Settlement Amt:	\$8,500.00	\$3,000.00	\$30,000.00
Note:			

- **Settle Date** is required.
 - A **Settlement Amount required** for at least 1 coverage type. The settlement amount **must be greater than 0**.
 - If the entire ALE settlement amount has been disbursed and no more ALE is forthcoming, select **YES** for **ALE Exhausted**.
 - Use **"Other"** fields to enter the ALE settlement amount.
3. After completing insurance settlement entries, **Save** your work.

Add a Substantiation Item from Other Verbal Verification

To add a verbal substantiation item received to verify information other than insurance policy coverage or settlement details, you'll use tools on the Correspondence Received frame of the Communication screen.

Some examples of verbal statements that can be recorded as substantiation include:

- Landlord's statement verifying the need to relocate
- Mechanic's verification of disaster-caused damages to an automobile
- Insurance company's verification of denial, lack of coverage, or failure to file a claim

Just as when processing appeals in earlier versions of NEMIS, you will need to record the information received during the courtesy call in a detailed contact and/or comment, in accordance to processing guidance.

To add a verbal substantiation record:

1. From the **Communication** screen, click the "Add" link at the top of the Correspondence Received frame
2. Complete the data entry fields
3. Click **Save** to finish the new Substantiation item.

The screenshot displays the NEMIS Communication screen. On the left sidebar, the 'Communication' tab is highlighted with a red box. The main content area is divided into several sections. At the top, there's a 'Correspondence Received' section with a red arrow pointing to the 'Add' link. Below this, there's a table of correspondence items. The 'Outgoing Correspondence' section is also visible. At the bottom, there's a 'Comment/Contact History' table. The right side of the screen shows a form for adding a new item, with fields for 'Document ID', 'Source', 'Postmark Date', 'Received Date', 'Doc ID', 'Type', 'Description', 'Image ID', 'First', 'Last', 'Middle Initial', 'First', 'Last', 'Middle Initial', 'Sender Organization', and 'Relationship'.

Item	View Document	Postmark Date	Received Date	Doc ID
<input type="radio"/> RETURNED MAIL	RETURNED MAIL: ADOG SEAL HNA STNA WNA ELUA IDOONA OWN OCC OCC OWN	11/02/2016	11/23/2016	131
<input type="radio"/> RETURNED MAIL	RETURNED MAIL: SUPER SEAL DECISION (RCT, DNTL, IIS)			
<input type="radio"/> Colored Data Change	(no description entered)			

Summary	Description
<input type="radio"/> ADOG SEAL HNA STNA WNA ELUA IDOONA OWN OCC OCC OWN	ADOG - APPEAL REQUEST DOCUMENTATION
<input type="radio"/> SUPER SEAL DECISION (RCT, DNTL, IIS), MD, IIS	Eligibility Decision, Flood Risk
<input type="radio"/> ADOG SEAL ET APPEAL	Admission/Admission Letter

Type	Date & Time	User Name	Summary	Details
Comments	06/23/2013 03:14	Sharon Ritenour	Failed Batch Approval Request	LER av
Comments	06/09/2012 04:05	Carmella Jackson	Delayed Inter-ADOG SEAL APPEAL RP	
Comments	02/01/2011 08:44	MARK FUCHS	AUTOMATED TEST LETTER	Letter T
Comments	02/01/2011 04:24	MARK FUCHS	AUTOMATED TEST LETTER	Letter T
Comments	01/31/2011 10:37	Sheryl Bradley	AUTOMATED CREATE NEW MOD LETTER IV	Creation

Flag and Resolve Duplicate Documents

Sometimes applicants may submit multiple copies of a document (or set of documents). In Web NEMIS, identical documents can be flagged as duplicates. Flagging duplicate documents helps to expedite future case review and identifies the “master” documents that were used for eligibility determination.

Documents flagged as duplicates remain in the applicant’s file and can be accessed in Item Substantiation view. Calculations on duplicate documents are not applied to the Payment Calculator.

Some Items are flagged manually as duplicates, and others are flagged automatically. Items not used for payment can be flagged by agents during the document substantiation process.

Items used for payment are not manually flagged during the substantiation process. Web NEMIS automatically checks payment items and will automatically flag duplicate payment items that have the same date and amount. Duplicate payment items are flagged in the Payment Calculator with a “Review” status, which must be addressed prior to payment.

Flag a Duplicate Set of Documents

If there are multiple copies of a complete set of documents agents can manually flag a set of documents as a duplicate.

To determine the duplicate status of a document set, open each document set in the image viewer and compare each document item. Ensure the information in each set is the same by comparing document dates, addresses, written text, estimate/ receipt/ settlement amounts, etc.

After you’ve identified a duplicate set of documents, determine which one should be the “master” set and which will be marked as a duplicate. The “master” set is the one to be used for processing. Identify the DMARTS document ID for the set of documents you want to be the master.

To manually flag a duplicate set of documents, access the documents on the Assistance Processing screen in the Correspondence Received frame.

To indicate a set of documents is a duplicate:

1. Expand the Correspondence Received frame,
2. Expand the set of documents to be flagged as a duplicate and select one of the individual item links within the set. (This opens the Item Substantiation window.)
3. Under the list of document items, click on the checkbox **“This Document is a Duplicate of”**.

Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Appeals	1			HA Apl Ltr	m100a100a1620a6a		06/13/2020	06/15/2020
Appeals				HA Apl Ltr	170092803		06/13/2020	06/15/2020

Page: 1 Next >

View Full Image

☐ This Document is a Duplicate of:

* Category: Appeals * Item Type: HA Apl Ltr

* Image page number(s): 1

* Date of Appeal Letter? 06/12/2020

* What type of Housing Assistance is being appealed? Home Repair

* Is the Appeal Letter signed? ☒ YES ☐ NO

Verified: Not Applicable

Is this item a duplicate? ☐ UNKNOWN ☐ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

- In the Duplicate Document pop-up window, select the DMARTS Document ID number of the set to be used as the Master.

Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Appeals	1			HA Apl Ltr	m100a100a1620a6a		06/13/2020	06/15/2020
Appeals				HA Apl Ltr	170092803		06/13/2020	06/15/2020

Page: 1 Next >

View Full Image

☐ This Document is a Duplicate of:

* Category: Appeals * Item Type: HA Apl Ltr

* Image page number(s): 1

* Date of Appeal Letter? 06/12/2020

* What type of Housing Assistance is being appealed? Home Repair

* Is the Appeal Letter signed? ☒ YES ☐ NO

Verified: Not Applicable

Is this item a duplicate? ☐ UNKNOWN ☐ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

Duplicate Document

PLEASE SELECT THE MASTER DOCUMENT ID:

m100a100a1620a6a
m100a100a162478
m100a100a162479
m100a100a162480

Save Cancel

- Click **Save**.
- Click **Save** on the Item Substantiation window, and then click **Close**.

After you return to the Assistance Processing screen, the **Duplicate Of** column in the Correspondence Received frame will display the DMARTS Document ID of the identical "master" document set.

Flag Individual Document Items as Duplicate

Before flagging an individual document item, carefully compare the item to the matching document item. Check the document dates, addresses, signatures, etc., for any differences

To indicate an individual item is a duplicate:

1. After opening the document item, select **Yes** on the radio button beside the substantiation question “Is this item a duplicate?”
2. Click **Save** to save the entry, and then select **Close** to close the Item Substantiation window.

The screenshot shows the 'Item Substantiation' window. At the top, there is a table with columns: 'DMAKT's Document ID', 'Duplicate Of', 'Received', and 'Last Viewed'. The table contains two rows of data. Below the table, there is a section titled 'This Document is a Duplicate of:' with a checkbox. Under this section, there are several fields: '* Category:' (set to 'Appeals'), '* Item Type:' (set to 'Hr Ap/Ltr'), '* Image page number(s):' (set to '1'), '* Date of Appeal Letter?' (set to '08/12/2020'), '* What type of Housing Assistance is being appealed?' (set to 'Home Repair'), and '* Is the Appeal Letter signed?' (radio buttons for YES and NO, with YES selected). Below these fields, there is a 'Verified:' dropdown menu set to 'Not Applicable'. The question 'Is this item a duplicate?' is followed by three radio buttons: 'UNKNOWN', 'YES', and 'NO'. The 'YES' radio button is selected. Below the radio buttons, there is a checkbox labeled 'Do not add this item to the calculator', which is also checked. At the bottom of the window, there are two buttons: 'Save' and 'Close'. A red arrow points to the 'Close' button.

DMAKT's Document ID	Duplicate Of	Received	Last Viewed
m100a100a1620efaf		08/12/2020	08/15/2020
170002803		08/13/2020	08/15/2020

☐ This Document is a Duplicate of:

* Category: Appeals * Item Type: Hr Ap/Ltr

* Image page number(s): 1

* Date of Appeal Letter?: 08/12/2020

* What type of Housing Assistance is being appealed?: Home Repair

* Is the Appeal Letter signed? ☒ YES ☐ NO

Verified: Not Applicable

Is this item a duplicate? ☐ UNKNOWN ☒ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

Resolve Potential Duplicate Documents Flagged by Web NEMIS

Web NEMIS checks payment items and automatically flags duplicate items. The system automatically flags payment items that have the same date and amount. Duplicate payment items are flagged in the Payment Calculator with a “Review” status displayed in the **Possible Dup Doc** field. This status must be resolved prior to payment.:

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending	PND - Pending	07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending	PND - Pending	07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
Line Item Total				\$0.00							
Pending Total				\$5,000.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$5,000.00							

Category: [Home Repair](#) [Change](#) Asst Type: [Initial](#) ☐ Flood Insurance [Continue](#)

Eligibility Code: [PND - Pending](#) [Elig Combo Wizard](#)

To resolve the Review status of an item:

1. Click the linked payment substantiation item in the Payment Calculator.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending	PND - Pending	07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
RealProp EstRcpt - ACTUAL Heating: 6441	PND - Pending	PND - Pending	07/29/2020	\$2,500.00				09000001802b186b	1	Review	2
Line Item Total				\$0.00							
Pending Total				\$5,000.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$5,000.00							

Category: [Home Repair](#) [Change](#) Asst Type: [Initial](#) ☐ Flood Insurance [Continue](#)

Eligibility Code: [PND - Pending](#) [Elig Combo Wizard](#)

This will open a two-pane view of the corresponding Item Substantiation.

2. The substantiation screen now contains the question, “Is this item a duplicate?” (which was not included in the initial substantiation screen.) select the appropriate answer (Yes or No).

Item Substantiation

Category: [RA](#) Item Type: [RealProp EstRcpt](#)

Image page number(s): [1](#)

Date: [07/29/2020](#)

Disaster Related? ☒ YES ☐ NO

Company name, address, phone number:

Payment Type: [Actual](#)

Amount, replace: [\\$2500.00](#)

Receipt Amount: [\\$2500.00](#)

Adjustments: [\\$0.00](#)

Pending Eligible Amount: [\\$2500.00](#)

Verified: [Yes](#)

Is this item a duplicate? ☐ YES ☒ NO

☐ Do not add this item to the calculator

[Save](#) [Close](#)

Answering **Yes** to “Is this item a duplicate?” removes the duplicate Item from the Payment Calculator.

The screenshot shows the 'Payment Calculator' window with the 'Show' dropdown set to 'Pending'. The table contains one item: 'RealProp Est Rcpt - ACTUAL Heating, 6441'. The 'Possible Dup Doc' column for this item is 'No'. A red arrow points to the 'Possible Dup Doc' column header. Below the table, the 'Category' is 'Home Repair', 'Ass. Type' is 'Initial', and 'Eligibility Code' is 'PND - Pending'. The 'Continue' button is visible.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp Est Rcpt - ACTUAL Heating, 6441		PND - Pending	07/29/2020	\$2,500.00				09000001802u189b	1	No	
Line Item Total				\$1,800.88							
Pending Total				\$4,300.88							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$4,300.88							

Category: Home Repair Change Ass. Type: Initial Flood Insurance Continue
Eligibility Code: PND - Pending Elig Combo Wizard

Answering **No** to “Is this item a duplicate?” allows the Item to remain in the Payment Calculator and displays **No** in the **Possible Dup Doc** column for that item.

The screenshot shows the 'Payment Calculator' window with the 'Show' dropdown set to 'Pending'. The table contains two items: 'RealProp Est Rcpt - ACTUAL Heating, 6441' and 'RealProp Est Rcpt - ACTUAL Heating, 6441'. The 'Possible Dup Doc' column for the first item is 'No', and for the second item, it is 'Review'. A red arrow points to the 'Possible Dup Doc' column header. Below the table, the 'Category' is 'Home Repair', 'Ass. Type' is 'Initial', and 'Eligibility Code' is 'PND - Pending'. The 'Continue' button is visible.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp Est Rcpt - ACTUAL Heating, 6441		PND - Pending	07/20/2020	\$2,500.00				09000001802b185b	1	No	
RealProp Est Rcpt - ACTUAL Heating, 6441		PND - Pending	07/28/2020	\$2,500.00				09000001802b186b	1	Review	
Line Item Total				\$1,800.88							
Pending Total				\$8,800.88							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$8,800.88							

Category: Home Repair Change Ass. Type: Initial Flood Insurance Continue
Eligibility Code: PND - Pending Elig Combo Wizard

Request an Appeal Inspection

To request an Appeal Inspection:

1. From the **Inspection Status** screen, click on the '**Request Inspection**' link.



2. The **Request Inspection** window will open.

A screenshot of a 'Request Inspection' window. It contains four dropdown menus: 'Inspection Reason' (set to 'Reinspect'), 'Performed By' (set to 'Contractor'), 'Contractor' (empty), and 'Priority' (set to 'No'). At the bottom are 'Save' and 'Cancel' buttons.

3. For Appeal inspections, choose **FEMA Appeal** in the **Inspection Reason** drop-down menu. (The other drop-down boxes should remain as the default selection.)

A screenshot of the 'Request Inspection' window with the 'Inspection Reason' dropdown menu open. The menu lists several options: 'Reinspect', 'Contractor Requested Correction', 'FEMA Appeal', 'FEMA Correction', 'Initial', 'Missed Inspection', 'Outreach Inspection', 'Quality Assurance Reinspection', and 'Reinspect'. The 'FEMA Appeal' option is highlighted in blue, and a red arrow points to it.

4. Click the **Save** button.

5. When the Request Inspection window is displayed, record a comment to explain the reason for the appeal inspection and note damages to address in the inspection.
(Example: "Special Attention to floors and electrical components")

Add Comment/Contact

*Type: ☒ Comment ☐ Contact

Type: INSPECTION REQUESTS
Sub-Type: APPLICANT REQUEST FOR INSPECTION
Topic:
Location Identifier: 91
Auto Generate

Spoke To:
*Current Location: New Temporary Rental
Registrant Info Verified:
Outbound Contact Number:
Related Documents: APPEAL LETTER, 4 PAGE
[View- APPEAL LETTER, 4 PAGES.](#)

*Summary: 91 - APPEAL INSPECTION REQUEST
Details: App submitted Appeal requesting additional assistance. Applicant indicates damages not addressed by previous inspection.
Please perform a complete inspection with Special Attention to:
Electrical, Floors and Access

Save Draft **Delete Draft** **Save** **Cancel** **Clear**

Record the comment in accordance with guidance in the following SOPs:

- [Appeal Processing](#)
- [Inspection Requests and Comparisons](#)

Verification Requirements

Verification Requirements represent the criteria that a category of assistance must meet for an eligible decision. These requirements are then associated with the substantiation items that fulfill the requirement.

When a pending line is added, Web NEMIS automatically generates Verification Requirements on the Info Control Screen. Additional verification requirements must be manually entered for certain categories of IHP assistance. (Refer to Module 4 for category-specific verifications).

The screenshot shows the 'Info Control' tab selected in the left sidebar. The main area displays a table of Verification Requirements for the 'Transient Accommodations' category. The table has columns for Status, Request Date, Due Date, Status Date, Substantiation Usage, and Description.

Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Application Signature (90-69 A, B or C)	Verified			08/12/2006	90-69B	
Comprehensive Insurance	Pending Request			09/02/2016		
Dental Expenses	Pending Request			09/09/2016		
Dental Statement of Condition	Pending Request			09/09/2016		
Health Insurance for Dental	Pending Request			09/09/2016		
Health Insurance for Medical	Pending Request			08/29/2016		
Homeowner's Insurance	Verified			08/16/2006	Applicant's Statement of Lack of Insurance	
Identify Verification	Verified			12/12/2019	HA Appeal Letter	
Legal Residency (90-69D or E)	Verified			08/12/2006	90-69D	
Liability Insurance	Pending Request			09/02/2016		
Medical Expenses	Verified			02/14/2019	Medical Estimate/Receipt	
Medical Statement of Condition	Pending Request			08/29/2016		
Occupancy	Verified			08/12/2006	Initial P&I	

Below the table, there is a section for 'Substantiation Received' with a table of Received Date, Description, and Doc ID.

Received Date	Description	Doc ID
	Auto Determined	54014079
	Auto Determined	54014081
	Auto Determined	54014080
	Auto Determined	54014078

At the bottom, there is a footer with contact information: FEMA - P.O. Box 10055 Hyltonville, MD 20782-7055 (603) 821-3382 Fax (300) 827-6112.

Filter Verification Requirements

To isolate the Verification Requirements for a specific category, we can use the filter option. Select the desired category from the Category menu to display items for that type of assistance. A similar filter can also be used to filter Verification Requirements by status.

The screenshot shows the 'Info Control' tab selected in the left sidebar. The main area displays a table of Verification Requirements for the 'Transient Accommodations' category. The table has columns for Status, Request Date, Due Date, Status Date, Substantiation Usage, and Description.

Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Occupancy	Verified			08/16/2006	Landlord's Statement/Letter	
Original Hotel/Motel Receipts	Pending Request			08/11/2020		
Signature Obtained	Verified			08/02/2014		

Adding a Verification Requirement

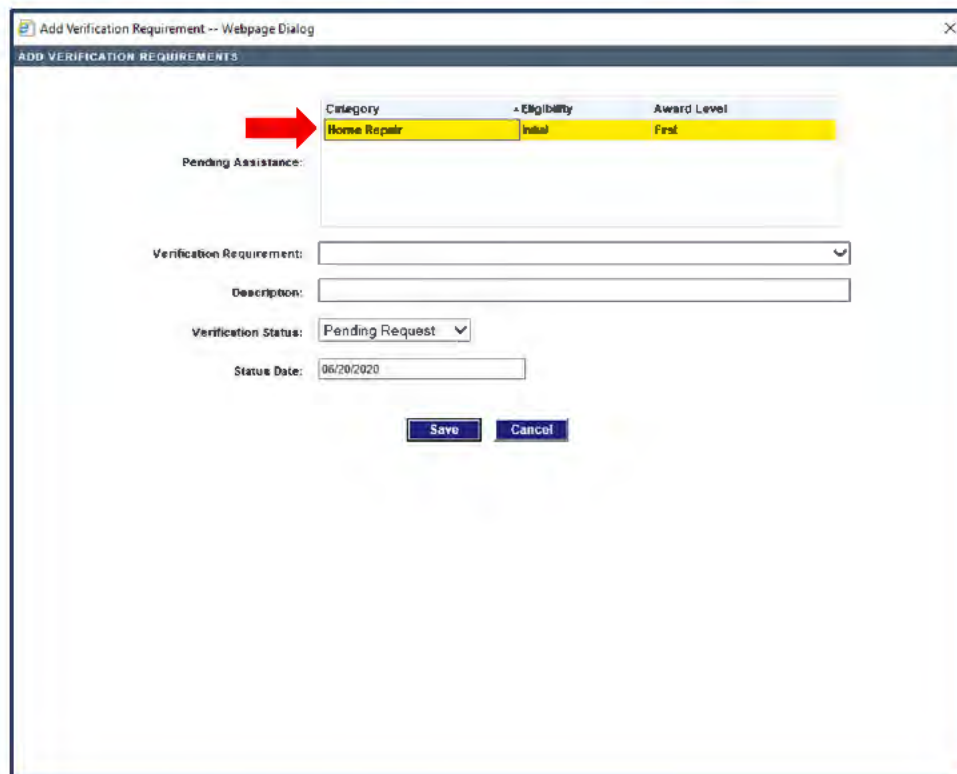
Use the following steps to add a verification requirement.

1. On the Info Control Screen click the **Add** link to begin adding a requirement. This opens the Add Verification Requirements pop-up window.



Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Application Signature (90-69 A, B, or C)	Verified			08/12/2005	90-69B	
Comprehensive Insurance	Pending Request			09/02/2015		
Dental Expenses	Pending Request			09/09/2015		
Dental Statement of Condition	Pending Request			09/09/2015		
Health Insurance for Dental	Pending Request			09/09/2015		
Health Insurance for Medical	Pending Request			08/29/2015		
Homeowner's Insurance	Verified			08/10/2005	Applicant's Statement of Lack of Insurance	
Identity Verification	Verified			12/12/2019	HA Appeal Letter	
Lawful Residency (90-69D or E)	Verified			08/12/2005	90-69D	
Liability Insurance	Pending Request			09/02/2015		
Medical Expenses	Verified			02/14/2019	Medical Estimate/Receipt	
Medical Statement of Condition	Pending Request			08/29/2015		
Ownership	Verified			08/17/2005	Utility Bill	

2. From the Pending Assistance list, **highlight the appropriate category of assistance** to associate with the verification requirement.



ADD VERIFICATION REQUIREMENTS

Category	Eligibility	Award Level
Home Repair	Initial	First

Pending Assistance:

Verification Requirement:

Description:

Verification Status:

Status Date:

3. Select the Pending Assistance Category

4. Select the **Verification Requirement** from the drop-down list.

The screenshot shows a web application window titled "Add Verification Requirement -- Webpage Dialog". Inside, there's a table with columns "Category", "Eligibility", and "Award Level". The first row is highlighted in yellow with values "Home Repair", "Initial", and "First". Below the table, there's a "Pending Assistance:" label. The "Verification Requirement:" dropdown menu is open, displaying a list of options. A red arrow points to "Appeal Letter". The "Description:" field is empty. The "Verification Status:" dropdown menu is also open, showing "Pending Request" and "Pending Response". The "Status Date:" field is empty. At the bottom, there are "Save" and "Cancel" buttons.

5. Choose the appropriate **Verification Status**.

- Pending Request: Default status before changing to another status.
- Pending Response: Not used for appeal processing. This status is used when an RFI letter is sent for initial ONA decisions.

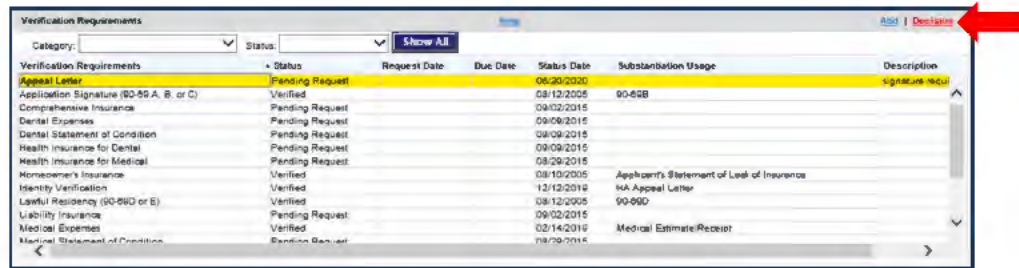
The screenshot shows the same web application window. The "Verification Requirement:" dropdown menu is now closed, and "Appeal Letter" is selected. The "Description:" field now contains "signature required". The "Verification Status:" dropdown menu is open, showing "Pending Request" and "Pending Response". A red arrow points to "Pending Request". The "Status Date:" field now contains "06/20/2020". At the bottom, there are "Save" and "Cancel" buttons.

6. Click the **Save** button to complete the addition of the new requirement.

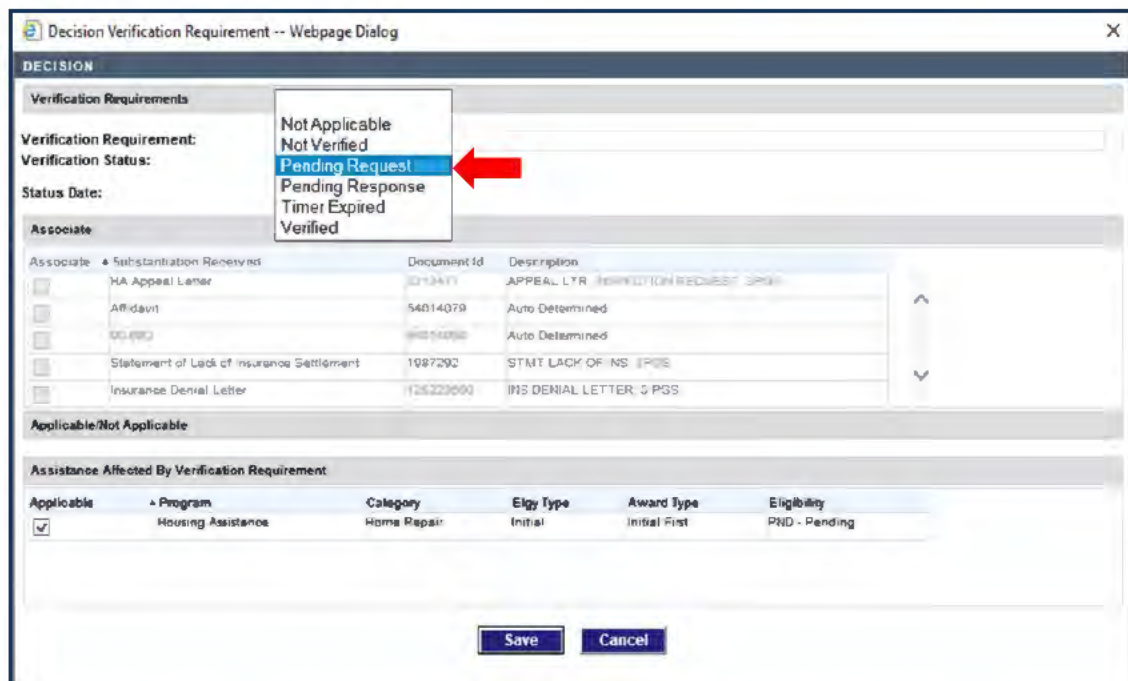
Associating Verification Requirements

Use the following steps to associate substantiation with the verification requirement.

1. In the Verification Requirements frame, **highlight the appropriate Verification Requirement** line item.
2. Select the **Decision** link. The Decision Verification Requirement pop-up window will appear.



3. In the Verification Status field, select the appropriate **Verification Status** from the list of available options.



- **Not Applicable:** If the verification requirement no longer applies or is not needed for payment to allow the case to continue processing.
- **Not Verified:** Used when the requirement was not substantiated.
- **Pending Request:** Default status before changing to another status.

- **Pending Response:** Not used for appeal processing. This status is used when an RFI letter is sent for initial ONA decisions.
 - **Verified:** Used when substantiation has been verified.
4. In the Associate Frame, select the **Substantiation Received** document that satisfied the verification requirement.
 5. Click the **Save** button.

NOTE: If you determine that requirements were associated in error, un-associate them by unselecting check box and then select the correct item.

The item associated with the verification requirement will become visible in the Substantiation Usage frame.

Verification Requirements							Help	Add	Decision
Category:		Status:		Show All					
Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description			
Appeal Letter	Verified			06/20/2020	HA Appeal Letter	signature requi			
Application Signature (90-59 A, B, or C)	Verified			08/12/2005	90-59B				
Comprehensive Insurance	Pending Request			09/02/2015					
Dental Expenses	Pending Request			09/09/2015					
Dental Statement of Condition	Pending Request			09/09/2015					
Health Insurance for Dental	Pending Request			09/09/2015					
Health Insurance for Medical	Pending Request			08/29/2015					
Homeowner's Insurance	Verified			08/10/2005	Applicant's Statement of Lack of Insurance				
Identity Verification	Verified			12/12/2019	HA Appeal Letter				
Lawful Residency (90-59D or E)	Verified			08/12/2005	90-59D				
Liability Insurance	Pending Request			09/02/2015					
Medical Expenses	Verified			02/14/2019	Medical Estimate/Receipt				
Medical Statement of Condition	Pending Request			08/29/2015					

Generate Custom Appeal Request Letters

The customized Request letters used to request applicant documents in appeal processing include:

- **ADOC** (Appeal, Request for Documents)
- **RFI** (ONA Request for Information)

NOTE: Although the AAFIN ineligible letter is selected from the Request Letter section of the Letter Wizard, steps for creating the AAFIN letter are included in the section: [Generate Custom Appeal Ineligible Letters](#) under the topic:

[AAFIN](#) Letter.

Some general reminders:

- For specific information about how to generate these letters and select the appropriate text inserts for these letters, see the following SOPs:
 - [Codes, Verifications, Request Letters, and Assistance Types](#)
 - [Appeal Processing](#)
- When you generate one of these types of letters, make sure you do the following:
 - **Route** the case to the **FEMA Complete** queue.
 - **Do** select the “**Send to the Mail Queue**” option.

Appeal Request for Documentation (ADOC) Letter

If all the documentation required for Appeal processing is not in the file, you'll need to generate an Appeal Request for Documentation (or ADOC) letter with appropriate inserts to request the documentation.

Complete Preliminary Steps

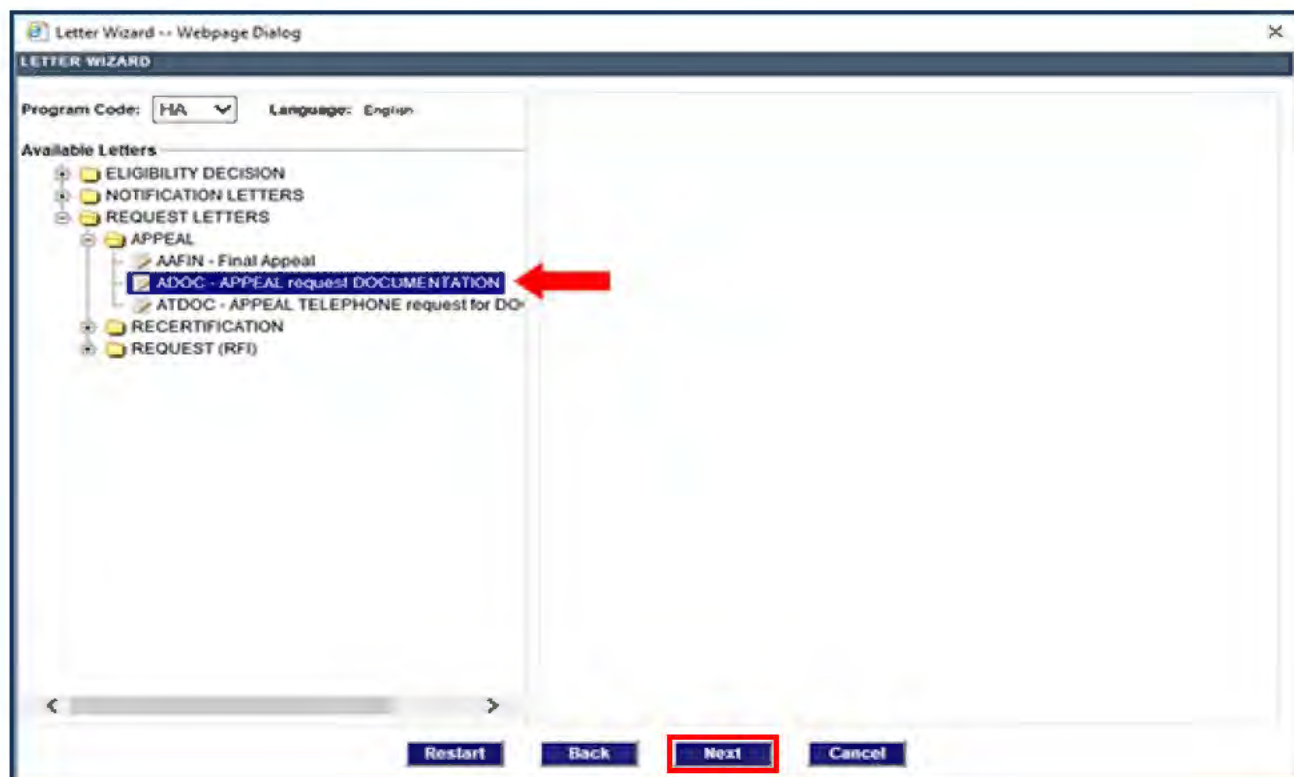
1. Make at least one courtesy call attempt to the applicant to explain the documentation requirements, in accordance with appeals processing guidance.
2. Use the **Comment/Contact** link on the task bar to document your Contact. (See the [Appeal Processing](#) SOP for guidance details.)
3. Access the **Assistance** screen and delete any PND/IPND lines associated with the ADOC.
4. Navigate to the Confirmation screen.

Generate the ADOC

1. From **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **Request Letters** folder



3. Select **APPEAL**, then select **ADOC - Appeal request DOCUMENTATION** and click **Next**.



In the **Select the Letter Components** frame, each letter component requires a selection.

Letter Wizard -- Webpage Dialog

LETTER WIZARD

Program Code: HA Language: English

Available Letters

- ELIGIBILITY DECISION
- NOTIFICATION LETTERS
- REQUEST LETTERS
 - APPEAL
 - AAFIN - Final Appeal
 - ADOC - APPEAL request DOCUMENTATION**
 - ATDOC - APPEAL TELEPHONE request for DO
 - RECERTIFICATION
 - REQUEST (RFI)

Select the Letter Components

ADOC - APPEAL request DOCUMENTATION

ADOC HEATING SYSTEM FIELD - 2 ITEMIZED ESTIMATES (REQUIRED)

- ☐ 1 - Furnace
- ☐ 2 - Boiler
- ☐ 3 - Heat Pump
- ☐ 4 - Ductwork
- ☐ 5 - OTHER
- ☒ 6 - N/A

ADOC SEPTIC SYSTEM FIELD - 2 ITEMIZED ESTIMATES (REQUIRED)

- ☐ 1 - Septic Tank
- ☐ 2 - Leach Field
- ☐ 3 - Distribution Box
- ☐ 4 - Pump Station
- ☐ 5 - OTHER
- ☒ 6 - N/A

ADOC WELL FIELD - 2 ITEMIZED ESTIMATES (REQUIRED)

- ☐ 1 - Drill Well
- ☐ 2 - Surface Pump
- ☐ 3 - Submersible Pump
- ☐ 4 - Pump Controls
- ☐ 5 - Pressure Tank
- ☐ 6 - OTHER

Restart Back Next Cancel

4. Select N/A (NOT APPLICABLE) for all letter component fields except for the **ADOC General** field component. For the **General** component, select **Other**. For example:
- ADOC HEATING SYSTEM FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC SEPTIC SYSTEM FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC WELL FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC ELECTRICAL FIELD - 2 ITEMIZED ESTIMATES: **N/A**
 - ADOC INSURANCE DOCUMENTATION FIELD: **NOT APPLICABLE**
 - ADOC GENERAL FIELD: **OTHER**

5. Also select the appropriate letter text insert(s) that match the documentation being requested. More than one insert may be selected.

- ☐ Essential Tools
- ☐ Failed Identity Verification
- ☐ Hotel/Motel Receipts
- ☐ Landlord Statement
- ☐ Missing Appeal Letter
- ☐ Missing Burial Ins
- ☐ Missing Contractor Estimate
- ☐ Missing Death Certificate
- ☐ Missing Dental Expenses
- ☐ Missing Flood Ins Settlement or Denial
- ☐ Missing Funeral Expenses Documents
- ☐ Missing Homeowners Ins Settlement or Denial
- ☐ Missing Ins Letter Exhaustion of ALE/Loss of Use
- ☐ Missing Mechanic Statement about Cause of Damage
- ☐ Missing Medical Expenses Documents
- ☐ Missing Moving and Storage Essential Document
- ☐ Missing Other Disaster Related Documents
- ☐ Missing PP Ins Settlement or Denial
- ☐ Missing Vehicle Comprehensive Insurance
- ☐ Missing Vehicle Registration
- ☐ Missing Vehicle Requirement Documents
- ☐ Occupancy Not Verified
- ☐ Ownership Not Proven
- ☐ Reason for Late Appeal
- ☐ Stored Personal Property
- ☐ Verification of Utility Outage or Inaccessibility

6. Click **Next** to continue.

7. Select **Preview** to review the letter for accuracy and completeness.

8. After you're finished previewing the letter, **close** the letter window by using the "X" icon at top right of the window.

- Click the **Finish** button to complete the letter generation.



NOTE: Do Not Set a Timer when using these letters for Appeal requests. Also, there is no need to set an associated verification requirement because the case won't be routed to the FEMA Info Control - Pending Receipt queue.

Finalize Your Work

- Use the **Comment/Contact** link in the task bar to create a Contact for each call you made regarding the case.
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
- In the **Decision** frame, route the workpacket to the **Complete** queue or other location, depending on work done in the case.
- In the **Generated Correspondence** frame, select the **Send letter to mail queue** radio button.

Generated Correspondence			
Preview Letter	Language	Generated Date	Letter Decision
90-99 Agency Referral Letter	English	01/31/2018	<input checked="" type="radio"/> Generate Only <input type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter
ADOC-APPEAL REQUEST DOCUMENTATION	English	05/12/2018	<input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

Comment

- In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
- When you are ready to route the case, click the **Submit** button.

RFI Letter

The RFI letter is used when the applicant is missing ONA documents needed for processing. An RFI can also be used to request documents for ADA items. The RFI letter provides an applicant with a complete list of documents essential for each type of assistance.

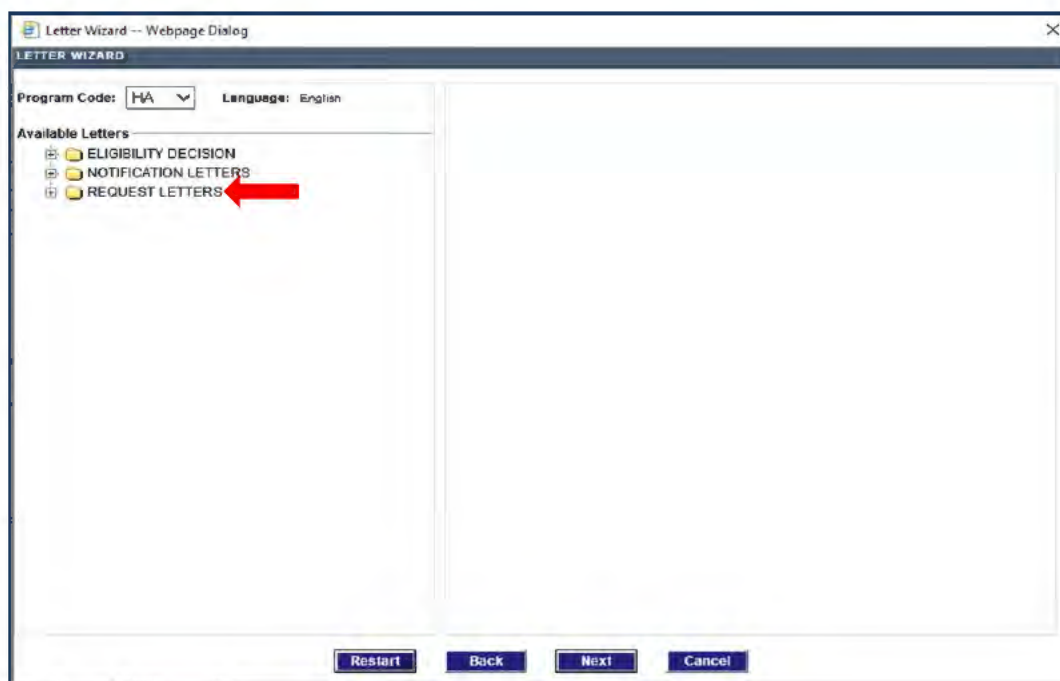
If the applicant needs to submit all the documents needed for a specific category, generate an RFI letter for the request.

Complete Preliminary Steps

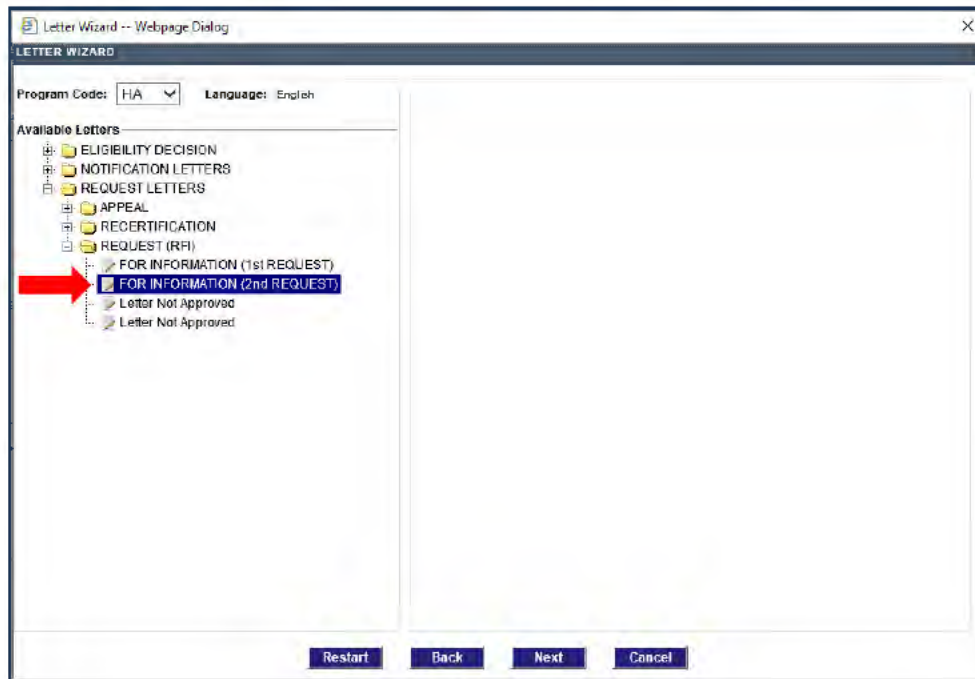
1. Make at least one courtesy call attempt to the applicant to explain the documentation requirements, in accordance with appeals processing guidance.
2. Use the **Comment/Contact** link on the task bar to document your Contact. (See the [Appeal Processing](#) SOP for guidance details.)
3. Access the **Assistance** screen and delete any PND/IPND lines associated with the RFI.

Generate the RFI

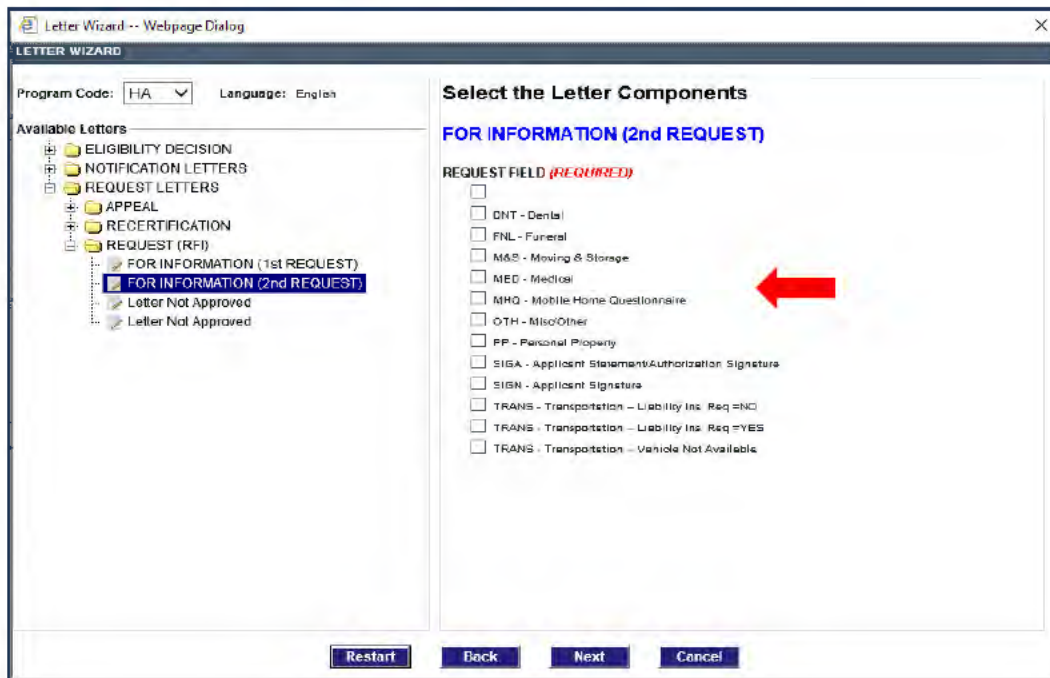
1. From **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **Request Letters** folder.



3. Expand the **Request (RFI)** Folder and select **For Information (2nd request)**.



4. Check the box beside the insert that fits the situation. Multiple inserts can be selected if requesting documents for multiple categories.



RFI Inserts include:

- DNT – Dental
- FNL – Funeral
- M&S – Moving and Storage
- MED – Medical
- MHQ – Mobile Home questionnaire (not used)
- OTH – Misc/Other
- PP – Personal Property
- SIGA – Applicant Statement/Authorization Signature
- SIGN – Applicant Signature
- TRANS – Transportation – Liability Ins Req = NO
- TRANS – Transportation – Liability Ins Req = YES
- TRANS – Transportation – Vehicle Not Available

5. Preview the letter to determine if all required documentation has been requested.

Letter Wizard -- Webpage Dialog

LETTER SUMMARY

Letter Selected

Program: HA
Language: English
Letter: FOR INFORMATION (2nd REQUEST)
Letter Code: RF12
Letter Description: FOR INFORMATION (2nd REQUEST)

Components

LETTER HEAD:
REQUEST FIELD:
M&S - Moving & Storage

Custom Text Letter

Please Select a Letter Option

☒ Generate Only

Restart Finish Preview Cancel

6. After previewing the letter, close the letter using the “X” icon at top right of the window.

The screenshot shows a software window titled "Letter Wizard PREVIEW -- Webpage Dialog". The window is divided into two main sections. On the left is a "LETTER SUMMARY" sidebar with fields for "Letter Selected", "Program: HA", "Language: English", "Letter: FOR INFORM", "Letter Code: RFI2", "Letter Description: FOR INFORM", "Components", "LETTER HEAD:", "REQUEST FIELD: M&S - Moving & Storage", and "Please Select a Letter Option". The main area on the right is titled "SECOND REQUEST" and contains text explaining the request, a list of items to be provided (e.g., "Provide description of moving and storage, provide telephone number and address of storage facility used"), and a section for "Please send your information within 31 days of the date of this letter to:" followed by FEMA contact information. A red box highlights the "X" close button in the top right corner of the window.

7. Click the **Finish** button.

The screenshot shows the bottom of the Letter Wizard window. It features a row of buttons: "Restart", "Finish", "Preview", and "Cancel". The "Finish" button is highlighted with a red box. Above the buttons is a "Generate Only" button.

NOTE: No timer is required when using these letters for Appeal requests. (That is, you will not need to set an associated verification requirement to “Pending Response.”)

Finalize Your Work

1. If needed, use the **Comment/Contact** link in the task bar to create a Contact for each call you made regarding the case.
2. Navigate to the **Confirmation** screen (if applicable in the case).
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
3. In the **Decision** frame, route the workpacket to the **Complete** queue or other location, depending on work done in the case.
4. In the **Generated Correspondence** frame, select the **Send letter to mail queue** radio button.

Preview Letter	Language	Generated Date	Letter Decision
FOR INFORMATION (2nd REQUEST)	English	09/09/2021	<input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

5. In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
6. When you are ready to route the case, click the **Submit** button.

Generate Custom Appeal Ineligible Letters

Most **A-SUPER** letters used for eligibility determinations are auto generated upon routing; however, some ineligible letters require custom entry, so must be manually generated. You will select the appropriate text insert when you generate these letters. These letters include:

- **A-INI, A-INFI** (Appeal, Ineligible - Has Insurance) letters generally used for HA and Personal Property categories
- **A-INO** (Appeal, Ineligible Other Reason) letters for HA categories
- **A-IOR** (Appeal, Ineligible Other Reason) letters for ONA appeal denials
- **AAFIN** (Appeal, Final) letter to explain a final determination

Once these letters are generated, NEMIS automatically sends the letters to the mail queue after the decision is approved. When generating decision letters, Do NOT mark the box "Send to the Mail Queue" on the confirmation page.

Some general reminders:

- For specific information about how to generate these letters and select the appropriate text inserts for these letters, see the following SOPs:
 - [Codes, Verifications, Request Letters, and Assistance Types](#)
 - [Appeal Processing](#) SOP
- When you generate one of these types of letters, make sure you do the following:
 - **Route** the associated assistance line to the appropriate eligibility queue.
 - Do **NOT** select the "**Send to the Mail Queue**" option.

A-INI, A-INFI

You'll need to generate an A-INI or A-INFI letter when you make INI or INFI determinations for an HA or Personal Property assistance category due to applicants' insurance settlement covering the disaster damages or a settlement/denial not being on file. In some circumstances you may also need to generate an INI letter for an Other category, such as Medical/Dental, Moving and Storage, Transportation, etc. INI/INFI letters explain the specific ineligible reason for the insured assistance category.

INFI is used for applicants with structure and/or contents flood insurance. INI is used for other types of insurance for structure, contents, and or additional living expenses (ALE) such as Homeowners, Mobile Home, Condominium, Renters, etc.

Complete Preliminary Steps

1. Record the INI/INFI eligibility determination.
 - a. If a **pending line** has not been created for the ineligible insured category, add an associated pending line.
 - b. Access the category-specific assistance screen created with the pending line (e.g., Home Repair screen, etc.).
 - c. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select **Appeal** as the **Assistance Type** and **INI** or **INFI** as the decision status.

Payment Calculator Show: Initial

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid Adj	for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Previous Award	Init Bat	EHRZ - Eligible - Home Repairs, Flood Insurance Required				\$20,653.97					
Line Item Total		PND - Pending		\$0.00							
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$0.00							
Previous Award						\$20,653.97					

Category: Home Repair [Change](#) Asst Type: Appeal ☒ Flood Insurance [Continue](#)

Eligibility Code: INI - Ineligible - Ineligible Insurance [Link Combo Wizard](#)

(NOTE: It may be easier to locate the determination code using the Eligibility Combo Wizard link.)

- d. Click **Continue** to save the determination and navigate to the Confirmation screen.

Generate the A-INI/A-INFI letter

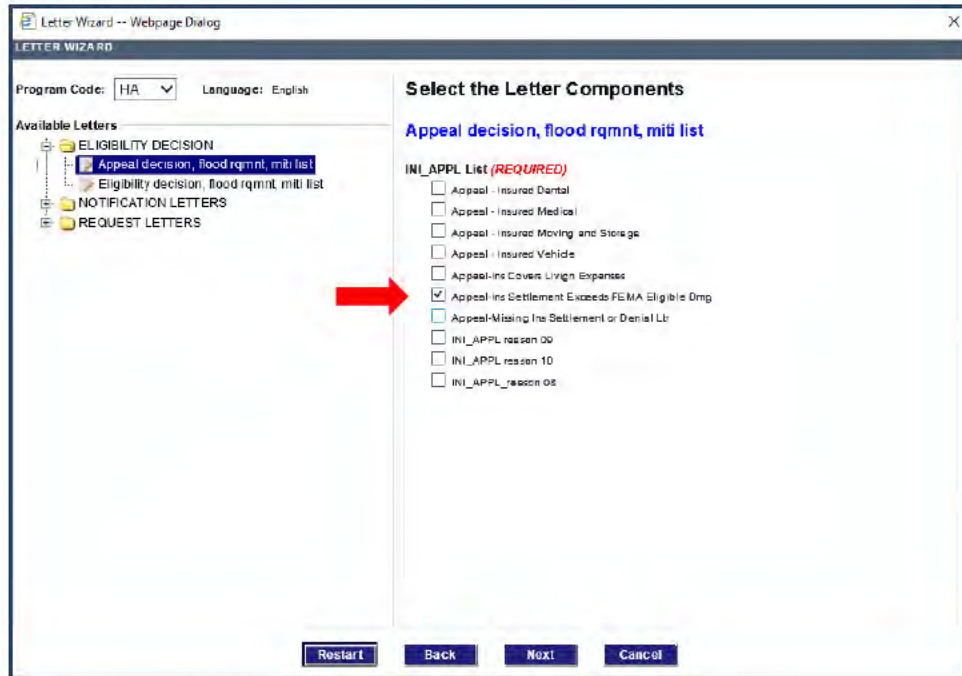
1. Click the **Letter** link in the tool bar at top right of the Confirmation screen (under the Banner).

The screenshot shows the 'Confirmation' screen of the Home Repair tool. At the top right, there is a 'Comment/Contact' button and a 'Letter' link, which is highlighted with a red box. Below this is a 'Decision' table with columns: Select, Category, Amount, Elig Code, Routing, and Subqueue. The table contains one row with 'Home Repair' as the category, '80.00' as the amount, and 'INI' as the eligibility code. The 'Routing' and 'Subqueue' columns have dropdown menus.

2. When the Letter Wizard opens, in the **Available Letters** frame, expand the **ELIGIBILITY DECISION** folder.
3. Select **Appeal decision, flood rqmnt, miti list** and click **Next** to continue.

The screenshot shows the 'Letter Wizard' dialog box. On the left, the 'Available Letters' frame has the 'ELIGIBILITY DECISION' folder expanded, and the 'Appeal decision, flood rqmnt, miti list' option is selected, indicated by a red arrow. On the right, the 'Select the Assistances for the Letter' frame shows the 'HA - Home Repair - INI - Ineligible - Ineligible Insurance - Appeal - 05/24/2020' option selected, also indicated by a red arrow. At the bottom, the 'Next' button is highlighted with a red arrow. Other buttons include 'Restart', 'Back', and 'Cancel'.

4. Select the check box next to **INI/INFI** decision, and then click **Next** again.
5. In the INI list, select the check box next to the appropriate insert for the decision.



INI Inserts include:

- INI – Dental
- INI – Ins Covers Living Expenses
- INI – Ins Settlement Exceeds Living Expenses
- INI – Medical
- INI – Missing Ins Settlement or Denial Letter
- INI – Moving and Storage
- INI – Other
- INI – Vehicle
- INI – HA

INFI inserts Include:

- Appeal – Ins Settlement Exceeds FEMA Elig Damage
- Appeal – Missing flood ins settlement or denial ltr

6. Click **Next** again.

7. Review letter components and Click **Preview** to view the letter and ensure it was generated correctly. (After previewing the letter, close the letter window by using the “X” icon at top right of the window.)

Letter Wizard PREVIEW -- Webpage Dialog

Letter Selected

Program: HA
Language: English
Letter: Appeal dec
Letter Code: ASUPER
Letter Description: Appeal dec

Components

LETTER HEAD:
APPEAL INTRO BLOCK:
GIS INSPECTION BLOCK:
APPEAL APPROVAL BLOCK:
APPEAL DENIAL BLOCK:
APPEAL INEL ONLY BLOCK:
INL_APPL List:
Appeal-Hns Settlement E
ASSISTANCES:
HA - MR - INI - Ineligible

Please Select a Letter Option

FEMA

Pete Gaynor
Administrator
Federal Emergency Management Agency
National Processing Service Center
P.O. Box 10055
(RPS-CITY, ST)
1-800-621-FEMA (3167)
Fax No. 1-800-421-8112
Date: 06/30/2020

Disaster No. 1456
FEMA Application No. 150409319

Mr Michael L Meuse
133112944 Judge Snakey Rd
Pawville, NE 68390

Mr Michael L Meuse:

Your appeal for disaster assistance from FEMA's Individuals and Households Program has been reviewed. This letter explains the assistance you are eligible to receive from FEMA, and provides an explanation about the assistance you are currently not eligible to receive.

In a previous letter, you received an explanation as to why you were not eligible to receive specific FEMA disaster assistance. You were provided information you needed to submit in order to appeal FEMA's decision, but the information you provided was not sufficient to support any change. Please see below for more information on why you are not eligible for the requested disaster assistance.

ASSISTANCE NOT APPROVED
You are not eligible because:

AEN - Ineligible - Ineligible Insurance

INL_APPL reason 5

8.50 x 11.00 in

8. Click the **Finish** button to return to the Confirmation screen.

Generate Only

Restart Finish Preview Cancel

9. Complete any other processing updates as needed and create the Ineligible Comment to include the denial reason.

Finalize Your Work

1. Navigate to the **Confirmation** screen (if needed).
2. If needed, use the **Comment/Contact** link in the task bar to create a Contact for each call you made regarding the case.
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
3. In the **Decision** frame, click on the **Select** checkbox beside the workpacket.
4. Select the **FEMA Ineligible** queue as the appropriate **Routing** location.
5. In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
6. When you are ready to route the case, click the **Submit** button.

A-INO

The A-INO letter is used for Denials in some HA decisions. Like other custom letters, the A-INO letter has multiple insert options. To generate an A-INO letter from the Confirmation screen, follow these steps.

Complete Preliminary Steps

1. If a **pending line** has not been created for the category, add an associated pending line.
2. Access the category-specific assistance screen created with the pending line.
3. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select **Appeal** as the **Assistance Type** and **INO** as the decision status.

(**NOTE:** It may be easier to locate the determination code using the **Eligibility Combo Wizard** link.)

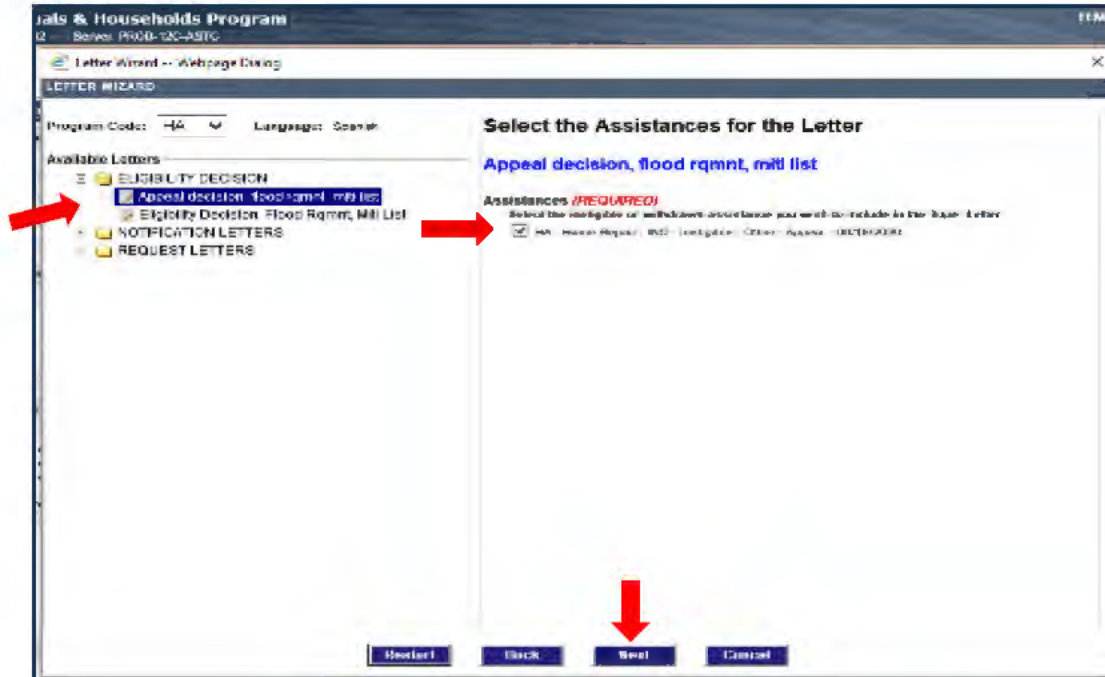
4. Click **Continue** to save the determination and navigate to the Confirmation screen.

Generate the INO Letter

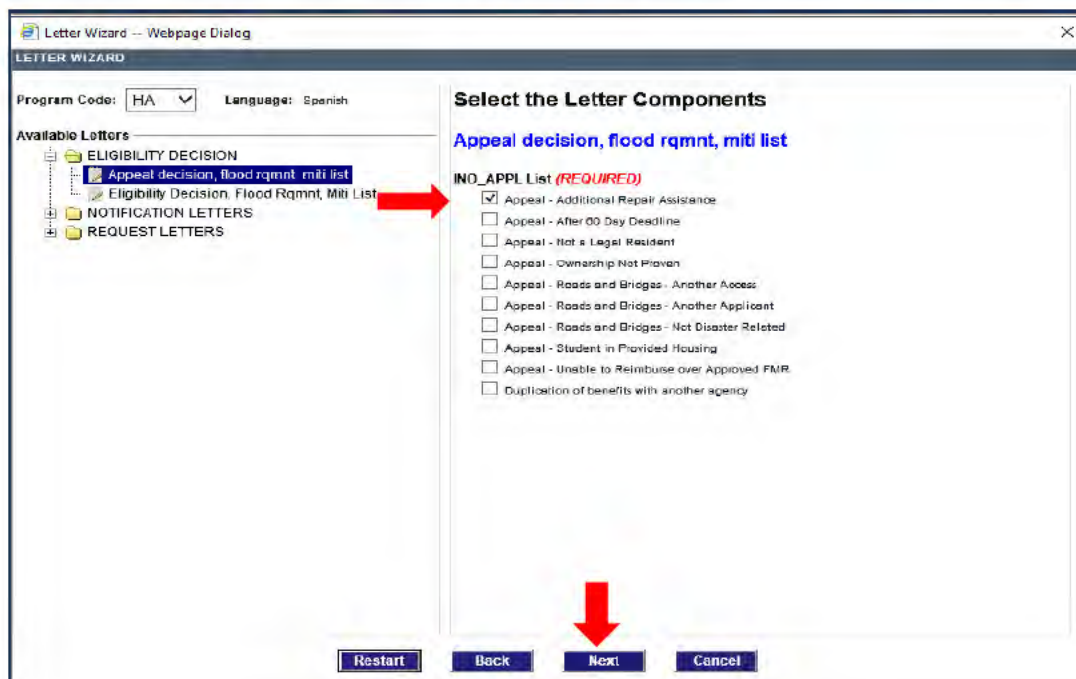
1. Click the **Letter** link in the tool bar at top right of the Confirmation screen (under the Banner).



2. When the Letter Wizard opens, in the **Available Letters** frame, expand the **ELIGIBILITY DECISION** folder.
3. Select **Appeal decision, flood rqmnt, miti list** and click **Next** to continue.
4. Select the check box next to ineligible decision and click **Next**.



5. On the **INO_APPL** list, select the appropriate **denial** insert and click **Next**.



- On the Category List, select the appropriate assistance category insert and click **Next** again.

LETTER WIZARD

Program Code: HA Language: Spanish

Available Letters

HA
ELIGIBILITY DECISION
Appeal decision, flood rqmnt, miti list
INO_APPL List
Category List 1
HA - Home Repair - INO - Ineligible - Other - Appeal -

Select the Letter Components

Appeal decision, flood rqmnt, miti list

Category List 1 (REQUIRED)

- ☐ Dental
- ☐ Funeral
- ☒ Home Repair
- ☐ Medical
- ☐ Moving/Storage
- ☐ Other
- ☐ Personal Property
- ☐ Rental Assistance
- ☐ Replacement Housing
- ☐ Transportation

Restart Back Next Cancel

- Preview** the letter and ensure it was generated correctly.

Letter Wizard -- Webpage Dialog

Program: HA
Language: Spanish
Letter: Appeal decision, flood rqmnt, miti list
Letter Code: ASUPER
Letter Description: Appeal decision, flood rqmnt, miti list

Components

LETTER HEAD:
APPEAL INTRO BLOCK:
GIS INSPECTION BLOCK:
APPEAL APPROVAL BLOCK:
APPEAL DENIAL BLOCK:
APPEAL INEL ONLY BLOCK:
INO_APPL List:
Appeal - Additional Repair Assistance
Category List 1:
Home Repair
ASSISTANCES:
HA - MR - INO - Ineligible - Other - APPL - 06/18/2020

Please Select a Letter Option

☒ Generate Only

Restart Finish Preview Cancel

8. Click the **Finish** button to return to the Confirmation screen.



9. Complete any other processing updates as needed

Finalize Your Work

1. Select the **FEMA Ineligible** queue as the appropriate **Routing** location.
2. In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
3. When you are ready to route the case, click the **Submit** button.

A- IOR

The A-IOR letter is used for Denials in some ONA decisions. To generate an A-IOR letter from the Confirmation screen, follow these steps.

Complete Preliminary Steps

1. If a **pending line** has not been created, add an associated pending line.
2. Access the category-specific assistance screen created with the pending line.
3. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select **Appeal** as the **Assistance Type** and **IOR** as the decision status.

(NOTE: It may be easier to locate the determination code using the **Eligibility Combo Wizard** link.)
4. Click **Continue** to save the determination and navigate to the Confirmation screen.

Generate the IOR Letter

1. Select the **Letter** link on the Confirmation screen.



2. When the Letter Wizard opens, in the **Available Letters** frame, expand the **ELIGIBILITY DECISION** folder.
3. Select **Appeal decision, flood rqmnt, miti list** and click **Next** to continue.
4. Select the check box next to the ineligible decision and click **Next**.



5. Copy the denial text from the [Codes Verifications Request Letters and Assistance Types](#) SOP.
6. Paste the denial text into the **Ineligible Other Reason(s)** frame.



Letter Wizard -- Webpage Dialog

LETTER WIZARD

Program Code: HA Language: English

Available Letters

HA

ELIGIBILITY DECISION

Appeal decision, flood rqmnt, mlt list

OTH - Personal Property - IOR - Other Reason - Appe

Custom Text Letter

Ineligible Other Reason(s)

Restart Back Next Cancel

7. Click **Next**.
8. Click **Preview** to view the letter and ensure it was generated correctly.
9. Select the **Finish** button to return to the Confirmation screen.



Generate Only

Restart Finish Preview Cancel

Finalize Your Work

1. Select the **FEMA Ineligible** queue as the appropriate **Routing** location.
2. In the **Comment** frame, use the **Generate Comment** button to create a Comment, and customize the text as required for the work you did.
3. When you are ready to route the case, click the **Submit** button.

AAFIN Letter

AAFIN Letters should be used rarely and are typically used after an applicant has received previous denials for the same item or expense. Generate an AAFIN (Appeal Final Decision) letter when either of the following conditions applies:

- The request fails basic criteria for eligibility (such as Not Primary Residence)

AND/OR

- The appeal decision would remain the same regardless of any additional documentation submitted (such as an appeal for recreational equipment)

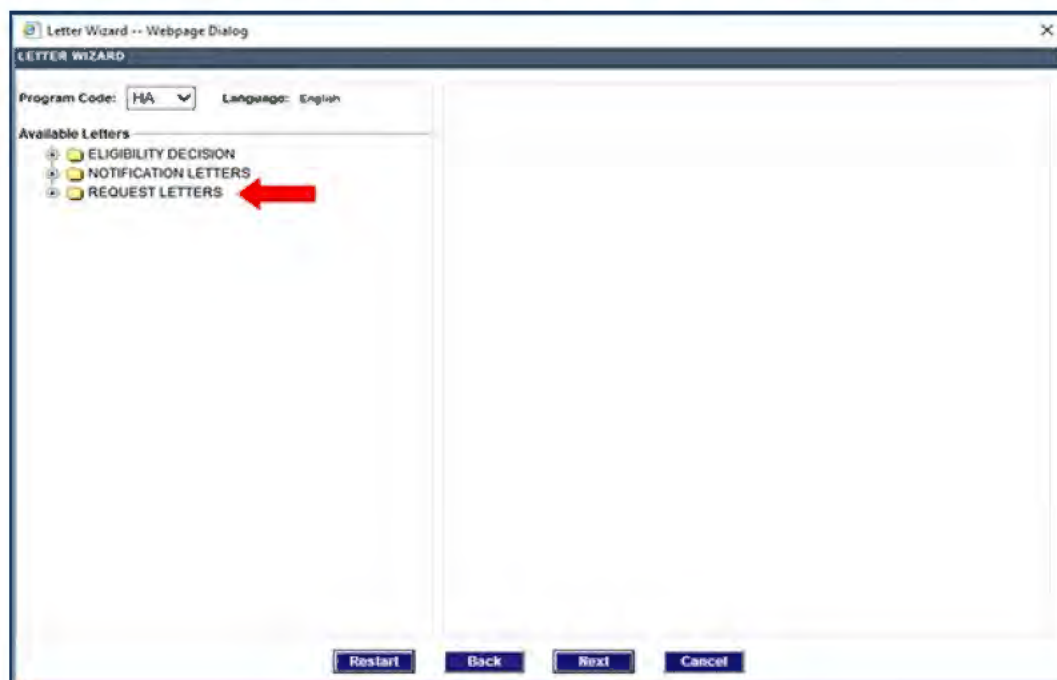
The **AAFIN** letter is sent to inform the applicant that the final determination has been reviewed and no additional reviews will be conducted.

Complete Preliminary Steps

1. Access the **Assistance** screen, and delete any PND lines associated with the decision
2. Navigate to the Confirmation screen.

Generate the AAFIN Letter

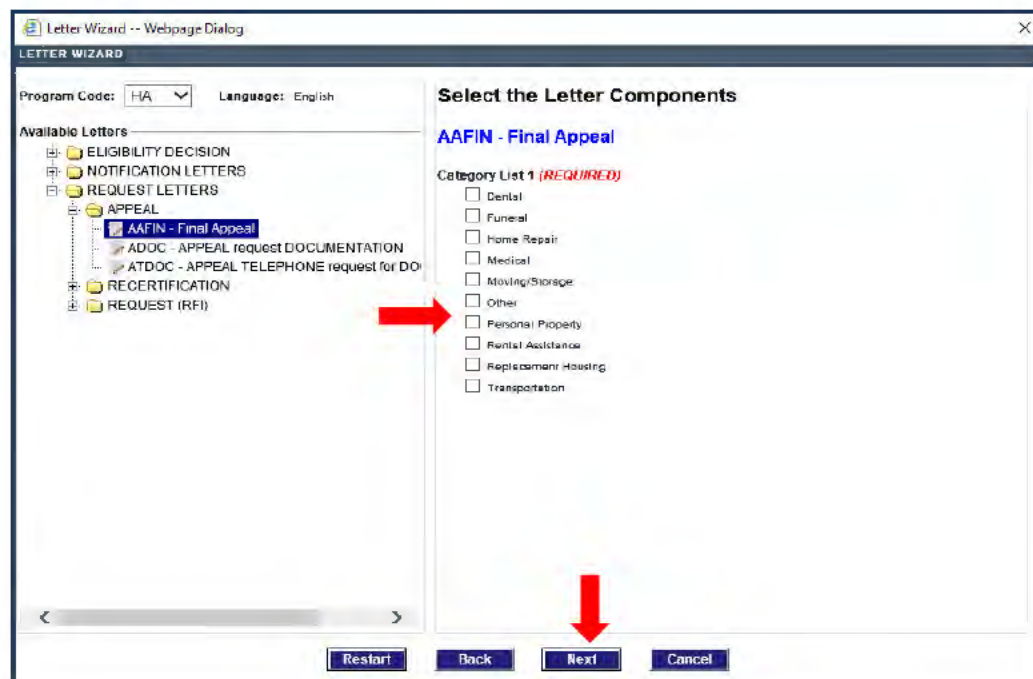
1. From **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the **Letter Wizard** window opens, click on the **Request Letters** folder.



3. Select **APPEAL, AAFIN - Final Appeal** and then click the **Next** button



4. Select one or more of the Categories to be denied.
5. Click "Next" button



6. Click **Preview** to review the letter.

7. After you're finished previewing the letter, close the letter window by using the "X" icon at top right of the window.

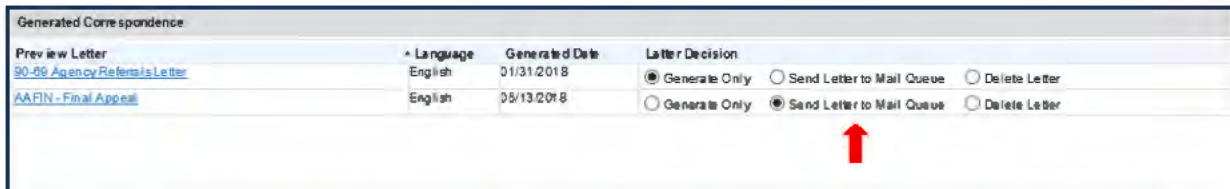
- Click the **Finish** button to complete the letter generation and return to the **Confirmation** screen.



The screenshot shows a horizontal bar with four buttons: 'Restart', 'Finish', 'Preview', and 'Cancel'. Above the buttons is a radio button labeled 'Generate Only' which is selected. The 'Finish' button is highlighted with a red rectangular box.

Finalize Your Work

- If needed, use the **Comment/Contact** link in the task bar to create a Contact for any calls you made regarding the case.
(See guidance for Contacts and Comments in the [Appeal Processing](#) SOP.)
- In the **Decision** frame, click on the **Select** checkbox beside the workpacket.
- Select the **FEMA Complete** queue as the appropriate **Routing** location.
- In the **Generated Correspondence** frame, select the **Send letter to mail queue** radio button.



The screenshot shows a table titled 'Generated Correspondence' with the following data:

Preview Letter	Language	Generated Date	Letter Decision
90-69 Agency Referral Letter	English	01/31/2018	<input checked="" type="radio"/> Generate Only <input type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter
AAFIN - Final Appeal	English	05/13/2018	<input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

A red arrow points to the 'Send Letter to Mail Queue' radio button in the second row.

- In the **Comment** frame, use the **Generate Comment** button to create a draft Comment, and customize the text as required for the work you did.
- When you are ready to route the case, click the **Submit** button.

Award Eligible Appeal Assistance

This section provides detailed steps for processing Home Repair and Personal Property appeals. For most casework tasks, the Web NEMIS processing mechanics are the same in the FEMA Appeal queue as in the FEMA Manual Determination queue. These steps are documented in the [Web NEMIS Initial Assistance Reference Guide](#), which is included on the “Job Aids” tab of the [IA Training and Development](#) intranet page.

This section focuses on how to:

- Award real or personal property line items from in an appeal Inspection
- Add line items to pay actual or standard costs based on substantiation of an estimate/receipt document item

Remote Inspection

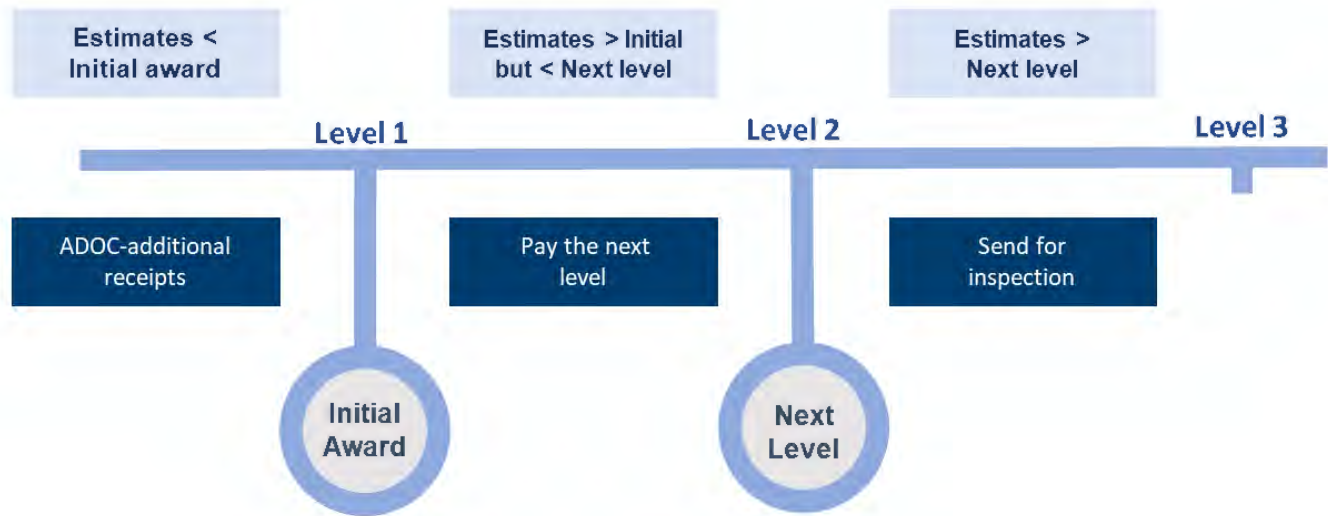
This type of inspection was implemented to verify applicants needs during pandemic restrictions. FEMA inspectors will contact applicants by phone and conduct inspection remotely via video streaming. If video inspection is not possible, a remote inspection by telephone will be completed. In some cases, exterior validation (EV) inspections are also performed.

Ownership and occupancy will be verified by NEMIS public records. If the NEMIS public records verification is NOT available, the applicant will need to submit the applicable documents directly to FEMA.

For Remote Inspections, FEMA will base most appeal decisions and awards for real property assistance on verifiable submitted estimates rather than completing a second appeal Remote Inspection, unless a previous appeal determination has been made for an additional Damage Level Award amount.

The Damage Level Award amount will be visible in NEMIS with the applicable award level in the Real Property frame on the Line Items screen. Damage Level Award amounts will include a variety of commonly damaged line items grouped together under new combined Damage Level Award line items for each disaster.

When the amount appealed **exceeds** the next damage level award, an appeal inspection must be requested.



If the appeal inspection returns with the **same level or lower level** than the initial inspection, the applicant will still receive the next damage level award. If not, process the case based on verifiable receipts.



For more details, see guidance in the [IA PPM Remote Inspection DSOP](#).

Scenario:

An applicant in DR-4563-AL appeals for additional damages to their home for Hail/Rain/Wind Driven Rain.

- Initial Damage Level Award for Tornado/Wind Level 3 = \$7,157.16.
- The applicant appealed with \$21,472.00 in verifiable Tornado/Wind receipts.
- Amount being appealed is more than the next Damage Level Award amount. An appeal amount CANNOT exceed one Damage Level Package without an appeal inspection.
- **REQUEST** an appeal inspection if the receipts exceed the next Damage Level Award.
- Appeal inspection returns with the same FVL as initial Remote Inspection-
- **PROCESS** the next Damage Level Award 4 = \$14,680.13.
- **DEDUCT** the previous Tornado/Wind Damage Level Award.

Processing in Web NEMIS Appeal Queue

To process Home Repair when the combined estimates are greater than the initial Damage Level Award received:

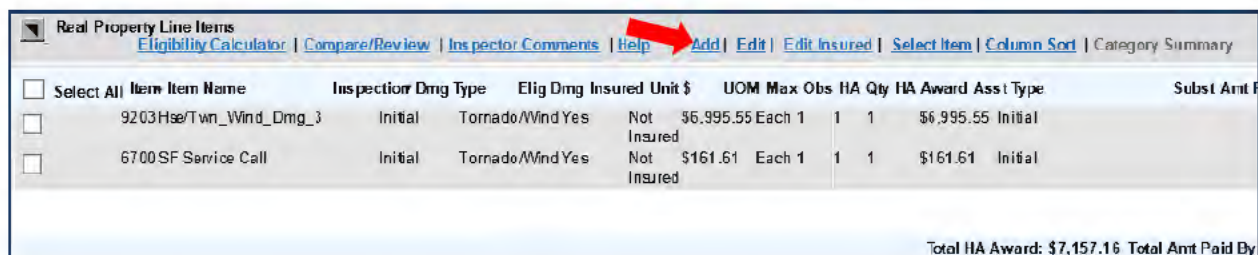
1. **CREATE** a **Home Repair PND** line on the **Assistance** tab if a case does not include an active pending line (unless one already exists.)



Category	Assessment Type	Award Level	Eligibility	Elig Date	Elig Amt	Approved	Approved Date	Sch Date	Disb Type	Treas	Type	Returned	Reissu
Home Repair	Initial	First	EHR - Eligible - Home Repair	03/08/2021	57,157.16	Yes	03/08/2021	03/09/2021	EFT				
Housing Assistance	Initial	First	INS - Insured	09/24/2020		Yes	09/24/2020						
Home Repair	Appeal	First	PND - Pending		\$0.00								

After the pending line is created, a Home Repair link appears under the Banner. This link opens the Home Repair Assistance Processing screen.

2. From the **Home Repair Assistance Processing** screen locate the **Real Property Line Items** section, click the **Add** link at top right of the window:



Select All	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit	\$	UOM	Max Obs	HA Qty	HA Award	Assessment Type	Subst Amt
<input type="checkbox"/>	9203Hse/Twn_Wind_Dmg_3	Initial	Tornado/Wind	Yes	Not Insured		\$6,995.55	Each	1	1	\$6,995.55	Initial	
<input type="checkbox"/>	6700SF Service Call	Initial	Tornado/Wind	Yes	Not Insured		\$161.61	Each	1	1	\$161.61	Initial	

Total HA Award: \$7,157.16 Total Amt Paid By

3. In the **Add Item** window, select Speed Estimating as **Item Category** field and the next damage level award (**HSE/TWN_Wind_Dmg_4**)

Add Item -- Webpage Dialog

ADD ITEM

* Item Category: SPEED ESTIMATING Item Id: 9204

* Item: HSE/TWN_WIND_DMG_4 (EA)

Item Details

Inspection: FEMA REVIEW Item UOM: EACH

Category: NOT INSURED Unit Cost \$ 14680.13

Damage Type: TORNADO/WIND Item Qty: 1

Eligible Damage: YES Max: 1

Award

Asst Type: APPEAL HA Quantity: 1


Award Level: FIRST HA Award \$ 14680.13

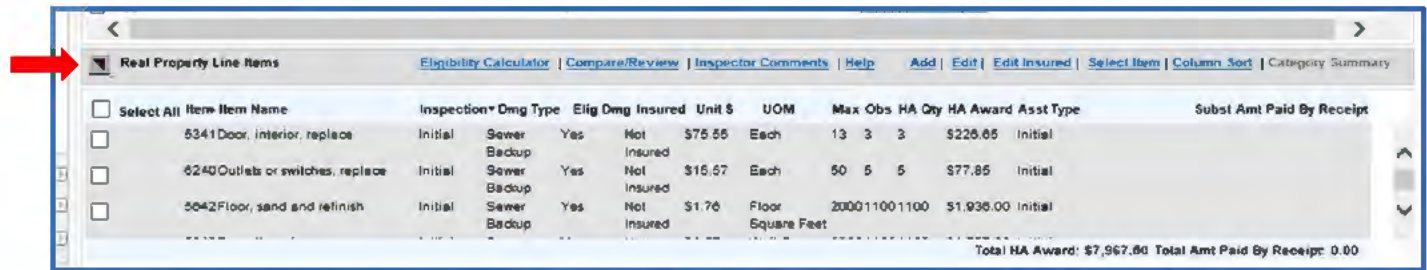
Save Cancel

4. Select the cause of damage in the **Damage Type** field.
5. Enter the quantity to award in the **Item Quantity** field.
6. **SAVE** the selections.
7. The new line item you added will be listed with inspection type "**FEMA Review**."

<input type="checkbox"/> Select All	Item Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst Amt
<input type="checkbox"/>	9203 Hse/Twn_Wind_Dmg_3	Initial	Tornado/Wind	Yes	Not Insured	\$6,995.55	Each	1	1	1	\$6,995.55	Initial	
<input type="checkbox"/>	6700 SF Service Call	Initial	Tornado/Wind	Yes	Not Insured	\$161.61	Each	1	1	1	\$161.61	Initial	
<input type="checkbox"/>	9204 Hse/Twn_Wind_Dmg_4	FEMA Review	Tornado/Wind	Yes	Not Insured	\$14,680.13	Each	1	1	1	\$14,680.13	Appeal	
Total HA Award: \$21,837.29 Total Amt Paid By:													

Line Items Window

The line items list for Real Property or Personal Property can be expanded by clicking on the  icon at the top left of the Real/Personal Property Line Items frame.



Real Property Line Items

Clicking the icon opens a new window with the expanded line item list that allows more of the line items to be viewed simultaneously. To close the window, use the X.

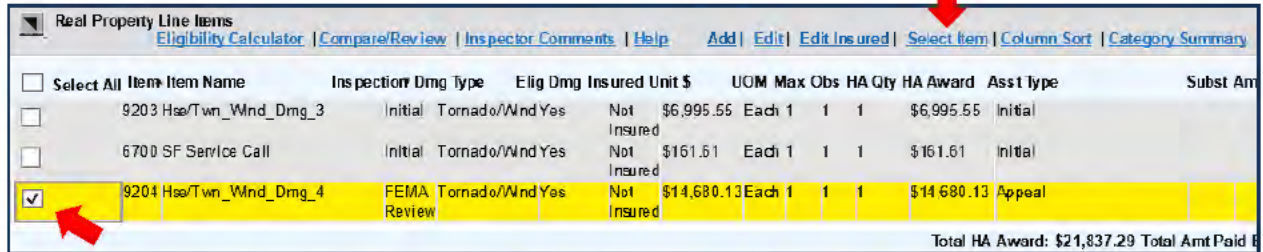


Expanded Real Property Line Items Window

This window is an expanded version of the Line items frame on the Assistance processing screen but separates the line items from other data so that they can be reviewed more efficiently. This window contains the same links displayed on the Assistance Processing page: Eligibility Calculator, Compare/Review, Inspector Comments, Add (line items), Edit, (line items), Edit Insured (line items), Select Items, and Column Sort.

Selecting the Item for Payment

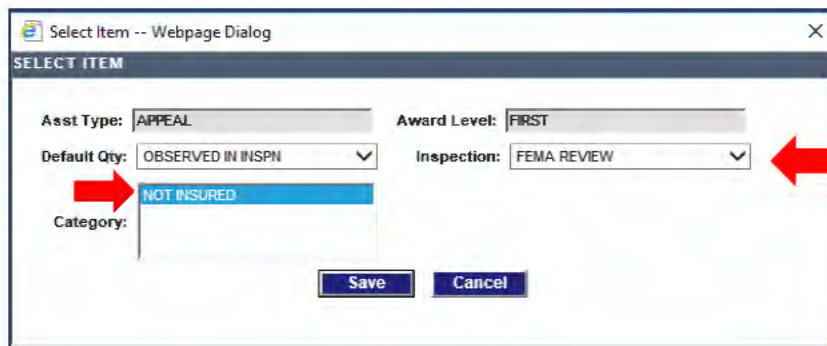
1. Click the **Check box** next to the new line item to select it for payment.
2. Then click the **Select Item** link.



Select All	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max Obs	HA Qty	HA Award	Asst type	Subst Am
<input type="checkbox"/>	9203	Hse/Twn_Wnd_Dmg_3	Initial	Tornado/Wind	Yes	Not Insured	\$6,995.55	Each	1	1	\$6,995.55	Initial	
<input type="checkbox"/>	6700	SF Service Call	Initial	Tornado/Wind	Yes	Not Insured	\$161.61	Each	1	1	\$161.61	Initial	
<input checked="" type="checkbox"/>	9204	Hse/Twn_Wnd_Dmg_4	FEMA Review	Tornado/Wind	Yes	Not Insured	\$14,680.13	Each	1	1	\$14,680.13	Appeal	

Total HA Award: \$21,837.29 Total Amt Paid:

3. Set the **Inspection type** to FEMA Review in the Inspection field and select the appropriate insurance setting in the **Category** field.



Select Item -- Webpage Dialog

SELECT ITEM

Asst Type: Award Level:

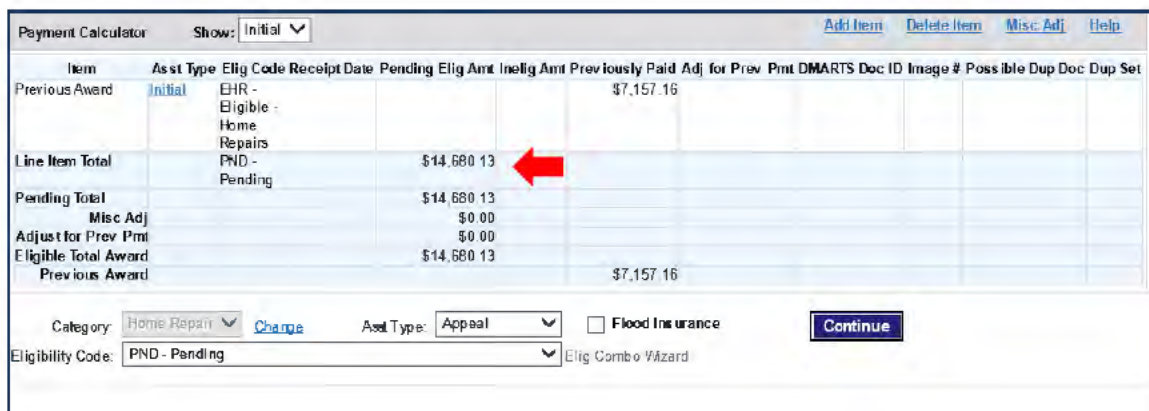
Default Qty: Inspection:

Category:

4. Then click **Save** to save the selection

Adjusting the Pending Eligible Amount

The line item payment(s) you created will be listed in the **Payment Calculator** frame of the Assistance Processing screen.



Payment Calculator Show:

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Previous Award	Initial	EHR - Eligible - Home Repairs				\$7,157.16					
Line Item Total		PND - Pending		\$14,680.13							
Pending Total				\$14,680.13							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$14,680.13							
Previous Award						\$7,157.16					

Category: Asst Type: ☐ Flood Insurance

Eligibility Code: Elig Combo Wizard

1. The applicant had previously received a disaster-specific award for HR Assistance. A payment adjustment is needed, you would click the **Misc Adj** link.

Payment Calculator Show: Initial Add Item Delete Item Misc Adj Help

Item	Asst Type	Elig Code	Receipt Date	Pending	Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup	Doc	Dup Set
Previous Award	Initial	EHR - Eligible - Home Repairs					\$7,157.16						
Line Item Total		PND - Pending			\$14,680.13								
Pending Total					\$14,680.13								
Misc Adj					\$0.00								
Adjust for Prev Pmt					\$0.00								
Eligible Total Award					\$14,680.13								
Previous Award							\$7,157.16						

Category: Home Repair Change Asst Type: Appeal Flood Insurance Continue

Eligibility Code: PND - Pending Elig Combo Wizard

2. **DEDUCT** the previous home repair Damage Level Award, enter a description of the adjustment and save the data. Remember, Do Not deduct **Service Call** from any additional EHR awards.

Misc Adj Calculation - Webpage Dialog

MISC ADJ CALCULATION

Action	Amount	Enter Description
Pending Total Forward	\$0.00	
+ Misc. Amount: \$	0.00	Note:
- Misc. Amount: \$	6,995.55	Note: DEDUCT PREVIOUS EHR AWARD
Total Adj Amount: \$	-6,995.55	Total Adj Amount is a NEGATIVE number and it could impact your Eligible Award

Save Cancel

3. After subtracting the previous EHR award, you will return to the Home Repair screen and the new award (**\$7,522.97**) will appear listed as the **Eligible Total Award** in the Payment Calculator frame at bottom of the screen.

Payment Calculator Show: Initial Add Item Delete Item Misc Adj Help

Item	Asst Type	Elig Code	Receipt Date	Pending	Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup	Doc	Dup Set
Previous Award	Initial	EHR - Eligible - Home Repairs					\$7,157.16						
Line Item Total		PND - Pending			\$14,680.13								
Pending Total					\$14,680.13								
Misc Adj					(\$6,995.55)								
Adjust for Prev Pmt					\$0.00								
Eligible Total Award					\$7,684.58								
Previous Award							\$7,157.16						

Category: Home Repair Change Asst Type: Appeal Flood Insurance Continue

Eligibility Code: PND - Pending Elig Combo Wizard

- Now you are ready to update the **Eligibility Code** and click **Continue** to proceed to the Confirmation screen to add a Comment and route to FEMA Approval NON-DRM.

Item	As st Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Se
Previous Award	Initial	EHR - Eligible - Home Repairs				\$7,157.16				
Line Item Total		PND - Pending		\$14,680.13						
Pending Total				\$14,680.13						
Misc Adj				(\$6,995.55)						
Adjust for Prev Pmt				\$0.00						
Eligible Total Award				\$7,684.58						
Previous Award						\$7,157.16				

Category: Home Repair Change
Asst Type: Appeal
☐ Flood Insurance

Eligibility Code: EHR - Eligible - Home Repairs
Elig Combo Wizard

Continue 



For specific information about how to apply damage level guidance use the [IA PPM Remote Inspection DSOP](#) or for additional information about the RP Eligibility Calculator see the appendix section of the [Appeal Processing](#).

Determine FVL for Insured Line Items, Per Damage Type

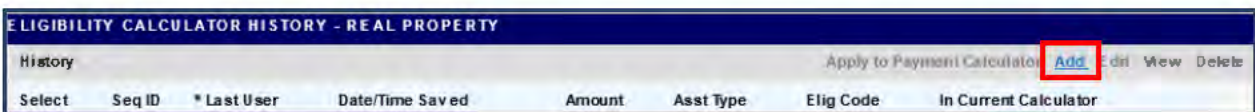
Compare the total insured FEMA Verified Loss for each damage type to the insurance settlement for that damage type.

To determine the FVL of insured Real or Personal Property line items:

1. In the Real Property or Personal Property Line Items frame of the Home Repair or Personal Property screen, click on the **Eligibility Calculator** link.



2. On the Eligibility Calculator History window, select **Add** to add a calculation.



3. The Home Repair or Personal Property Eligibility Calculator appears.

The screenshot shows the 'HOME REPAIR' Eligibility Calculator screen. It includes several sections:

- Insurance Settlement:** A table with columns: '#', 'Insurance Type', 'Coverage Type', 'Claim No', 'Settlement Date', and 'Settlement Amt Subst'. The first row shows '1', 'Mobile Home (O/R)', 'Structure', '09876', '05/31/2020', and '\$4,000.00'. The 'Insurance Type' and 'Settlement Amt Subst' cells are highlighted with red boxes.
- Inspection and Insurance Comparison:** A table with columns: 'Select', 'Inspection', 'Insured', 'Damage Type', 'Observed Amount', 'HA Award Asst Type', and 'Insurance Compare'. It lists 'Second' and 'Initial' inspections for 'Hail/Rain/Wind Driven Rain' and 'Flood' damage types, with corresponding amounts and award types.
- FEMA Review Items:** A section with a note: '*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.' and a 'Calculate' button.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

- a. Compare each insurance settlement, **Settlement Amt Subst**, to each Insured **Observed Amount/ Award Amt** (FVL) to determine if the FVL is greater than the insurance settlement for the damage type.
- b. If all FVL amounts are covered by insurance, cancel the Eligibility Calculator, and process an INI or INFI ineligible determination.
- c. If the FVL amount is **greater than** the corresponding settlement, continue processing the items for eligibility.

Paying Line Items from an Appeal Inspection

After an appeal inspection has returned you will determine eligibility for inspection line items by comparing the appeal and initial inspection results. In Web NEMIS, you'll use the Eligibility Calculator to compare inspection line item totals and record your determination in the Payment Calculator

For insured Real Property line items

- Ensure the Structure settlement has been substantiated. If the claim was denied, a substantiation record for a net settlement of \$0.00 will need to be on file.
- Determine if the FEMA Verified Loss (FVL) for insured line items is greater than or less than the settlement amount for the damage type(s).
- If Insurance is greater than FVL, process as ineligible INI/INFI. If FVL is greater than Insurance, proceed to payment

For Insured Personal Property Line Items

- Ensure the Contents settlement has been substantiated. If the claim was denied, a substantiation record for a net settlement of \$0.00 will need to be on file.
- Determine if the FEMA Verified Loss (FVL) for insured line items is greater than or less than the settlement amount for the damage type(s).
- If Insurance is greater than FVL, process as ineligible INI/INFI. If FVL is greater than Insurance, proceed to payment

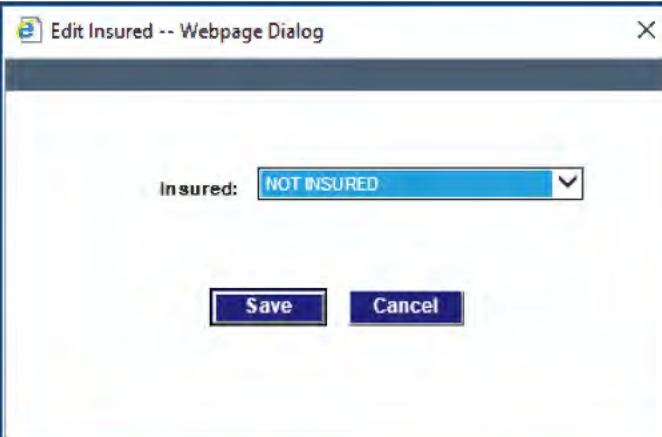
Personal Property line items must be edited prior to payment. All insured items must be changed to "uninsured", and an Award quantity must be entered before using the Eligibility Calculator.

Changing items to “Uninsured”

1. Multiple line items can be changed to NOT INSURED using the “**Edit Insured**” link.
 - a. In the Line Items frame, select the insured line items.
 - b. Click the **Edit Insured** link.

Personal Property Line Items												
Eligibility Calculator Add Edit Edit Insured Select Item Filter Unfilter Column Sort												
<input type="checkbox"/> Select All	Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max	Obs	Qty Award	Asst Type
<input checked="" type="checkbox"/>	Appl	3200	Infant Stroller	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$84.90	2	1		\$0.00	
<input checked="" type="checkbox"/>	Room	2050	Bedroom	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$706.35	0	1	0	\$0.00	
<input checked="" type="checkbox"/>	Appl	3091	Wet/Dry Vac/Pre Incident	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$53.90	1	1		\$0.00	
<input checked="" type="checkbox"/>	Appl	3010	Refrigerator	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$475.90	1	1		\$0.00	
<input type="checkbox"/>	Appl	3310	Twin Bed	Second	Hail/Rain/Wind Driven Rain	Replace Insured	\$438.48	10	1		\$0.00	
Total Insured: \$1,732.05 Total Amt Paid By Receipt: \$0.00												

- c. In the Edit Insured pop-up, select **NOT INSURED**, and then click **Save**.



Insured: NOT INSURED

Save Cancel

- d. When a message states “The selected line items will have the “Insured” value changed...” select **OK** to continue.

Compare Inspections and Calculate Award Amount

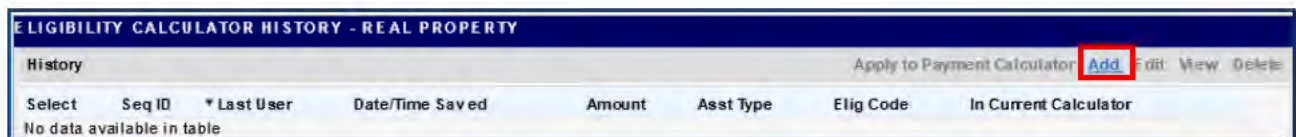
Calculating the Pending Eligible Amount

To compare multiple inspections and award the most recent inspection amount, use the Eligibility Calculator, as follows.

1. In the Real or Personal Property Line Items frame of the Home Repair or Personal Property screen, click the **Eligibility Calculator** link.



2. In Eligibility Calculator History window, click **Add** to add a calculation.



3. On the Eligibility Calculator window, click on the **Select** checkboxes to select inspections to compare (e.g., **Second** and **Initial**).

The screenshot shows the 'HOME REPAIR' Eligibility Calculator window. It displays the 'Insurance Settlement' section with a table of insurance types and amounts. The 'Inspection and Insurance Comparison' section shows a table with columns for 'Select', 'Inspection', 'Insured', 'Damage Type', 'Observed Amount', 'HA Award Asst Type', and 'Insurance Compare'. The 'Second' and 'Initial' inspections are selected, and their respective amounts are shown. The 'FEMA Review Items' section includes a table with columns for 'Inspection', 'Insured', 'Damage Type', 'Observed Amount', and 'HA Award Asst Type'. The 'Eligibility Summary' section contains a note about adjustments and a 'Calculate' button.

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt	Subst
1	Mobile Home (D/R)	Structure	09876	05/31/2020		\$4,000.00

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select
		Not Insured	Flood	\$7,552.27	\$0.00	Select
			Total	\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select
			Total	\$7,631.99		

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

Calculate

Save **Cancel**

4. Next, for each Inspection/Insured/Damage Type row:
 - a. Click the **Select** link in the **Insurance Compare** column.

HOME REPAIR
Rgn Id: 150451441 Eligibility Calculator Seq ID:

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Structure	09876	05/31/2020	\$4,000.00

Insurance Settlement

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select
		Not Insured	Flood	\$7,552.27	\$0.00	Select
		Total		\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select
		Total		\$7,631.99		

Inspection and Insurance Comparison

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

FEMA Review Items

[Save](#) [Cancel](#) [Calculate](#)

5. In the Select Insurance window, select the appropriate insurance settlement for the Damage Type shown, and click **Save**.

Select Insurance -- Webpage Dialog

SELECT INSURANCE

Inspection: Category:

Dmg Type: OBS Amt:

#	Insurance Type	Coverage Type	Settlement Amt
<input type="checkbox"/> 0	No Coverage		
<input checked="" type="checkbox"/> 1	Mobile Home (O/R)	Structure	\$4,000.00

[Save](#) [Cancel](#)

6. After returning to the Eligibility Calculator window, click the **Calculate** button.

Eligibility Calculator -- Webpage Dialog

HOME REPAIR
Rgn Id: 150451441 Eligibility Calculator Seq ID:

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Structure	09876	05/31/2020	\$4,000.00

Insurance Settlement

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select 1
		Not Insured	Flood	\$7,552.27	\$0.00	Select 0
		Total		\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select 0
		Total		\$7,631.99		

Inspection and Insurance Comparison

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

FEMA Review Items

[Calculate](#)

7. Next, you will see the calculation results in the Eligibility Summary frame at bottom of the window.

Eligibility Calculator -- Webpage Dialog

HOME REPAIR
Rgsn Id: 150451441 Eligibility Calculator Seq ID:

Insurance Settlement

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Structure	09876	05/31/2020	\$4,000.00

Inspection and Insurance Comparison

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Second	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05	\$0.00	Select 1
		Not Insured	Flood	\$7,552.27	\$0.00	Select 0
			Total	\$12,786.32		
<input checked="" type="checkbox"/>	Initial	Not Insured	Flood	\$7,631.99	\$7,552.27 Initial	Select 0
			Total	\$7,631.99		

FEMA Review Items

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Second	Not Insured	Flood	\$7,552.27	
Initial	Not Insured	Flood	\$7,631.99	

Eligibility Summary *If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.

[Calculate](#)

Inspection	Insured	Damage Type	Observed Amount	Settlement Amt	Subtotal	Adjustment	Adj Subtotal
Second	Not Insured	Flood	\$7,552.27		\$7,552.27		\$7,552.27
		Subtotal	\$7,552.27	\$0.00	\$7,552.27	\$0.00	\$7,552.27
	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05				
		Subtotal	\$5,234.05	\$4,000.00	\$1,234.05	\$0.00	\$1,234.05
Initial	Not Insured	Flood	\$7,631.99		\$7,631.99		\$7,631.99
		Total	\$7,631.99	\$0.00	\$7,631.99	\$0.00	\$7,631.99

Total Second Insprn \$8,786.32 **Total Initial Insprn** \$7,631.99 **Pending Eligible Amount** \$1,154.33 **Adjustment** \$0.00 **Final Pending Eligible Amount** \$1,154.33

Notes:

☐ Do Not Add to Calculator

[Save](#) [Cancel](#)

For each **Insured Damage Type Subtotal**, applied settlement amounts are shown in the **Settlement Amount** column. The **Subtotal** column reflects subtraction of the settlement.

Adjusting the Pending Eligible Amount

Adjustments should be rare for inspection comparisons. However, they may be needed if the **previous inspection total differs from the previous award total for a specific damage type**.

If an adjustment is needed, you would click the **Adjustment** link in the appropriate row, add/subtract the adjustment and enter a description of the adjustment. For Example:

The applicant had previously received a disaster-specific award for Clean and Repair Assistance (CRA). If the Real Property damage from Appeal inspection is more than the CRA award, you would use the **Adjustments** field to deduct the CRA amount

ADJUSTMENT AMOUNT

Adjustment Amount	Description	Delete
-300.00	DEDUCT PREVIOUS EMS CRA AWARD	<input type="button" value="X"/>
		<input type="button" value="X"/>

Total: \$-300.00

1. If you need to record more adjustment amounts than there are lines provided, click the **Add Line** button.
2. After recording adjustments, click **Calculate**, and then click **Save**.

Sending the Pending Eligible Amount to the Payment Calculator

1. After you return to the Eligibility Calculator, ensure the **Do Not Add to Calculator** checkbox remains **UNCHECKED** so the **Final Pending Eligible Amount** will be added as a line on the Payment Calculator.

Eligibility Summary
*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.

Inspection	Insured	Damage Type	Observed Amount	Settlement Amt	Subtotal	Adjustment	Adj Subtotal
Second	Not Insured	Flood	\$7,552.27				
		Subtotal	\$7,552.27	\$0.00	\$7,552.27	\$0.00	\$7,552.27
	Insured	Hail/Rain/Wind Driven Rain	\$5,234.05				
		Subtotal	\$5,234.05	\$4,000.00	\$1,234.05	\$0.00	\$1,234.05
Initial	Not Insured	Flood	\$7,631.99				
		Subtotal	\$7,631.99	\$0.00	\$7,631.99	\$0.00	\$7,631.99

Total Second Ins pn
\$8,786.32

Total Initial Ins pn
\$7,631.99

Pending Eligible Amount
\$1,154.33

Adjustment
\$0.00

Final Pending Eligible Amount
\$1,154.33

Notes:

☐ Do Not Add to Calculator

2. Click the Save button to save the calculation record.

For additional information about the RP Eligibility Calculator see the appendix section of the [Appeal Processing](#).

Complete the Determination

After you've calculated the appeal inspection award amount in the Eligibility Calculator and returned to the Home Repair or Personal Property screen, the award will be listed in the Payment Calculator frame at bottom of the screen.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev	Pmt	DMARTS	Doc ID	Image #	Possible Dup	Doc	Dup Set
RP - Eligibility Calculator		PND - Pending		\$1,154.33					Manual					
Previous Award	Initial	EHR - Eligible - Home Repairs				\$3,552.27								
Line Item Total		PND - Pending		\$0.00										
Pending Total				\$1,154.33										
Misc Adj				\$0.00										
Adjust for Prev Pmt				\$0.00										
Eligible Total Award				\$1,154.33										
Previous Award						\$3,552.27								

Category: Home Repair [Change](#) Asst Type: Appeal ☐ Flood Insurance [Continue](#)

Eligibility Code: PND - Pending [Elig Combo Wizard](#)

The **Item** column will list the payment. Clicking the RP or PP Eligibility Calculator link will display the Eligibility Calculator window. You will be able to edit the calculation as long as the determination is still "PND - Pending."

The **Previous Award** amount is listed for reference but is not included in the Eligible Total Award.

To record the Eligible determination:

1. First, make sure the correct **Assistance Type** is selected for the award (e.g., Appeal).
2. Select the appropriate **Eligibility Code** (e.g., EHR/EHRZ, EPP/EPPZ).
3. Click the **Continue** button to save the determination and continue to the Confirmation screen.
4. Document and route your work, as described in the section: [Finalize Your Work on the Confirmation Screen](#).

Add Line Items to Pay from Estimate/Receipt

Per the [Appeal Processing](#) SOP, there are some situations when payment can be made for an item without issuing an inspection. This can be done under the following conditions:

- The previous inspection recorded a line item associated with the item under consideration.
- The cost for repairing or replacing the item is documented on a receipt, estimate, or bill submitted by the applicant.
- All case details and documents are verified as meeting PPM eligibility criteria.

When processing the new award, you will create a line item while substantiating the estimate/receipt. Some line items can be paid at the actual costs, and some items must be paid at the Standard Line item cost.

Examples of items that may be paid at actual cost include septic systems, wells and well components, furnaces, heat pumps, boilers, HVAC systems (if not an upgrade from a furnace or air conditioning system), and ADA Real or Personal Property line items.

The following steps demonstrate how to substantiate an estimate/receipt submitted to appeal a Real or Personal Property determination. During the process of substantiating the appeal document, you will also add a line item and record a standard or actual cost payment for the line item.

Record/Verify Substantiation Details for the Estimate/Receipt

1. Access the Estimate/Receipt from the Correspondence Received on the Assistance Processing screen.
2. Highlight the Estimate/Receipt Item in the Item Substantiation list.

The screenshot shows the 'Item Substantiation' window. At the top, there is a table titled 'Correspondence Received' with columns: Category, # of Items, To Calculator, Verified, Item Type/Description, DMART# Document ID, Duplicate Of, Received, and Last Viewed. The table lists several items, with the last item highlighted in yellow: Category 'HA', # of Items 'N', To Calculator 'Not Applicable', Item Type/Description 'RealProp Est/Receipt', DMART# Document ID '53263424', Duplicate Of, Received '08/27/2019', and Last Viewed '10/14/2019'.

Below the table, there is a section for the selected item. It includes a 'View Full Image' link, a page indicator 'Page: 2', and a checkbox 'This Document is a Duplicate of:'. The item details are as follows:

- Category: HA
- Item Type: RealProp Est/Receipt
- Image page number(s): 2
- Date: 08/27/2019
- Disaster Related?: YES (selected)
- Company name, address, phone number: YES (selected)
- Payment Type: Standard
- Receipt Amount: \$ 0.00
- Adjustments: \$ 0.00
- Pending Eligible Amount: \$ 0.00
- Verified: Not Applicable
- Do not add this item to the calculator: YES (checked)

On the left side of the detailed view, there is a section titled 'Estimate for: Ed Ahe' with a table of components:

Components	Amount
25 Impeller and Water Motor Filter	\$2,000.00
Labor	\$100.00
Install new furnace components	
Change out gas valve of furnace unit	
Extra Fee:	\$50.00
Neighborhood	\$50.00
Shopper Discount	
Total	\$2,600.00

Below the table, there is a note: 'Tech note: In packed furnace system and found necessary components relative repair or replacement due to flood damage'.

3. Verify and complete substantiation field entries as follows:

This is a close-up of the substantiation fields. Red arrows point to the 'Disaster Related?' and 'Company name, address, phone number' fields, both of which have 'YES' selected. The other fields are as follows:

- Category: HA
- Item Type: RealProp Est/Receipt
- Image page number(s): 2
- Date: 08/27/2019
- Disaster Related?: YES (selected)
- Company name, address, phone number: YES (selected)
- Payment Type: Standard
- Receipt Amount: \$ 0.00
- Adjustments: \$ 0.00
- Pending Eligible Amount: \$ 0.00
- Verified: Not Applicable
- Do not add this item to the calculator: YES (checked)

4. If the "Disaster Related" or "Company, name, address, phone number" information is not specified clearly on the document, verify the information according to guidance in the [Appeal Processing](#) SOP.
 - o If the information is obtained, select **YES** to these questions.

5. Next, select the **Payment Type**.

- For items that can be paid at actual cost, select **Actual**. (See the [Appeal Processing](#) SOP for details about paying actual-costs.)
- For items that must be paid at the line item price, select **Standard**.

(Another selection, **DR Specific**, is also available for use with disaster-specifics.)

* Payment Type: **Actual** (selected)

SELECT LINE ITEM TO COMPARE/ADD

* Receipt Amount: \$ 0.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 0.00

In this example, the receipt is for a furnace replacement at actual cost, so **Actual** is selected.

6. Next, you'll create a line item using the "**Select Line Item to Compare/Add**" link to compare or add, as described in the following section.

* Payment Type: **Actual** (selected)

SELECT LINE ITEM TO COMPARE/ADD

* Receipt Amount: \$ 0.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 0.00

This link opens the Line Items pop-up window that displays a list of all inspection line items previously entered.

7. Next, we create a line item(s) that is comparable to the item(s) on the estimate/receipt. Click the **Add** link at top right of the window.

Select	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Category	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
<input type="checkbox"/>	5461	Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.60	Each	2	1	1	\$270.60	Initial		
<input type="checkbox"/>	5342	Door, exterior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial		
<input type="checkbox"/>	5341	Cabinet, base, replace	Initial	Flood	Yes	Not Insured	\$127.43	Linear Foot	30	20	20	\$2,548.60	Initial		
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$68.63	Each	13	8	8	\$791.44	Initial		
<input type="checkbox"/>	5242	Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$30.04	Each	4	1	1	\$30.04	Initial		
<input type="checkbox"/>	5240	Outlets or switches, replace	Initial	Flood	Yes	Not Insured	\$18.72	Each	70	11	11	\$205.92	Initial		
<input type="checkbox"/>	5649	Drywall, replace	Initial	Flood	Yes	Not Insured	\$4.20	Wall Square Feet	8500	700	700	\$2,840.00	Initial		

Save Cancel

8. This opens an Add Item window. At top of the window, select the appropriate **Item Category** and **Item**. (The example shows Heating selected to award actual cost for furnace replacement.)

9. Select the cause of damage in the **Damage Type** field.
10. Enter the quantity to award in the **Item Quantity** field.
11. The remaining entry fields are auto-populated. You can change them if needed. (Greyed out field entries are read-only.)
12. Click **Save** and you will be returned to the Line Items window.
13. Note the cost of any previous payment for the item. This amount will be deducted later in the substantiation process. (In this example, \$270.60 was previously paid for "Furnace, clean and repair".)

Select	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Category	Unit \$	UOM	Max	Obs	HA Qty	HA Award	AsstType	Subst	Amt Paid By Receipt
<input type="checkbox"/>	8488	Central air conditioner, replace	Initial	Flood	Yes	Not Insured	\$2,694.27	Each	1	1	1	\$2,694.27	Initial		
<input type="checkbox"/>	6441	Furnace, replace	FEMA Review	Flood	Yes	Not Insured	\$2,271.24	Each	2	1	1	\$2,271.24	Appeal		
<input type="checkbox"/>	6451	Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.60	Each	2	1	1	\$270.60	Appeal		
<input type="checkbox"/>	5342	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial		
<input type="checkbox"/>	6341	Cabinet, see, replace	Initial	Flood	Yes	Not Insured	\$127.43	Linear Foot	30	20	20	\$2,548.60	Initial		
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$98.93	Each	13	8	8	\$791.44	Initial		
<input type="checkbox"/>	6242	Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$30.04	Each	4	1	1	\$30.04	Initial		

14. The new line item you added will be listed with inspection type “FEMA Review.”
Select the checkbox for the line item you added.

Select	Item	Item Name	Inspection	Orig Type	Elig Orig	Category	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
<input type="checkbox"/>	5400	Central air conditioner, replace	Initial	Flood	Yes	Not Insured	\$2,094.27	Each	1	1	1	\$2,094.27	Initial		
<input checked="" type="checkbox"/>	5441	Furnace, replace	FEMA Review	Flood	Yes	Not Insured	\$2,271.24	Each	2	1	1	\$2,271.24	Appeal		
<input type="checkbox"/>	5481	Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.00	Each	2	1	1	\$270.00	Appeal		
<input type="checkbox"/>	5342	Door, exterior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial		
<input type="checkbox"/>	5341	Cabinet, base, replace	Initial	Flood	Yes	Not Insured	\$127.43	Linear Foot	30	20	20	\$2,548.60	Initial		
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$68.93	Each	13	8	8	\$791.44	Initial		
<input type="checkbox"/>	6242	Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$38.04	Each	4	1	1	\$38.04	Initial		

15. Then click the **Save** button.

You will be returned to the Item Substantiation window. The standard line item you created will appear in the Substantiation Calculation.

* Payment Type: Actual

Furnace, replace

* Receipt Amount: \$ 0.00

* Adjustments: \$ 0.00

Pending Eligible Amount: \$ 0.00

SELECT LINE ITEM TO COMPARE/ADD

16. In the **Receipt Amount** field, enter the actual cost for the item from the estimate/receipt.

* Payment Type: Actual

Furnace, replace

* Receipt Amount: \$ 3000.00

* Adjustments: \$ 0.00


Pending Eligible Amount: \$ 3000.00

SELECT LINE ITEM TO COMPARE/ADD

After you enter the Receipt Amount, Web NEMIS will auto-populate the read-only **Pending Eligible Amount** field.

- For an Actual Payment Type, the Pending Eligible Amount field will display the Receipt Amount you entered for the line item.
- For a Standard Payment Type, the Pending Eligible Amount field will display either the standard line item amount OR the Receipt amount, whichever is less.

17. When paying Actual, in the **Adjustments** field, click the sub-calculator icon to record the amount and description for related line item(s) that need to be deducted from the payment.

* Payment Type	Actual
SELECT LINE ITEM TO COMPARE/ADD	
Furnace, replace	\$ 2271.24
* Receipt Amount	\$ 3000.00 +
* Adjustments	\$ 0.00 - 
Pending Eligible Amount	\$ 3000.00

NOTE: If the **Payment Type** is **Standard**, adjustments must be made using the Miscellaneous Adjustment link on the Assistance Processing screen. The [Miscellaneous Adjustment](#) to Payment section provides details about using this function.

18. Enter the deduction amount and a note that describes the deduction.

Calculator -- Webpage Dialog

Adjustments

All values entered will be added to the Total, Negative numbers are allowed for Amount.

Amount	Description	Delete
270.60	Previous Payment Furnace Clean and Repair	X
		X
		X
		X
		X

Total: \$270.60

Calculate

Add Line Save Cancel

19. When you finish recording deduction amounts, click **Save** to return to the Item Substantiation window.

20. The amount you entered will be displayed as a read-only entry in the **Adjustments** field.

SELECT LINE ITEM TO COMPARE/ADD		
Furnace, replace	\$ 2271.24	
* Receipt Amount	\$ 3000.00	+
* Adjustments	\$ 270.60	-
Pending Eligible Amount	\$ 2729.40	

21. Next, in the **Verified** field, select **Yes** to indicate you verified the document substantiation.

* Category: HA * Item Type: RealProp EstRcpt

* Image page number(s) 2

* Date 08/27/2019

* Disaster Related? ☒ YES ☐ NO

* Company name, address, phone number ☒ YES ☐ NO

* Payment Type Actual

SELECT LINE ITEM TO COMPARE/ADD

Furnace, replace	\$ 2271.24	
* Receipt Amount	\$ 3000.00	+
* Adjustments	\$ 270.60	-
Pending Eligible Amount	\$ 2729.40	

Verified: Yes

☐ Do not add this item to the calculator

Save Close

22. Ensure the **“Do not add this item to the calculator”** checkbox remains Unchecked so the eligible amount will be added to the Payment Calculator. Then click the **Save** button.

23. Click the **Close** button to return to the Home Repair Assistance Processing screen.

After you return to the Assistance Processing screen, the line item you added will appear in the Line Items list.

For an Actual payment type saved in Item Substantiation view, Web NEMIS will list an ACTUAL "FEMA Review" line item to pay at actual cost. For informational purposes, it will also list each standard line item you selected to add/compare when substantiating the estimate/receipt document.

(An "ACTUAL" line item will also be created for a Standard payment type if Web NEMIS awards an actual estimate/receipt amount because the actual cost is less than the standard cost).

The link in the **Subst** field will open the estimate/receipt in substantiation view.

Real Property Line Items													
Eligibility Calculator Compare/Review Inspector Comments Help Add Edit Edit Insured Select Item Column Sort Category Summary													
<input type="checkbox"/> Select All	Item # Item Name	Inspection	* Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type	Subst
<input type="checkbox"/>	5341 Door, interior, replace	Initial	Flood	Yes	Not Insured	\$90.63	Each	15	5	5	\$791.44	Initial	
<input type="checkbox"/>	5649 Drywall, replace	Initial	Flood	Yes	Not Insured	\$4.20	Wall Square Feet	6800	700	700	\$2,940.00	Initial	
<input type="checkbox"/>	6242 Outlet, GFI, replace	Initial	Flood	Yes	Not Insured	\$30.04	Each	4	1	1	\$30.04	Initial	
<input type="checkbox"/>	5640 Floor covering, replace	Initial	Flood	Yes	Not Insured	\$3.74	Floor Square Feet	2000	1010	1010	\$3,777.40	Initial	
<input type="checkbox"/>	6486 Central air conditioner, replace	Initial	Flood	Yes	Not Insured	\$2,604.27	Each	1	1	1	\$2,604.27	Initial	
<input type="checkbox"/>	6342 Door, exterior, replace	Initial	Flood	Yes	Not Insured	\$201.71	Each	5	2	2	\$403.42	Initial	
<input type="checkbox"/>	5644 Floor, sub, replace	Initial	Flood	Yes	Not Insured	\$2.13	Floor Square Feet	2000	1010	1010	\$2,151.30	Initial	
<input type="checkbox"/>	6240 Outlet or switches, replace	Initial	Flood	Yes	Not Insured	\$18.72	Each	70	11	11	\$205.92	Initial	
<input type="checkbox"/>	6481 Furnace, clean and repair	Initial	Flood	Yes	Not Insured	\$270.00	Each	2	1	1	\$270.00	Initial	
<input type="checkbox"/>	8000 ACTUAL Heating; 6441	FEMA Review	Flood	Yes	Not Insured	\$3,000.00	Each	0	0	0	\$0.00	Appeal	03283424
<input type="checkbox"/>	6441 Furnace, replace	FEMA Review	Flood	Yes	Not Insured	\$2,271.24	Each	2	1	0	\$0.00		03283424

- Item **8000, ACTUAL Heating: 6441**, displays the receipt amount (\$3,000.00
 - Even though the **HA Award** field is \$0.00, the **Amt Paid By Receipt** field displays the adjusted eligible amount (\$2,720.49).
- Item **6441, Furnace, replace**, that we created during the substantiation process also displays in the list but is not included in the payment.

Both line items link to the same estimate/receipt document in the Item Substantiation window. If the award status is "Pending," the substantiation details can be edited.

Complete the Determination

The line item payment(s) you saved will be listed in the Payment Calculator frame of the Assistance Processing screen.

Item	Assl Type	Elig Code	Receipt Date	Pending	Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
RealProp Est Rept		PND - Pending	05/26/2020		\$2,729.40							
ACTUAL Hearing 6441												
Previous Award	Initial	EHR - Eligible - Home Repairs					\$15,548.39					
Line Item Total					\$0.00							
Pending Total		PND - Pending			\$2,729.40							
Misc Adj					\$0.00							
Adjust for Prev Pmt					\$0.00							
Eligible Total Award					\$2,729.40							
Previous Award							\$15,548.39					

Category: Home Repair [Change](#) Ass Type: Appeal ☐ Flood Insurance [Continue](#)

Eligibility Code: EHR - Eligible - Home Repairs [Elig Combo Wizard](#)

To record the Eligible determination:

1. First, make sure the correct **Assistance Type** is selected for the award (e.g., Appeal).
2. Select the appropriate **Eligibility Code** (e.g., EHR/EHRZ, EPP/EPPZ).
3. Click the **Continue** button to save the determination and continue to the Confirmation screen.
4. Document and route your work, as described in the section: [Finalize Your Work on the Confirmation Screen](#).

Add an Award Line Items from the Line Items Frame (No Receipt)

There may be situations where line items must be added without Substantiation. One example of this is paying for stored personal property. When inspectors record stored personal property, they enter the line items in inspector comments. When an applicant is eligible for stored personal property, agents must create line items based on the items listed in the comment.

Following are instructions for adding line items directly from the Personal Property screen.

1. First create a Pending line for Personal Property.
2. Navigate to the Personal Property Assistance Processing screen.

The screenshot shows the Home Repair software interface. At the top, there are tabs for 'Home Repair', 'Personal Property', and 'Confirmation'. The 'Personal Property' tab is selected. Below the tabs, there are sections for 'Verification Requirements', 'Insurance Settlement', and 'Personal Property Line Items'. The 'Personal Property Line Items' section at the bottom has a red arrow pointing to the 'Add' link. The 'Add' link is located next to the 'Eligibility Calculator' link.

3. In the Line Items frame, click the **Add** link.
4. From the **Category Type** drop-downlist, select an item from one of the following categories:
 - Appliance
 - Clothing
 - Essential Tools
 - Room
5. Select the specific item in the **Item Name** field.
6. Enter a brief description of the item in the **Other Desc** field.
7. Select the appropriate cause(s) of damage in the **Damage Type** list.
8. Enter the appropriate **Item Qty**.
9. Select the appropriate **Degree of Damage**.
10. Enter the number of items in the **Award Qty**. (quantity) field.

The screenshot shows the 'Add Item -- Webpage Dialog' window. The dialog has several sections: 'ADD ITEM', 'Manual Inspection', and 'Award'. In the 'ADD ITEM' section, the 'Category Type' is set to 'APPLIANCE', 'Item Name' is 'CRIB', and 'Other Desc' is 'STORED - ACE & SONS STORAGE'. The 'Manual Inspection' section shows 'Inspection Type' as 'FEMA REVIEW', 'Damage Type' as 'FLOOD', and 'Degree of Damage' as 'REPLACE'. The 'Award' section shows 'Award Type' as 'APPEAL' and 'Award Level' as 'FIRST'. The 'Repair Amt' is \$193.48 and the 'Award Amt' is \$193.45. There are 'Save' and 'Cancel' buttons at the bottom.

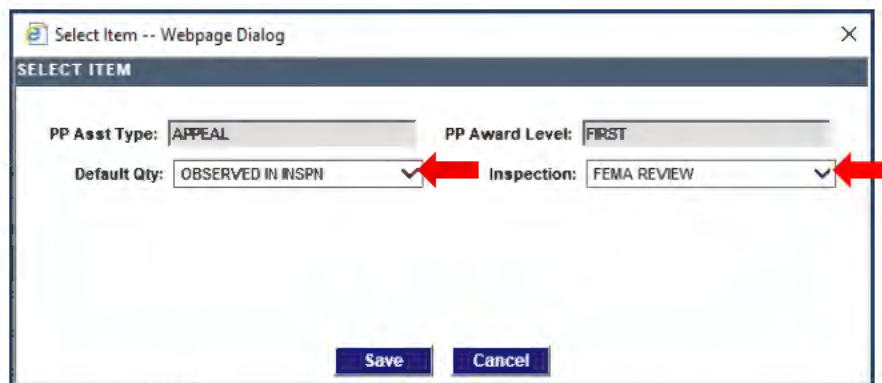
11. Click the **Save** button.

12. Select the Line items for payment by clicking the checkbox beside each of the items to be paid.



<input type="checkbox"/> Select All	Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max	Obs	Qty	Award	Asst Type	Subst	Amnt Paid
<input checked="" type="checkbox"/>	Appl	3000	Playpen-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$93.79	1	1	1	\$93.79	Appeal		
<input checked="" type="checkbox"/>	Appl	3260	Stroller-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$92.75	1	1	1	\$92.75	Appeal		
<input checked="" type="checkbox"/>	Appl	3120	Child Car Seat-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$59.09	1	1	1	\$59.09	Appeal		
<input checked="" type="checkbox"/>	Appl	3680	Toys-STORED - AGE 6 & SONS STORAGE	FEMA Review	Flood	Replace	Not Insured	\$80.00	1	1	1	\$80.00	Appeal		

13. Next click on the “**Select Item**” link



Select Item -- Webpage Dialog

SELECT ITEM

PP Asst Type: PP Award Level:

Default Qty: Inspection:

14. Select **OBSERVED IN INSPN** for the Default quantity and **FEMA REVIEW** for the Inspection Type. Then click **Save**.

15. To record the Eligible determination in the Payment Calculator:

- Verify the correct amount is displayed in the **Eligible Total Award** field
- Make sure the correct **Assistance Type** is selected (e.g., Appeal).
- Select the appropriate **Eligibility Code** (e.g., EHR/EHRZ, EPP/EPPZ).
- Click the **Continue** button to save the determination and continue to the Confirmation screen.
- Document and route your work, as described in the section: [Finalize Your Work on the Confirmation Screen](#).

Adjust a Previous Payment from an Estimate/Bill/Receipt

You can use tools available from an Assistance Processing Payment Calculator frame to adjust a previous award that was underpaid from a receipt item. For example, you may need to add sales tax that was left off a previous payment and process an additional payment for the adjustment.

In Web NEMIS, an Adjustment function is accessible from the Payment Calculator.

NOTE: Only underpayment corrections can be made using the **Adjustment** link.

To correct an underpayment on a previous award:

1. On the Assistance Processing screen, in the Payment Calculator frame, click on the link in the **Asst Type** field for the **Previous Award** link that needs adjustment.

Payment Calculator

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Dec	Dup Sat
Previous Award	Initial	EDTL - Eligible - Dental				\$125.00					
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$0.00							
Previous Award						\$125.00					

Category: Dental Asst Type: Appeal Eligibility Code: PND - Pending

[Continue](#)

2. After the Previous Payment Calculation window appears, select the **Item** link to the previous payment. (In the example below **Dtl_Est/Rcpt/Bill** is the item link.)

Previous Payment Calculation

PREVIOUS AWARD CALCULATION

Item	Asst Type	Elig Code	Receipt Date	Elig Amt	Inelig Amt	Adj for Prev Pmt	DMARTS Doc ID	Image #	Poss
Dtl_Est/Rcpt/Bill			05/25/2017	\$125.00			09000001803382ab	1	No
<p>Eligible Sub Total \$125.00</p> <p>Misc Adj \$0.00</p> <p>Override:\$0.00</p> <p>+ Misc:\$0.00</p> <p>- Misc:\$0.00</p> <p>Adjust for Prev Pmt \$0.00</p> <p>Eligible Total Award Initial EDTL \$125.00</p>									

[Close](#)

- When the Item Substantiation window opens, click on the **Adjust** button to adjust the payment.

- In the Payment Adjustment window, enter the total amount that should have been paid previously. (e.g.: **Receipt** field, **Total Paid/Due from Registrant** field, etc.).

- Add a **Note** explaining the adjustment, and if the adjustment is due to a new document received, select the document under the **Select Additional Documents to Associate** list.
- When you're done, click **Save**. This will return you to the Item Substantiation window.

7. Click **Close** to close the Item Substantiation window and click **Close** again to close Previous Payment Calculation window.
8. The system subtracts the previous award from the new total and the adjustment is then shown in the Payment Calculator in the **Adjust for Prev Pmt** field.

Payment Calculator
Show: All
Add Item
Delete Item
Misc Adj
Help

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Old Est/Rcpt/Bill		PND - Pending	05/25/2017				\$53.00	Manual	1	No	
Previous Award	Initial	EDTL - Eligible - Dental				\$125.00					
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$53.00							
Eligible Total Award				\$53.00							
Previous Award						\$125.00					

Category: Dental
Asst Type: Appeal
Continue

Eligibility Code: PND - Pending

Miscellaneous Adjustment to Payment

You can use the Misc Adjustment tool the Payment Calculator to adjust payment calculations in specialized situations. The Misc Adjustment tool is not tied to substantiation documentation. Therefore, its use should be restricted to special situations such as making a payment for Child Care or making a deduction from a standard line item amount.

To make a Miscellaneous Adjustment, use the following procedures:

1. At the top of the Payment Calculator frame, click the **Misc Adj** link.
2. Enter the Payment Amount in the **+ Misc Amount** field.
3. Add any deduction in the **- Misc Amount** field.
4. In the **Note** frames, enter a description of the payment or deduction.
5. Click the **Save** button.

The screenshot shows the 'Payment Calculator' window with a 'Misc Adj Calculation -- Webpage Dialog' open. A red arrow points to the 'Misc Adj' link in the top navigation bar. The dialog box contains the following fields and values:

Action	Amount	Enter Description
Pending Total Forwarded	\$0.00	
Override Amount \$		Note:
+ Misc Amount: \$	1,600.00	Note: CHILD CARE - 1 CHILD FOR 8 WEEKS
- Misc Amount: \$	0.00	Note:
Total Adj Amount \$	1,600.00	

Buttons: Save, Cancel

After saving, the Misc Adj amount appears in the Payment Calculator.

The screenshot shows the 'Payment Calculator' window after saving the adjustment. The table now includes the 'Misc Adj' row, and a red arrow points to it.

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Pending Total				\$0.00							
Misc Adj				\$1,600.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$1,600.00							

Buttons: Continue

Finalize Your Work on the Confirmation Screen

After completing an eligibility determination, use the **Confirmation** screen to generate a Comment and route workpackets to the appropriate queue.

Set the Routing Location

To set the routing location for a case decision:

1. In the **Decision** frame, for each decision you are routing out of the queue, click on the **Select** checkbox and select the **Routing** location. The subqueue will set automatically to **NON-DRM**.

The example below shows **FEMA Approval** being selected for an EHR decision.

The screenshot shows a web application window titled 'Home Repair' with a 'Confirmation' tab. The main area is labeled 'Confirmation' and contains a table with the following columns: 'Select', 'Category', 'Amount', 'Elig Code', 'Routing', and 'Subqueue'. A single row is displayed with the following values: 'Select' is checked, 'Category' is 'Home Repair', 'Amount' is '\$2,729.40', 'Elig Code' is 'EHR', 'Routing' is 'FEMA Approval' (highlighted with a red box), and 'Subqueue' is 'NON-DRM'. Below the table, there are two checkboxes: 'Split Workpacket' and 'Retain Workpacket in Queue'. At the bottom, a message reads 'Return To Sender Not found for this workpacket'.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Home Repair	\$2,729.40	EHR	FEMA Approval	NON-DRM

☐ Split Workpacket ☐ Retain Workpacket in Queue

Return To Sender Not found for this workpacket

If there are multiple decision lines that need to be routed out of the queue, click the **Select** checkbox and set the routing location for each one. Or, if you need to keep a decision line in the queue, simply do not select it.

Splitting a Workpacket

There are a few instances in which we may need to split a Workpacket, including:

- Processing both an **Initial and an Appeal decision** together
Example: Denying an additional Home Repair (Appeal) while paying Transportation for the first time (Initial)
- Making **multiple payments in the same category**
Example: Making two ERCT rental payments at the same time because of a fiscal year split
- Processing needed for HA and ONA in a **Joint option disaster**
Example: Insurance includes contents and structural settlements
- When additional **ADA processing** is required

When splitting a workpacket that contains multiple decision lines, uncheck the decision that is to remain in queue and route the checked decision

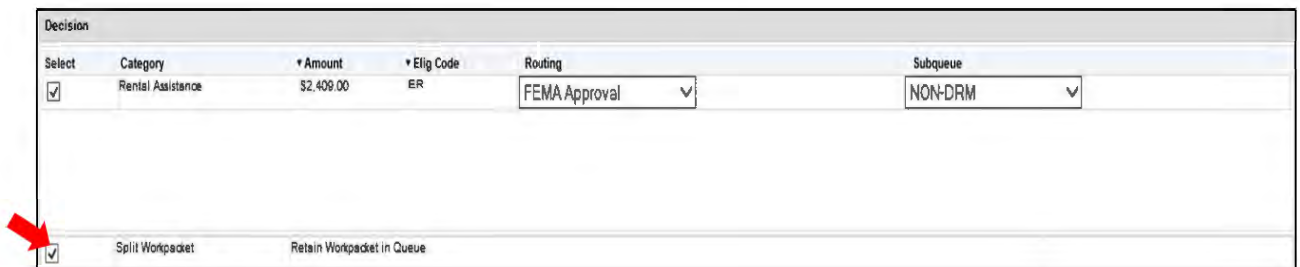


Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$323.97	ETR	FEMA Approval	NON-DRM
<input type="checkbox"/>	Rental Assistance	\$1,500.00	ER	FEMA Approval	NON-DRM

☐ Split Workpacket ☐ Retain Workpacket in Queue

Return To Sender Not found for this workpacket

If all decision lines are being routed and you need to keep the workpacket in queue after routing the decision click on the **Split Workpacket** checkbox.



Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Rental Assistance	\$2,409.00	ER	FEMA Approval	NON-DRM

☒ Split Workpacket ☐ Retain Workpacket in Queue

Document and Submit Your Work

To document and submit your work:

1. Click on **Generate comment** button to auto-populate system information about the eligibility decision into the **Comment Summary** and **Details** fields.

The screenshot shows a web form titled "Comment". It has two text input areas: "Summary:" and "Details:". Below these is a status bar that says "Characters remaining: 2000 characters left". At the bottom of the form, there are three buttons: "Generate Comment" (highlighted with a red box), "Save Draft", and "Delete Draft". Below the buttons is a "Related Documents:" dropdown menu. A "Submit" button is located at the bottom right of the form.

2. Edit the Comment to follow current guidance for the work done in the case. See the [Appeals Processing](#) SOP for detailed information about comment requirements.

The screenshot shows the same "Comment" form, but now it contains sample text. The "Summary:" field contains "91 HOME REPAIR-APPEAL = EHR". The "Details:" field contains three lines of text: "Applicant submitted signed appeal letter and estimate for additional assistance with damage to furnace.", "Previous award for Furnace clean and repair. Spoke with Kendrick Richard at 5 Star Heating and Cooling, phone 123-456-7890. Cost was to replace necessary furnace components damaged by flood. Not an upgrade.", and "Applicant is not insured." The status bar now says "Characters remaining: 1915 characters left". The buttons are "Re-Generate Comment", "Save Draft", and "Delete Draft". The "Related Documents:" dropdown menu is highlighted with a red box. The "Submit" button at the bottom right is also highlighted with a red box.

3. Select the Document used for the decision from the **Related Documents** drop down menu.
4. Click the **Submit** button to finalize your work and route the workpacket(s) to the selected location.

Appendix A: Substantiation Documents Used for Appeals

In the Web NEMIS FEMA Appeal queue, you will need to create a substantiation record for each applicant document you use to process the Appeal. This means you will access Appeals documents in the Item Substantiation view and record guidance-related criteria in the system fields associated with each document.

You'll need to substantiate Appeal letters indexed into the Category: Appeals, as well as documents indexed into various other categories.

You may need to substantiate appeal documents indexed the following document categories, depending on the assistance being appealed:

- Appeals
- Dental
- Funeral
- Housing Assistance
- Insurance
- Lodging
- Medical
- Misc/Other (which also includes Child Care Item Types)
- Moving and Storage
- Other Gov Forms
- Personal Property
- Transportation

Appeal Letters (Category: Appeal)

Appeal letters are indexed into the Document category: **Appeals**. The document **Item Types** for Appeal letters include the following:

- Dtl Apl Ltr (Dental Appeal Letter)
- Funeral Apl Ltr (Funeral Appeal Letter)
- Med Apl Ltr (Medical Appeal Letter)
- Mis Oth Apl Ltr (Miscellaneous/Other or Child Care Appeal Letter)
- Mov Stor Apl Ltr (Moving and Storage Appeal Letter)
- Oth Nds Apl Ltr (Other Needs Assistance Appeal Letter)
- Per Prp Apl Ltr (Personal Property Appeal Letter)
- Trans Apl Ltr (Transportation Appeal Letter)
- HA Apl Ltr (Housing Assistance Appeal Letter)

Following is an example of substantiation fields associated with Appeal letters.

The screenshot shows a web form titled 'Appeals' with a dropdown menu for 'Category' set to 'Appeals' and 'Item Type' set to 'DII Apl Ltr'. The form contains several fields marked with an asterisk (*):

- * Image page number(s): A text input field.
- * Date of Appeal Letter?: A date input field.
- * Does letter clearly state what is being appealed?: Radio buttons for YES and NO.
- * Is the Appeal Letter signed?: Radio buttons for YES and NO.
- Verified: A dropdown menu currently showing 'Not Applicable'.
- Is this item a duplicate?: Radio buttons for UNKNOWN (selected), YES, and NO.
- Do not add this item to the calculator: A checkbox.

At the bottom of the form are two buttons: 'Save' and 'Close'.

You will need to ensure any existing entries are correct, and complete any blank fields marked as required by an asterisk (*). Substantiation fields include:

- Image page number(s)
- Date of Appeal Letter?
- Does letter clearly state what is being appealed?
- Is the Appeal Letter signed?
- Verified
- Is this item a duplicate?
- Do not add this item to the calculator

The HA Appeal letter also includes an additional question that asks, “What type of Housing Assistance is being appealed?”

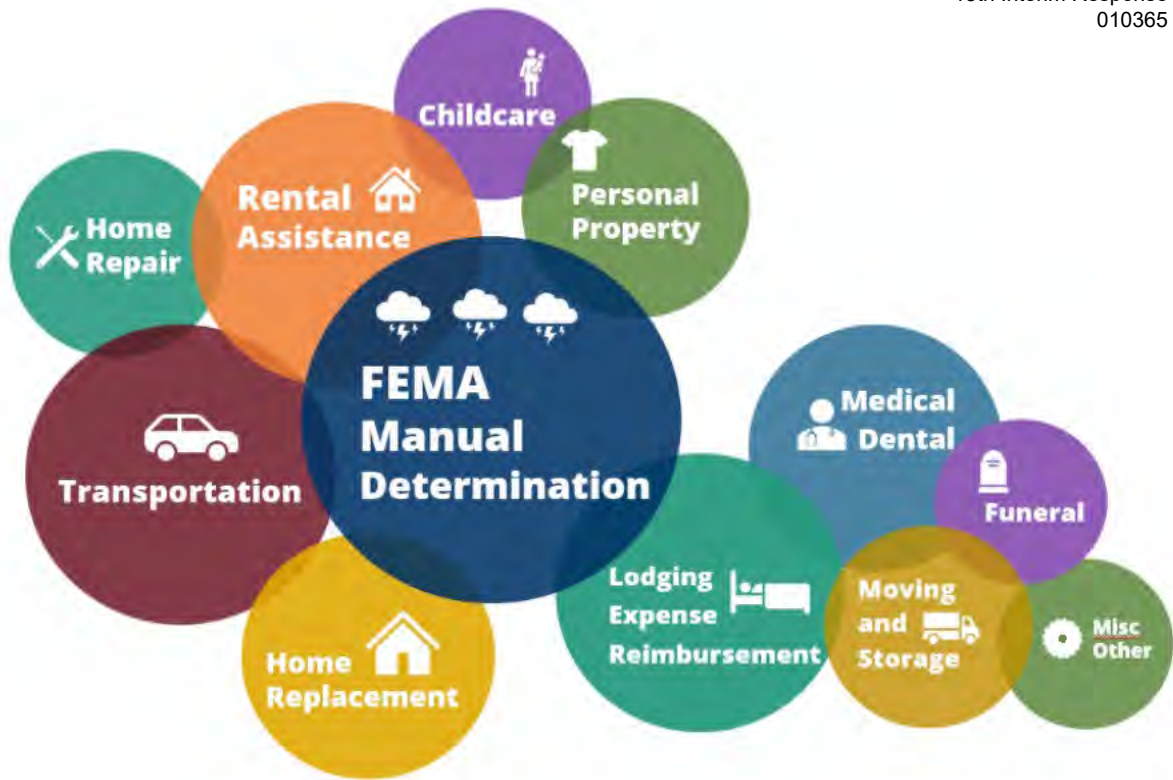
The screenshot shows a web form titled 'HA Appeals' with a dropdown menu for 'Category' set to 'Appeals' and 'Item Type' set to 'HA Apl Ltr'. The form contains several fields marked with an asterisk (*):

- * Image page number(s): A text input field.
- * Date of Appeal Letter?: A date input field.
- * What type of Housing Assistance is being appealed?: A dropdown menu with a list of options: Housing Assistance, Rental Assistance, Home Repair, Transient Accommodations, Replacement Housing, and Permanent Housing.
- * Is the Appeal Letter signed?: Radio buttons for YES and NO.
- Verified: A dropdown menu currently showing 'Not Applicable'.
- Is this item a duplicate?: Radio buttons for UNKNOWN (selected), YES, and NO.
- Do not add this item to the calculator: A checkbox.

At the bottom of the form are two buttons: 'Save' and 'Close'.

Types of Housing Assistance to select include:

- Rental Assistance
- Home Repair
- Transient Accommodations
- Replacement Housing
- Permanent Housing



Web NEMIS Initial Assistance

FEMA Manual Determination

Reference Guide

IA Training & Development Section

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About this Guide

This guide provides instructions for performing FEMA Manual Determination case processing tasks in Web NEMIS. It includes instructions for basic tasks such as creating a pending line, requesting an inspection, updating verification requirements, and manually generating the types of letters most commonly used in FEMA Manual Determination processing.

This guide explains how to access and substantiate applicant documents on the Item Substantiation window, which is a unique feature available in Web NEMIS. It also describes how to add document substantiation items and verbal substantiation items.

For assistance categories worked in FEMA Manual Determination, Web NEMIS provides category-specific assistance processing screens. This guide includes detailed steps for processing requests on these screens.

In addition, this guide provides instructions for recording insurance information in Web NEMIS. It also explains how to handle cases flagged as duplicates and cases that need to be manually linked due to shared occupancy.

The *Table of Contents* includes a complete listing of FEMA Manual Determination tasks covered in this guide. Each listing is a hyperlink. You can go directly to a desired section by scrolling over the section title, pressing the Control key, and left clicking the mouse.

The header information at the top right of each page will identify what section you are in.

Unique Web NEMIS Features

Web NEMIS includes various unique ways to view key case elements or perform actions in a case quickly and effectively.

- Several screens allow agents to review all comments in a case together.
- Web NEMIS creates a category-specific assistance processing screen whenever a pending line is created.

These screens provide all the frames and fields you need to process specific categories after you've reviewed a case for general eligibility criteria.

- Substantiation screens with customized fields for verifying submitted documents help ensure agents do not overlook critical processing criteria required in each document.
- Calculator and sub-calculator tools in various locations help agents determine eligible amounts.
- After HOI-type insurance settlements for Housing or Personal Property assistance are substantiated, Web NEMIS auto-populates a record of the insurance details to the Assistance screen.
- Fields used for recording assistance determinations prevent agents from selecting an eligible or ineligible determination if the document substantiation process indicates the determination should be otherwise.
- The Confirmation screen allows you to route assistance lines to multiple queues without splitting the workpacket.
- You only need to split a workpacket if you select to route all assistance lines out of the queue and need to keep the case in the queue after routing. You can simply select a "Split Workpacket" checkbox on the Confirmation screen to do so.

Creating a Pending Line

If a case does not include an active pending line for a category of assistance needed by the applicant, create a pending line to use for processing the category.

You can add a pending line using the **Add Assistance** link at the bottom left of every screen. You can also add a pending line on the Assistance screen using the category specific **Add** links at the top of the Assistance frames.

The screenshot displays the NEMIS web application interface. On the left is a sidebar with navigation links: Overview, Registrant Info, Assistance, Inspection Status, Case Notes, Communication, Info Control, Listed Rags, Needs To Do, Registration Status, Events History, RI History, and Inspection History. The main content area is titled 'Assistance' and contains several frames. The 'Housing Assistance' frame shows a table with columns: Category, Asst Type, Award Level, Eligibility, Elig Date, Elig Amt, Approved, Approved Date, Sch Date, Disb Type, Trees Type, Returned, Released, Elig Dec Type, Appeal, Rejection Cd, and Notes. The 'Temporary Housing' frame shows a table with columns: Category, Asst Type, Eligibility, Elig Amt, Elig Date, Start Dt, End Dt, Approved, Months, FMR, Address, City, State, Zip Cd, Post Disaster Rent, and Post Disaster Income. The 'TSA Eligibility Info' frame shows a table with columns: Authorized, Program, Eligible Until, Last Updated, Hotel Lock, No of Approved Rooms, Kitchen, and Pets Allowed. The 'PP/Other Assistance' frame shows a table with columns: Category, Asst Type, Award Level, Eligibility, Elig Date, Amount Approved, Approved Date, Sch Date, Disb Type, Trees Type, Returned, Released, Elig Dec Type, Fund, and Disbursed Date. A red arrow points to the 'Add Assistance' link in the left sidebar. Another red arrow points to the 'Add' link in the top right corner of the 'PP/Other Assistance' frame.

To add a pending line:

1. Click the **Add** link in the PP/Other Assistance frame of the Assistance screen.
(OR click the **Add Assistance** link in the left menu.)
2. If using the **Add Assistance** link, select the **Program** from the drop-down list.
3. Select the appropriate assistance category in the **Category** field.
4. Select **Initial** from the **Asst Type** drop-down list.
5. Select the appropriate "Pending" code in the **Eligibility** field.
 - Select **IPND** if the case needs to be reviewed for insurance coverage after inspection
 - Select **PND** if the decision does not require an insurance comparison.

The screenshot shows the 'Add Assistance' window. At the top, 'Program' is set to 'HA' and 'Category' is 'RENTAL ASSISTANCE'. 'Asst Type' is 'INITIAL'. The 'Assistance' dropdown menu is open, showing a list of options. A red arrow points to the 'PENDING' option. The list includes: VERIFIED, INONV, IOWNV - INELIGIBLE OCCUPANCY NOT VERIFIED, OWNERSHIP NOT VERIFIED; INONV, IOWNV, ISC - INELIGIBLE OCCUPANCY NOT VERIFIED, OWNERSHIP NOT VERIFIED, SANCTIONED COMMUNITY IN SFHA; INONV, IOWNV, NCOMP - INELIGIBLE OCCUPANCY NOT VERIFIED, OWNERSHIP NOT VERIFIED, NON COMPLIANT WITH FLOOD INSURANCE REQUIREMENT; IRCT - INELIGIBLE RECERTIFICATION; ISC - SANCTIONED COMMUNITY IN SFHA; ILER, INDM, INSS - INELIGIBLE INELIGIBLE LODGING EXPENSES REIMBURSEMENT, INELIGIBLE DAMAGE NOT DISASTER RELATED, NO SUBSTANTIATION SUBMITTED; INSF, INSS - INELIGIBLE HAS FLOOD INSURANCE, NO SUBSTANTIATION SUBMITTED; INSF, INSS, IOWNV - INELIGIBLE HAS FLOOD INSURANCE, NO SUBSTANTIATION SUBMITTED, OWNERSHIP NOT VERIFIED; NPND - NFIRA - NON COMPLIANCE; PENDING; and WVO - WITHDRAWN - APPLICANT WITHDREW VOLUNTARILY. A 'Big Combo Wizard' link is visible on the right.

6. **Save** your work.

After the pending line is created, a link for the selected assistance category will appear under the Banner. This link will open the category-specific assistance screen where you can process the appeal request.

Item Substantiation Tasks

Accessing the Item Substantiation Window

In Web NEMIS, it is important to award forms of assistance based on documents such as receipts, bills, and estimates using tools in the document Item Substantiation window. Item Substantiation fields include sub-calculators where you can add and subtract eligible/ineligible amounts shown on the expense document.

It is also important to use the Item Substantiation window to substantiate documents submitted to meet verification requirements such as identity, occupancy, ownership, and other verifications. The substantiation fields associated with each document item are intended to ensure caseworkers verify crucial guidance criteria required for processing.

Accessing the Document Item Substantiation Window

Before starting the substantiation process, if there is no pending line for the category requested, create one first. (See [Creating a Pending Line](#) on page 10 for instructions.) Once the pending line is created...

- Use the Correspondence Received frame on the Communication screen to review documents submitted for:
 - Initial Rental assistance (e.g. insurance settlement/denial/declaration page, lack of insurance statement)
 - Moving/Storage assistance
- Use the Correspondence Received frame on the appropriate Category-Specific screen to review-documents submitted for:
 - Lodging Expenses Reimbursement assistance
 - Medical assistance
 - Dental assistance
 - Transportation assistance
 - Miscellaneous/Other assistance
 - Child Care Assistance assistance

You can view and substantiate one set of document items at a time in Item Substantiation view.

Accessing Document Substantiation View from the Communication Screen

If you need to substantiate documents submitted for Initial Rental, Moving and Storage, Misc Other, or Child Care requests:

1. Click the **Communication** link to access Communication screen.
2. Select the document link in the **View Document** column of the **Correspondence Received** frame.

Correspondence Received Help						
Item	View Document	Postmark Date	Received Date	Scan Date	Doc ID	Source
Hotel/Motel Receipt	HOTEL/MOTEL RCPT 1 PG		06/26/2017	06/26/2017	52044220	Mail
Misc Other Estimate/Receipt	MISC.OTHER EST RCP 1 PG		06/26/2017	06/26/2017	52584847	Mail
Moving/Storage Estimate/Receipt	MOV.STOREST RCP 1 PG		06/26/2017	06/26/2017	52590462	Mail

3. The document item will open in Substantiation view. Click the View Full Image link to review and verify details of the document.
4. Review, update and/or complete the Substantiation questions for the item.
5. Click **Save** to save your work to return to the Communication screen.

Accessing Document Substantiation View from a Pending Assistance Screen

If you need to substantiate documents submitted for Lodging Expenses Reimbursement, Moving and Storage, Medical/Dental, or Miscellaneous Other appeals:

1. Click the link for the pending assistance category under the Banner to navigate to the associated assistance processing screen.
2. Expand the **Correspondence Received** frame by clicking on the "Plus" ("+") sign beside the frame label.

Notice in the image below that the first two rows include a Plus (+) sign in the first column. These rows represent sets of documents. The number of document items in each document set is identified in the **# of Items** column.

Correspondence Received Help									
+/-	Category	# of Items	Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
+	Insurance	2			Ins Settlement	m100a100a1015b2c		06/12/2017	07/28/2020
+	Lodging	2			Hotel/Motel Rcpt	m100a100a1015b96		06/26/2017	
	HA	1			Merchant's Statement	Manual			
	HA	1			Official's Statement/Letter	Manual			
	Info Control	1			90-69B	Manual			
	Insurance	1			Applicant's Statement of Loss of Insurance	Manual			

3. Next, click the "Plus" ("+") sign beside the Category name to expand the list of all document items in a set of documents.

- Below, the first set of documents has been expanded, so the document items in that set are shown in the list.

- Notice also the DMARTS Document ID is longer for a document set than for individual document items.



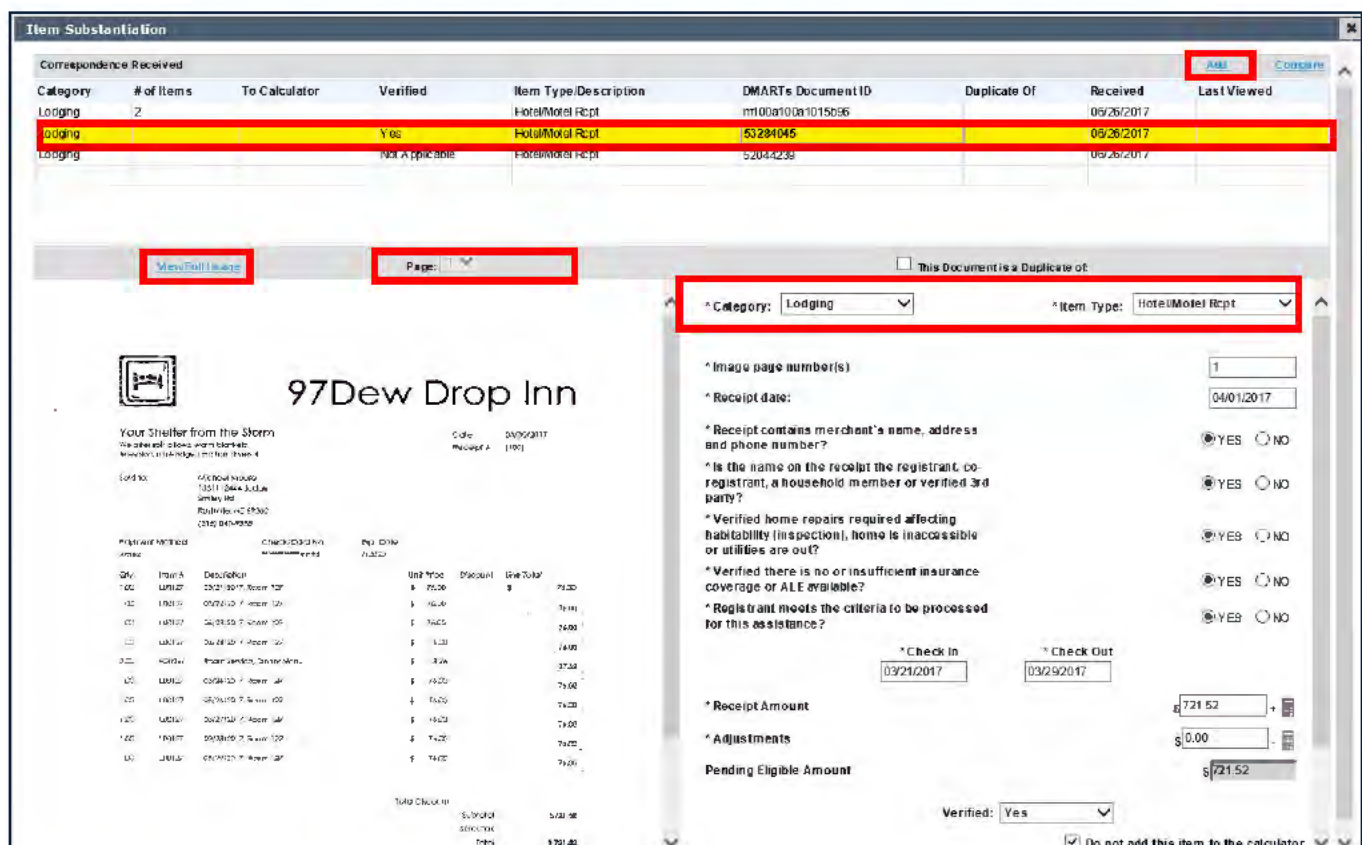
Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Insurance	2			Ins Settlement	m100a100a1015b2c		06/12/2017	11/20/2020
Lodging	2			Hotel/Motel Rcpt	m100a100a1015b96		06/26/2017	
HA	1			Merchant's Statement	Manual			
HA	1			Official's Statement/Letter	Manual			

- Next, click on the **DMARTS Document ID** link for an individual document item. (Notice above, this is a smaller Document ID string than the Document ID for the set of documents. Also, the Document ID for an individual document item is numeric, whereas for a set of documents the Document ID is alphanumeric.)



Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Insurance	2			Ins Settlement	m100a100a1015b2c		06/12/2017	11/20/2020
Lodging	2			Hotel/Motel Rcpt	m100a100a1015b96		06/26/2017	
Lodging			Not Applicable	Hotel/Motel Rcpt	53284045		06/26/2017	
Lodging			Yes	Hotel/Motel Rcpt	53284045		06/26/2017	
HA	1			Merchant's Statement	Manual			
HA	1			Official's Statement/Letter	Manual			

The item you selected will be shown in the Item Substantiation window.



Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Lodging	2			Hotel/Motel Rcpt	m100a100a1015b96		06/26/2017	
Lodging			Yes	Hotel/Motel Rcpt	53284045		06/26/2017	
Lodging			Not Applicable	Hotel/Motel Rcpt	52044235		06/26/2017	

97Dew Drop Inn

Your Shelter from the Storm
We will assist you with the following items:

Category: Lodging
Item Type: Hotel/Motel Rcpt

* Image page number(s): 1
* Receipt date: 06/26/2017

* Receipt contains merchant's name, address and phone number? ☒ YES ☐ NO

* Is the name on the receipt the registrant, co-registrant, a household member or verified 3rd party? ☒ YES ☐ NO

* Verified home repairs required affecting habitability (inspection), home is inaccessible or utilities are out? ☒ YES ☐ NO

* Verified there is no or insufficient insurance coverage or ALE available? ☒ YES ☐ NO

* Registrant meets the criteria to be processed for this assistance? ☒ YES ☐ NO

* Check In: 03/21/2017
* Check Out: 03/29/2017

* Receipt Amount: \$721.52
* Adjustments: \$0.00
Pending Eligible Amount: \$721.52

Verified: Yes

☒ Do not add this item to the calculator

NOTE: Items selected from the previous screen are not highlighted initially. However, items selected within the Item Substantiation window will be.

- At top, this window lists all items included in the set of documents.
 - Select an item from the list at top to answer substantiation questions about that document item.
 - You can use the **Add** link at the top of the frame to add an item when you need to use a single document item for multiple substantiate purposes.
- The bottom left frame includes an image of the selected document item.
 - You can use the **View Full Image** link to view the item in an image viewer application.
 - You can use the **Back** and **Next** links and/or the **Page** field to view the previous or next page of a document item.

CAUTION: Because these links can navigate to pages that include other document items, keep in mind that substantiation questions apply only to the item selected at the top of the window.

- The bottom right frame identifies the document Category and Item Type and provides substantiation fields for you to enter details from the document.
 - Substantiation fields marked by an asterisk (*) are required for Web NEMIS to save substantiation.
 - **Complete all fields for which information in the document is available.**

NOTES:

- If a document item in a set of documents is not a document needed for your current work, you will not need to substantiate it.
- If the **Item Type** for the document is incorrect, select the correct option from the pulldown menu in this field.
- If you find a document you need to substantiate that was indexed into the file with a category or item type for a different form of assistance, you can **Add** another substantiation item to associate with document.

Add a Substantiation Item for a Document on File

Specific substantiation items are created in Web NEMIS for each document indexed into DMARTS to help caseworkers ensure documentation meets criteria required for processing. Sometimes the substantiation items needed for certain documents are not created during the indexing process. Also, sometimes a document item is correctly indexed in a specific category, but you may need to use it as substantiation for a different category. For example, you may need to use a mortgage statement indexed as a CTHA Expense to substantiate ownership for a Home Repair need.

Add separate substantiation items from an existing document when:

- A needed substantiation item was not created for a document item you need to use for processing
- The document item was indexed into a different category than the one you need to use it for
- Multiple document items (such as medical receipts or bills) that need to be substantiated separately were indexed as one multi-page document item
- An insurance settlement includes multiple coverages, such Structure, Contents, and ALE.
 - For example, three substantiation items would be created for a settlement with Structure, Contents and ALE payments so the document can be used to substantiate Home Repair, Personal Property, and Rental Assistance.

To add a substantiation item from the Item Substantiation window:

1. Access the Item Substantiation window.
2. Click the **Add** link at top of the **Correspondence Received** frame. This link creates a new substantiation item for the document set.

Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Insurance	2			Ins Settlement	m100a100a1013a2c		06/12/2017	07/28/2020
Insurance		N	Yes	Ins Settlement	52044150		06/12/2017	07/28/2020
Insurance				Ins Settlement	52044149		06/12/2017	11/20/2020

[View Full Image](#) Page: 1

ASSURANCE Specialty Property

© American Farmers Insurance Company of Florida
PO Box 47000
Miami, FL 33107-9000
Miami 76, 301

001195
MICHAEL AND MAE MOUSE
21225 BURNETT ROAD
HINDSVILLE, NE 68960

Claim Information

Insured: Michael Mouse Date of Loss: 03/20/2017
Policy Number: G185940600 Reported Date: 04/22/2017
Claim Number: 000000017
Cause of Loss: Flood Loss Amount: 875,000.00
Property Address: 21225 BURNETT ROAD
HINDSVILLE, NE 68960

Dear Michael Mouse:

We have completed our review of your claim. The following payment has been issued and will be separately A copy of the adjuster's estimate is included for your review.

Payment based on policy limits.

Perils Package

Repair/Replacement Cost	\$20,000.00
Deductible	\$0.00
Insured's Payment	\$20,000.00
Total Payment Amount	\$20,000.00
Date Issued	03/28/2017

Contents Package

Repair/Replacement Cost	\$4,200.00
Deductible	\$0.00
Insured's Payment	\$4,200.00
Total Payment Amount	\$4,200.00
Date Issued	03/28/2017

Payment Made/Paid to: MICHAEL MOUSE AND MAE MOUSE
Payment Made to: MICHAEL MOUSE AND MAE MOUSE

*** Category:** Insurance *** Item Type:** Ins Settlement

*** Image page number(s)** 1

Substantiation Policy Policy: Add Edit

Settlements

*** Loss Date** 03/20/2017 *** Claim Date** 03/23/2017

Claim No **Claim Status** Closed

*** Settle Date** 06/26/2017 **ALE Exhausted** No

*** Insurance Type** Mobile Home (OIR)

*** Coverage Type** Contents

*** Itemized Breakdown** YES NO

*** Net Settlement Amount** \$ 8500.00

Deductible Amount \$

Pending Eligible Amount \$ 8500.00

Verified: Not Applicable

☒ Do not add this item to the calculator

Save Close

3. The **Add** button opens a new, blank substantiation area. Choose the appropriate Category and Item Type from the drop-down list.

*** Category:** *** Item Type:**

Save Close

Once the Item Type is selected, remaining substantiation fields that are specific to that item type will appear.

6. When the **Item Substantiation Description** pop-up appears, enter a description of the new document substantiation item. (In the example, "ALE Insurance Settlement" would be an accurate description.)

The **Category** and **Item Type/Description** for the document set will be changed to indicate the document set includes an ALE settlement payment.

Adding Verbal Substantiation Items

A substantiation item verifies an eligibility requirement for a related category of assistance. In some situations, we can add a substantiation item from information obtained verbally from the applicant or a third party.

Some examples of verbal statements that can be recorded as substantiation include:

- Insurance company's verification of an applicant's insurance settlement details
- Insurance company's verification of denial, coverage/lack of coverage, or failure to file a claim
- Landlord's statement verifying the need for an applicant to relocate
- Mechanic's verification of disaster-caused damages to an automobile

If you substantiate processing criteria verbally with an insurance agent or other party, and a document is not on file for which you can record the associated verbal substantiation details, you can use Web NEMIS tools add a verbal substantiation item.

NOTE: You'll need to use different steps for insurance coverage or settlement substantiation than you will for other forms of substantiation.

Adding Verbal Insurance Coverage and Settlement Substantiation

To add verbal insurance coverage and/or settlement substantiation received from an insurance company for a Homeowners type policy (including Homeowners, Mobile Home, Condo, and Renters, insurance), you'll use the **Add** link on the **Insurance Substantiation/Settlement** frame of the **Assistance** screen, **Home Repair** screen, or **Personal Property** screen.

NOTE: The following instructions step you through the process of adding both policy and settlement details.

1. First enter details about the policy, if this has not been done yet:
 - a. In the Insurance Substantiation/Settlement frame, click on the **Substantiation: Add** link.

Insurance Substantiation/Settlement			NFIRA Maintenance Requirement No			Substantiation: Add Edit			Settlement: Add Edit Help			
Source	DOC ID	Ins Type	Claim Status	Settle Date	Structure Amt	Contents Amt	Other Amt	Claim Date	Claim	AE Amt	Policy Id	Company Name
Substantiation	52350054	Renter/Owner Contents Only	Closed	06/14/2018	\$0.00	\$0.00	\$3,000.00	03/22/2018		0	GT 8750676000	Assurance Spe

- b. In the **Add Substantiation** window, add general policy and coverage information:

The screenshot shows the 'ADD SUBSTANTIATION' window with the following fields and values:

- General**
 - Document ID: 52360082
 - Source: Verbal/Applicant Statement
 - Image ID: 0
 - Postmark Date:
 - Received Date: 05/26/2018
 - Scan Date:
 - Document Date:
 - Item: Insurance Policy
 - Description: Verbal Substantiation from Insurance Co
- Insurance Policy**
 - Ins Type: Mobile Home (O/R)
 - Policy ID: GT8750676000
 - Company Name: Assurance Specialty
 - Phone: 123 4567890
 - Eff Date:
 - Exp Date:
 - Input Source: Substantiation
- Policy Coverage**
 - Coverage: ☐ Contents ☐ Other ☐ Structure
 - ALE:
 - Coverage Amt: \$0.00
 - Coverage Amt: \$0.00
 - Coverage Amt: \$0.00
 - Deductible Amt: \$0.00
 - Deductible Amt: \$0.00
 - Deductible Amt: \$0.00
- Coverage Misc**
 - Covers Entire Household:
 - Mortgage Payoff Required:
 - Interior Struct Dmg:
 - PP Loss Flag:
- Insurance Settlement**
 - [Add](#)
 - DOC ID Contents Other Structure Settle Total Claim Date Claim No. Claim Status Settle Date ALE Exhausted Note
 - No insurance Settlement items to display.
- Buttons**
 - Save
 - Cancel

- **Insurance Type** and **Company Name** are required.
- Use “**Other**” field to indicate ALE Coverage.
- If ALE is covered, use **ALE** field to indicate **YES**.
- If ALE=**YES**, fields appear for arrangement details.

2. To add details about the settlement:

- a. If you are on the Add Substantiation window, click the **Add** link in the Insurance Settlement frame.

OR

If policy details were previously saved, click the **Settlement: Add** link on the Substantiation/Settlement frame of the Assistance screen.

- b. In the **Add Insurance Settlement** window, add general information and settlement details.

ADD SETTLEMENT

General

Document ID: 52360082 Source: Other Image ID: 0

Postmark Date: Received Date: 05/28/2018 Scan Date: Document Date:

Item: Insurance Settlement Description: Verbal Subst Mobile Home Insurance Settlement from Ins Co

Insurance Settlement

Claim Date: 03/22/2018 Claim No: 00102048117 Claim Status: Closed * Settle Date: 03/28/2018 ALE Exhausted: YES

Coverage Type:

Coverage Type	Contents	Other	Structure
*Settlement Amt:	\$8,500.00	\$3,000.00	\$30,000.00
Note:			

Save Cancel

- **Settle Date** is required.
- A **Settlement Amount** required for at least 1 coverage type. The settlement amount **must be greater than 0**.
- If the entire ALE settlement amount has been disbursed and no more ALE is forthcoming, select **YES** for **ALE Exhausted**.
- Use **"Other"** fields to enter the ALE settlement amount.

3. After completing insurance settlement entries, **Save** your work.

A settlement record will appear in the Substantiation/Settlement frame of the Assistance screen. All forms of coverage recorded will appear on the same line.

Add a Substantiation Item from Other Verbal Verification

To add a verbal substantiation item received to verify information other than insurance policy coverage or settlement details, you'll use tools on the Correspondence Received frame of the Communication screen.

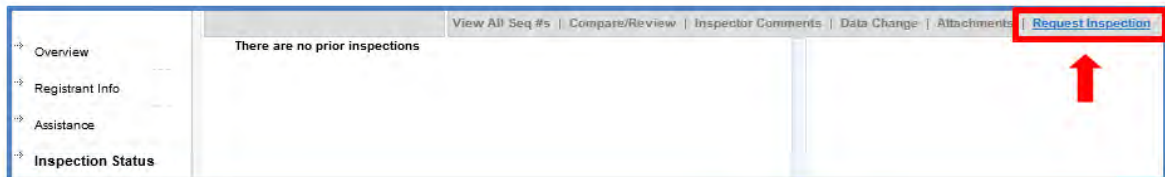
Some examples of verbal statements that can be recorded as substantiation include:

- Landlord's statement verifying the need to relocate
- Mechanic's verification of disaster-caused damages to an automobile
- Insurance company's verification of denial, lack of coverage, or failure to file a claim

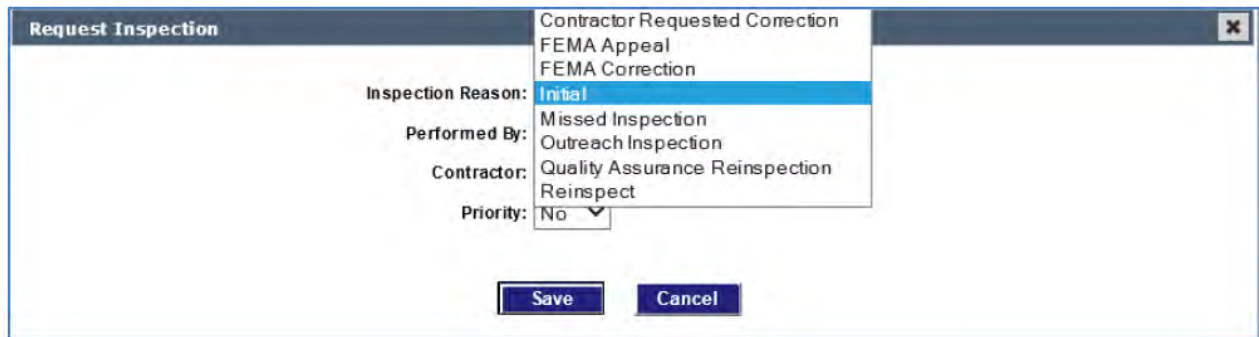
Requesting an Inspection

To request an inspection:

1. From the **Inspection Status** screen, click on the '**Request Inspection**' link.



2. In the **Inspection Reason** drop-down on the **Request Inspection** window, select the appropriate inspection reason.



3. Click the **Save** button.

4. When the Request Inspection window is displayed, record a comment to explain the reason for the inspection request.

The screenshot shows the 'Request Inspection' window with the following fields and controls:

- *Type:** Radio buttons for ☐ Comment and ☐ Contact.
- Type:** Dropdown menu.
- Sub-Type:** Dropdown menu.
- Topic:** Dropdown menu.
- Location Identifier:** Text field containing '93'.
- Auto Generate:** Button.
- Spoke To:** Dropdown menu.
- *Current Location:** Text field containing 'NewTemporary Rental'.
- Registrant Info Verified:** Check box.
- Outbound Contact Number:** Dropdown menu.
- Related Documents:** Dropdown menu.
- *Summary:** Text field containing '93 -'.
- Details:** Large text area for the inspection request details.
- Buttons:** 'Save Draft', 'Delete Draft', 'Save', 'Cancel', and 'Clear' at the bottom.

Record the comment in accordance with guidance in the following [Inspection Requests and Comparisons](#) SOP:

Generating Request Letters

The Request letters used to request applicant documents in initial case processing generally include:

- **ADOC** (to request information needed for Housing Assistance or Personal Property)
- **RFI** (To request ONA Information)

For specific information about how to generate these letters and select the appropriate text inserts, see the [Codes, Verifications, Request Letters, and Assistance Types](#) SOP.

Request for Documentation (ADOC) Letter

Although the ADOC is generally used for Appeals requests, it is also used for initial processing to request certain information, such as hotel/motel receipts, utility outage or inaccessibility confirmation.

Addressing Assistance Lines in the Case

When generating an ADOC letter, keep in mind that a case with an ADOC letter must be routed to the **FEMA Complete** queue. Also be aware that the FEMA Complete routing option is **not available** for an individual assistance line.

Therefore, before you attempt to route a case with an ADOC letter to FEMA Complete, address any pending lines or decision lines as follows. (**NOTE:** You can perform these steps either before or after you generate the ADOC letter.)

1. **If a pending line exists for the category for which you are generating the ADOC**, go to the **Assistance** screen and delete pending line.
2. If any other forms of assistance need to be addressed:
 - Complete casework actions necessary to process the assistance category.
 - On the **Confirmation** screen, select the appropriate routing location for each decision line.
 - To ensure you retain the ADOC workpacket in the queue after routing, select the **Split Workpacket** checkbox.

In the example below, a Transportation pending line is selected for routing to Info Control, Pending Receipt, and the **Split Workpacket** field is selected to retain a case workpacket in the queue after the pending line is routed.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transportation	\$0.00	PHD	FEMA Info Control	Pending Receipt
<input checked="" type="checkbox"/>	Split Workpacket Retain Workpacket in Queue				

- Complete any remaining actions needed on the Confirmation screen, such as creating contacts, generating other letters, generating a comment, etc.
- Select the **Submit** button.

Generate the Letter

IMPORTANT! In accordance with PPM processing guidance, before (or after) you generate the ADOC letter, make at least one courtesy call attempt to the applicant to explain documentation requirements. Record call details in an appropriate Contact as instructed in guidance.

To generate the ADOC letter:

- Click on the appropriate link to generate letters.
 - From the **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
 - From the **Communication** screen, click the **Add** link in the **Outgoing Correspondence** frame.
- When the Letter Wizard opens, in the **Available Letters** frame, click on the **Request Letters** folder.

Letter Wizard -- Webpage Dialog

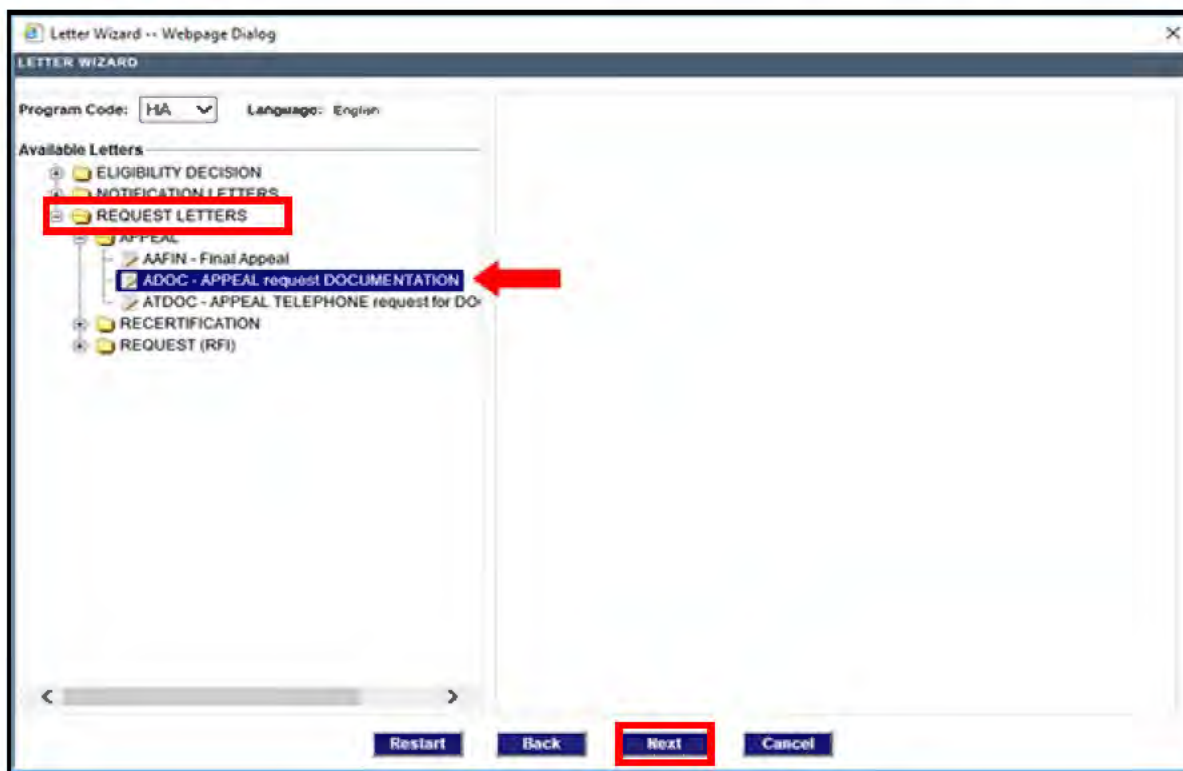
LETTER WIZARD

Program Code: HA Language: English

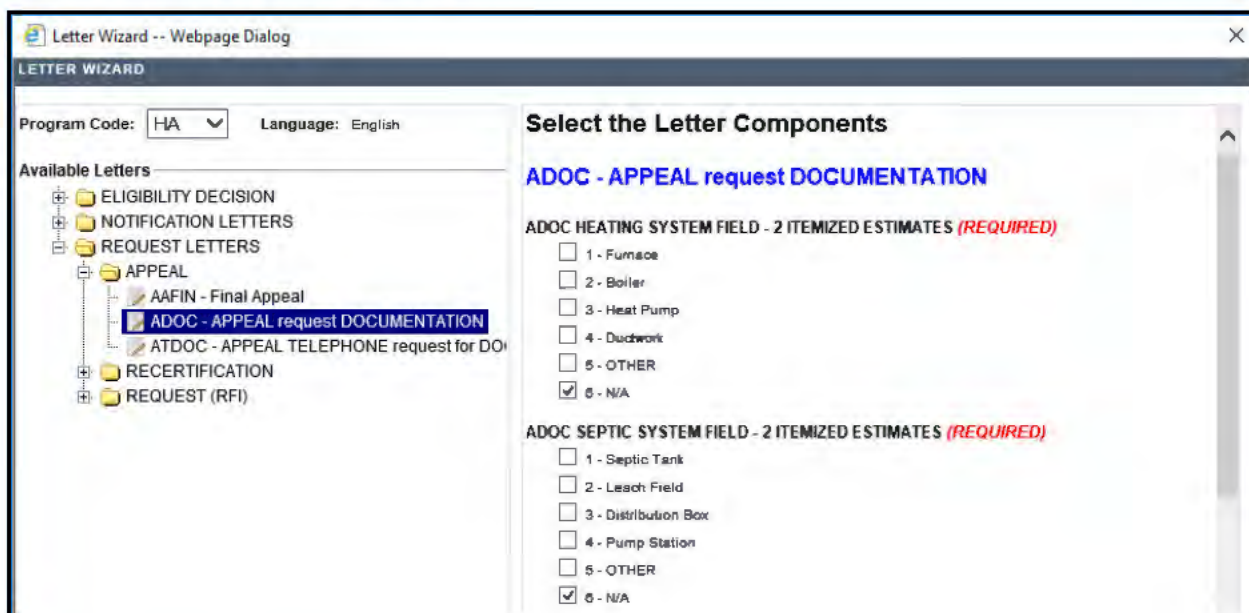
Available Letters

- ELIGIBILITY DECISION
- NOTIFICATION LETTERS
- REQUEST LETTERS**

3. Select **APPEAL**, then select **ADOC - Appeal request DOCUMENTATION** and click **Next**.



4. In the **Select the Letter Components** frame, each letter component requires a selection. Select **N/A** (not applicable) for all letter components **except** those in the **ADOC MISSING INFO LIST**.



5. In the **ADOC MISSING INFO LIST**, select the appropriate options (for example, **Missing Hotel/Motel Receipts** and/or **Verification of Utility Outage or Inaccessibility**).

Letter Wizard -- Webpage Dialog

LETTER WIZARD

Program Code: HA Language: English

Available Letters

- ELIGIBILITY DECISION
- NOTIFICATION LETTERS
- REQUEST LETTERS
 - APPEAL
 - AAFIN - Final Appeal
 - ADOC - APPEAL request DOCUMENTATION**
 - ATDOC - APPEAL TELEPHONE request for DO
 - RECERTIFICATION
 - REQUEST (RFI)

Hotel/Motel Receipts

Missing Appeal Letter

Missing Burial Ins

Missing Contractor Estimate

Missing Death Certificate

Missing Dental Expenses

Missing Flood Ins Settlement or Denial

Missing Funeral Expenses Documents

Missing Homeowners Ins Settlement or Denial

Missing Ins Letter Exhaustion of ALE/Loss of Use

Missing Mech Statement about Vehicle Condition

Missing Medical Expenses Documents

Missing Moving and Storage Essential Document

Missing Other Disaster Related Documents

Missing PP Ins Settlement or Denial

Missing Separate Relocation Letter

Missing Vehicle Comprehensive Insurance

Missing Vehicle Registration

Missing Vehicle Requirement Documents

Occupancy Not Verified

Ownership Not Proven

Reason for Late Appeal

Separate Household

Stored Personal Property

Verification of Utility Outage or Inaccessibility

Restart Back **Next** Cancel

6. Click the **Next** button.
7. Select to **Preview** the letter to see if all required documentation is being requested.
8. When finished previewing, **close** the letter window by using the "X" icon at top right of the window.
9. Click the **Finish** button to finish generating the letter and return to the Confirmation or Communication screen.

Generate Only

Restart **Finish** Preview Cancel

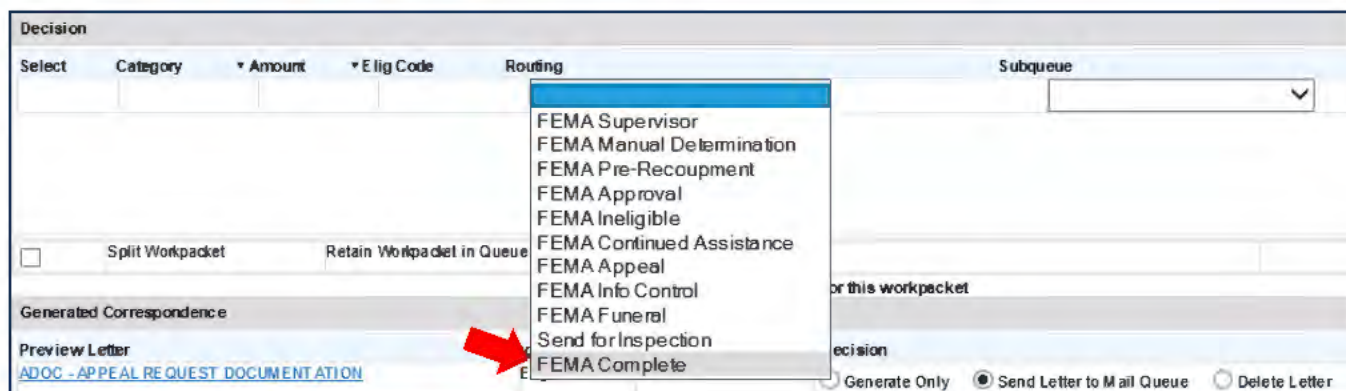
10. Complete other casework tasks, if needed, and navigate to the **Confirmation** screen.

NOTE: Although no assistance lines are in the case, the Confirmation screen is available because Web NEMIS detects a letter that must be routed to FEMA Complete.

Routing the Remaining Workpacket

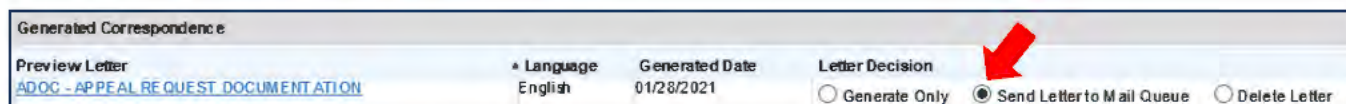
After addressing all other assistance and generating the ADOC, continue as follows:

1. In the **Decision** frame of the Confirmation screen, select **FEMA Complete** from the **Routing** field. (**NOTE:** The **FEMA Complete** option is provided only when no assistance lines are in the case.)



The screenshot shows the 'Decision' frame of the Confirmation screen. It includes a table with columns: Select, Category, Amount, Elig Code, Routing, and Subqueue. The 'Routing' dropdown menu is open, displaying a list of options. A red arrow points to the 'FEMA Complete' option at the bottom of the list. Below the table, there are checkboxes for 'Split Workpacket' and 'Retain Workpacket in Queue'. The 'Generated Correspondence' section shows a 'Preview Letter' link for 'ADOC - APPEAL REQUEST DOCUMENTATION'. At the bottom, there are radio buttons for 'Generate Only', 'Send Letter to Mail Queue' (which is selected), and 'Delete Letter'.

2. In the **Generated Correspondence** frame, select the **Send Letter to Mail Queue** option for the ADOC letter.



The screenshot shows the 'Generated Correspondence' frame. It includes a table with columns: Language, Generated Date, Letter Decision, and a set of radio buttons. The 'Letter Decision' column shows 'English' and '01/28/2021'. The 'Letter Decision' radio buttons are 'Generate Only', 'Send Letter to Mail Queue' (which is selected), and 'Delete Letter'. A red arrow points to the 'Send Letter to Mail Queue' option.

3. Create a **Comment** to record the documentation request, if not done previously.
4. Click the **Submit** button to route the workpacket and exit the case.

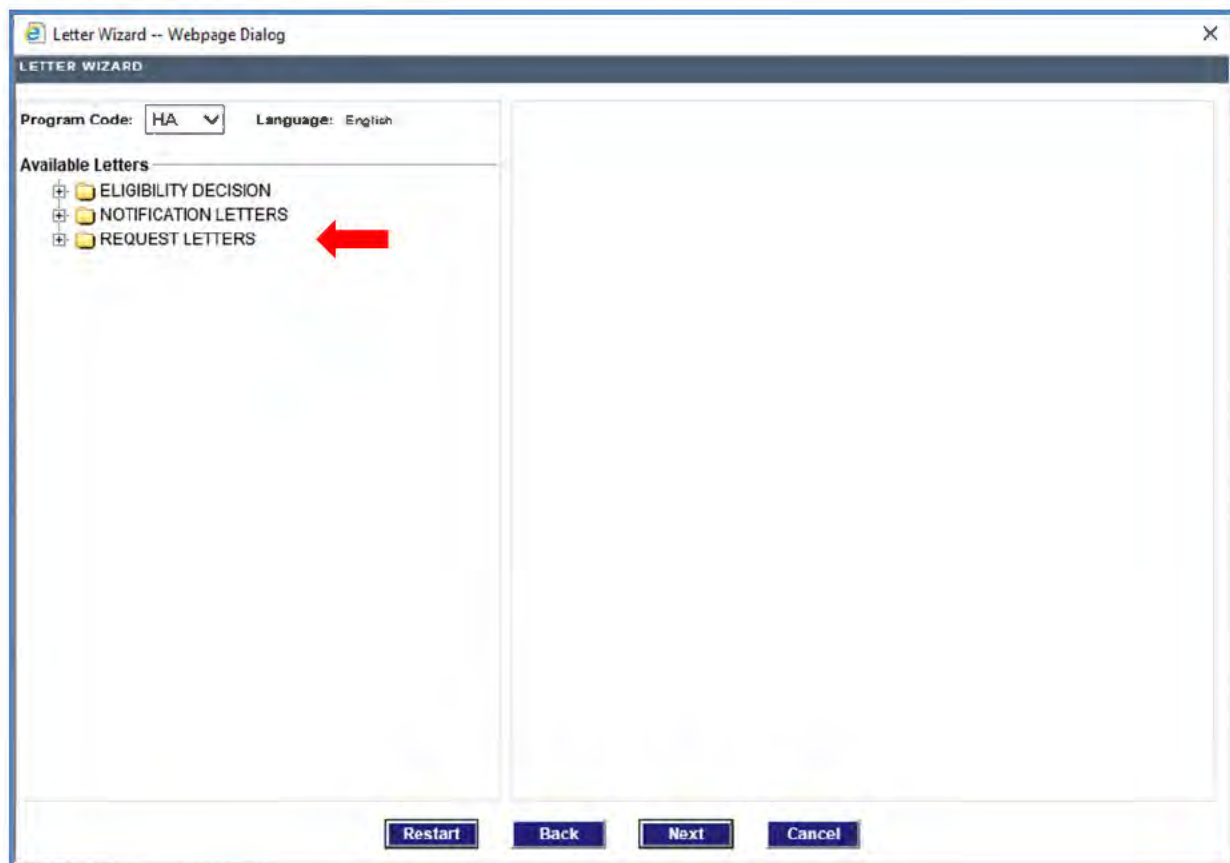
RFI Letter

Request for Information (RFI) letters are generally used to request information for ONA expenses that are not verified at inspection. When an applicant is missing essential documents needed to process a decision, send an RFI letter to request the documents. RFI letters list the documentation applicants need to submit to verify the need for an associated assistance category.

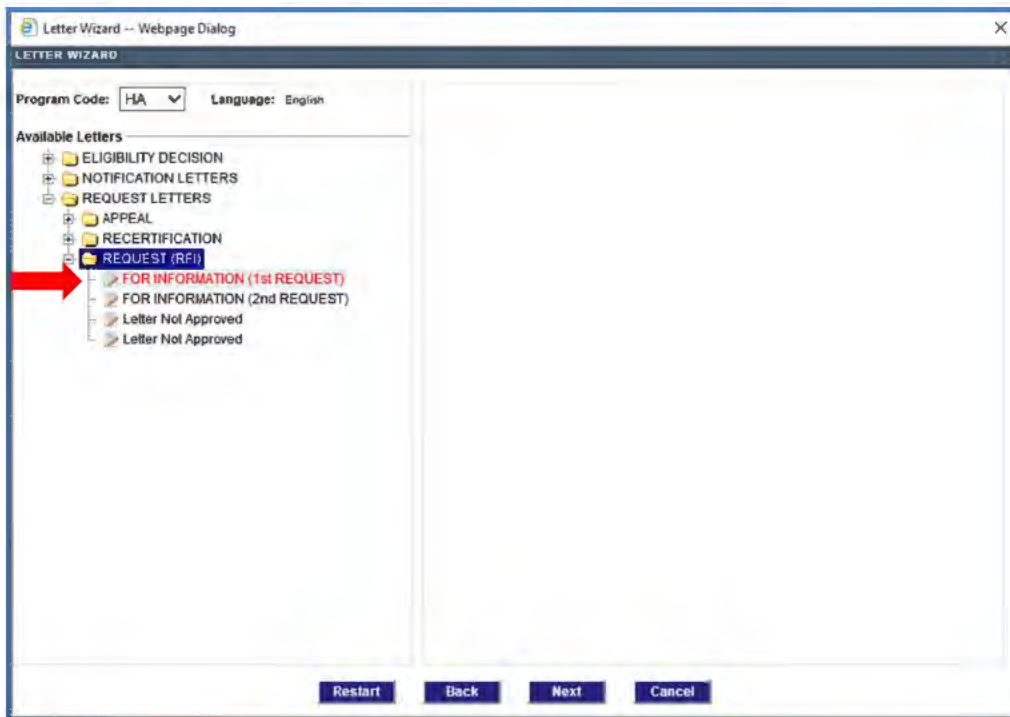
NOTE: If an initial RFI was auto-generated following registration and requested information is not on file, you may generate a second RFI. However, if an initial RFI was manually generated and the deadline for returned documents has expired, do not generate a second RFI; instead, you'll need to process a determination.

Follow appropriate processing guidance regarding courtesy calls to the applicant to explain documentation requirements.

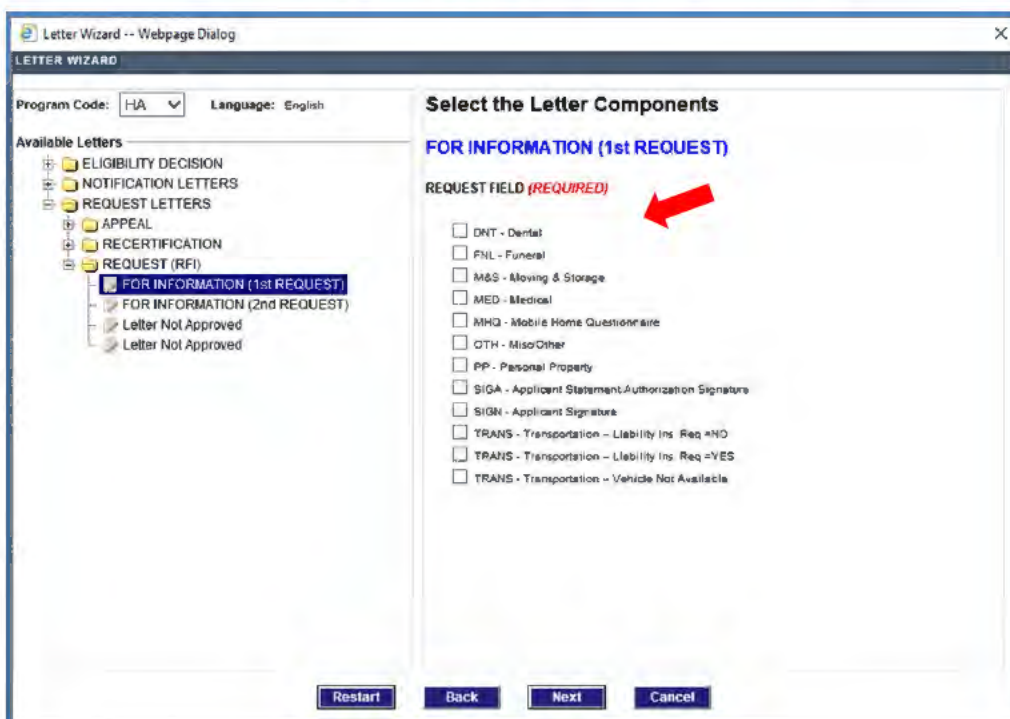
1. Before generating an RFI letter, ensure there's a pending line for the associated assistance category. (See [Creating a Pending Line](#) on page 10 for instructions if you need to create one.)
2. Click on the appropriate link to generate letters.
 - From the **Communication** screen, click the **Add** link in the **Outgoing Correspondence** frame.
 - From the **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
3. When the Letter Wizard opens, in the **Available Letters** frame, click on the **Request Letters** folder



- Expand the **Request (RFI)** Folder and select **For Information (1st request)**.



- Check the box beside the insert that fits the situation. Multiple inserts can be selected if requesting documents for multiple categories.



RFI Inserts include:

- DNT – Dental
- FNL – Funeral
- M&S – Moving and Storage
- MED – Medical
- MHQ – Mobile Home questionnaire (not used)
- OTH – Misc/Other
- PP – Personal Property
- SIGA – Applicant Statement/Authorization Signature
- SIGN – Applicant Signature
- TRANS – Transportation – Liability Ins Req = NO
- TRANS – Transportation – Liability Ins Req = YES
- TRANS – Transportation – Vehicle Not Available

6. After selecting the appropriate RFI options, click **Next**.
7. **Preview** the letter to determine if all required documentation has been requested.

Letter Wizard -- Webpage Dialog

LETTER SUMMARY

Letter Selected

Program: HA
Language: English
Letter: FOR INFORMATION (1st REQUEST)
Letter Code: RFI
Letter Description: FOR INFORMATION (1st REQUEST)

Components

LETTER HEAD:
REQUEST FIELD:
TRANS - Transportation - Liability Ins. Req =YES

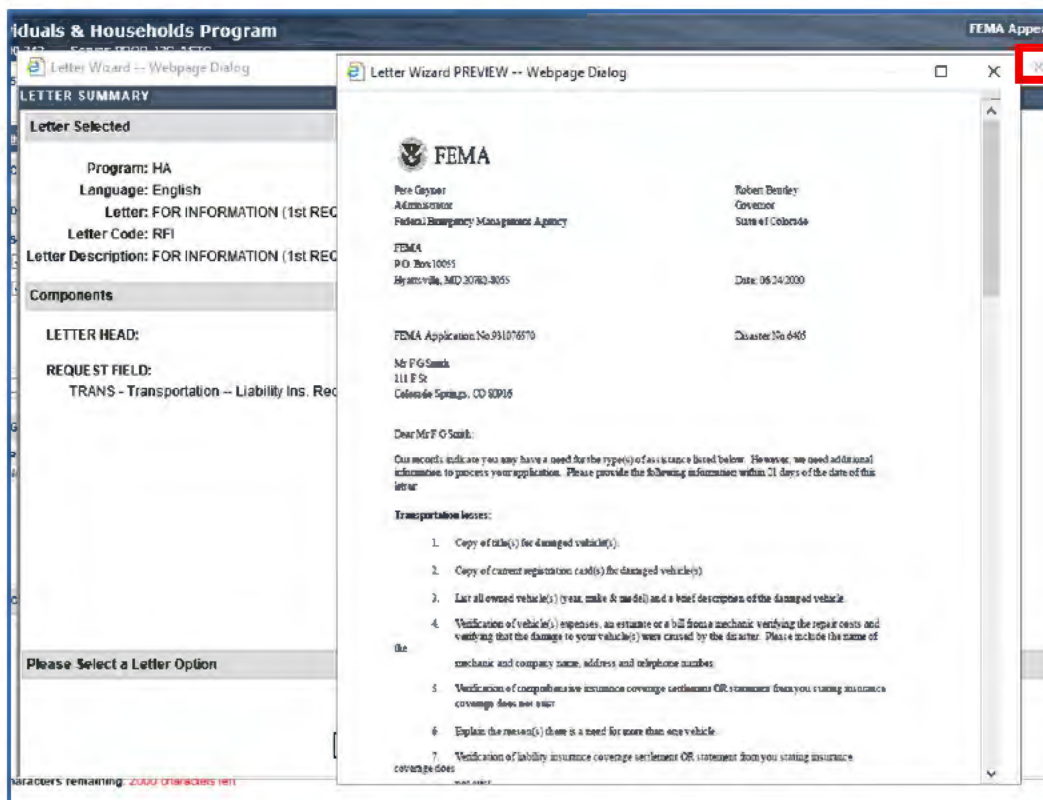
Custom Text Letter

Please Select a Letter Option

☒ Generate Only

Restart Finish Preview Cancel

8. After previewing the letter, close the letter using the “X” icon at top right of the window.



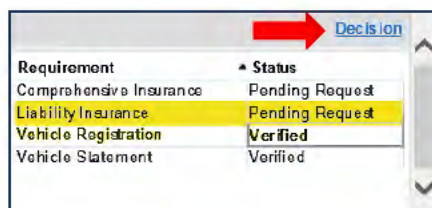
9. Click the **Finish** button.



Set the Timer for RFI Response

Next, “set the timer” for return of documents by setting an associated verification requirement to “Pending Response.” To do so:

1. From the Info Control screen or associated assistance category processing screen, select a category-specific verification requirement, and then click the **Decision** link.



- On the **Decision** window, select **Pending Response** as the Verification Status, and click **Save**.

Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements:

Verification Requirement:

Verification Status: **Pending Response**

Status Date:

Associate

Associate	Substantiation Received	Document Id	Description
<input type="checkbox"/>	90-69B	51877147	TRANSPORTATION - VEH REG VEH LIAB INS VEH MECH STMT VEH REG VEH LACK OF INS 6 PGS
<input type="checkbox"/>	Medical Estimate/Receipt	51874027	MEDICAL - MEDEST/RCPT/BILL MEDPHYS/PROVSTMT MED INS SET MEDEST/RCPT/BILL 8 PGS
<input type="checkbox"/>	Medical Estimate/Receipt	51877320	MEDICAL - MEDEST/RCPT/BILL MEDEST/RCPT/BILL 1 PG
<input type="checkbox"/>	Medical Insurance Settlement	51874024	MEDICAL - MEDEST/RCPT/BILL MEDPHYS/PROVSTMT MED INS SET MEDEST/RCPT/BILL 8 PGS

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	Program	Category	Elgy Type	Award Type	Eligibility
<input checked="" type="checkbox"/>	Other E Category	Transportation	Initial	Initial	PND - Pending

Save **Cancel**

- Complete any other processing updates as needed, and navigate to the **Confirmation** screen.
- In the **Generated Correspondence** frame select the “**Send letter to mail queue**” radio button.
- Create a **Comment** that includes the documentation request.
- Route the associated assistance line to the **Info Control/Pending Receipt** queue.

Generating Ineligible Letters with Text Inserts

Most “SUPER” letters used for eligibility determinations are auto generated upon routing; however, some ineligible letter require a custom text entry, and therefore they must be manually generated. You will select the appropriate text insert for the case when you generate these letters. These letters include:

- **INI, INFI** (Ineligible - Has Insurance) letters for HA and Personal Property categories
- **INO** (Ineligible Other Reason) letters for HA categories
- **IOR** (Ineligible Other Reason) letters for ONA appeal denials

After these letters are generated, NEMIS automatically sends the letters to the mail queue after the decision is approved. When generating decision letters, Do NOT mark the box “Send to the Mail Queue” on the confirmation page.

Some general reminders:

- For additional information about these letters and their text inserts, see the [Codes, Verifications, Request Letters, and Assistance Types](#) SOP.
- When you generate one of these types of letters, make sure you **Route** the associated assistance line to the appropriate queue.

Ineligible Due to Insurance (INI/INFI)

You’ll need to generate an INI or INFI letter when you make an INI or INFI determination for Housing or Personal Property assistance due to insurance coverage.

- INFI is used for applicants with structure and/or contents Flood insurance.
- INI is used for Homeowners (HOI) and similar types of insurance such as Homeowners, Mobile Home, Condominium, and Renters insurance for structure, contents, and or additional living expenses (ALE).

INI and INFI codes indicate either or the following:

- An insurance settlement covered the disaster damages, OR
- 12 months following registration, an insurance settlement or denial is not on file

INI/INFI letters explain the specific ineligible reason for the insured assistance.

Record INI/INFI Determination

Before generating the letter, first record the INI/INFI eligibility determination, as follows:

1. If a **pending line** has not been created for the ineligible insured category, add a pending line. (See [Creating a Pending Line](#) on page 10 for instructions.)
2. Access the category-specific assistance screen created with the pending line (e.g., Rental Assistance, Home Repair, or Personal Property, screen).
3. In the decision area at bottom the of Payment Calculator frame (or in the Worksheet for Rental Assistance), select the appropriate **Assistance Type** (e.g., Initial, Additional, Reconsideration, etc.) and select **INI** or **INFI** as the **Eligibility Code**.

NOTE: To locate the determination code, use the **Eligibility Combo Wizard** link.

The screenshot shows the 'Payment Calculator' interface. At the bottom, there is a decision area with the following fields:

- Category:** Home Repair (with a 'Change' link)
- Assistance Type:** Appeal (dropdown menu)
- Eligibility Code:** INI - Ineligible - Ineligible Insurance (dropdown menu)
- Eligibility Combo Wizard** (link)
- Continue** (button)

Red arrows highlight the 'Assistance Type' dropdown, the 'Eligibility Code' dropdown, and the 'Eligibility Combo Wizard' link.

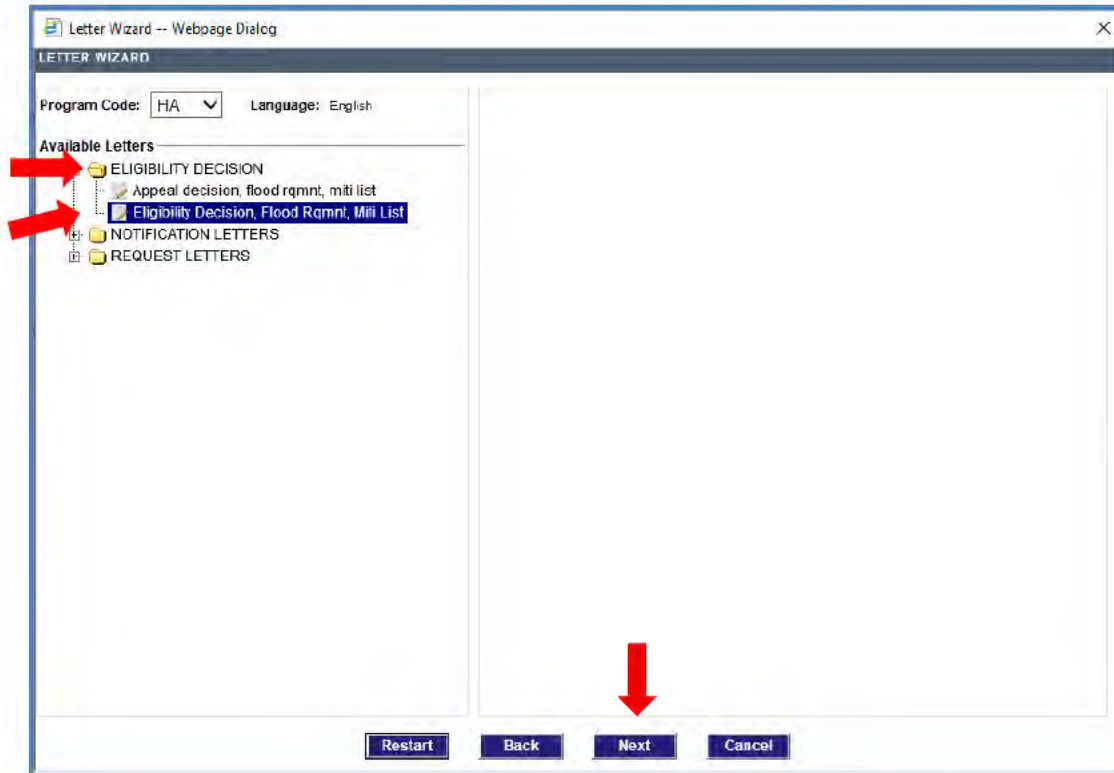
4. Click **Continue** to save the determination.
5. Make at least one courtesy call attempt to the applicant to explain the documentation requirements, in accordance with appeals processing guidance.

Generate INI/INFI Letter

Next, to generate the INI/INFI letter:

1. Click on the appropriate link to generate letters.
 - From the **Communication** screen, click the **Add** link in the **Outgoing Correspondence** frame.
 - From the **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **ELIGIBILITY DECISION** folder.

3. Select **Eligibility decision, flood rqmnt, miti list** and click **Next** to continue.



4. Select the check box next to the listed Category and **INI/INFI** determination, and then click **Next** again.

The screenshot shows the 'LETTER WIZARD' application window. At the top, it displays 'Program Code: HA' and 'Language: English'. On the left, under 'Available Letters', there is a tree view with three main categories: 'ELIGIBILITY DECISION', 'NOTIFICATION LETTERS', and 'REQUEST LETTERS'. Under 'ELIGIBILITY DECISION', there are two sub-items: 'Appeal decision, flood rqmnt, miti list' and 'Eligibility Decision, Flood Rqmnt, Miti List', which is currently selected and highlighted. The main area on the right is titled 'Select the Assistances for the Letter' and contains a section for 'Assistances (REQUIRED)'. Below this, it says 'Select the ineligible or withdrawn assistance you wish to include in the Super Letter'. There is a single checkbox labeled 'HA - Home Repair - INI - Ineligible - Ineligible Insurance - Initial - 12/01/2020', which is checked. At the bottom of the window, there are four buttons: 'Restart', 'Back', 'Next', and 'Cancel'.

5. In the INI list, select the check box next to the appropriate insert for the decision.

The screenshot shows the 'LETTER WIZARD' window. At the top, 'Program Code' is set to 'HA' and 'Language' is 'English'. On the left, under 'Available Letters', a tree view shows 'ELIGIBILITY DECISION' expanded, with 'Eligibility Decision, Flood Rqmnt, Miti List' selected. On the right, the 'Select the Letter Components' section is titled 'Eligibility Decision, Flood Rqmnt, Miti List'. Below this, the 'INI List (REQUIRED)' contains a list of checkboxes: INI - Dental, INI - Ins Covers Living Expenses, INI - Ins Settlement Exceeds FEMA Eligible Dmg, INI - Medical, INI - Missing Ins Settlement or Denial Letter, INI - Moving and Storage, INI - Other, INI - Vehicle, and INI - HA. A red arrow points to the 'INI - Ins Settlement Exceeds FEMA Eligible Dmg' checkbox. At the bottom are buttons for 'Restart', 'Back', 'Next', and 'Cancel'.

INI Inserts include:

- INI – Dental
- INI – Ins Covers Living Expenses
- INI – Ins Settlement Exceeds FEMA Eligible Dmg
- INI – Medical
- INI – Missing Ins Settlement or Denial Letter
- INI – Moving and Storage
- INI – Other
- INI – Vehicle
- INI – HA

INFI inserts Include:

- INFI – Flood Insurance
- INFI – Settlement Exceeds FEMA Elig Damage
- INFI – Missing ins Settlement or Denial Letter

6. Click **Next** again.

7. Review letter components and click **Preview** to view the letter and ensure it was generated correctly.

The screenshot displays a software window for generating letters. On the left, a 'Components' section lists various letter parts: LETTER HEAD, INTRO BLOCK, GIS INSPECTION BLOCK, APPROVAL BLOCK, DENIAL BLOCK, INEL ONLY BLOCK, INI List (with a sub-item 'INI - Ins Settlement Exceeds FEMA Eligible Dmg'), EXPEDITED 9069 REQUEST, and ASSISTANCES (with a sub-item 'HA - MR - INI - Ineligible - Ineligible Insurance - INIT - 12/01/2020'). Above this list, program and letter details are shown: Program: HA, Language: English, Letter: Eligibility Decision, Flood Rqmnt, Miti List, Letter Code: SUPER, and Letter Description: Eligibility Decision, Flood Rqmnt, Miti List. At the bottom, there is a 'Please Select a Letter Option' bar, a 'Generate Only' button with a radio button, and four buttons: Restart, Finish, Preview, and Cancel.

Program: HA
Language: English
Letter: Eligibility Decision, Flood Rqmnt, Miti List
Letter Code: SUPER
Letter Description: Eligibility Decision, Flood Rqmnt, Miti List

Components

LETTER HEAD:
INTRO BLOCK:
GIS INSPECTION BLOCK:
APPROVAL BLOCK:
DENIAL BLOCK:
INEL ONLY BLOCK:
INI List:
INI - Ins Settlement Exceeds FEMA Eligible Dmg
EXPEDITED 9069 REQUEST:
ASSISTANCES:
HA - MR - INI - Ineligible - Ineligible Insurance - INIT - 12/01/2020

Please Select a Letter Option

☒ Generate Only

Restart Finish Preview Cancel

- The letter will appear in the Letter Wizard Preview pop-up window. After previewing the letter, use the “X” icon at top right to close the window.

The screenshot shows two overlapping web browser windows. The background window is titled 'Letter Wizard -- Webpage Dialog' and contains a sidebar with various options like 'Program: HA', 'Language: English', 'Letter: Eligibility Decision', 'Letter Code: SUPER', and 'Letter Description: Eligibility Decision'. The foreground window is titled 'Letter Wizard PREVIEW -- Webpage Dialog' and displays a FEMA denial letter. The letter is from Pete Gaynor, Administrator of the Federal Emergency Management Agency, dated 12/01/2020. It states that the FEMA housing repair program is limited to essential repairs and that the total amount of insurance settlement for housing damage is greater than the amount of FEMA repair assistance. The letter concludes with the heading 'ASSISTANCE NOT APPROVED' and the text 'You are not eligible because:'. Below this, it specifies 'INI - Ineligible - Insurance Settlement Exceeds FEMA Eligible Damage' and provides a detailed explanation of the denial reason. The letter also mentions the right to appeal and the need to include insurance settlement documents. At the bottom, it states that the decision only applies to FEMA home repair or replacement assistance.

- Click the **Finish** button to complete the letter generation.

The screenshot shows a row of four buttons: 'Restart', 'Finish', 'Preview', and 'Cancel'. The 'Finish' button is highlighted with a red rectangular border. Above the buttons, there is a radio button labeled 'Generate Only' which is selected.

- Complete any other processing updates as needed, and on the **Confirmation** screen, create the Ineligible Comment to include the denial reason.
- Route the associated assistance line to the **FEMA Ineligible** queue.
- Click **Submit** on the Confirmation screen to complete processing.

Ineligible Other Reason for HA (INO)

The INO letter is used for Denials in some HA decisions. Like other custom letters, the INO letter has multiple insert options. To generate an INO letter from the Confirmation screen, follow these steps.

Record INO Determination

Before generating the letter, first record the INO eligibility determination, as follows:

1. If a **pending line** has not been created for the ineligible category, add a pending line. (See [Creating a Pending Line](#) on page 10 for instructions.)
2. Access the category-specific assistance screen created with the pending line.
3. In the decision area at bottom of the Payment Calculator frame (or in the Worksheet for some categories), select the appropriate **Assistance Type** (e.g., Initial, Additional, Reconsideration, etc.) and **INO** as the **Eligibility Code**.

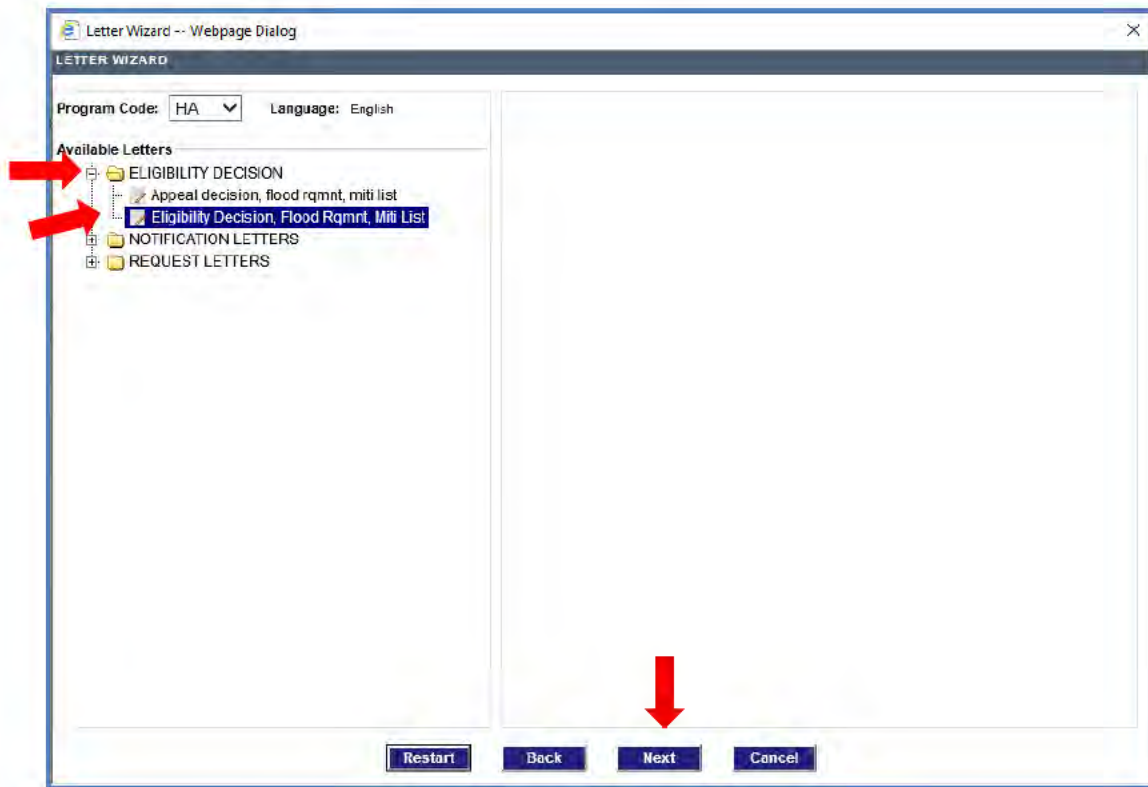
NOTE: To locate the determination code, use the **Eligibility Combo Wizard** link.

4. Click **Continue** to save the determination.

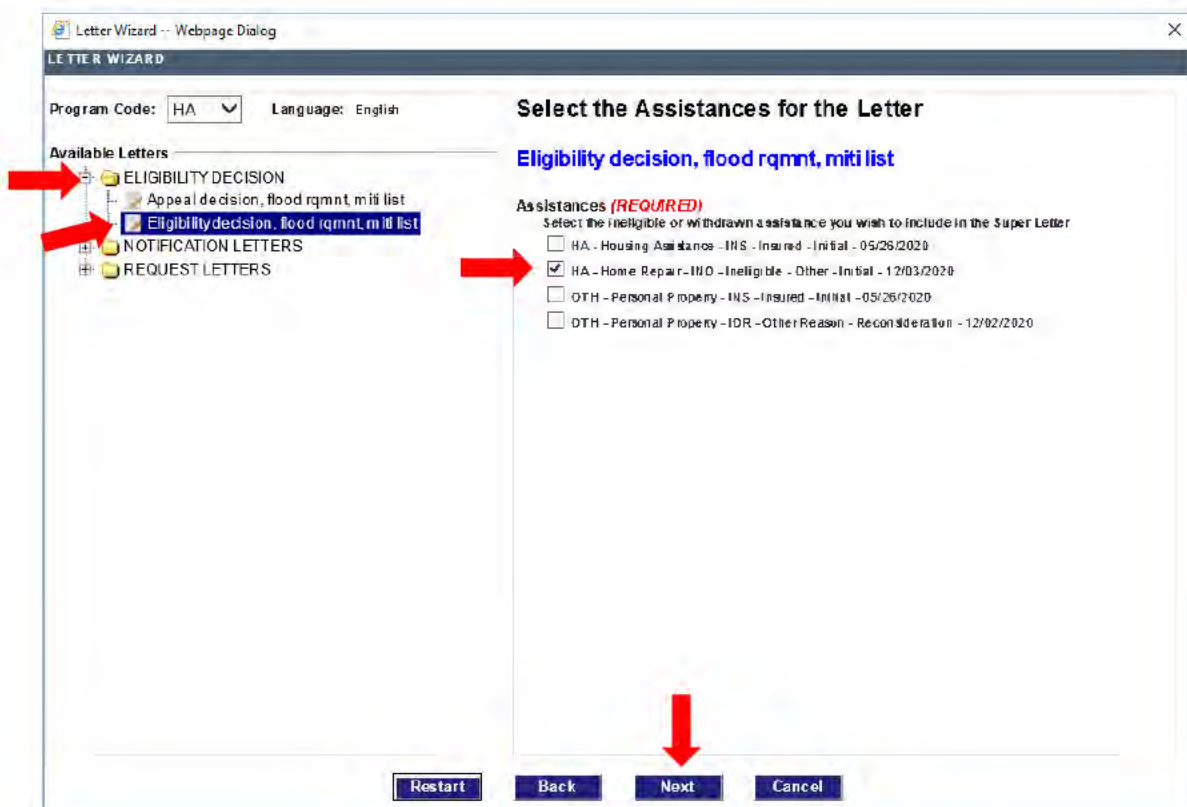
Generate INO Letter

Next, to generate the INO letter:

1. Click on the appropriate link to generate letters.
 - From the **Communication** screen, click the **Add** link in the **Outgoing Correspondence** frame.
 - From the **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **ELIGIBILITY DECISION** folder.
3. Select **Eligibility decision, flood rqmnt, miti list** and click **Next** to continue.



4. Select the check box next to the category and ineligible decision, and click **Next**.



5. On the Letter Components frame, select the appropriate INO letter insert option and click **Next**.

Letter Wizard -- Webpage Dialog

LETTER WIZARD

Program Code: HA Language: English

Available Letters

- ELIGIBILITY DECISION
 - Appeal decision, flood rqmnt, mlti list
 - Eligibility decision, flood rqmnt, mlti list**
- NOTIFICATION LETTERS
- REQUEST LETTERS

Select the Letter Components

Eligibility decision, flood rqmnt, mlti list

INO List (REQUIRED)

- ☐ Student in Provided Housing
- ☒ Not a Legal Resident
- ☐ Roads and Bridges - Another Access
- ☐ Roads and Bridges - Another Applicant
- ☐ Roads and Bridges - Not Disaster Related
- ☐ Duplication of benefits with another agency

Restart Back **Next** Cancel

- Next, review the letter components and then click **Preview** to view the letter and ensure it was generated correctly.

Letter Wizard -- Webpage Dialog

Program: HA
Language: English
Letter: Eligibility decision, flood rqmnt, multi list
Letter Code: SUPER
Letter Description: Eligibility decision, flood rqmnt, multi list

Components

LETTER HEAD:
INTRO BLOCK:
GIS INSPECTION BLOCK:
APPROVAL BLOCK:
DENIAL BLOCK:
INEL ONLY BLOCK:
INO List:
Not a Legal Resident
EXPEDITED 9069 REQUEST:
ASSISTANCES:
HA - MR - INO - Ineligible - Other - INIT - 12/03/2020

Please Select a Letter Option

☒ Generate Only

Restart Finish Preview Cancel

- The letter will appear in a pdf format in the Letter Wizard Preview window. After previewing the letter, use the "X" icon at top right to close the window.
- Next, click the **Finish** button to complete the letter generation.

☒ Generate Only

Restart Finish Preview Cancel

- Complete any other processing updates as needed, and on the **Confirmation** screen, create the Ineligible Comment to include the denial reason.
- Route the associated assistance line to the **FEMA Ineligible** queue.
- Click **Submit** on the Confirmation screen to complete processing.

Ineligible Other Reason for ONA (IOR)

The IOR letter is used for Denials in some ONA decisions. To generate an IOR letter from the Confirmation screen, follow these steps.

Record IOR Determination

Before generating the letter, first record the IOR eligibility determination, as follows:

1. If a **pending line** has not been created for the ineligible category, add a pending line. (See [Creating a Pending Line](#) on page 10 for instructions.)
2. Access the category-specific assistance screen created with the pending line.
3. In the decision area at bottom the Payment Calculator frame (or in the Worksheet for some categories), select appropriate **Assistance Type** (e.g., Initial, Additional, Reconsideration, etc.) and **IOR** as the **Eligibility Code**.

NOTE: To locate the determination code, use the **Eligibility Combo Wizard** link.

4. Click **Continue** to save the determination.

Generate IOR Letter

Next, to generate the IOR letter:

1. Click on the appropriate link to generate letters.
 - From the **Communication** screen, click the **Add** link in the **Outgoing Correspondence** frame.
 - From the **Confirmation** screen, click the **Letter** link in the tool bar at top right of the screen.
2. When the Letter Wizard opens, in the **Available Letters** frame, click on the **ELIGIBILITY DECISION** folder.
3. Select **Eligibility decision, flood rqmnt, miti list** and click **Next** to continue.

4. Select the check box next to the category and ineligible decision, and click **Next**.

The screenshot shows the 'LETTER WIZARD' interface. At the top, 'Program Code' is set to 'HA' and 'Language' is 'English'. On the left, under 'Available Letters', a tree view shows 'ELIGIBILITY DECISION' expanded, with 'Eligibility Decision, Flood Rqmnt, Miti List' selected. A red arrow points to this selection. On the right, under 'Select the Assistances for the Letter', the title is 'Eligibility Decision, Flood Rqmnt, Miti List'. Below it, 'Assistances (REQUIRED)' are listed, with a red arrow pointing to the checked box for 'OTH - Personal Property - IOR - Other Reason - Reconsideration - 12/02/2020'. At the bottom, the 'Next' button is highlighted with a red arrow. Other buttons include 'Restart', 'Back', and 'Cancel'.

5. Copy the appropriate denial text from the [Codes Verifications Request Letters and Assistance Types](#) SOP.

6. Paste the denial text into the **Ineligible Other Reason(s)** frame.

The screenshot shows the 'Letter Wizard -- Webpage Dialog' window. The title bar reads 'Letter Wizard -- Webpage Dialog'. The window has a dark blue header with the text 'LETTER WIZARD'. Below the header, there are two dropdown menus: 'Program Code: HA' and 'Language: English'. The main area is titled 'Custom Text Letter'. On the left, under 'Available Letters', there is a list: 'HA', 'ELIGIBILITY DECISION', 'Initial decision, flood request, mill list', and 'OTH - Personal Property - IOR - Other Reason'. A red arrow points from this list to a large text area on the right titled 'Ineligible Other Reason(s)'. At the bottom of the window, there are four buttons: 'Restart', 'Back', 'Next', and 'Cancel'.

7. Click **Next**.
8. Click **Preview** to view the letter and ensure it was generated correctly.
9. The letter will appear in the Letter Wizard Preview pop-up window. After previewing the letter, use the "X" icon at top right to close the window.
10. Click the Finish button to complete the letter generation.

The screenshot shows a row of buttons: 'Restart', 'Finish', 'Preview', and 'Cancel'. Above the 'Finish' button is a radio button labeled 'Generate Only'. The 'Finish' button is highlighted with a red rectangle.

11. Complete any other processing updates as needed, and on the **Confirmation** screen, create the Ineligible Comment to include the denial reason.
12. Route the associated assistance line to the **FEMA Ineligible** queue.
13. Click **Submit** on the Confirmation screen to complete processing.

Updating Verification Requirement Status

If you need to update a verification requirement:

1. From the **Verification Requirements** frame of the Info Control screen or a category-specific assistance processing screen, select the requirement you want to update, and click the **Decision** link.

Verification Requirements			
Requirement	* Status	Requirement	* Status
Identity Verification	Verified	Occupancy	Verified
Signature Obtained	Verified	Original Hotel/Motel Receipts	Pending Request

2. In the **Verification Status** field of the Decision window, select the appropriate verification status.

Decision Verification Requirement -- W

DECISION

Verification Requirements

Verification Requirement:

Verification Status: **Verified**

Status Date: 12/03/2020

Associate

Associate	* Substantiation Received	Document Id	Description
<input type="checkbox"/>	90-80B	52038200	Auto Delaminated
<input type="checkbox"/>	Insurance Settlement	52044149	INS SETTLEMENT 1 PG
<input type="checkbox"/>	Merchant's Statement	52038198	Auto Delaminated
<input type="checkbox"/>	Applicant's Statement of Lack of Insurance	52038197	Auto Delaminated
<input type="checkbox"/>	Hotel/Motel Receipt	53284045	Separate Check In Check Out Dates on Same Hotel Receipt

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	* Program	Category	Eligy Type	Award Type	Eligibility
<input checked="" type="checkbox"/>	Housing Assistance	Transient Accommodations	Initial	Initial First	PIND - Pending

Save Cancel

- If you updated the Verification Status to **Verified**: in the **Associate** frame, select the **Substantiation Received** item(s) used to substantiate the verification requirement.

Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: Original Hotel/Motel Receipts

Verification Status: Verified

Status Date: 12/03/2020

Associate

Associate	* Substantiation Received	DocumentId	Description
<input type="checkbox"/>	90-69B	52038200	Auto Determined
<input type="checkbox"/>	Insurance Settlement	52044149	INS SETTLEMENT 1 PG
<input type="checkbox"/>	Merchant's Statement	52038198	Auto Determined
<input type="checkbox"/>	Applicant's Statement of Lack of Insurance	52038197	Auto Determined
<input checked="" type="checkbox"/>	Hotel/Motel Receipts	52284045	Separate Check In Check Out Dates on Same Hotel Receipt

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	Program	Category	Flow Type	Award Type	Eligibility
<input checked="" type="checkbox"/>	Housing Assistance	Transient Accommodations	Initial	Initial First	PND - Pending

Save Cancel

- Click **Save**.
- In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for the assistance category you are processing.

NOTE: If a verification requirement is listed for the category but not actually required for eligibility (such as the Occupancy verification requirement for "Other" when processing Child Care assistance), set the Verification Status to Verified, and also associate the requirement with a substantiation item. However, uncheck the **Applicable** checkbox for that category.

Creating a Workpacket

If you need to create a workpacket while working in the Web NEMIS FEMA Manual Determination queue, use the following steps:

1. Click on the **Create WP** link in the bottom part of the menu at left of the screen.

The screenshot shows the Web NEMIS FEMA Manual Determination queue interface. The left menu contains the following items: Overview, Registrant Info, Assistance, Inspection Status, Line Items, Communication, Info Control, Linked Regs, Needs To Do, Registration Status, Events History, RI History, and Inspection History. The bottom part of the menu has three links: Hold, Create WP, and Add Assistance. A red arrow points to the 'Create WP' link. The main content area displays the 'Verification Requirements' section with a table of requirements, the 'Insurance Settlement' section with a table of insurance types, the 'Correspondence Received' section, the 'Personal Property Line Items' section with a table of items, and the 'Payment Calculator' section with a table of payments.

Requirement	Status
Identity Verification	Verified
Signature Obtained	Verified

Insurance Type	Status
Mobile Home (O/R)	Mobile Home (O/R)
Mobile Home (O/R)	Mobile Home (O/R)

Category	Item
Appl	3010
Appl	3310
Appl	3050
Appl	3020
Appl	3030

Item	Asst Type
Line Item Total	
Pending Total	
Misc Adj	
Adjust for Prev Pmt	

2. In the **Route to Process** field, of the Create WP window, select the queue (process) where you want to route the workpacket.

The screenshot shows the 'Create WP' window with the 'Registration ID: 150413200'. The 'Route to Process' dropdown menu is open, displaying a list of options: FEMA APPEAL, FEMA CONTINUED ASSISTANCE, FEMA FUNERAL, FEMA INFO CONTROL, FEMA MANUAL DETERMINATION, FEMA PRE-RECOUPMENT REVIEW, and FEMA SUPERVISOR REVIEW. A red arrow points to the 'Route to Process' field. A 'Cancel' button is visible at the bottom right of the dropdown menu.

3. In the **Review Reason** field, select the reason for the workpacket.

The screenshot shows the 'Create WP' window with the 'Registration ID: 150413200'. The 'Review Reason' dropdown menu is open, displaying a list of options: AUTOMATED PROCESSING WORK-PACKET, CASE REVIEW, FEMA CORRECTION REVIEW, RECOUPMENT REVIEW, RESSUE IN ACCESSIBLE INSPECTION, RESSUE W/NO INSPECTION, and RESSUE W/O INSPECTION. A red arrow points to the 'Review Reason' field. A 'Save' button is visible at the bottom right of the dropdown menu.

4. Click **Save**.
5. In the Create WP pop-up Comment/Contact window, select the appropriate checkbox and selection field options and enter information in the Summary and Details according to guidance for the workpacket creation reason.

Routing and Splitting a Workpacket

In Web NEMIS, when you finalize your work on the Confirmation screen, you can route individual assistance lines to separate locations. You can also route some assistance lines out of a queue and retain other assistance lines in the queue.

The only time you need to split a workpacket is if you are routing ALL assistance lines out of the queue and yet still need to keep the case in the queue. You would split a workpacket from the Confirmation screen also.

Routing Assistance Lines

After you complete processing actions and determinations for each assistance category being addressed, you can select routing locations for assistance lines as follows:

1. Navigate to the **Confirmation** screen to finalize your work.
2. In the **Select** column of the **Decision** frame at top of the screen, select the checkbox for each decision you want to route out of the queue.
3. If you want to retain any decision lines in the queue after submitting your work, leave the “Select” checkbox unchecked for that line.
4. In the **Routing** field, select the queue for each assistance line being routed out.
5. If you need to designate a subqueue, select it in the **Subqueue** field.

The screenshot shows the 'Confirmation' screen with a 'Decision' table. The table has columns for 'Select', 'Category', 'Amount', 'Elig Code', 'Routing', and 'Subqueue'. The 'Select' column contains checkboxes. The 'Routing' and 'Subqueue' columns contain dropdown menus. The table lists several assistance lines: Rental Assistance, Personal Property, Medical, Home Repair, Funeral, and Split Workpacket. The 'Split Workpacket' row has a note 'Retain Workpacket in Queue'.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Rental Assistance	\$2,036.00	ER	FEMA Approval	NON-DRM
<input type="checkbox"/>	Personal Property	\$0.00	PND		
<input checked="" type="checkbox"/>	Medical	\$0.00	PND	FEMA Info Control	Pending Receipt
<input checked="" type="checkbox"/>	Home Repair	\$1,745.38	EHRZ	FEMA Approval	NON-DRM
<input type="checkbox"/>	Funeral	\$0.00	PND		
<input type="checkbox"/>	Split Workpacket				

In the example image above, the agent is routing assistance lines as follows:

- Rental Assistance is routed to the FEMA Approval queue, Non DRM subqueue.
- Personal Property will remain in the FEMA Manual Determination queue because it is unchecked. (Notice the Routing and Subqueue fields are greyed out.)
- Medical is routed to the FEMA Info Control queue, Pending Receipt Subqueue.

- Home Repair is routed to the FEMA Approval, Non-DRM subqueue.
- Funeral is routed to the FEMA Funeral queue.

Notice the **Split Workpacket** field is greyed out. If any decision lines are unchecked, this field will be inactive because splitting the workpacket will be unnecessary.

NOTE: The system will not allow you to route an assistance line to the FEMA Complete queue. If you need to route a workpacket to FEMA Complete, complete casework for all unmet needs first. Then route all assistance lines out of the queue, with the **Split Workpacket** field selected. That way, you will remain in the case after routing, and can then it to the Complete queue.

Splitting a Workpacket

If you need to route all assistance lines out of the FEMA Manual Determination queue and also retain a case workpacket in the queue:

1. Navigate to the **Confirmation** screen to finalize your work.
2. In the **Select** column of the **Decision** frame at top of the screen, select the decision lines to route out, as well as the Queue and Subqueue locations.
3. Click on the **Split Workpacket** checkbox field to retain the workpacket in the queue after routing. This field is activated if all other decision lines are selected for routing.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Rental Assistance	\$2,036.00	ER	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Personal Property	\$0.00	INI	FEMA Ineligible	
<input checked="" type="checkbox"/>	Home Repair	\$1,745.38	EHRZ	FEMA Approval	NON-DRM

☒ Split Workpacket Retain Workpacket in Queue

In the example image above, the agent is routing all active assistance out of the queue. Because **Split Workpacket** is checked, the case will remain open in the FEMA Manual Determination queue after the agent finalizes their casework and uses the **Submit** button to route all the assistance lines elsewhere.

Rental Assistance Basic Processing Steps

SOP: [Rental Assistance](#)

Processing initial Rental Assistance in Web NEMIS is similar to processing initial Rental Assistance in Legacy NEMIS. As in Legacy NEMIS, creating an initial Rental Assistance pending line creates a worksheet screen to use for recording your determination. Also as in Legacy NEMIS, the initial Rental Assistance worksheet does not provide a Correspondence Received frame or link to an Item Substantiation window or include a Payment Calculator frame.

Perform Case Review

To review a case for a Rental Assistance need:

1. Review the **Banner** and the **Overview** screen to determine whether the applicant meets general criteria to process Rental Assistance. Look for:
 - **IDV**=Pass
 - **Primary**=Yes
 - **Occupancy** = Verified
 - **HRR**=Yes OR **Utilities Out**=Yes OR **Inaccessible**=Yes
NOTE: If utility outage or inaccessibility is not confirmed at inspection, it may be verified via verbal or written substantiation from an official source.
 - **Will Move**=Yes
2. On the **Banner**, check whether the dwelling is in an SFHA **Flood Zone** A, V, W, or in a **CBRA** area, as these locations call for specific eligibility codes.
3. Review **Comments** and **Contacts** on the Overview screen, Communication screen, or Event History screen.
4. From the **Overview** screen, check the **Workpacket History** to see when the workpacket arrived in queue.
5. Review the **Events History** window to see why the case is in the queue and get an overview of all actions performed in the case.
6. Review information on other screens as needed for the case.

7. Create a Rental Assistance pending line if not done previously. Use the **Add Assistance** link in the menu or the **Add** link in the Temporary Housing frame of the Assistance screen.

The top screenshot shows the 'Temporary Housing' frame of the Assistance screen. The 'Add' link is highlighted in red. The bottom screenshot shows the 'Rental Assistance' frame of the Assistance screen. The 'Add Assistance' link is highlighted in red. Both screenshots include a red arrow pointing to the 'Save' button.

Substantiate Insurance Settlement/Denial Letter

Check whether the applicant has insurance for the damage type that includes ALE/LOU. If so, a settlement, denial, policy declaration page showing lack of coverage, or verbal substantiation with Insurance Company needs to be substantiated before processing an award.

For Rental Assistance, you can substantiate documents from another assistance processing screen, or from the **Communication** screen.

To substantiate an insurance settlement from the Communication screen:

1. From Correspondence Received frame of Communication screen, select **INS SETTLEMENT** link in the **View Document** column. The settlement document item will open in Substantiation view. (**NOTE:** You may need to look through multiple Insurance Settlement substantiation items to locate the one for ALE/LOU.)
2. If needed, use the **View Full Image** link to review and verify information on the settlement/denial. Verify insured name, date of loss, cause of damage, and property address match applicant's file.

3. In the **Policy** field, select the policy associated with the settlement. If the policy is not on the pull-down selection list.
 - a. Select to **Add** a policy.
 - b. In the pop-up window, **Insurance Type** and **Company Name** are required fields.
 - c. Enter policy details available to you and save your entries.
 - d. **Save** returns to Item Substantiation.
 - e. Select the policy you added.
4. Add and/or correct information in entry fields to ensure substantiation is complete and accurate.
5. **Save** your work to return to the Communication screen.

A settlement record from substantiation process is auto-populated to the Substantiation/Settlement frame of the Assistance screen. A different line will appear for each form of coverage (one for each substantiation item created for the coverage types on the settlement document).

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Rental Assistance award, next ensure all verification requirements are met and set to "Verified." You can view the Rental verification requirements on the Info Control screen or the **Verif Requirements** tab of the Rental Assistance processing screen.

Verification Requirements

Category	Status	Request Date	Due Date	Status Date
Homeowner's Insurance	Verified			05/25/2018
Occupancy	Verified			05/25/2018
Ownership	Verified			05/25/2018
Signature Obtained	Verified			05/25/2018

Substantiation Received

Received Date	Description
08/28/2018	INS SETTLEMENT 1 PG

FEMA Individuals & Households Program

Program: Rental Assistance
Category: Rental Assistance
Status: Pending
Eligibility: Pending

Verif Requirements

Monthly Payment: \$ 0.00
X Number of Months: 1
This Award From: \$ 0.00
Total Award From: \$ 0.00

Needs To Do:
- Previous Amount: \$ 0.00
- Additional Costs: \$ 0.00
- Misc: \$ 0.00
- Total: \$ 0.00

Buttons: Clear Worksheet, Save And Continue, Cancel

1. On the Info Control screen, select a verification requirement to update, and then click the **Decision** link. (**NOTE:** Select the Category first if you want to display Rental Assistance verification requirements only.)
2. In the **Verification Status** field of the Decision pop-up, select **Verified** (or other applicable status).
3. In the **Associate** frame, if the Verification Status is **Verified**, select the Substantiation items(s) to associate with the requirement.
4. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Rental Assistance.
5. **Save** your change.

Make a Determination

1. In the **Eligibility** field, select the appropriate **Eligibility Code** (ER, ENCOMP, ERIA, ERU, ECBRA, INI, etc.)

FEMA Individuals & Households Program
Version: 3.21.02.00.195 Server: TDL-12C-ASTC

FEMA Manual Determination Insurance

Home
Logout

Rgn ID: 150413158 Rgst: MR MICHAEL MOUSE SSN: 210-41-3158 Curr: (315) 041-3158 OR: Own IDV: IDV_PASS HA: CLOSED Other: CLOSED Lang: Eng
Dstr: 1450 Co-Reg: MAE MOUSE Co-SSN: Cell: Dep: 0 HH: 0 SBA: FIT Fld Zn: A SC: No | CBRA: No

Rental Assistance Confirmation Comment/Contact

Overview
Registrant Info
Assistance
Inspection Status
Line Items
Communication
Info Control
Linked Regs
Needs To Do
Registration Status
Events History
RI History
Inspection History

Program: HA Category: RENTAL ASSISTANCE Change
Asst Type: INITIAL
Eligibility: PWD - PENDING X Eia Combo Wizard

Worksheet Verify Requirements

FMR:
Monthly Payment:
Note:
+ SubTotal: \$ 0.00
- DOB Insurance: \$ 0.00
- Previous Amount: \$ 0.00
+ Additional Costs: \$ 0.00
+ Misc: \$ 0.00
- Misc: \$ 0.00
= Total: \$ 0.00

ECBRA - ELIGIBLE - ONE MONTH RENT - CBRA

ECR - ELIGIBLE - CREATED RESOURCES

ENCOMP - ELIGIBLE - ONE MONTH NON-COMPLIANCE

ER - ELIGIBLE - RENTAL ASSISTANCE

ERFI - ELIGIBLE - RENTAL, FLOOD INSURANCE

ERIA - ELIGIBLE - INACCESSIBLE

ERU - ELIGIBLE - UTILITIES OUT

Hold
Create WP
Add Assistance

2. For an eligible determination:
 - a. Click the **FMR** button to auto-populate the Monthly Payment field with the Fair Market Rent amount for the damaged dwelling location.

- b. In the **X Number of Months** field, enter **2** for ER, or enter the appropriate number of months based on guidance for the eligibility code selected.

The screenshot shows the 'Worksheets' tab in the 'Rental Assistance' section. The 'FMR' worksheet is selected. The 'Monthly Payment' field is highlighted with a red box and contains the value 1018.00. The 'X Number of Months' field is also highlighted with a red box and contains the value 2. The 'SubTotal' is 2036.00. The 'Total' is 2036.00. The 'Clear Worksheet', 'Save And Continue', and 'Cancel' buttons are at the bottom.

3. Click **Save and Continue** to save your determination.

NOTE: When you click **Continue** to save your determination, Web NEMIS advances you to the next processing screen. If no other pending line is open in the case, Web NEMIS advances you to the Confirmation screen.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the Decision frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.

Confirmation

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM

4. If you need to retain a workpacket in the queue after routing all decision lines out of the queue, select the **Split Workpacket** checkbox.
5. If you need to generate a letter (e.g. INI letter), use the **Letter** link and follow prompts to do so.
 - a. After returning to the Confirmation screen, select the appropriate Letter Decision option (**Generate Only** or **Send Letter to Mail Queue** for the type of letter in the Generated Correspondence frame.
6. If you need to create a Contact, use the **Comment/Contact** link at top right of the screen to do so.
7. Generate a Comment by clicking the **Generate Comment** button, and edit the Summary and Details information as needed.

Comment

*Summary: 91 RENTAL ASSISTANCE = ER

Details: Workpacket is in queue due to Homeowners settlement received in Indexing. Identity, Occupancy, Ownership = Verified; HRR=Yes; NFIRA Compliant; not in CBRA or Sanctioned Community. Insurance settlement does not cover ALE. Eligible for Rental Assistance, 2 months at FMR. All required documentation on file. ER routed to FEMA Approval Non-DRM.

Characters remaining: 2000 characters left

Related Documents:

Generate Comment **Save Draft** **Delete Draft** **Submit**

8. If applicable, select the related documents that support your decision(s).
9. When ready to route the case, click **Submit**. Decision lines will be routed to specified queues, and you will be exited from the case.

Lodging Expense Reimbursement Basic Processing Steps

SOP: [Lodging Expense Reimbursement](#)

Perform Case Review

To review a case for a Lodging Expenses Reimbursement (LER) Assistance need:

1. Review the **Banner** and the **Overview** screen to determine whether the applicant meets general criteria to process Rental Assistance. Look for:
 - **IDV=Pass**
 - **Primary=Yes**
 - **Occupancy = Verified**
 - **HRR=Yes**
 - **HRR=Yes OR Utilities Out=Yes OR Inaccessible=Yes**

NOTE: If utility outage or inaccessibility is not confirmed at inspection, it may be verified via verbal or written substantiation from an official source.
2. Review **Comments** and **Contacts** on the Overview screen, Communication screen, or Event History screen.
3. From the **Overview** screen, check the **Workpacket History** to see when the workpacket arrived in queue.
4. Review the **Events History** window to see why the case is in the queue and get an overview of all actions performed in the case.
5. Review information on other screens as needed for the case.
6. Create a **Transient Accommodations** pending line if not done previously. Use the **Add Assistance** link or the **Add** link in the Temporary Housing frame of the Assistance screen.

Web NEMIS Intial Assistance Reference Guide Lodging Expense Reimbursement Basic Processing Steps

The screenshot shows the NEMIS system interface. The main window displays the 'Transient Accommodations' screen for a specific case. An 'Add Assistance' dialog box is open, allowing the user to add a new assistance item. The dialog includes fields for Program, Category, Assist Type, and Eligibility. A red arrow indicates the flow from the 'Add' button in the main screen to the dialog, and another red arrow points to the 'Save' button in the dialog.

Substantiate Lodging Expense Documentation

1. Navigate to the **Transient Accommodations** processing screen and review general information on the screen.
2. Expand the **Correspondence Received** frame, if needed, and then expand the set of documents containing Lodging or Hotel/Motel document items.

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Insurance	2			Ins Settlement	m100a100a1015b28		06/06/2017	10/19/2018
Lodging	1			Hotel/Motel Rcpt	m100a100a1015b82		06/26/2017	09/27/2018
HA	1			Merchant's Statement	M annual			
HA	1			Official's Statement/Letter	M annual			
Info Control	1			90-69B	M annual			
Insurance	1			Applicant's Statement of Lack of Insurance	M annual			

NOTE: Check the Item Type/Description field for all sets of documents listed in Correspondence Received for Hotel/Motel document items that may be included in another Category listing.

3. To open document items in the Item Substantiation window, select the DMARTS Document ID link for an individual item in the document set (e.g. for a Hotel/Motel Receipt item).

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Insurance	2			Ins Settlement	m100a100a1015b28		06/06/2017	10/19/2018
Lodging	1			Hotel/Motel Rcpt	m100a100a1015b82		06/26/2017	09/27/2018
HA	1			Merchant's Statement	M annual			
HA	1			Official's Statement/Letter	M annual			
Info Control	1			90-69B	M annual			

Web NEMIS Intial Assistance Reference Guide Lodging Expense Reimbursement Basic Processing Steps

4. At top of the Item Substantiation window, select the document item you want to substantiate from the list of document items. It will be highlighted in yellow.

Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTs Document ID	Duplicate Of	Received	Last Viewed
Lodging	1			Hotel/Motel Rcpt	62044219		06/26/2017	09/27/2018

97Dew Drop Inn
Your Shelter from the Storm
Pacific Northwest Community Development Center
13011 24th Avenue
Seattle, WA 98148
Phone: (206) 462-1100
Fax: (206) 462-1100

Date: 06/26/2017
Receipt #: 1197

*** Category:** Lodging
*** Item Type:** Hotel/Motel Rcpt

*** Image page number(s)**: 1

*** Receipt date:** 03/30/2017

*** Receipt contains merchant's name, address and phone number?** YES NO

*** Is the name on the receipt the registrant, co-registrant, a household member or verified 3rd party?** YES NO

*** Verified home repairs required affecting habitability (inspection), home is inaccessible or utilities are out?** YES NO

*** Verified there is no or insufficient insurance coverage or ALE available?** YES NO

*** Registrant meets the criteria to be processed for this assistance?** YES NO

*** Check In** *** Check Out**

*** Receipt Amount** \$721.52

*** Adjustments** \$

Pending Eligible Amount \$721.52

5. Check the document **Category** and **Item Type** fields, and make any corrections to these fields as needed.
6. If the **Image page number(s)** field is blank or incorrect:
 - a. Select to view the full image.
 - b. Then navigate to the document item in the set of documents and determine which page(s) it is on.
 - c. Return to the Item Substantiation window and enter the page or page range in the **Image page number(s)** field.
7. Enter or confirm the **Receipt Date** and answers to the Yes/No questions, and make any corrections needed.

Web NEMIS Intial Assistance Reference Guide Lodging Expense Reimbursement Basic Processing Steps

Item Substantiation

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Lodging	1			Hotel/Motel Rcpt	m106a100a1015b84		06/26/2018	11/13/2018
Lodging				Hotel/Motel Rcpt	52044220		06/26/2018	11/13/2018

View Full Image Page: 1

This Document is a Duplicate of:

* Category: Lodging * Item Type: Hotel/Motel Rcpt

* Image page number(s): 1

* Receipt date: 03/30/2018

* Receipt contains merchant's name, address and phone number? ☒ YES ☐ NO

* Is the name on the receipt the registrant, co-registrant, a household member or verified 3rd party? ☒ YES ☐ NO

* Verified home repairs required affecting habitability (inspection), home is inaccessible or utilities are out? ☒ YES ☐ NO

* Verified there is no or insufficient insurance coverage or ALE available? ☒ YES ☐ NO

* Registrant meets the criteria to be processed for this assistance? ☒ YES ☐ NO

* Check In: 03/21/2018 * Check Out: 03/30/2018

* Receipt Amount: \$721.52

* Adjustments: \$37.52

Pending Eligible Amount: \$684.00

8. Enter or use the calendar feature to select the **Check In** and **Check Out** dates.

View Full Image Page: 1

This Document is a Duplicate of:

* Category: Lodging * Item Type: Hotel/Motel Rcpt

* Image page number(s): 1

* Receipt date: 03/30/2017

* Receipt contains merchant's name, address and phone number? ☒ YES ☐ NO

* Is the name on the receipt the registrant, co-registrant, a household member or verified 3rd party? ☒ YES ☐ NO

* Verified home repairs required affecting habitability (inspection), home is inaccessible or utilities are out? ☒ YES ☐ NO

* Verified there is no or insufficient insurance coverage or ALE available? ☐ YES ☐ NO

* Registrant meets the criteria to be processed for this assistance? ☒ YES ☐ NO

* Check In: 03/21/2018 * Check Out: 03/30/2018

* Receipt Amount: \$721.52

* Adjustments: \$37.52

Pending Eligible Amount: \$684.00

Verified: Yes

☐ Do not add this item to the calculator

Requirements for Check In/Check Out Field Entries

- The **Check In** date must not be earlier than the incident start date.
- The **Check Out** date must not cause the *last night stayed* to overlap with any category of approved Temporary Housing assistance beyond what guidance allows for the disaster.

(NOTE: Web NEMIS auto-calculates the *last night stayed* to use as the LER "To" date as 1 calendar day before the Check Out date entered.)

After you click Save, if a **Check In or Check Out date is ineligible**, Web NEMIS will display an error message and **will not complete the save action**. The message will indicate the allowable date. For example:

Error: Check In can not be before the start of the Incident Period: 09/22/2019;

How should you continue if any dates in the Check In and Check Out date range are not allowable?

- If the **Check In** date was **before the incident start date**:
 - Enter the incident start date as **Check In** date.
 - Also, use the **Adjustments** field to deduct payments for ineligible dates from the total.

- If any dates in the Check In and Check Out date range **overlap a Temporary Housing award** by more than what is allowable:

- Enter the first allowable date as **Check In** date. (Check-In date entered cannot be earlier than Incident Start Date.)
- Enter the **day after** the last allowable date as **Check Out** date.

The last allowable date depends on the form of Temporary Housing awarded and disaster-specific guidance. See the *Lodging Expenses Reimbursement SOP* and the pertinent DSOP for details.)

- Also, use the **Adjustments** field to deduct payments for ineligible dates from the total.

- If the entire Check In/Check Out date range is ineligible due to occurring before the incident start date or after an allowed Temporary Housing assistance overlap date:
 - Ensure the “**Registrant meets the criteria to be processed for this assistance?**” question is answered **NO**. This will make the receipt amount ineligible.
 - Change the **Check In** and **Check Out** dates to the nearest allowable dates—and make sure Check In date is earlier than Check Out date. This will allow substantiation to be saved.
 - After you save substantiation, the receipt amount will appear in the **Ineligible Amt** column of the LER Payment Calculator.

7. After entering allowable Check In and Check Out dates, enter or verify the Receipt Amount field entry. This should be the full amount from the receipt.

Qty	Item #	Description	Unit Price	Discount	Line Total
1.00	100127	03/21/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/22/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/23/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/24/2018, Room 127	\$ 76.00		76.00

* Receipt Amount \$ 721.52

* Adjustments \$ 37.52

Pending Eligible Amount \$ 684.00

8. **Non-room charges for food, telephone, internet, movies, pets, etc., are NOT eligible for reimbursement.** Enter the sum of any ineligible charges in the **Adjustments** field.

You can use the sub-calculator to add multiple charges, if needed. Adjustments are deducted from the Receipt Amount to calculate the Pending Eligible Amount.

Qty	Item #	Description	Unit Price	Discount	Line Total
1.00	100127	03/21/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/22/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/23/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/24/2018, Room 127	\$ 76.00		76.00

* Receipt Amount \$ 721.52

* Adjustments \$ 37.52

Pending Eligible Amount \$ 684.00

Qty	Item #	Description	Unit Price	Discount	Line Total
1.00	100127	03/21/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/22/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/23/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/24/2018, Room 127	\$ 76.00		76.00
2.00	F00247	Room Service, Dinner Menu	\$ 18.76		37.52
1.00	100127	03/25/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/26/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/27/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/28/2018, Room 127	\$ 76.00		76.00
1.00	100127	03/29/2018, Room 127	\$ 76.00		76.00
			Total Discount		
			Subtotal		\$ 721.52
			Sales Tax		
			Total		\$ 721.52

9. In the **Verified** field, select “**Verified**,” or select the appropriate response if you made a courtesy call. This field does not affect processing actions but does confirm that a caseworker reviewed the document item and ensured all field entries were entered correctly.

* Registrant meets the criteria to be processed for this assistance? ☒ YES ☐ NO

* Check In: 03/21/2018 * Check Out: 03/30/2018

* Receipt Amount: \$721.52 +

* Adjustments: \$37.52 -

Pending Eligible Amount: \$684.00

Verified: Yes ▾

☐ Do not add this item to the calculator

Save Close

10. If the substantiation item includes an amount to award (lodging receipt) or deduct from an award (ALE settlement) ensure the “Do not add this item to the calculator” checkbox is **NOT** checked.
11. After completing substantiation entries, **Save** your work.
12. Continue as follows:
- Select the next item to substantiate in the list at top of the window and follow the steps above to substantiate that item.
 - After completing (and saving) substantiation for all items, **Close** the Item Substantiation window.

After you save substantiation, if all criteria are met, the LER Awards frame on the Transient Accommodations screen will display the Check In date in the **From** field, and the date before the Check Out date in the **To** field. (The **To** date is the last night stayed vs. the Check Out date.)

Review the screen to ensure entries in the Payment Calculator are correct.

NOTE: Review all sets of Documents in the Correspondence Received frame to see if any additional Lodging or ALE/LOU Insurance document items are included in other sets of documents. If found, complete the substantiation process for those items also. (You can click the longer DMARTS document ID link to review each set of document items in an image viewer before accessing items in Item Substantiation.)

Substantiating Hotel Receipts for Multiple Stays

If Multiple Stays are on Different Receipts

1. Substantiate the first hotel/motel receipt by completing all fields as instructed in the previous section, and **uncheck** the “**Do not add this item to the calculator**” checkbox. Then **Save** the substantiation.
2. Select the next hotel/motel receipt at top of the window and then substantiate it and **Save** your substantiation likewise.
3. After closing the Item Substantiation window, payments for both hotel stays will appear in the Transient Accommodations Payment Calculator.

If Multiple Stays with CONSECUTIVE Dates are on the Same Receipt

If multiple stays are shown on a **single receipt** for the **same hotel**, and if the dates **are consecutive** but simply show different per-day amounts, substantiate the receipt as instructed in the previous section.

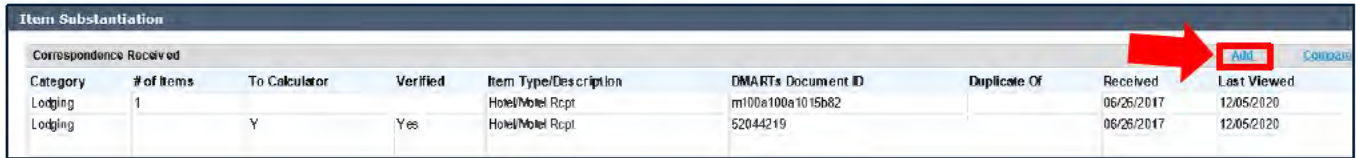
As long as the hotel/motel total receipt amount is entered and the ineligible amounts are deducted, the appropriate payment will appear in the Transient Accommodations Payment Calculator after the substantiation is saved and the window is closed.

If Multiple Stays with NON-Consecutive Dates are on the Same Receipt

If a **single receipt** for the **same hotel** includes dates for **separate stays that are NOT CONSECUTIVE**, process as follows so the dates will be reflected accurately....

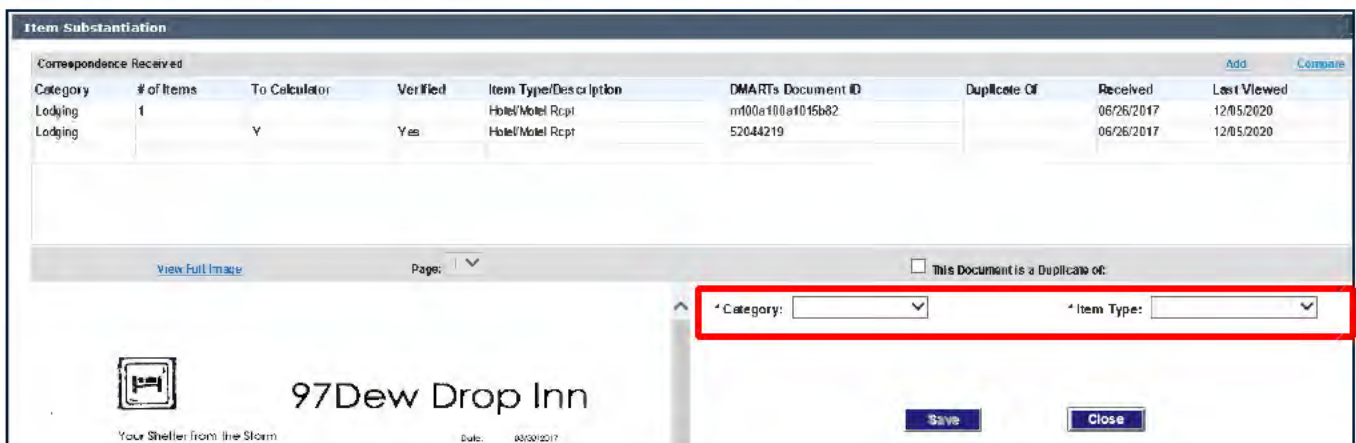
1. **First**, substantiate the hotel/motel receipt for the first stay. Complete all fields.
2. Use the **Check-in/Check-out** dates of the **first** hotel stay, and **SAVE** the substantiation.
3. If the amount for this stay is not itemized separately:
 - a. Use the sub calculator beside the **Receipt Amount** field to calculate the amount paid for the “check-in/check-out” timespan.
 - b. Enter ineligible amounts for that timespan to deduct in the **Adjustments** field. Use the sub calculator beside the field to record a note for each ineligible amount.
4. Make sure the **Do not add this item to the calculator** checkbox field is **UNCHECKED**.
5. Save the substantiation when completed (but do not Close the window).

6. Next, add a new substantiation item for the receipt document so you can substantiate the next hotel stay.
 - a. At the top right of the Item Substantiation window, above the Correspondence Received list, click the **Add** link.



Item Substantiation								
Correspondence Received								
Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTs Document ID	Duplicate Of	Received	Last Viewed
Lodging	1			Hotel/Motel Rcpt	m100a100a1015b82		06/26/2017	12/05/2020
Lodging		Y	Yes	Hotel/Motel Rcpt	52044219		06/26/2017	12/05/2020

The bottom left pane will continue to display the same receipt, but the bottom right pane will display blank fields for the Category and Item Type.



Item Substantiation								
Correspondence Received								
Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTs Document ID	Duplicate Of	Received	Last Viewed
Lodging	1			Hotel/Motel Rcpt	m100a100a1015b82		06/26/2017	12/05/2020
Lodging		Y	Yes	Hotel/Motel Rcpt	52044219		06/26/2017	12/05/2020

View Full Image Page: 1

☐ This Document is a Duplicate of:

* Category: * Item Type:

97Dew Drop Inn

Your Shelter From the Storm Date: 03/02/2017

Save Close

7. In the Category field, select **Lodging**, and In the Item Type field, select **Hotel/Motel Receipt**. New substantiation fields will appear for you to enter details about the hotel/motel receipt.
8. Complete all substantiation fields for the second stay.
 - a. Use the **Check-In** and **Check Out** dates for the 2nd hotel stay.
 - b. If the second stay is not itemized separately, use the sub-calculator beside the **Receipt Amount** field to calculate the amount paid for the check-in/check-out date range of this stay.
 - c. If applicable, use the sub-calculator beside the **Adjustments** field to record any deductions for ineligible expenses.
9. **Save** the substantiation information.
10. When the **Item Substantiation Description** window pops up, enter and **Save** a description for the item.

11. Repeat the process for any remaining non-consecutive hotel/motel stays on the same receipt.

After you close the Item Substantiation window, the Payment Calculator on the Transient Accommodations screen will list a payment for each hotel/motel substantiation item that was saved.

Request Additional Information

If additional documentation is required to verify lodging expenses, inaccessibility, or utility outage, generate an ADOC letter with the appropriate letter insert(s). The [Request for Documentation \(ADOC\) Letter](#) section on page [25](#) provides details about generating the ADOC.

See the *Lodging Expenses Reimbursement SOP, Section B. Information Requests*, for guidance on LER information request letters.

Review/Update Verification Requirements

In the Verifications frame, ensure all verification requirements are “Verified.” (Use the Info Control screen to update general verification requirements; use the Transient Accommodations screen OR the Info Control screen to update Lodging Assistance verification requirements.

1. If the **Original Hotel/Motel Receipt** verification requirement is not listed, add it.
 - a. In the Verification Requirements frame, select **Add**.
 - b. In the Pending Assistance list, select **Transient Accommodations**.
 - c. In the **Verification Requirement** field, select **Original Hotel/Motel Receipts** and click **Save**.

Web NEMIS Intial Assistance Reference Guide Lodging Expense Reimbursement Basic Processing Steps

FEMA Individuals & Households Program
Version: 3.21.02.00.195 Server: TOL-120-ASTG

Registration ID: 150412158 Reg: MR MICHAEL MOUSE SOR: 210-41-2158 Curr: (113) 041-2158 ORC: Dem IDV: IDV_PASS RIA: CLOSED Other: CLOSED Lang: Eng SC: No CBRN: No

Req: 1450 Co-Reg: MAE MOUSE Co-SOR: Call Dep: 5 RH: 6 ZBA: FIT Pld Dr: A

Add Verification Requirement -- Webpage Dialog

ADD VERIFICATION REQUIREMENTS

Category	Eligibility	Award Level
Transient Accommodations	Initial	First

Pending Assistance:

Verification Requirement: **Original Hotel/Motel Receipts**

Description:

Verification Status: **Pending Request**

Status Date: 11/13/2018

Save Cancel

2. Next, set the Original Hotel/Motel Receipt Verification status as follows:

- Select **Original Hotel/Motel Receipt**; then select the **Decision** link.

FEMA Individuals & Households Program
Version: 3.21.02.00.195 Server: TOL-120-ASTG

Registration ID: 150412158 Reg: MR MICHAEL MOUSE SOR: 210-41-2158 Curr: (113) 041-2158 ORC: Dem IDV: IDV_PASS RIA: CLOSED Other: CLOSED Lang: Eng SC: No CBRN: No

Req: 1450 Co-Reg: MAE MOUSE Co-SOR: Call Dep: 5 RH: 6 ZBA: FIT Pld Dr: A

Add Verification Requirement -- Webpage Dialog

ADD VERIFICATION REQUIREMENTS

Category	Eligibility	Award Level
Transient Accommodations	Initial	First

Pending Assistance:

Verification Requirement: **Original Hotel/Motel Receipts**

Description:

Verification Status: **Pending Request**

Status Date: 11/13/2018

Save Cancel

- b. If eligible, set the Verification Status to **Verified** and **Associate** the verification requirement with the **Hotel/Motel Receipt** substantiation item.
 - c. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Transient Accommodations.
 - d. Click **Save**.
3. If you need to update other verification requirements:
 - a. On the Transient Accommodations screen or Info Control screen, select a verification requirement to update, and click the **Decision** link.
 - b. In the **Verification Status** field of the Decision pop-up, select the appropriate status.
 - c. In the **Associate** frame, select the Substantiation item(s) used to verify the requirement.
 - d. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Transient Accommodations.
 - e. **Save** the update.

Make a Determination

1. From the Payment Calculator, select the appropriate **Eligibility Code** (e.g. ETR, ILER, or other appropriate determination).

The screenshot displays the NEMIS system interface. At the top, a 'Payment Calculator' window is open, showing a table with columns: Item, Asst Type, Elg Code, Receipt Date, Pending Elg Amt, Inelig Amt, Previously Paid, Adj for Prev Pmt, DMARTS Doc ID, Intage #, Possible Dup Doc, and Dup Set. The table contains one row for 'Hotel/Motel Rept' with a pending amount of \$584.00. Below the table, there are fields for 'Category' (set to 'Transient Accommodations') and 'Eligibility Code' (set to 'ETR - Eligible - Transient Housing'). A red arrow points to the 'Eligibility Code' field. To the right, a 'Continue' button is visible, also highlighted with a red arrow.

Item	Asst Type	Elg Code	Receipt Date	Pending Elg Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Intage #	Possible Dup Doc	Dup Set
Hotel/Motel Rept	PND - Pending		03/20/2018	\$584.00				m100a100a1019b81	1		
Pending Total				\$584.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$584.00							

Category: Transient Accommodations
Eligibility Code: ETR - Eligible - Transient Housing
Continue

2. Click “**Continue**” to save your determination.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the Decision frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.

The screenshot shows the 'FEMA Individuals & Households Program' Confirmation screen. The top navigation bar includes 'FEMA Manual Determination Insurance' and 'Home' and 'Logout' links. The main content area has tabs for 'Rental Assistance', 'Transient Accommodations', and 'Confirmation'. The 'Confirmation' tab is active. Below the tabs is a 'Decision' table with columns: 'Select', 'Category', 'Amount', 'Elig Code', 'Routing', and 'Subqueue'. There are two rows of decision lines. The first row is for 'Transient Accommodations' with an amount of '\$684.00' and eligibility code 'ETR'. The second row is for 'Rental Assistance' with an amount of '\$1,772.00' and eligibility code 'ER'. Both rows have 'FEMA Approval' selected in the 'Routing' column and 'NON-DRM' selected in the 'Subqueue' column. Two red arrows point to the 'FEMA Approval' dropdowns.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM

4. If you need to retain a worksheet in the queue after routing all decision lines out of the queue, select the **Split Worksheet** checkbox.
5. If you need to generate a letter (e.g. INI letter), use the **Letter** link and follow prompts to do so.
 - a. After returning to the Confirmation screen, select the appropriate Letter Decision option (**Generate Only** or **Send Letter to Mail Queue** for the type of letter in the Generated Correspondence frame.
6. If you need to create a Contact, use the **Comment/Contact** link at top right of the screen to do so.
7. Generate a Comment by clicking the **Generate Comment** button, and edit the Summary and Details information as needed.

Web NEMIS Intial Assistance Reference Guide Lodging Expense Reimbursement Basic Processing Steps

FEMA Individuals & Households Program
Version: 3.23.09.00.213 Server: TDL-12C-ASTC

Case ID: 150413127 Reg: MR MICHAEL MOUSE SSB: 210-41-3127 Curr: (315) 041-3127 OR: Dem IDV: IDV_PASS MA: OPEN Other: CLOSED Lang: Eng
Date: 3/5/2017 Co-Reg: AME MOUSE Co-SSB: Call: Dep: 5 NH: 5 SBA: FIT FIM: En: A SC: No | CBRA: No

Confirmation

Decision

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM

☐ Split Workpacket ☐ Retain Workpacket In Queue

Return To Sender Not found for this workpacket

Generated Correspondence

Preview Letter: 9059 Agency Bulletin Letter Language: English Generated Date: 05/22/2017 Letter Decision: ☒ Generates Only ☐ Send Letter to Mail Queue ☐ Delete Letter

Comment

* Summary: Details:

91 LER = ETR, Rental Assistance = ER

Workpacket is in queue due to Homeowners settlement received in Indexing. Identity, Occupancy, Ownership = Verified; HRR=Yes; NFIRA Compliant; not in CBRA or Sanctioned Community. Insurance Settlement NEVER ALEMA Verified Loss for RP. No ALE. Eligible for Rental assistance, 2 months at FMR. Eligible for Transient Accommodations Assistance (Lodging Expenses Reimbursement) = \$684.00 for 9 nights. All required documentation on file. ETR, and ER routed to FEMA Approval Non-DRM.

Characters remaining: 1777 characters left

Related Documents: **HOTEL/MOTEL RCR** View: [HOTEL/MOTEL RCRPT 1 PG](#)

8. Select the related document that supports your decision(s).
9. When ready to route the case, click **Submit**. Decision lines will be routed to specified queues, and you will be exited from the case.

Home Repair Basic Processing Steps

SOP: [Home Repair Assistance](#)

Perform Case Review

To review a case for a Home Repair Assistance need:

1. Review the **Banner** and the **Overview** screen to determine whether the applicant meets general criteria to process Home Repair Assistance.

NOTE: The example screens shown below are for a mock applicant in a simulated disaster in the test development lab system.

FEMA Individuals & Households Program
Version: 3.21.02.00 195 Server: TDL-12C-ASTC

Reg ID: 150413140 Rgt: MR MICHAEL MOUSE SSN: 210-41-3140 Curr: [B15] 041-3140 O/R: Own IDV: IDV_PASS HA: OPEN Other: CLOSED Lang: Eng
Dstr: 1456 Co-Reg: MAE MOUSE Co-SSN: Cell: Dep: 8 HH: 8 SBA: FIT Fld Zn: A SC: No CBRA: No

Overview

Current Queues

Process	Subqueue	Added Date
FEMA Manual Determination	Insurance	06/14/2018 07:07 PM
Complete Queue		05/26/2018 02:25 PM

Comment / Contact History

Date & Time	Summary Line
06/27/2018 02:01	B1 CIG TO INSURANCE COMPANY
05/25/2018 12:13	X310

Insurance Type

Source	Type
Registration Intake	Mobile Home (O/R)

Verification Status

Ownership Verified:	Yes
Occupancy Verified:	Yes
NFIRA Maint. Rqmt:	No
NFIRA Compliance:	Yes
NFIRA Match Type:	No Match

Inspection

Inspection Pending: No	Primary Residence: Yes	Habitability Repairs Required: Yes	Moved/Willing to Move: Yes
Number of Inspections Completed: 1	Residence Type: Mobile Home	Bedrooms Occupied: 3	Essential Utilities Out: No
Damage Type: Flood /			Inaccessible: No

Assistance Summary

Category	Asst Type	Award Level	Eligibility	Elig Date	HA Amount	ONA Amount	Schedule Date
Housing Assistance	Initial	First	INS - Insured	05/25/2018			
Other	Initial	First	EMISC - Eligible Miscellaneous Items	05/25/2018		\$147.99	05/26/2018
Personal Property	Initial	First	INS - Insured	05/25/2018			
Rental Assistance	Initial	First	FR - Eligible - Rental Assistance	11/09/2018	\$1,772.00		

IHP Summary

Repair/Replace Total: \$0.00	Under Repair/Replace Max: \$31,800.00	Repair/Replace Monies Returned: (\$0.00)	Temp Housing Monies Returned: (\$0.00)
Temp Housing Total: \$2,400.00	Under ONA Max: \$31,732.01	Repair/Replace Monies Reissued: \$0.00	Temp Housing Monies Reissued: \$0.00
ONA Total: \$147.99	Total Fed Funds: \$2,003.99	ONA Monies Returned: (\$0.00)	Total Monies Returned: (\$0.00)
FIP Paid: \$0.00		ONA Monies Reissued: \$0.00	Total Monies Reissued: \$0.00
Total Awards: \$2,603.99			

Look for:

- IDV = Pass; O/R = Own; Flood Zone designation; Not in CBRA zone
- Ownership = Verified; Occupancy = Verified
- NFIRA Compliant if flood damage in Flood Zone A, V, W; HRR=Yes
- Home Repair/Replacement funds are under IHP Max for the category

2. Check the Inspection **Damage Type** and the **Insurance Type**. If the applicant has insurance that covers damage type, check whether a structure/dwelling settlement is on file.

Comment / Contact History		Insurance Type		Settlement on File - Yes	Verification Status
Date & Time	Summary Line	Source	Type		
06/27/2018 02:01	91 C/C TO INSURANCE COMPANY	Registration Intake	Mobile Home (O/R)		Ownership Verified: Yes
05/25/2018 12:13	X310				Occupancy Verified: Yes
					NFIRA Maint. Rqmt: No
					NFIRA Compliance: Yes
					NFIRA Match Type: No Match

Inspection			
Inspection Pending: No	Primary Residence: Yes	Habitability Repairs Required: Yes	Moved/Willing to Move: Yes
Number of Inspections Completed: 1	Residence Type: Mobile Home	Bedrooms Occupied: 3	Essential Utilities Out: No
Damage Type: Flood			Inaccessible: No

3. Review **Comments and Contacts**.

4. If not done previously...

- a. Check **Workpacket History** to see when the workpacket arrived in queue.
- b. Review **Events History** to see why case is in the queue and get an overview of all actions performed in the case.
- c. Review information on other screens as needed for the case (e.g., Line Items, Linked Regs, etc.).
- d. Create a Home Repair pending line. Use the **Add Assistance** link at bottom left of the screen or navigate to the **Assistance** screen and click the **Add** link in the **Housing Assistance** frame.

Add Assistance

Program: HA

Category: HOME REPAIR

Asset Type: INITIAL

Eligibility: FND - PENDING

Save

Cancel

Substantiate Home Repair Document Items

NOTE: Check all sets of documents listed in Correspondence Received frame for Insurance Settlement document items that may be included in another Category listing.

1. Navigate to the Home Repair assistance processing screen and review general information on the screen.

The screenshot displays the Home Repair assistance processing screen. The 'Home Repair' tab is selected. The 'Insurance Settlement' section is highlighted, showing a table with columns: Insurance Type, Coverage Type, Claim Date, Claim No., Settle Date, Settle Amount, ALE Exhausted, and Subst. The 'Correspondence Received' section is also highlighted, showing a table with columns: Item Name, Inspection, Dmg Type, Elig Dmg, Insured Unit \$, UOM, Max Obs, HA Qty, HA Award, Asst Type, and Subst Amt Paid By Receipt. The 'Real Property Line Items' section is highlighted, showing a table with columns: Item, Asst Type, Elig Code, Receipt Date, Pending Elig Amt, Inelig Amt, Previously Paid, Adj for Prev Pmt, DMARTS Doc ID, Image #, Possible Dup Doc, and Dup Set.

2. If Home Repair is covered by insurance type, and a settlement is on file:
 - a. Look in the **Insurance Settlement** frame:
 - b. Select the **Insurance Settlement** with Coverage Type: **Structure** from the list of settlement items.
 - c. Click the link in the **Subst** column to open the Structure settlement in Item Substantiation view.

The close-up screenshot shows the Insurance Settlement table. The first row is highlighted with a red box, showing 'Mobile Home (O/R)' with Coverage Type 'Structure', Claim Date '03/22/2018', Claim No. '00102048117', Settle Date '03/28/2018', Settle Amount '\$30,000.00', ALE Exhausted 'No', and Subst link '52041518'. The second row is also highlighted with a red box, showing 'Mobile Home (O/R)' with Coverage Type 'Contents', Claim Date '03/22/2018', Claim No. '00102048117', Settle Date '03/28/2018', Settle Amount '\$8,500.00', ALE Exhausted 'No', and Subst link '52041519'.

NOTE: If a homeowners-type settlement with structure coverage is in the file, but **Structure** is **not** listed in the **Coverage Type** column of the Insurance Settlement frame:

- Expand the **Correspondence Received** frame.
- In Correspondence Received list, expand the document item with Category: **Insurance** and Item Type: **Ins Settlement**. One or more document items will appear under the Insurance listing.
- Select the short **Document ID** link for the **Ins Settlement** document item. (The link will be usually be a number, 8 digits or so.)
- When the document opens in Item Substantiation view, click the **Add** link in the Correspondence Received frame at top of the screen. This link will add a new substantiation item to associate with the settlement document item.
- When the new substantiation item appears, select Category: **Insurance** and Item Type: **Ins Settlement**.
- Go to the **Coverage Type** field and select **Structure**, and complete remaining substantiation fields.

- In Substantiation view, make sure the document Category, Item Type, and Coverage Type are correct.

Item Substantiation

View Full Image

Page: 1

*** Category:** Insurance *** Item Type:** Ins Settlement

* Image page number(s): 1

- Substantiation Policy: Policy: Add Edit

- Settlements

* Loss Date: 03/20/2016 * Claim Date: 03/22/2016

Claim No: Claim Status: Closed

* Settle Date: 03/14/2016 All Exhausted: No

* Insurance Type: Mobile Home (O/R)

*** Coverage Type: Structure**

* Itemized Breakdown: YES NO

* Net Settlement Amount: \$30000.00

Deductible Amount: \$

Pending Eligible Amount: \$30000.00

Verified: Not Applicable

☒ Do not add this item to the calculator

Save Close

ASSURANCE Specialty Property

American Business Insurance Company of Florida
PO Box 978025
Miami, FL 33197-8025
1-800-368-2555
March 28, 2018

000005
MICHAEL MOUSE
2120 IVYDALEWAY RD
Rushville, NE 68369

Customer Information

Field	Value	Date of Loss	Report Date
Insured	Michael Mouse	03/20/2016	03/22/2016
Policy Number	GT673978009	03/20/2016	03/22/2016
Claim Number	031604811		
Contract Line	Third	Loss Number	07596740
Property Address	2120 IVYDALEWAY RD RUSHVILLE, NE 68369		

Date: Michael Mouse

We have completed our review of your claim. The following payment has been issued and mailed separately. A copy of the adjustment summary is included for your records.

Payment issued on policy basis:

Payment Breakdown

Item	Amount
Repair/Replacement Cost	\$10,000.00
Deductible	\$0.00
Payment Adjustment	\$0.00
Total Payment Amount	\$10,000.00
Amount Paid	\$10,000.00

Final Payment Breakdown

Item	Amount
Repair/Replacement Cost	\$10,000.00
Deductible	\$0.00
Payment Adjustment	\$0.00
Total Payment Amount	\$10,000.00
Amount Paid	\$10,000.00

Payment Made Possible by: MICHAEL MOUSE AND MAE MOUSE

Payment Made to: MICHAEL MOUSE AND MAE MOUSE
3150 IVYDALEWAY RD
RUSHVILLE, NE 68369

If you have questions about your claim, or you have additional information that you would like us to consider, please contact your claims adjuster. Our office hours are 9 a.m. to 5 p.m. Monday through Friday. We appreciate your business, and thank you for being a valued customer.

4. If the **Image page number(s)** field is blank or incorrect:
 - a. Select to view the full image.

Item Substantiation

View Full Image

Page: 1

* Category: Insurance * Item Type: Ins Settlement

* Image page number(s) 1

- Substantiation Policy Policy: Add Edit

- Settlements

* Loss Date 03/20/2018 * Claim Date 03/22/2018

ASSURANCE Specialty Property

American Bankers Insurance Company of Florida
PO Box 979055
Miami, FL 33157-9055
Phone: 123-456-7890
March 28, 2018

000195
MICHAEL MOUSE
21820 JUDGE SMILEY RD
Rushville, NE 69360

Claim Information

- b. Then, in the image viewer, navigate to the document item in the set of documents and determine which page(s) it is on.
 - c. Return to the Item Substantiation window and enter the page or page range in the **Image page number(s)** field.
5. Review the document item. Verify whether the insured name, date of loss, cause of damage, and property address match the applicant's file. Also check for claim date, claim number, settlement amount, settlement date, and claim status.

1504131402018-6-14 - Windows Photo Viewer

File Print E-mail Burn Open

ASSURANCE Specialty Property

American Bankers Insurance Company of Florida
PO Box 979055
Miami, FL 33157-9055
Phone: 123-456-7890
March 28, 2018

000195
MICHAEL MOUSE
21820 JUDGE SMILEY RD
Rushville, NE 69360

Claim Information

Insured: Michael Mouse Date of Loss: 03-20-2018
Policy Number: GT8750676000 Reported Date: 03-22-2018
Claim Number: 00102048117
Cause of Loss: Flood Loan Number: 87506760
Property Address: 21820 JUDGE SMILEY RD
RUSHVILLE, NE 69360

Dear Michael Mouse,

We have completed our review of your claim. The following payment has been issued and mailed separately. A copy of the adjuster's estimate is included for your review.

Payment based on policy limit.

Dwelling Package

Repair/Replacement Cost: \$30,000.00
Deductible: \$0.00

6. Return to the Item Substantiation window.

* Category: Insurance ▼ * Item Type: Ins Settlement ▼

* Image page number(s) 1

Substantiation Policy

Policy: ▼ Add Edit

Settlements

* Loss Date 03/20/2018 * Claim Date 03/22/2018

Claim No Claim Status Closed ▼

* Settle Date 06/14/2018 ALE Exhausted No ▼

* Insurance Type Mobile Home (O/R) ▼

* Coverage Type Structure ▼

* Itemized Breakdown YES NO

* Net Settlement Amount \$ 30000.00

Deductible Amount \$

Pending Eligible Amount \$ 30000.00

Verified: Not Applicable ▼

☒ Do not add this item to the calculator

Save Close

7. In the **Policy** field, select the policy associated with the settlement.

OR, if the policy is not shown on the pull-down selection list:

- Select the **Add** link beside the Policy field.
 - In the **Add Insurance** pop-up, enter policy details available to you.
 - Enter the insurance **Type** and **Company Name** (required fields).
 - If coverage information is not available, leave those fields blank.
 - Save** policy information to return to Item Substantiation.
 - Then select the policy you added.
8. Add and/or correct field entries to ensure substantiation is complete and accurate.

9. Select **Verified** or select the appropriate response if you made a courtesy call.
10. To deduct the settlement from an award, uncheck the “Do **not** add this item to the calculator” field.
11. After completing substantiation entries, **Save** your work. This will return you to the Home Repair screen.

NOTE: Review all sets of Documents in the Correspondence Received frame to see if any additional Home Repair document items are included in other sets of documents. (Click the longer DMARTS document ID link in the Correspondence Received list to review sets of document items in an image viewer.) If found, complete the substantiation process for those items also.

Real Property ADA Line Items

Before processing a Home Repair assistance line, check to see if the Real Property Line Items list includes ADA line items (ADA Grab Bars and/or ADA Ramp).

Per the *Home Repair Assistance* SOP, if a workpacket with Real Property (RP) ADA line items is identified outside of the FEMA Special Handling queue, add a comment and route the workpacket to the **FEMA Supervisor Review** queue – **ADA Process** subqueue.

NOTE: Route a Home Repair workpacket with ADA line items to this location regardless whether they were noted during a traditional or remote inspection.

To route the Home Repair workpacket with RP ADA line items to FEMA Supervisor Review – ADA Process:

1. Navigate to the **Confirmation** screen.
2. In the **Decision** frame, select the checkbox beside the **Home Repair** Pending assistance line.
3. In the **Routing** field, select **FEMA Supervisor**, and in the **Subqueue** field, select **ADA Process**.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input type="checkbox"/>	Other	\$0.00	INSS	FEMA Ineligible	
<input type="checkbox"/>	Medical	\$0.00	INS	FEMA Ineligible	
<input checked="" type="checkbox"/>	Home Repair	\$0.00	PND	FEMA Supervisor	ADA Process
<input type="checkbox"/>	Split Workpacket		Retain Workpacket in Queue	FEMA Funeral	

When setting the decision routing locations:

- If you need to process initial assistance decisions for other categories, do not select those decision lines for routing.
 - If you have completed processing for all remaining decision lines, select to route them to the appropriate queue locations.
 - If you need to route all assistance lines out and also retain the case in queue for further processing, select the **Split Workpacket** checkbox.
4. Create a **Comment** noting RP ADA line items are in the case. (Also include an appropriate Comment for other decision lines being routed.)
 5. Click the **Submit** button.
 6. If a workpacket was retained in the FEMA Manual Determination queue, perform additional initial case processing actions needed for that case.

Prepare Home Repair Line Items for Payment

NOTE: If the Real Property line items include ADA line items, see the previous section, [Real Property ADA Line Items](#) on page [82](#).

If an insured applicant's Structure settlement is more than the IHP Maximum for Home Repair, the applicant will be Ineligible due to insurance (INI). Steps below assume the settlement is less than the IHP Home Repair Maximum and that the inspection did not note ADA line items.

1. If Real Property line items are insured for the damage type, use the **Eligibility Calculator** link to find the FEMA Verified Loss (FVL) of insured line items.

The screenshot shows a web application interface. At the top, there is a navigation bar with links: 'Real Property Line Items', 'Eligibility Calculator', 'Compare/Review', 'Inspector Comments', 'Help', 'Add', 'Edit', 'Edit Insured', 'Select Item', 'Column Sort', and 'Category Summary'. Below the navigation bar is a table with the following columns: 'Select All', 'Item Name', 'Inspection', 'Dmg Type', 'Elig Dmg', 'Insured', 'Unit \$', 'UOM', 'Max Obs', 'HA Qty', 'HA Award', 'Asst Type', 'Subst', and 'Amt Paid By Receipt'. The table contains four rows of data:

Select All	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
<input type="checkbox"/>	5341 Door, interior, replace	Initial	Flood	Yes	Insured	\$95.09	Each	13	5	\$0.00			
<input type="checkbox"/>	6542 Toilet and tank, reinstall	Initial	Flood	Yes	Insured	\$80.36	Each	3	1	\$0.00			
<input type="checkbox"/>	6546 Sink, reinstall	Initial	Flood	Yes	Insured	\$73.24	Each	4	3	\$0.00			
<input type="checkbox"/>	6465 Central air conditioner, repair	Initial	Flood	Yes	Insured	\$502.86	Each	1	1	\$0.00			

- a. Select to **Add** a calculation.

The screenshot shows a dialog box titled 'Eligibility Calculator History - Real Property -- Webpage Dialog'. It has a close button (X) in the top right corner. Below the title bar is a section labeled 'ELIGIBILITY CALCULATOR HISTORY - REAL PROPERTY'. Under this section is a 'History' table with columns: 'Select', 'Seq ID', 'Last User', 'Date/Time Saved', 'Amount', 'Asst Type', 'Elig Code', and 'In Current Calculator'. The table is currently empty, with the text 'No data available in table' displayed below it. To the right of the table is a button labeled 'Add', which is highlighted with a red box.

- b. Note the value in the **Observed Amount** column for the line items with the inspection sequence and Insured Damage Type you are addressing. This is the FVL of those items.

Eligibility Calculator -- Webpage Dialog

HOME REPAIR

Rqsn Id: 150413140 Eligibility Calculator Seq ID:

Insurance Settlement

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt	Subst
1	Mobile Home (O/R)	Structures	00102048117	03/28/2018	\$30,000.00	0041518

Inspection and Insurance Comparison

Select	Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type	Insurance Compare
<input type="checkbox"/>	Initial	Insured	Flood	\$31,118.08	\$0.00	Select
			Total	\$31,118.08		

FEMA Review Items

Inspection	Insured	Damage Type	Observed Amount	HA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

Calculate

Save Cancel

- c. Compare the **Observed Amount** to the **Settlement Amount** for the Insurance Type that covered the damage.
 - o If the Observed Amount is greater than the Settlement Amount and all other Home Repair criteria are met, the applicant will be eligible for the difference between the FVL and Settlement.
 - o If the Observed Amount is less than the Settlement Amount, the line items will be ineligible due to insurance.
 - d. **Cancel** out of the Eligibility Calculator window. (Do **NOT** add a payment from the Eligibility Calculator to the Home Repair Payment Calculator.)
 - e. **Close** the Eligibility Calculator History - Real Property window.
2. Next, in the Real Property Line Items frame, if items are **Insured for Damage Type Flood in Flood Zone A, V, or W**, change the line items to **Not Insured**.
 - a. Check **Select All** checkbox, and then select the **Edit Insured** link.
 - b. In the **Edit Insured** window, select **Not Insured**, and **Save** the change.

3. If the applicant had insurance to cover the damage type, edit each line item to specify the **HA Qty** to award. (This field defaults to blank if damage was insured.)
 - a. In the Real Property Line Items frame, select the line item checkbox, and click the **Edit** link.

Real Property Line Items													
Eligibility Calculator Compare/Review Inspector Comments Help Add Edit Edit Insured Select Item Column Sort Category Summary													
<input type="checkbox"/> Select All	Item#	Item Name	Inspection#	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max	Obs	HA Qty	HA Award	Asst Type
<input checked="" type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$96.09	Each	13	5			
<input type="checkbox"/>	6542	Toilet and tank, reinstall	Initial	Flood	Yes	Not Insured	\$80.36	Each	3	1			
<input type="checkbox"/>	6546	Sink, reinstall	Initial	Flood	Yes	Not Insured	\$73.24	Each	4	3			
<input type="checkbox"/>	6465	Central air conditioner, repair	Initial	Flood	Yes	Not Insured	\$502.86	Each	1	1			
										Total HA Award: \$0.00		Total Amt Paid By Receipt: 0.00	

- b. In the **HA Quantity** field of the Edit Item pop-up, enter the **Item Quantity** observed as damaged by the inspector.

EDIT ITEM

* Item Category: WINDOW/DOOR REPAIR Item ID: 5341

* Item: DOOR, INTERIOR, REPAIR

Item Details

Inspection: INITIAL Item UOM: EACH

Category: NOT INSURED Unit Cost: \$ 95.09

Damage Type: FLOOD

Eligible Damage: YES

Award

Asst Type: HA Quantity: 5 Max: 13

Award Level: HA Award: \$ 475.45

Save **Cancel**

- c. **Save** the edit and repeat edit for each remaining insured item.
4. After all line items include “HA Qty” and “HA Award” values, select all items for payment.
 - a. Click on the **Select All** checkbox.
 - b. With items selected, click the **Select Item** link in the Real Properties Line Item frame.
 - c. In the Select Item window, select the appropriate entries for the **Default Qty**, **Inspection**, and **Category** fields, as needed.

SELECT ITEM

Asst Type: INITIAL Award Level: FIRST

Default Qty: OBSERVED IN INSPN Inspection: INITIAL

Category: NOT INSURED

Save **Cancel**

Real Property Line Items

Item	Item Name	Initial	Flood	Yes	Not Insured	\$73.24	Each	4	3	3	\$219.72
5341	Door, interior, repair										
6542	Toilet and tank, repair										
6546	Sink, reinstall										
6485	Central air conditioner, repair										

Total HA Award: \$0.00 Total Amt Paid By Receipt: 0.00

- d. **Save** the selection(s).

Back on the Real Property Line Items frame, the **Assistance Type** will be auto-populated for each line item selected, and the **Total HA Award** will be shown at bottom of the frame.

Real Property Line Items

Select All	Item	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
<input type="checkbox"/>	5341	Door, interior, replace	Initial	Flood	Yes	Not Insured	\$85.09	Each	13	5	\$475.45	Initial		
<input type="checkbox"/>	6542	Toilet and tank, reinstall	Initial	Flood	Yes	Not Insured	\$80.36	Each	3	1	\$80.36	Initial		
<input type="checkbox"/>	6548	Sink, reinstall	Initial	Flood	Yes	Not Insured	\$73.24	Each	4	3	\$219.72	Initial		
<input type="checkbox"/>	6465	Central air conditioner, repair	Initial	Flood	Yes	Not Insured	\$502.88	Each	1	1	\$502.88	Initial		

Total HA Award: \$31,118.08 Total Amt Paid By Receipt: 0.00

Payment Calculator Show: Pending

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Elig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Ins Settlement		PND - Pending	03/22/2018	(\$30,000.00)				m100a100a1015b2a	1		
Line Item Total		PND - Pending		\$31,118.08							
Pending Total				\$1,118.08							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$1,118.08							

Category: Home Repair [Change](#) Asst Type: Initial ☐ Flood Insurance [Continue](#)

Eligibility Code: PND - Pending [Elig Combo Wizard](#)

FEMA - P.O. Box 10055 Hyattsville, MD 20782-7055 (800) 621-3362 Fax: (800) 827-8112

In addition, in the Payment Calculator frame, the **Insurance Settlement** will be listed as a negative amount, the **Line Item Total** will match the Total HA Award, and the **Pending Total** will be the difference between the Line Item Total and Insurance Settlement. If there are no adjustments, this will also be the **Eligible Total Award**.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Home Repair award, next ensure all verification requirements are met and set to "Verified."

If you need to change the status of any verification requirements:

1. On the Home Repair assistance processing screen or Info Control screen, select a verification requirement to update, and then click the **Decision** link.

Home Repair Rental Assistance Transient Accommodations Personal Proj

Verification Requirements [Add](#) [Decision](#)

Requirement	Status	Requirement	Status
Identity Verification	Verified	Homeowner's Insurance	Verified
Signature Obtained	Verified	Occupancy	Verified
		Ownership	Verified

2. In the **Verification Status** field of the Decision pop-up, select the appropriate status.
3. In the **Associate** frame, select the Substantiation items(s) used to verify the requirement.
4. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Transportation assistance.
5. **Save** the update.

Make a Determination

1. Select the appropriate **Eligibility Code** in the Payment Calculator frame at bottom of the screen.

Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
PND - Pending		03/22/2018	(\$30,000.00)				m100a100a1016b2a	1		
PND - Pending			\$31,118.08							
			\$1,118.08							
Misc Adj			\$0.00							
Adjust for Prev Pmt			\$0.00							
			\$1,118.08							

Category: Home Repairs Change Asst Type: Initial ☐ Flood Insurance Continue

Eligibility Code: EHRZ - Eligible - Home Repairs, Flood Insurance Required Elig Combo Wizard

2. If the applicant is eligible for **flood damaged** line items in **flood zone A, V, or W**:
 - a. Use **EHRZ**.
 - b. Also, if SBA status is **FIT** and the applicant does **NOT** have **flood insurance**, check the **Flood Insurance** checkbox to generate a GFIP award.
3. Click **Continue** to save your determination.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.

The screenshot shows the 'Confirmation' screen in the NEMIS system. At the top, there are tabs for 'Home Repair', 'Rental Assistance', 'Transient Accommodations', and 'Confirmation'. A 'Comment/Contact' link is visible in the top right corner. The main section is titled 'Confirmation' and contains a 'Decision' table. The table has columns for 'Select', 'Category', 'Amount', 'Elig Code', 'Routing', and 'Subqueue'. Three decision lines are listed: 'Transient Accommodations' (\$684.00, ETR), 'Rental Assistance' (\$1,772.00, ER), and 'Home Repair' (\$1,118.08, EHRZ). Each line has a 'Select' checkbox, a 'Routing' dropdown menu (all set to 'FEMA Approval'), and a 'Subqueue' dropdown menu (all set to 'NON-DRM'). Red arrows point to the 'Select' checkboxes and the 'Routing' and 'Subqueue' dropdowns. Below the table, there are checkboxes for 'Split Workpacket' and 'Retain Workpacket in Queue'. A 'Return To Sender Not found for this workpacket' message is displayed. Below this is a 'Generated Correspondence' section with a table for 'Preview Letter', 'Language', 'Generated Date', and 'Letter Decision'. At the bottom, there is a 'Comment' section with a text area for a summary and details. The summary text is: '91 LER = ETR, RENTAL ASSISTANCE = ER, Home Repair = EHRZ'. The details text is: 'Eligible for Home Repair assistance. Flood damage in flood zone A, Flood Insurance Required. All required documentation on file. ER, ETR, and EHRZ routed to FEMA Approval Non-DRM.' Below the text area is a 'Characters remaining: 1578 characters left' indicator. At the bottom right, there are buttons for 'Re-Generate Comment', 'Save Draft', and 'Delete Draft'. A 'Related Documents' dropdown menu is located at the bottom left, and a 'Submit' button is at the bottom right.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Home Repair	\$1,118.08	EHRZ	FEMA Approval	NON-DRM

Split Workpacket: ☐ Retain Workpacket in Queue: ☐

Return To Sender Not found for this workpacket

Preview Letter	Language	Generated Date	Letter Decision

Comment

*Summary: 91 LER = ETR, RENTAL ASSISTANCE = ER, Home Repair = EHRZ

Details: Eligible for Home Repair assistance. Flood damage in flood zone A, Flood Insurance Required. All required documentation on file. ER, ETR, and EHRZ routed to FEMA Approval Non-DRM.

Characters remaining: 1578 characters left

Re-Generate Comment Save Draft Delete Draft

Related Documents:

Submit

2. In the Decision frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **Routing** and **Subqueue** destination for each decision line.
4. **If you need to retain a workpacket in the queue** after routing all decision lines out of the queue, select the **Split Workpacket** checkbox.
5. If you need to generate a letter:
 - a. Click the **Letter** link and follow prompts.
 - b. After returning to the Confirmation screen, select the appropriate option in the **Letter Decision** column of the Generated Correspondence frame.
6. If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.

7. Generate an auto-comment by clicking the **Generate Comment** button. (**NOTE:** The button will be labeled **Re-Generate Comment** if a comment was previously generated.)
8. Edit the Comment **Summary** and **Details** as needed.
9. If needed, select the related documents that support your decision(s).
10. When ready to route the case, click **Submit**. Decision lines will be routed to specified queues, and you will be exited from the case.

Personal Property Assistance Basic Processing Steps

SOP: [Personal Property Assistance](#)

Perform Case Review

To review a case for a Personal Property Assistance need:

1. Review the Banner and Overview to determine whether the applicant meets general criteria to process Personal Property Assistance.

NOTE: The example screens shown below are for a mock applicant in a simulated disaster in the test development lab system.

FEMA Individuals & Households Program
Version: 3.21.02.00 195 Server: TDL-12C-ASTC

Regen ID: 150413140 Rgst: MR MICHAEL MOUSE SSN: 210-41-3140 Curr: [B15]041-3140 O/R: Own IDV: IDV_PASS HA: OPEN Other: CLOSED Lang: Eng
Dist: 1456 Co-Reg: MAE MOUSE Co-SSN: Cell: Dep: 8 HH: 8 SBA: FIT Fld Zn: A SC: No CBRA: No

Overview
Registration Info
Assistance
Inspection Status
Line Items
Communication
Info Control
Linked Regs
Needs To Do
Registration Status
Event History
RI History
Inspection History

Current Queues
Process Subqueue Added Date
FEMA Manual Determination Insurance 06/14/2018 07:07 PM
Complete Queue 05/26/2018 02:25 PM

Comment / Contact History
Date & Time Summary Line
06/27/2018 02:01 [B1 CIG TO INSURANCE COMPANY](#)
05/25/2018 12:13 [X310](#)

Correspondence Received
Received Date Description
Auto Determined
Auto Determined
Auto Determined
Auto Determined

Insurance Type
Source Type Settlement on File - Yes Verification Status
Registration Intake Mobile Home (O/R) Ownership Verified: Yes
Occupancy Verified: Yes
NFIRA Maint. Rqmt: No
NFIRA Compliance: Yes
NFIRA Match Type: No Match

Inspection
Inspection Pending: No Primary Residence: Yes
Number of Inspections Completed: 1 Residence Type: Mobile Home
Damage Type: Flood / Habitability Repair Required: Yes
Bedrooms Occupied: 3
Moved/Willing to Move: Yes
Essential Utilities Out: No
Inaccessible: No

Assistance Summary
Category Asset Type Award Level Eligibility Elig Date HA Amount ONA Amount Schedule Date
Housing Assistance Initial First INS - Insured 05/25/2018
Other Initial First EMISC - Eligible Miscellaneous Items 05/25/2018 \$147.99 05/26/2018
Personal Property Initial First INS - Insured 05/25/2018
Rental Assistance Initial First FR - Eligible - Rental Assistance 11/09/2018 \$1,772.00

RI Summary
Repair/Replace Total: \$0.00 Under Repair/Replace Max: \$31,900.00 Repair/Replace Monies Returned: (\$0.00) Temp Housing Monies Returned: (\$0.00)
Temp Housing Total: \$2,400.00 Under ONA Max: \$31,732.01 Repair/Replace Monies Reissued: \$0.00 Temp Housing Monies Reissued: \$0.00
ONA Total: \$147.99 Total Fed Funds: \$2,003.99 ONA Monies Returned: (\$0.00) Total Monies Returned: (\$0.00)
FIP Paid: \$0.00 ONA Monies Reissued: \$0.00 Total Monies Reissued: \$0.00
Total Awards: \$2,603.99

Look for:

- IDV = Pass; **Flood Zone** designation; Not in **CBRA** zone
- **Occupancy**=Verified; **NFIRA** Compliant if flood dmg in **Flood Zone A, V, W**
- Number of **Bedrooms Occupied**. (IHP quantity limit for bedroom furnishings)

- ONA funds previously awarded are **under IHP Max for ONA**
- 2. Check the **Damage Type** and **Insurance Type**. If applicant has insurance that covers damage type, check whether a Contents/Personal property settlement is on file.

Comment / Contact History		Insurance Type		Settlement on File - Yes	Verification Status
Date & Time	Summary Line	Source	Type		
06/27/2018 02:01	91 C/C TO INSURANCE COMPANY	Registration Intake	Mobile Home (O/R)		Ownership Verified: Yes
05/25/2018 12:13	X310				Occupancy Verified: Yes
					NFIRA Maint. Rqmt: No
					NFIRA Compliance: Yes
					NFIRA Match Type: No Match

Inspection			
Inspection Pending: No	Primary Residence: Yes	Habitability Repairs Required: Yes	Moved/Willing to Move: Yes
Number of Inspections Completed: 1	Residence Type: Mobile Home	Bedrooms Occupied: 3	Essential Utilities Out: No
Damage Type: Flood			Inaccessible: No

- 3. Review **Comments and Contacts**.
- 4. If not done previously...
 - a. Check **Workpacket History** to see when the workpacket arrived in queue.
 - b. Review **Events History** to see why case is in the queue and get an overview of all actions performed in the case.
 - c. Review information on other screens as needed for the case (e.g., Line Items, Linked Regs, etc.).
 - d. Create a **Personal Property** pending line. Use the **Add Assistance** link at bottom left of the screen or navigate to the **Assistance** screen and click the **Add** link in the PP/Other Assistances frame.

Add Assistance

Program: OTH

Category: PERSONAL PROPERTY

Asst Type: RECONSIDERATION

Eligibility: PND - PENDING

Elig Combo Wizard

Save

Cancel

Substantiate Personal Property Document Items

NOTE: Check all sets of documents listed in Correspondence Received for Insurance Settlement document items that may be included in another Category listing.

1. Navigate to the Personal Property assistance processing screen and review general information on the screen.

Verification Requirements

Requirement	Status
Identity Verification	Verified
Signature Obtained	Verified

Insurance Settlement

Insurance Type	Coverage Type	Claim Date	Claim No.	Settle Date	Settle Amount	ALE Exhausted	Subst
Mobile Home (O/R)	Structure	03/22/2018	00102048117	03/28/2018	\$30,000.00	No	52041518
Mobile Home (O/R)	Contents	03/22/2018	00102048117	03/28/2018	\$8,500.00	No	52041519

Personal Property Line Items

Select	Category	Item Name	Inspection/Dmg Type	Degree Insured	Unit \$	Max Obs	Qty	Award Asst Type	Subst Amt Paid By Receipt
<input type="checkbox"/>	Room	2050 Bedroom	Initial Flood	Replace/Insured	\$770.57	6	3	\$0.00	
<input type="checkbox"/>	Appl	3010 Refrigerator	Initial Flood	Replace/Insured	\$475.99	1	1	\$0.00	
<input type="checkbox"/>	Appl	3310 Twin Bed	Initial Flood	Replace/Insured	\$436.48	10	3	\$0.00	
<input type="checkbox"/>	Appl	3050 Freezer	Initial Flood	Replace/Insured	\$371.24	1	1	\$0.00	

2. If **Personal Property** is covered by insurance type, and settlement is in file:

- a. Look in the **Insurance Settlement** frame:
- b. Select the **Insurance Settlement** with Coverage Type: **Contents** from the list of settlement items.
- c. Click on the **Subst** link to open the Structure settlement in Item Substantiation view.

Insurance Settlement		Show: Structure Contents All	Substantiation Policy: Add		Settlement: Add Edit		Help
Insurance Type	Coverage Type	Claim Date	Claim No.	Settle Date	Settle Amount	ALE Exhausted	Subst
Mobile Home (O/R)	Structure	03/22/2018	00102048117	03/28/2018	\$30,000.00	No	52041518
Mobile Home (O/R)	Contents	03/22/2018	00102048117	03/28/2018	\$8,500.00	No	52041519

NOTE: If a homeowners type settlement with contents coverage is in the file, but **Contents** is **not** listed in the **Coverage Type** column of the Insurance Settlement frame:

- a. Expand **Correspondence Received** frame.
- b. In Correspondence Received list, expand the document item with Category: **Insurance** and Item Type: **Ins Settlement**. One or more document items will appear under the Insurance listing.
- c. Select the short **Document ID** link for an **Ins Settlement** document item.
(The link will be usually be a number, 8 digits or so.)
- d. When the document opens in Item Substantiation view, click the **Add** link in the Correspondence Received frame at top of the screen. This link will add a new substantiation item to associate with the settlement document item.
- e. When the new substantiation item appears, select Category: **Insurance** and Item Type: **Ins Settlement**.
- f. Go to the **Coverage Type** field and select **Contents**, and complete remaining substantiation fields.

3. In Substantiation view, make sure the document Category, Item Type, and Coverage Type are correct.

Item Substantiation

View Full Image

Page: 1

* Category: Insurance * Item Type: Ins Settlement

* Image page number(s) 1

Substantiation Policy Policy: Add Edit

Settlements

* Loss Date 03/20/2018 * Claim Date 03/22/2018

Claim No Claim Status Closed

* Settle Date 06/14/2018 ALE Exhausted No

* Insurance Type Mobile Home (O/R)

* Coverage Type Contents

* Itemized Breakdown YES NO

* Net Settlement Amount \$8500.00

Deductible Amount

Pending Eligible Amount \$8500.00

Verified: Not Applicable

☒ Do not add this item to the calculator

Save Close

ASSURANCE Specialty Property

American Builders Insurance Company of Florida
PO Box 970055
Miami, FL 33197-0055
Phone: 1-800-253-7900
March 25, 2018

002383
MICHAEL MOUSE
21820 JUDGE SMITH RD
Rushville, NE 68360

Claim Information

Insured:	Michael Mouse	Date of Loss:	03/20/2018
Policy Number:	QTR75675069	Reported Date:	03/22/2018
Claim Number:	4916248117		
Cause of Loss:	Wind	Loss Number:	87506769
Property Address:	21820 JUDGE SMITH RD RUSHVILLE, NE 68360		

Dear Michael Mouse,

We have completed our review of your claim. The following payment has been issued and mailed separately. A copy of the payment's estimate is included for your review.

Payment based on policy limit.

Details:

Applicable Insurance Code	\$50,000.00
Deductible	\$0.00
Payment Payment	\$0.00
Total Payment Amount	\$50,000.00
Date Issued	03/22/2018

Losses:

Applicable Insurance Code	\$8,500.00
Deductible	\$0.00
Payment Payment	\$0.00
Total Payment Amount	\$8,500.00
Date Issued	03/22/2018

Payment Made Payable to: MICHAEL MOUSE AND MARMOUSE

Payment Mailed to: MICHAEL MOUSE AND MARMOUSE
21820 JUDGE SMITH RD
RUSHVILLE, NE 68360

If you have questions about your claim or you have additional information that you would like us to consider, please contact us at the number below. Our office hours are 8 a.m. to 5 p.m. Monday through Friday. We appreciate your business and thank you for being a valued customer.

4. If the Image page number(s) field is blank or incorrect:
 - a. Select to view the full image.

Item Substantiation

View Full Image

Page: 1

* Category: Insurance * Item Type: Ins Settlement

* Image page number(s) 1

Substantiation Policy Policy: Add Edit

Settlements

* Loss Date 03/20/2018 * Claim Date 03/22/2018

ASSURANCE Specialty Property

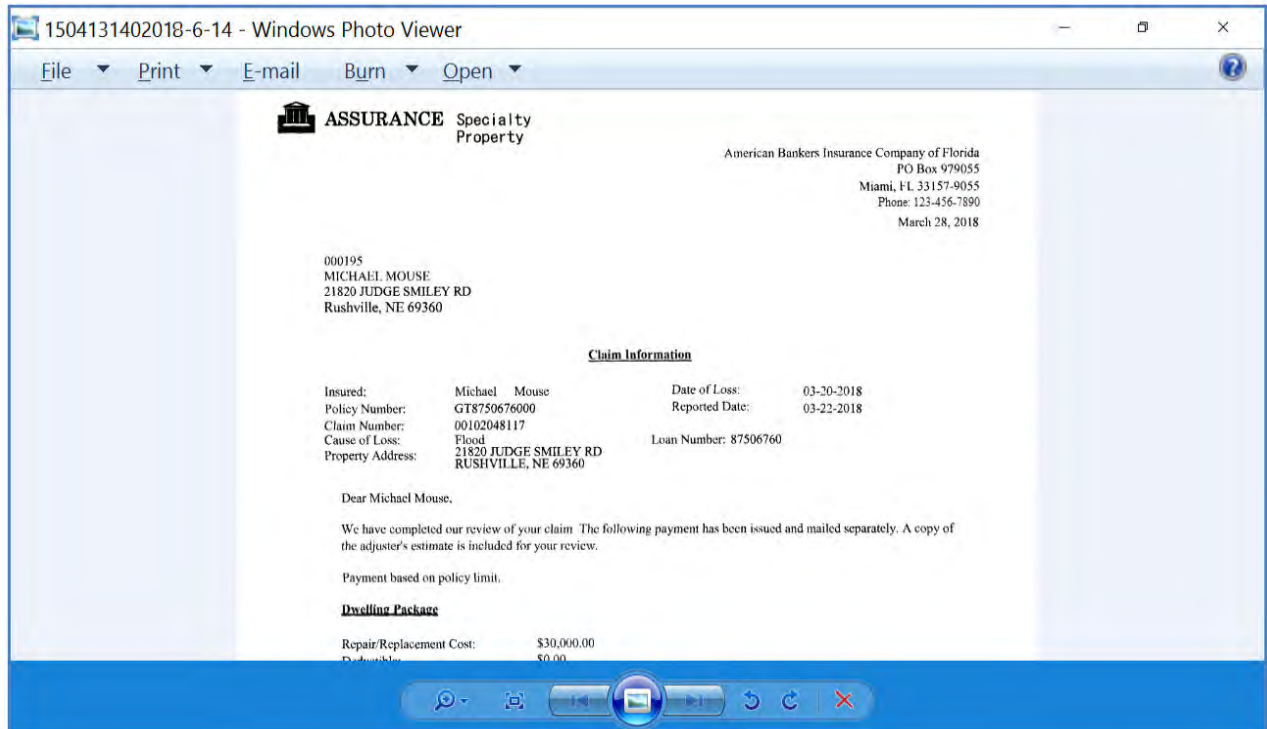
American Builders Insurance Company of Florida
PO Box 970055
Miami, FL 33197-0055
Phone: 1-800-253-7900
March 25, 2018

002383
MICHAEL MOUSE
21820 JUDGE SMITH RD
Rushville, NE 68360

Claim Information

- b. Then, in the image viewer, navigate to the document item in the set of documents and determine which page(s) it is on.

- c. Return to the Item Substantiation window and enter the page or page range in the **Image page number(s)** field.
5. Review the document item. Check that insured name, date of loss, cause of damage, and property address match the applicant's file. Also check for claim date, claim number, settlement amount, settlement date, and claim status.



6. Return to the Item Substantiation window.

* Category: * Item Type:

* Image page number(s)

Substantiation Policy

Policy: [Add](#) [Edit](#)

Settlements

* Loss Date * Claim Date

Claim No Claim Status

* Settle Date ALE Exhausted

* Insurance Type

* Coverage Type

Itemized Breakdown ☐ YES ☒ NO

* Net Settlement Amount \$

Deductible Amount \$

Pending Eligible Amount \$

Verified:

Is this item a duplicate? ☐ UNKNOWN ☐ YES ☐ NO

☒ Do not add this item to the calculator

[Save](#) [Close](#)

7. In the **Policy** field select the policy associated with the settlement.

OR, if the policy is not shown on the pull-down selection list

- a. Select the **Add** link beside the Policy field.
- b. In the **Add Insurance** pop-up, enter policy details available to you.

- c. Enter the insurance **Type** and **Company Name** (required fields).
 - d. If coverage information is not available, leave those fields blank.
 - e. **Save** policy information to return to Item Substantiation.
 - f. Then select the policy you added.
8. Add and/or correct field entries to ensure substantiation is complete and accurate.
 9. Select **Verified** or select the appropriate response if you made a courtesy call.
 10. To deduct the settlement from an award, uncheck the "Do **not** add this item to the calculator" field.
 11. After completing substantiation entries, **Save** your work. This will return you to the Personal Property screen.

NOTE: Review all sets of Documents in the Correspondence Received frame to see if any additional Personal Property document items are included in other sets of documents. (Click the longer DMARTS document ID link in the Correspondence Received list to review sets of document items in an image viewer.) If found, complete the substantiation process for those items also.

Personal Property ADA Line Items

Before processing a Personal Property assistance line, check to see if the Personal Property Line Items list includes ADA line items.

Per the [Personal Property Assistance](#) SOP, if a workpacket with Personal Property (PP) ADA line items is identified outside of the FEMA Special Handling queue, add a comment and route the workpacket to the **FEMA Supervisor Review** queue – **ADA Process** subqueue.

NOTE: Route a Personal Property workpacket with ADA line items to this location regardless whether they were noted during a traditional or remote inspection.

To route the Personal Property workpacket with RP ADA line items to FEMA Supervisor Review – ADA Process:

7. Navigate to the **Confirmation** screen.
8. In the **Decision** frame, select the checkbox beside the **Home Repair** Pending assistance line.
9. In the **Routing** field, select **FEMA Supervisor**, and in the **Subqueue** field, select **ADA Process**.

Confirmation						
Decision						
Select	Category	Amount	Elig Code	Routing	Subqueue	
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM	
<input checked="" type="checkbox"/>	Personal Property	\$0.00	PND	FEMA Supervisor	ADA Process	
<input checked="" type="checkbox"/>	Home Repair	\$939.32	EHRZ	FEMA Approval	NON-DRM	
<input checked="" type="checkbox"/> Split Workpacket Retain Workpacket in Queue						

When setting the decision routing locations:

- If you need to process initial assistance decisions for other categories, do not select those decision lines for routing.
- If you have completed processing for all remaining decision lines, select to route them to the appropriate queue locations.
- If you need to route all assistance lines out and also retain the case in queue for further processing, select the **Split Workpacket** checkbox.

10. Create a **Comment** noting PP ADA line items are in the case. (Also include an appropriate Comment for other decision lines being routed.)

11. Click the **Submit** button.

12. If a workpacket was retained in the FEMA Manual Determination queue, perform additional initial case processing actions needed for that case.

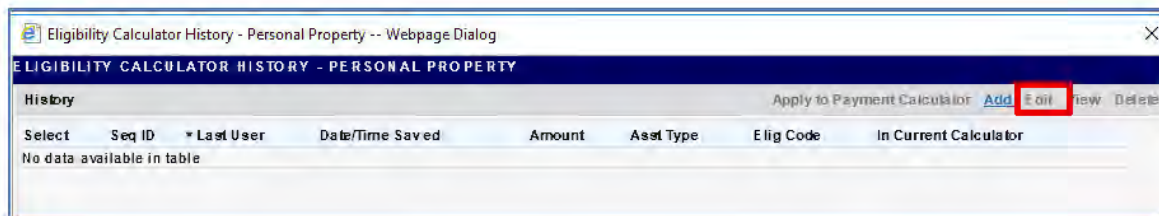
Prepare Personal Property Line Items for Payment

NOTE: If an insured applicant's Contents settlement is more than the ONA Maximum, the applicant will be Ineligible due to insurance (INI). Steps below assume the settlement is less than the ONA Maximum and that the inspection did not note ADA line items.

1. If Personal Property line items are insured for the damage type, use the **Eligibility Calculator** link to find the FEMA Verified Loss (FVL) of insured line items.

Personal Property Line Items												
Eligibility Calculator Add Edit Edit Insured Select Item Filter Unfilter Column Sort Help												
<input type="checkbox"/> Select All	Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured Unit	Max Obs	Qty	Award	Asst Type	Subst Amt Paid By Receipt
<input type="checkbox"/>	Room	2250	Bathroom	Initial	Flood	Replace Insured	\$136.16	1	2	\$0.00		
<input type="checkbox"/>	Room	2050	Bedroom	Initial	Flood	Replace Insured	\$770.57	6	3	\$0.00		
<input type="checkbox"/>	Appl	3030	Dryer	Initial	Flood	Replace Insured	\$369.99	1	1	\$0.00		
<input type="checkbox"/>	Appl	3070	Electric Fan	Initial	Flood	Replace Insured	\$30.95	3	3	\$0.00		
<input type="checkbox"/>	Appl	3700	Everyday Dining Table/Chairs	Initial	Flood	Replace Insured	\$277.99	1	1	\$0.00		
Total Award: 0.00											Total Amt Paid By Receipt: 0.00	

- a. Select to **Add** a calculation.



- b. Note the value in the **Observed Amount** column for the line items with the inspection sequence and Insured Damage Type you are addressing. This is the FVL of those items.

- c. Compare the **Observed Amount** to the **Settlement Amount** for the Insurance Type that covered the damage.
 - If the Observed Amount is greater than the Settlement Amount and all other Personal Property criteria are met, the applicant will be eligible for the difference between the FVL and Settlement.
 - If the Observed Amount is less than the Settlement Amount, the line items will be ineligible due to insurance.
 - d. **Cancel** out of the Eligibility Calculator window. (Do **NOT** add payment from Eligibility Calculator to the Personal Property Payment Calculator.)
 - e. **Close** the Eligibility Calculator History – Personal Property window.
2. Next, in the Personal Property Line Items frame, if items are **Insured for Damage Type Flood in Flood Zone A, V, or W**, change the line items to **Not Insured**.
 - a. Check **Select All** checkbox, and then select the **Edit Insured** link.

- b. In the **Edit Insured** window, select **Not Insured**, and **Save** the change.

Co-Reg

Edit Insured -- Webpage Dialog

SC: No | CBRA: No

Comment/Contact

Notes

Help

Subst
52041518
52041519

Help

Correspondence Received

Personal Property Line Items

Eligibility Calculator | Add | Edit | **Edit Insured** | Select Item | Filter | Unfilter | Column Sort | Help

☒ Select All

Category	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max Obs	Qty Award	Asst Type	Subst Amt Paid By Receipt
Room	2050 Bedroom	Initial	Flood	Replace	Insured	\$770.57	6	3	\$0.00	
Appl	3010 Refrigerator	Initial	Flood	Replace	Insured	\$475.99	1	1	\$0.00	
Appl	3310 Twin Bed	Initial	Flood	Replace	Insured	\$436.48	10	3	\$0.00	
Appl	3050 Freezer	Initial	Flood	Replace	Insured	\$371.24	1	1	\$0.00	

Total Award: 0.00 Total Amt Paid By Receipt: 0.00

3. Check **Personal Property Inspection History** for essential rooms and appliances inspector recorded as “Not Affected” or “Landlord Owned.”

- a. Select **Inspection History** link at bottom left of menu.

Need To Do

Registration Status

Events History

RI History

Inspection History

Personal Property Line Items

Eligibility Calculator | Add | Edit | **Edit Insured** | Select Item | Filter | Unfilter | Column Sort | Help

☐ Select All

Category	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max Obs	Qty Award	Asst Type	Subst Amt Paid By Receipt
Room	2050 Bedroom	Initial	Flood	Replace	Not Insured	\$770.57	6	3	\$0.00	
Appl	3010 Refrigerator	Initial	Flood	Replace	Not Insured	\$475.99	1	1	\$0.00	
Appl	3310 Twin Bed	Initial	Flood	Replace	Not Insured	\$436.48	10	3	\$0.00	
Appl	3050 Freezer	Initial	Flood	Replace	Not Insured	\$371.24	1	1	\$0.00	

- b. Navigate to the **Personal Property** tab.

Timeline/Residence

Timeline/Residence Registration Real Property **Personal Property** Transportation ET/Misc Events/Comments Data Changes

Personal Property Rgn Id: 150413140

APPLIANCE

Seq #	Inspection	Appliance	Location	Room	Dmg Type	Degree	Item Qty	Limit	High Water Level	Loss Verified
2	Initial	Radio	First Floor	Living Room	Flood	Replace	1	1	First Floor: 4ft. 0in.	View
2	Initial	Television	First Floor	Living Room	Flood	Replace	3	1	First Floor: 4ft. 0in.	View
2	Initial	Everyday Dining Table/Chairs	First Floor	Kitchen	Flood	Replace	1	1	First Floor: 4ft. 0in.	View
2	Initial	Microwave	First Floor	Kitchen	Flood	Replace	1	1	First Floor: 4ft. 0in.	View
2	Initial	Freezer	First Floor	Kitchen	Flood	Replace	1	1	First Floor: 4ft. 0in.	View

ROOM FURNISHINGS

Seq #	Inspection	Room	Location	Dmg Type	Degree	High Water Level	Loss Verified
2	Initial	Bedroom	First Floor	Flood	Replace	First Floor: 4ft. 0in.	View ed
2	Initial	Bedroom	First Floor	Flood	Landlord Owned	First Floor: 4ft. 0in.	View ed
2	Initial	Bathroom	First Floor	Flood	Replace	First Floor: 4ft. 0in.	View ed
2	Initial	Bathroom	First Floor	Flood	Replace	First Floor: 4ft. 0in.	View ed
2	Initial	Exterior	First Floor	Flood	Not Affected	First Floor: 4ft. 0in.	View ed

CLOTHING

Seq #	Inspection	# Required Clothes	Dependent Qty	Clothing Loss Verified
2	Initial	0	6	
1	Initial		6	

Close

- c. Review **Appliances** and **Room Furnishings** frames for **Degree** of damage recorded as “Not Affected” or “Landlord Owned” items.

If found, you will need to count these items toward the IHP limit.

- d. **Close** the Personal Property Inspection History window to return to the Personal Property assistance screen.
4. If there are “Not Affected” or “Landlord-Owned” appliances or rooms that help meet the IHP Quantity of a “like” damaged line item:
- In the Personal Property Line Items frame, select the line item checkbox for the appliance or room.
 - Click the **Edit** link to open the Edit Item pop-up window.

FEMA Individuals & Households Program
Version: 3.21.02.00.195 Server: TDL-12C-ASTC

RegID: 150413140 Reg: MR MICHAEL MOUSE SSN: 210-41-3140 Care: (315) 041-3140 OIR: Own IDV: IDV_PASS HA: OPEN Other: CLOSED Lang: Eng
Dob: 1456 Co-Reg: MAE MOUSE Co-SSN: Cdb: Dep: 6 HH: 6 SBA: FIT Fld Ztr: A SC: No CBRA: No

Edit Item -- Webpage Dialog

EDIT ITEM

* Category Type: Repair Amt X: \$ 385.29
* Item Name: Repair Amt Y: \$ 577.90
Other Desc: Replace Amt: \$ 770.57

Manual Inspection

Inspection Type: Insured:
* Damage Type: * Item Qty: Limit:
* Degree of Damage: Cost: \$ 770.57

Award

Asst Type: * Award Qty: X
Award Level: Award Amt: \$ 0.00

Appl	3050 Freezer	Initial	Flood	Replace Not	\$371.24	1	1	\$0.00

Total Award: 476.99 Total Amt Paid By Receipt: 0.00

Payment Calculator Show:

[Add Item](#) [Update Item](#) [Misc. Add](#) [Help](#)

c. In the pop-up window, edit the **Award Quantity**.

- Subtract the “Not Affected” or “Landlord Owned” quantity you noted from the **Item Quantity** observed as damaged. If the Item Quantity is greater than the IHP line item **Limit**, subtract the Not Affected/Landlord Owned quantity from the IHP **Limit**.

For **bedrooms**, if the **Item Quantity** is greater than number of **occupied bedrooms** shown on the Overview screen, subtract the Not Affected/Landlord Owned quantity from the number of occupied bedrooms. (For example, if 3 bedrooms were observed as damaged, but only 2 bedrooms were occupied, and 1 bedroom is noted as “Landlord Owned,” award only 1 bedroom.)

- Enter the difference in the **Award Quantity** field. (If difference is equal to or less than 0, enter 0 as the Award Quantity.)
- **Save** your edit.

5. If the applicant had insurance to cover the damage type, edit insured line items to specify the **HA Qty** to award. (This field will default to blank if damage was insured.)

- In the Personal Property Line Items frame, select the line item checkbox, and click the **Edit** link.

Personal Property Line Items													
Eligibility Calculator Add Edit Edit Insured Select Item Filter Unfilter Column Sort Help													
<input type="checkbox"/> Select All	Category	* Item	Item Name	Inspection	* Dmg Type	Degree	Insured	Unit \$	Max	Obs	Qty	Award	Asst Type
<input checked="" type="checkbox"/>	Appl	3010	Refrigerator	Initial	Flood	Replace	Insured	\$475.99	1	1		\$0.00	
<input type="checkbox"/>	Appl	3310	Mini Bldg	Initial	Flood	Replace	Insured	\$436.48	10	3		\$0.00	
<input type="checkbox"/>	Appl	3050	Freezer	Initial	Flood	Replace	Insured	\$371.24	1	1		\$0.00	
<input type="checkbox"/>	Appl	3020	Washer	Initial	Flood	Replace	Insured	\$369.99	1	1		\$0.00	
<input type="checkbox"/>	Appl	2020	Drier	Initial	Flood	Replace	Insured	\$260.00	1	1		\$0.00	
												Total Award: 0.00	Total Amt Paid By Receipt: 0.00

- b. In the **Award Quantity** field, enter the **Item Quantity** observed as damaged by the inspector.

EDIT ITEM

* Category Type: ROOM

* Item Name: BEDROOM

Other Desc:

Repair Amt X: \$ 395.29

Repair Amt Y: \$ 577.93

Replace Amt: \$ 770.57

Manual Inspection

Inspection Type: INITIAL

* Damage Type: FLOOD

* Degree of Damage: REPLACE

Insured: NO

* Item Qty: 3

Cost: \$ 770.57

Limit: 6

Award

Asst Type:

Award Level:

* Award Qty: 3

Award Amt: \$ 0.00

Save

Cancel

- c. Keep the following in mind ...

- If the **Item Quantity** is greater than the quantity required to meet the IHP **Limit**, enter only the quantity needed to meet the limit.
- The limit for bedrooms is the number of occupied bedrooms, vs. the maximum limit of 6 total.
- Subtract quantity of items recorded in Inspection History with degree of damage "Not Affected" or "Landlord Owned" (as instructed in step 4 above).

- d. **Save** the edit and repeat for each remaining insured item.

6. After all line items include "PP Qty" and "PP Award" values, select all items for payment.

- a. Click on the **Select All** checkbox.

- b. With items selected, click on the **Select Item** link in the Personal Properties Line Items frame.
- c. In the Select Item window, select the appropriate entries for the **Default Qty** and **Inspection** fields, as needed.

The screenshot displays the FEMA Individuals & Households Program web application interface. At the top, the header includes the FEMA logo, program name, version (3.21.02.00.195), and server information (TDL-12C-ASTC). Below the header, user information and registration details are shown, including Rgn ID, Rgn Name (MR MICHAEL MOUSE), SSN, Curr, O/R, IDV, HA, Other, Lang, Date, Co-Reg, Co-SSN, Cell, Dep, HR, SBA, Fld Zc, SC, No, and CBRA. The main navigation bar includes links for Home, Repair, Rental Assistance, Transient Accommodations, Personal Property, Confirmation, and Comment/Contact. The left sidebar contains a list of navigation options: Overview, Registrant Info, Assistance, Inspection Status, Line Items, Communication, Info Control, Linked Regs, Needs To Do, Registration Status, Events History, RI History, and Inspection History. The main content area shows the 'Personal Property Line Items' table with columns for Category, Item, Item Name, Inspection, Dmg Type, Degree, Insured, Unit \$, Max Qty, Obs Qty, Award, Asst Type, and Subst Amt Paid By Receipt. A 'Select Item' dialog box is open, showing the 'SELECT ITEM' window with fields for PP Asst Type (RECONSIDERATION), PP Award Level (FIRST), Default Qty (OBSERVED IN INSN), and Inspection (INITIAL). A red arrow points to the 'Save' button in the dialog box. The 'Select Item' link in the table's toolbar is also highlighted with a red box.

Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max Qty	Obs Qty	Award	Asst Type	Subst Amt Paid By Receipt
<input checked="" type="checkbox"/>	Room	2650 Bedroom	Initial	Flood	Replace Not Insured	\$770.57	6	3	3	\$2,311.71		
<input checked="" type="checkbox"/>	Appl	3610 Refrigerator	Initial	Flood	Replace Not Insured	\$475.99	1	1	1	\$475.99		
<input checked="" type="checkbox"/>	Appl	3310 Twin Bed	Initial	Flood	Replace Not Insured	\$456.48	10	3	3	\$1,309.44		
<input checked="" type="checkbox"/>	Appl	3650 Freezer	Initial	Flood	Replace Not Insured	\$371.24	1	1	1	\$371.24		

Total Award: 8,702.72 Total Amt Paid By Receipt: 0.00

- d. **Save** the selection(s).

Back on the Personal Property Line Items frame, the **Assistance Type** will be auto-populated for each line item selected, and the **Total Award** will be shown at bottom of the frame.

Personal Property Line Items

Select All	Category	Item	Item Name	Inspection	Dmg Type	Degree	Insured	Unit \$	Max Obs	Qty	Award	Asst Type	Subst Amt Paid By Receipt
<input checked="" type="checkbox"/>	Room	2050	Bedroom	Initial	Flood	Replace Not Insured		\$770.57	6	3	3	\$2,311.71	Reconsideration
<input checked="" type="checkbox"/>	Appl	3010	Refrigerator	Initial	Flood	Replace Not Insured		\$475.99	1	1	1	\$475.99	Reconsideration
<input checked="" type="checkbox"/>	Appl	3310	Twin Bed	Initial	Flood	Replace Not Insured		\$436.48	10	3	3	\$1,309.44	Reconsideration
<input checked="" type="checkbox"/>	Appl	3050	Freezer	Initial	Flood	Replace Not Insured		\$371.24	1	1	1	\$371.24	Reconsideration
Total Award: 8,702.72												Total Amt Paid By Receipt: 0.00	

Payment Calculator Show: Pending

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Elig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Ins Settlement		PND - Pending	03/22/2018	(\$8,500.00)				m100a100a1015b2a	1		
Line Item Total		PND - Pending		\$8,702.72							
Pending Total				\$202.72							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$202.72							

Category: Personal Property Asst Type: Reconsideration ☒ Flood Insurance **Continue**

Eligibility Code: PND - Pending

In addition, in the Payment Calculator frame, the **Insurance Settlement** will be listed as a negative amount, the **Line Item Total** will match the Total Award, and the **Pending Total** will be the difference between the Line Item Total and Insurance Settlement. If there are no adjustments, this will also be the **Eligible Total Award**.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Personal Property award, next ensure all verification requirements are met and set to "Verified."

If you need to change the status of any verification requirements:

- On the Personal Property assistance processing screen or Info Control screen, select a verification requirement to update, and then click the **Decision** link.

Verification Requirements		Add	Decision
Requirement	* Status	Requirement	* Status
Identity Verification	Verified	Homeowner's Insurance	Verified
Signature Obtained	Verified	Occupancy	Verified
		Ownership	Verified

7. In the **Verification Status** field of the Decision pop-up, select the appropriate status.
8. In the **Associate** frame, select the Substantiation items(s) used to verify the requirement.
9. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Personal Property assistance.
10. **Save** the update.

Make a Determination

1. Select the appropriate **Eligibility Code** in the Payment Calculator frame at bottom of the screen.

The screenshot shows the 'Payment Calculator' window with a 'Show:' dropdown set to 'Pending'. The table below lists items with columns for Item, Asset Type, Elig Code, Receipt Date, Pending Elig Amt, Inelig Amt, Previously Paid, Adj for Prev Pmt, DMARTS Doc ID, Image #, Possible Dup Doc, and Dup Set.

Item	Asset Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Ins Settlement		PND - Pending	03/22/2018	(\$8,500.00)				m100a190a1015b2a	1		
Line Item Total		PND - Pending		\$8,702.72							
Pending Total				\$202.72							
Misc Adj				\$0.00							

Below the table, there is a 'Misc Adj' section and a dropdown menu for 'Eligible To' with a red arrow pointing to it. The dropdown menu is open, showing the following options:

- PND - Pending
- APVD - Approved for Assistance
- APVP - Appeal Partial Approval
- EPPZ - Eligible - PP, Flood Insurance Required

At the bottom right, there is a checkbox labeled 'Flood Insurance' which is checked, and a 'Continue' button.

2. If the applicant is eligible for **flood damaged** line items in **flood zone A, V, or W**:
 - a. Use **EPPZ**.
 - b. Also, if SBA status is **FIT** and the applicant does **NOT** have flood insurance, check the **Flood Insurance** checkbox to generate a GFIP award.
3. Click **Continue** to save your determination.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.

Confirmation

[Letter](#)

Select	Category	* Amount	* Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Personal Property	\$202.72	EPPZ	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Home Repair	\$1,118.00	EHRZ	FEMA Approval	NON-DRM

☐ Split Workpacket ☐ Retain Workpacket in Queue

Return To Sender Notfound for this workpacket

Generated Correspondence

Preview Letter	* Language	Generated Date	Letter Decision

Comment

* Summary:

Details:

Characters remaining: 2000 characters

[Generate Comment](#) [Save Draft](#) [Delete Draft](#)

Related Documents:

[Submit](#)

2. In the Decision frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.
4. **If you need to retain a workpacket in the queue** after routing all decision lines out of the queue, select the **Split Workpacket** checkbox.
5. If you need to generate a letter:
 - a. Click the **Letter** link and follow prompts.
 - b. After returning to the Confirmation screen, select the appropriate option in the **Letter Decision** column of the Generated Correspondence frame.
6. If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.

7. Generate an auto-comment by clicking the **Generate Comment** button. (**NOTE:** The button will be labeled **Re-Generate Comment** if a comment was previously generated.)
8. Edit the Comment **Summary** and **Details** as needed.
9. If needed, select the related documents that support your decision(s).
10. When ready to route the case, click **Submit**. Decision lines will be routed to specified queues, and you will be exited from the case.

Medical or Dental Assistance Basic Processing Steps

SOP: [Medical and Dental](#)

Perform Case Review

To review a case for a Medical or Dental Assistance need:

1. Review the **Banner** and the **Overview** screen to determine whether the applicant meets general criteria to process Medical/Dental assistance. Look for **IDV=Pass**.

NOTE: The example screens shown below are for a mock applicant in a simulated disaster in the test development lab system.

FEMA Individuals & Households Program
Version: 3.27.00.00.254 Server: TDL-12C-ASTC

FEMA Manual Determination Other Needs Assistance [Home](#) [Logout](#)

Rgn ID: 150394820 Rgt MS BEVERLY BRAVE SSN: 000-00-4820 Cum: (000) 039-4820 OIR: Own IDV: IDV_PASS HA: NONREF Other: OPEN Lang: Eng
Dstr: 1455 Co-Reg: Co-S SN: Cell: Dep: 2 HH: 2 SBA: FIT Fid Zn: SC: CBRA:

Medical Transportation Confirmation [Common/Contact](#)

Overview [Help](#) [History](#)

Current Queues

Process	Subqueue	Added Date
FEMA Manual Determination	Other Needs Assistance	12/15/2015 06:15 PM

Correspondence Received

Received Date	Description
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/ROPT/BILL & PGS
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/ROPT/BILL & PGS
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/ROPT/BILL & PGS
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/ROPT/BILL & PGS

Comment / Contact History [Show: Comments](#) [Contacts](#) [All](#)

Date & Time	Summary Line
12/15/2015 05:33	DRC MEDICAL AND TRANSPORTATION-ONLY REGISTRATION

Insurance Type **Settlement on File** **No** **Verification Status** [Help](#)

Source	Type	Ownership Verified	Occupancy Verified	NFIRA Maint. Rmt	NFIRA Compliance	NFIRA Match Type
Substantiation	Automobile Liability	No	No	No	Yes	No Match
Registration Initial	Automobile Liability					
Registration Initial	Homeowners (O)					

Inspection

Inspection Pending	Primary Residence	Habitability Repairs Required	Moved/Willing to Move
No	Residence Type:	Bedrooms Occupied	Essential Utility as Out
Number of Inspections Completed: 0			Inaccessible:
Damage Type:			

Assistance Summary

Category	Asst Type	Award Level	Eligibility	Elig Date	HA Amount	ONA Amount	Schedule Date
Medical	Initial		PND - Pending				
Transportation	Initial		PND - Pending				

IH Summary

Repair/Replace Total	Under Repair/Replace Max	Repair/Replace Monies Returned	Temp Housing Monies Returned
\$0.00	\$31,900.00	(\$0.00)	(\$0.00)
Temp Housing Total: \$0.00	Under ONA Max: \$31,900.00	Repair/Replace Monies Reissued: \$0.00	Temp Housing Monies Reissued: \$0.00
ONA Total: \$0.00	Total Fed Funds: \$0.00	ONA Monies Returned: (\$0.00)	Total Monies Returned: (\$0.00)
FIP Paid: \$0.00		ONA Monies Reissued: \$0.00	Total Monies Reissued: \$0.00
Total Awards: \$0.00			

☐ Hold ☐ Create WP ☐ Add Assistance

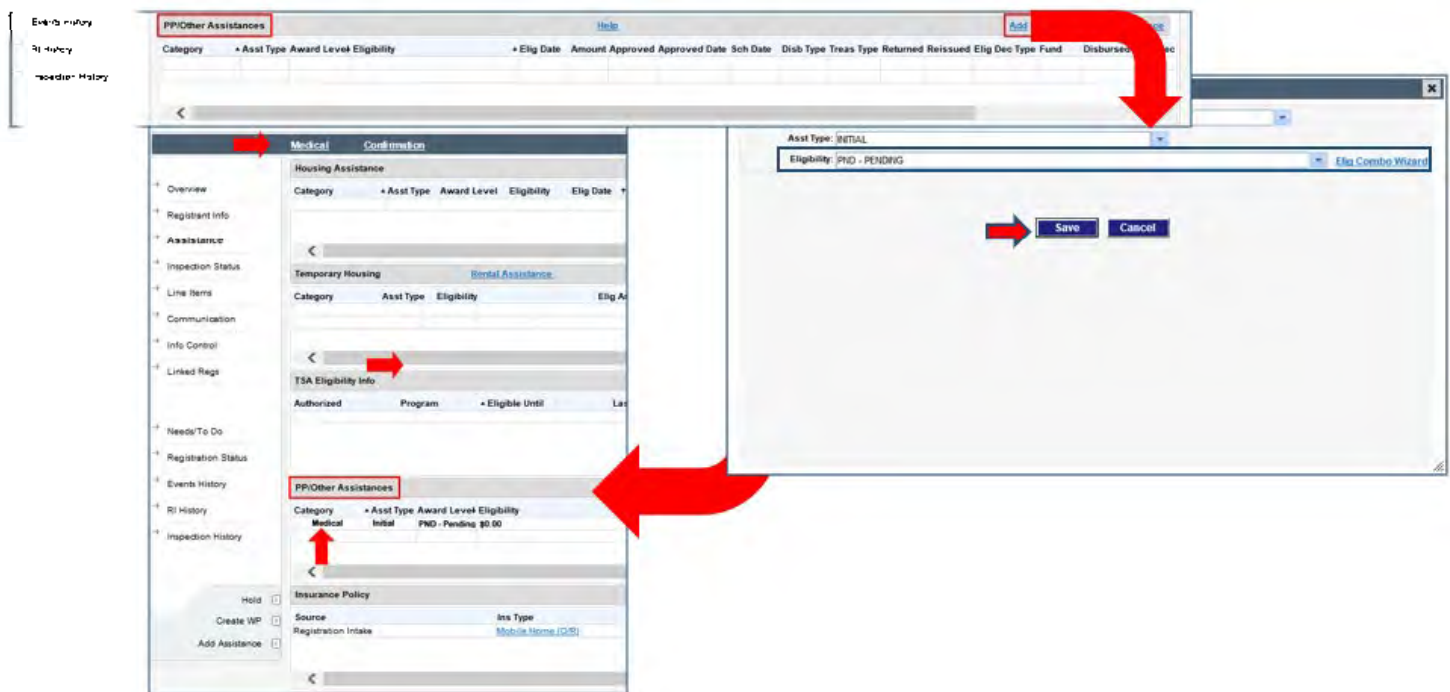
FEMA - P.O. Box 10055 Hyattsville, MD 20782-7055 (800) 621-3362 Fax (800) 827-8112

2. Review **Comments** and **Contacts**.

3. If not done previously...

- a. Check **Workpacket History** to see when the workpacket arrived in queue.

- b. Review **Events History** to see why case is in the queue and get an overview of all actions performed in the case.
- c. Review information on other screens as needed for the case (e.g., Line Items, Linked Regs, etc.).
4. Review information on other screens as needed for the case.
5. Create a Medical/Dental pending line if not done previously. Use the **Add Assistance** link at bottom left of the screen OR navigate to the **Assistance** screen and click the **Add** link in the **PP/Other Assurances** frame.



Substantiate Medical/Dental Document Items

NOTE: Check all sets of documents listed in Correspondence Received frame for Medical/Dental document items that may be included in another Category listing.

1. Navigate to the Medical or Dental assistance processing screen and review general information on the screen.
2. In the Correspondence Received frame, expand the row containing the Medical/Dental category. This line represents a set of individual documents.

NOTE: Check the Item Type/Description field for all sets of documents listed in Correspondence Received for Medical/Dental document items that may be included in another Category listing.

Medical Transportation Confirmation Comment/Contact

Verification Requirements

Requirement	Status	Requirement	Status
Identity Verification	Verified	Health Insurance for Medical	Pending Request
Signature Obtained	Verified	Homeowner's Insurance	Pending Request
		Medical Expenses	Pending Request
		Medical Statement of Condition	Verified

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Info Control, Transportation	5			9069B Veh Lack of Ins Veh Liab Ins Veh Mech Stmt Veh Reg	09000001802c668b		12/15/2015	08/23/2018
Dental	1			DI Ed/Rcpt/Bill	09000001802c668d		12/15/2015	08/23/2018
Medical	5			Med Ins Set, Med Ed/Rcpt/Bill, Med Phys Prov Stmt	09000001802c668e		12/15/2015	08/23/2018

Payment Calculator

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Pending Total				\$0.00							
Misc Adj				\$0.00							
Adjust for Prev Pmt				\$0.00							
Eligible Total Award				\$0.00							

Category: Medical Asst Type: Initial Eligibility Code: PND - Pending

Continue

- To open document items in the Item Substantiation window, select the DMARTS Document ID link for an individual item in the document set.

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Medical	5			Med Ins Set, Med Ed/Rcpt/Bill, Med Phys Prov Stmt	09000001802c668e		12/15/2015	08/23/2018
Medical				Med Ed/Rcpt/Bill	51848810		12/15/2015	08/23/2018
Medical				Med Ed/Rcpt/Bill	51848811		12/15/2015	07/12/2018
Medical				Med Ed/Rcpt/Bill	51848812		12/15/2015	07/12/2018
Medical				Med Ins Set	51848808		12/15/2015	07/12/2018

- At top of the Item Substantiation window, select the document item you want to substantiate from the list of document items. The selection will be highlighted in yellow.

Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMART's Document ID	Duplicate Of	Received	Last Viewed
Medical	5			Med Ins Set, MedEst/Rcpt/Bill, Med Phys/Prov Stmt	09000001802c668e		12/15/2015	07/12/2018
Medical				MedEst/Rcpt/Bill	51848812		12/15/2015	07/12/2018
Medical				MedEst/Rcpt/Bill	51848811		12/15/2015	07/12/2018
Medical				MedEst/Rcpt/Bill	51848810		12/15/2015	08/23/2018
Medical				Med Ins Set	51848808		12/15/2015	07/12/2018
Medical		N	Not Applicable	Med Phys/Prov Stmt	51848809		12/15/2015	07/12/2018

Visual Full Image

Category: Medical **Item Type:** MedEst/Rcpt/Bill

Image page number(s): 4

Date of service/estimate: 09/21/2015

Provider's name, address and phone number verified?
☒ YES ☐ NO

Receipt or other document specifies the illness/injury/expense as disaster related?
☐ YES ☒ NO

Registrant meets the criteria to be processed for this assistance?
☐ YES ☒ NO

Total Paid/Due from Registrant (without co-pay): \$630.00


Pending Eligible Amount: \$0.00

Verified: Not Applicable

☒ Do not add this item to the calculator

Save **Close**

5. Review the **Category** and **Item Type**, and correct the field entries if needed.
6. If the **Image page number(s)** field is blank or incorrect:
 - a. Select to view the full image.
 - b. Then navigate to the document item in the set of documents and determine which page(s) it is on.
 - c. Return to the Item Substantiation window and enter the page or page range in the **Image page number(s)** field.
7. Review the document item for processing criteria and enter/update substantiation details for the document item.

* Category:	Medical	* Item Type:	MedEst/Rcpt/Bill
* Image page number(s)	4		
* Date of service/estimate?	09/21/2015		
* Provider's name, address and phone number verified?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Receipt or other document specifies the illness /injury/expense as disaster related?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Registrant meets the criteria to be processed for this assistance?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Total Paid/Due from Registrant (without co-pay)	\$ 630.00 		
Pending Eligible Amount	\$ 0.00		
Verified: Not Applicable			
<input type="checkbox"/> Do not add this item to the calculator			
Save		Close	

NOTE: The following steps explain how to substantiate an Estimate/Receipt/Bill item. The fields would differ for other document items, but the basic process for completing field entries are similar for other document items.

8. In, the **Total Paid/Due** field, use the sub-calculator icon beside to calculate the itemized expenses and insurance payments/adjustments shown on the estimate/receipt/bill item.
 - a. In the Calculator window, enter each medical/dental charge and insurance payment/adjustment separately, along with a description for each amount.

Do **NOT** enter any **patient payments** or **co-payments** to add to or subtract from the billed amount.

Enter **insurance payments** and **adjustments** as negative numbers to subtract from the billed amount.

Following is an example of a doctor's bill and the sub-calculator field entries based on that bill.

Doctor's Bill

99204	OFFICE OUTPATIENT VISIT NEW	210.0		
73070	X-RAY EXAM OF ELBOW	68.00		
9/21/15	INS FILED TO NATL HEALTH OF NE			
	PATIENT PAYMENTS		-40.00	
	INSURANCE PAYMENTS		-162.70	
	INSURANCE ADJUSTMENTS		-63.00	
	COINSURANCE AMOUNT		(PAT \$12.30)	
	VISIT BALANCE		0.00	12.30
09/21/15	KAREN BOCCARDI CEDAR COUNTY HOSPITAL			
23930	DRAINAGE OF ARM LESION	900.00		
9/21/15	INS FILED TO NATL HEALTH OF NE			
	INSURANCE ADJUSTMENTS		-270.00	
	DEDUCTIBLE AMOUNT		(PAT \$830.00)	
	VISIT BALANCE		0.00	630.00

Substantiation Calculator Entry

Calculator -- Webpage Dialog

Total Paid/Due from Registrant (without co-pay)

All values entered will be added to the Total, Negative numbers are allowed for Amount.

210	Office Outpatient Visit	X
68	X-Ray	X
-162.70	Insurance Payment	X
-63	Ins adjustment	X
900	Surgical Procedure - Hospital	X
-270	Insurance adjustment	X

Total: \$682.30

Calculate

Add Line Save Cancel

- Click the **Calculate** button, and then click the **Save** button. This will return you to the Item Substantiation window.

The calculated Total Paid/Due amount will be auto-populated in the **Pending Eligible Amount** field.

* Category:	Medical	* Item Type:	MedEst/Rcpt/Bill
* Image page number(s)	4		
* Date of service/estimate?	09/21/2015		
* Provider's name, address and phone number verified?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Receipt or other document specifies the illness/injury/expense as disaster related?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Registrant meets the criteria to be processed for this assistance?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Total Paid/Due from Registrant (without co-pay)	\$ 682.30 +		
Pending Eligible Amount	\$ 682.30		
Verified:	Yes		
	<input type="checkbox"/>	Do not add this item to the calculator	
Save		Close	

- In the **Verified** field, select **Verified**, or select the appropriate response if you made a courtesy call. This field confirms that a caseworker reviewed the document item and ensured all field entries were entered correctly.
- If the item includes amounts to award or deduct from an award, **uncheck** the “**Do not add this item to the calculator**” field to send the Pending Eligible Amount to the Payment Calculator.

NOTE: If insurance amounts are deducted from the “Total Paid/Due” amount entered on the estimate/receipt/bill substantiation, do NOT add Insurance Settlement document substantiation for the same insurance amounts to the Payment calculator. (That is, do select the checkbox for that field on the Medical/Dental insurance settlement substantiation.)

Otherwise the settlement would end up being subtracted from the award twice—once from the estimate/receipt substantiation total, and again from the insurance settlement substantiation total.

- After completing substantiation entries, **Save** your work.

12. If there are other medical/dental document items listed at top of the Item Substantiation window (such as Medical Insurance Settlement, Physician/Provider Statement, etc.), select and substantiate the next item as needed, using similar steps.
13. After saving all applicable Medical/Dental substantiation items, **Close** the Item Substantiation window.
14. After returning to the Medical or Dental screen, review to ensure entries in the Payment Calculator frame are correct.

NOTE: Review all sets of Documents in the Correspondence Received frame to see if any additional Medical/Dental document items are included in other sets of documents. If found, complete the substantiation process for those items also. (You can click the longer DMARTS document ID link to review each set of document items in an image viewer before accessing items in Item Substantiation.)

Request Additional Information

If documentation needed to process the Medical/Dental need is missing or incomplete, check the **Notes** frame on the Medical/Dental assistance processing screen. This frame will indicate if an RFI letter was manually sent. If **RFI Sent = YES**, it will also identify the **Timer Expires** date for the applicant's response.



Notes

Medical Ins: NO

RFI Sent

Timer Expires:

- If an RFI **was** previously manually generated sent and the **Time Expires** date has passed, the applicant will be ineligible due to insufficient or no substantiation submitted (IISS or INSS).
- If a manually-generated RFI was **not** sent to the applicant:
 - Generate an RFI letter requesting Medical/Dental documentation.
 - Also “set the timer” for a response by setting an associated verification requirement to “Pending Response.”

- When finalizing your work, route the Medical/Dental pending line to the **Info Control, Pending Receipt** subqueue, and in the Generated Correspondence frame, select **Send Letter to Mail Queue** for the RFI.

See the [RFI Letter](#) section on page 29 for additional details on generating RFIs.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Medical/Dental award, next ensure all verification requirements are met and set to “Verified.”

If you need to change the status of any verification requirements:

1. On the Medical/Dental assistance processing screen or the Info Control screen, select a verification requirement to update, and then click the **Decision** link.

The screenshot displays the NEMIS system interface. The main window shows the 'Medical' tab with a list of verification requirements. A red arrow points to the 'Decision' link in the top right corner. Below the list, a 'Decision' pop-up window is open, showing the 'Verification Status' field with a dropdown menu. A red arrow points to the 'Verified' option in the dropdown. Another red arrow points to the 'Associate' button at the bottom of the pop-up window.

2. In the **Verification Status** field of the Decision pop-up, select the appropriate status.
3. In the **Associate** frame, select the Substantiation items(s) used to verify the requirement.

4. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Medical/Dental assistance.
5. **Save** the update.

See [Updating Verification Requirement Status](#) on page 50 for additional details.

Make a Determination

1. Select the appropriate **Assistance Type** and **Eligibility Code** at bottom of the screen.

The screenshot shows the 'Payment Calculator' window. It contains a table with columns: Item, Assl Type, Elig Code, Receipt Date, Pending Elig Amt, Inelig Amt, Previously Paid, Adj for Prev Pmt, DMARTS Doc ID, Image #, Possible Gap Doc, and Dup Set. The table lists three items with 'PHD - Pending' status and amounts. Below the table, there are fields for 'Category' (Medical), 'Assl Type' (PHD), and 'Eligibility Code' (EMED - Eligible - Medical). A 'Continue' button is visible on the right.

Eligibility selections will depend on whether saved substantiation details for each document item met required eligibility criteria.

- If the service date and answers to all substantiation questions confirm the expense is eligible, you can only select an **Eligible** determination code (EMED or EDTL).
- Otherwise, only **Ineligible** determination codes will be available.

2. Click **Continue** to save your determination.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the **Decision** frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Medical	\$582.30	EMED	FEMA Approval	NON-DRM

Split Workpacket ☐ Retain Workpacket in Queue ☐

4. If you need to retain a workpacket in the queue after routing all decision lines out of the queue, select the **Split Workpacket** checkbox.
5. If you need to generate a letter:
 - a. Click the **Letter** link at top right of the screen and follow prompts.
 - b. After closing the Letter Wizard, in the Generated Correspondence frame, select the appropriate **Letter Decision** radio button (**Generate Only**, **Send Letter to Mail Queue**, or **Delete Letter**).
6. If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.
7. Generate a Comment by clicking the **Generate Comment** button and edit the Summary and Details information as needed.

Comment/Contact

Generate Comment

Summary: 13.071 - RPT

Details: Registration fee submitted in support for Dental assistance. Additional information is required for a review of RPT. Generated

Buttons: Generate Comment, Save Draft, Delete Draft, Submit

8. If desired, select the related documents that support your decision(s).
9. When ready to route the case, click **Submit**. Decision lines will be routed to specified queues, and you will be exited from the case.

Transportation Assistance Basic Processing Steps

SOP: [Transportation and Second Vehicle Requests](#) 150394820

Perform Case Review

To review a case for a Transportation Assistance need:

1. Review the **Banner** and the **Overview** screen to determine whether the applicant meets general criteria to process Medical/Dental assistance. (Look for **IDV=Pass**; **SBA=FIT** or other ONA referable code).

NOTE: The example screens shown below are for a mock applicant in a simulated disaster in the test development lab system.

FEMA Individuals & Households Program
Version: 3.27 00.00.254 Server: TDL-12C-ASTC

FEMA Manual Determination Other Needs Assistance [Home](#) [Logout](#)

Rgn ID: 150394820 Rgt MS BEVERLY BRAVE SSN: 000-00-4820 Cum: (000) 039-4820 OIR: Own IDV: IDV_PASS HA: NONREF Other: OPEN Lang: Eng
Dstr: 1455 Co-Reg: Co-SSN: Cell: Dep: 2 HH: 2 SBA: FIT Fld Zn: SC: CBRA:

Medical Transportation Confirmation [Comments/Contact](#)

Overview [Help](#) [History](#)

Current Queues

Process	Subqueue	Added Date
FEMA Manual Determination	Other Needs Assistance	12/15/2015 06:15 PM

Correspondence Received

Received Date	Description
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/RCPT/BILL & PGS
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/RCPT/BILL & PGS
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/RCPT/BILL & PGS
12/15/2015 12:00	MED INS SET MEDPHY/S/PROVSTMT MEDEST/RCPT/BILL & PGS

Comment / Contact History [Show: Comments](#) [Contacts](#) [All](#)

Date & Time	Summary Line
12/15/2015 05:33	DRC MEDICAL AND TRANSPORTATION-ONLY REGISTRATION

Insurance Type [Settlement on File](#) [No](#) [Verification Status](#) [Help](#)

Source	Type	Ownership Verified	Occupancy Verified	NFIRA Maint. Rgmt	NFIRA Compliance	NFIRA Match Type
Substantiation	Automobile Liability	No	No	No	Yes	No Match
Registration Intake	Automobile Liability					
Registration Intake	Homeowners (O)					

Inspection [Help](#)

Inspection Pending	Primary Residence	Habitability Repairs Required	Moved/Willing to Move
No	Residence Type:	Bedrooms Occupied	Essential Utilities Out
Number of Inspections Completed: 0			Inaccessible:
Damage Type:			

Assistance Summary

Category	Asst Type	Award Level	Eligibility	Elig Date	HA Amount	ONA Amount	Schedule Date
Medical	Initial		PND - Pending				
Transportation	Initial		PND - Pending				

IH Summary

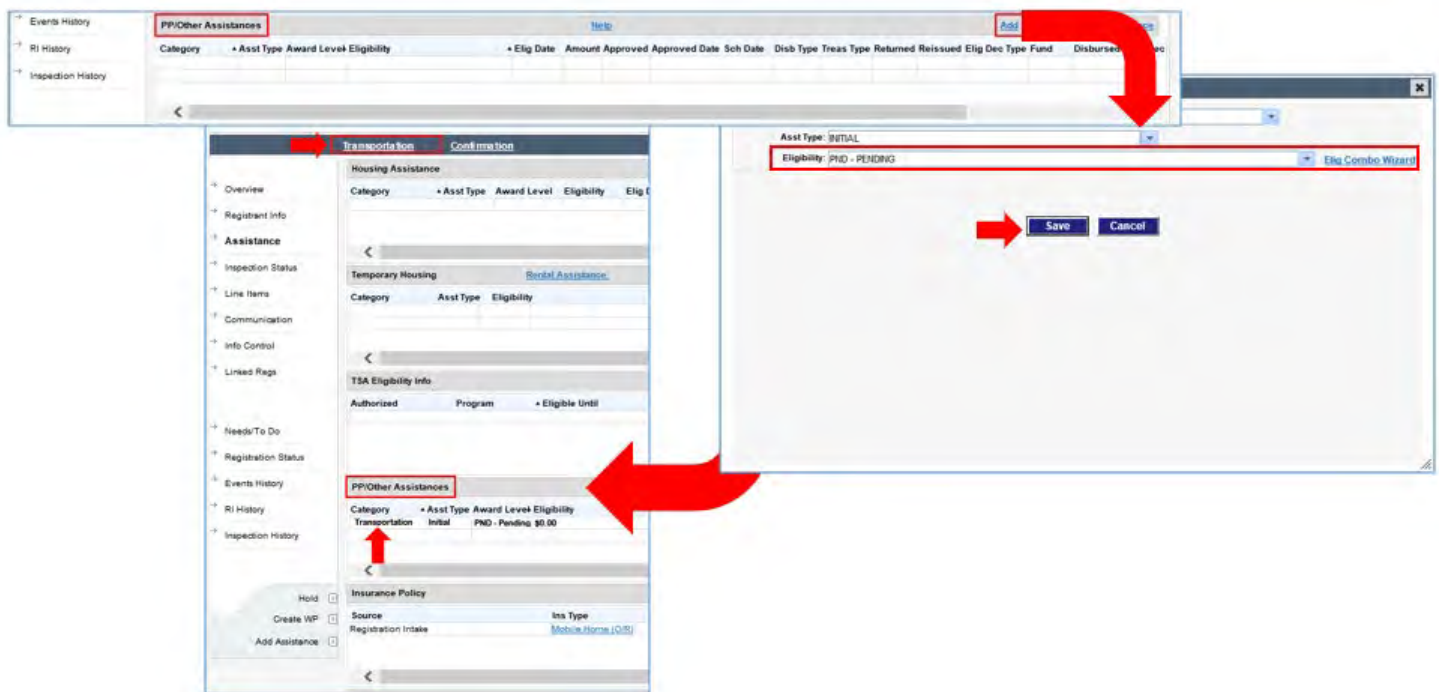
Repair/Replace Total	Under Repair/Replace Max	Repair/Replace Monies Returned	Temp Housing Monies Returned
\$0.00	\$31,900.00	(\$0.00)	(\$0.00)
Temp Housing Total: \$0.00	Under ONA Max: \$31,900.00	Repair/Replace Monies Reissued: \$0.00	Temp Housing Monies Reissued: \$0.00
ONA Total: \$0.00	Total Fed Funds: \$0.00	ONA Monies Returned: (\$0.00)	Total Monies Returned: (\$0.00)
FIP Paid: \$0.00		ONA Monies Reissued: \$0.00	Total Monies Reissued: \$0.00
Total Awards: \$0.00			

[Hold](#) [Create WP](#) [Add Assistance](#)

FEMA - P.O. Box 10055 Hyattsville, MD 20782-7055 (800) 621-3362 Fax (800) 827-5112

2. Review **Comments** and **Contacts**.

3. If not done previously...
 - a. Check **Workpacket History** to see when the workpacket arrived in queue.
 - b. Review **Events History** to see why case is in the queue and get an overview of all actions performed in the case.
 - c. Review information on other screens as needed for the case (e.g., Line Items, Linked Regs, etc.).
4. Create a Transportation pending line if not done previously. Use the **Add Assistance** link at bottom left of the screen OR navigate to the **Assistance** screen and click the **Add** link in the **PP/Other Assurances** frame.



Identify the Vehicle Damage Level

1. Navigate to the Transportation assistance processing screen and review general information on the screen.
2. If the vehicle was not inspected by a FEMA inspector, you will need to identify the damage level based on a mechanic's statement or estimate/receipt/bill item in the file. To do so...
 - a. Open the set of Transportation documents in the image viewer. (In the Correspondence Received frame, click the DMARTS Document ID link for the set of documents.)

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID
Info Control, Transportation	5			90698, Veh Lack of Ins, Veh Liab Ins, Veh Mech Stmt, Veh Reg	09000001802c668b
Info Control		N	Yes	90698	51848317
Transportation		N	Yes	Veh Lack of Ins	51848313
Transportation				Veh Liab Ins	51848316
Transportation				Veh Mech Stmt	51848314

- In the image viewer window, navigate to the mechanic's statement or estimate/receipt/bill item that describes the damage to the vehicle.
- Determine whether the document indicates the damage level was destroyed or repairable.

TECH DIT	OP On	LABOR DESCRIPTION Part Number	Part Description	Reason for Replacement	LABOR Part Price Each
MDS	OTH50	VEHICLE IS UNDRIVABLE/TOTALED DUE TO TORNADO DAMAGE RECEIVED ON 09/21/15			(0.00)

- Close the image viewer or use **Alt + Tab** to return to the Transportation assistance processing screen.
- Select the vehicle line in the Transportation frame, and then select the **Edit** link.

Transportation													Add Edit
Damage	Source	Year	Make	Model	Receipts Pending	Policy Verified	Liab Ins	Comp Ins	Registered	Damage Level	Damage Type	Damaged	Damage
Nr	NOT INSPECTED	2009	TOYOTA	COROLLA	\$0.00		Yes	Nr	Yes		Tornado/Wind	Yes	Nr

- In the Edit Vehicle dialog box, select the appropriate **Damage Level**, and complete other fields as appropriate.

g. **Save** your edits.

Substantiate Transportation Document Items

1. In the Correspondence Received frame, expand the row containing the Transportation category. This line represents a set of individual documents.

NOTE: Check all sets of documents listed in Correspondence Received frame for Transportation document items that may be included in another Category listing.

Correspondence Received									
#	Category	# of Items	To Calculate	Modified	Item Title/Description	DMARTS Document ID	Duplicates Of	Received	Last Viewed
1	Info Control, Transportation	5			906SB, Veh Lack of Ins, Veh Liab Ins, Veh Mech Stmt, Veh Reg	09000001802c668b		12/15/2015	08/23/2018
2	Dental	1			DII Est/Rcpt/Bill	09000001802c668b		12/15/2015	08/23/2018
3	Medical	5			Med Ins Set, Med Est/Rcpt/Bill, Med Phys/Prov Stmt	09000001802c668b		12/15/2015	08/23/2018

2. To open document items in the Item Substantiation window, select the DMARTS Document ID link for an individual item in the document set.

Correspondence Received									
Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed	
Info Control/Transportation	5			9069B Veh Lack of Ins Veh Liab Ins Veh Mech Stmt Veh Reg	09000001802c668b		12/15/2015	08/23/2018	
Info Control		N	Yes	9069B	51848817		12/15/2015	08/23/2018	
Transportation		N	Yes	Veh Lack of Ins	51848813		12/15/2015	08/23/2018	
Transportation				Veh Liab Ins	51848816		12/15/2015	08/23/2018	
Transportation				Veh Mech Stmt	51848814		12/15/2015	12/10/2020	

- At top of the Item Substantiation window, select the document item you want to substantiate from the list of document items. It will be highlighted in yellow.

Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Info Control/Transportation	5			9069B Veh Lack of Ins Veh Liab Ins Veh Mech Stmt Veh Reg	09000001802c668b		12/15/2015	08/23/2018
Info Control		N	Yes	9069B	51848817		12/15/2015	08/23/2018
Transportation		N	Yes	Veh Lack of Ins	51848813		12/15/2015	08/23/2018
Transportation				Veh Liab Ins	51848816		12/15/2015	08/23/2018
Transportation				Veh Mech Stmt	51848814		12/15/2015	12/10/2020
Transportation				Veh Reg	51848815		12/15/2015	

View Full Image

< Back Page: 4 Next >

☐ This Document is a Duplicate of:

* Category: Transportation

* Item Type: Veh Liab Ins

* Image page number(s): 4-5

* Effective Date: 02/05/2015

* Expiration Date: 02/02/2016

* Company name, address, phone number: YES NO

* Policy Number: YES NO

Verified: Not Applicable

Is this item a duplicate? UNKNOWN YES NO

☒ Do not add this item to the calculator

Save Close

Norfolk Life Insurance Company

2500 LUCKY AVE

BRAND, BUREAU

2500 LUCKY AVE

BILLING, NE 68717

Policy Number: 0123456789-1011

Policy Period: 01/01/2015 to 12/31/2016

Vehicle:

2010 Toyota Camry

Printed Driver:

JOHN DOE

Based on your driving record, you have our highest...
Use Useless for permitted drivers.
When you provide check as payment, you are...
Other use information from the check to make a...
In the event of a claim, you will receive your...
premium payment as a check, based on...
When Use Use

AUTO RENEWAL

PREMIUM PAID: \$303.50

Not a contract. It is a statement of the...
Norfolk Life Insurance Company, 2500 Lucky Ave,
Billing, NE 68717

Your Norfolk Life Agent

PAUL R. PERRELL

Cell: 315-788-0183

Address: PO BOX 955

BILLING, NE 68717



If you are a new driver, your rate will be higher...
and will decrease as you gain experience.

Information from your check is made an electronic fund...
transfer. Funds may be withdrawn from your account as soon...
as the check is received. Your payment, and you will not...
receive your check back from your financial institution.

- Review the **Category** and **Item Type**, and correct the field entries if needed.
- If the **Image page number(s)** field is blank or incorrect:
 - Select to view the full image.
 - Then navigate to the document item in the set of documents and determine which page(s) it is on.
 - Return to the Item Substantiation window and enter the page or page range in the **Image page number(s)** field.

NOTE: The following steps explain how to substantiate an Estimate/Receipt/Bill item. The fields would differ for other document items, but the basic process for completing field entries are similar for other document items.

2. Review the document item for processing criteria and enter/update substantiation details for the document item.
 - a. Ensure any existing entries are accurate.
 - b. If you need to add/deduct multiple expenses or deductions on a Vehicle estimate/bill/receipt item, use the sub-calculator icon beside the **Total Amount** field to calculate the itemized expenses.

* Category:	Transportation	* Item Type:	Veh Est/Bill/Rcpt
* Image page number(s)	2		
* Date	10/10/2015		
* Vehicle	TOYOTA COROLLA2009	Add	
* Damage Level	Destroyed		
* Disaster Related?	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Company name, address, phone number	<input checked="" type="radio"/> YES <input type="radio"/> NO		
* Total Amount	\$ 5000.00	+	
* Adjustments	\$ 0.00	-	
Pending Eligible Amount	\$ 5000.00		
Verified:	Yes		
<input type="checkbox"/> Do not add this item to the calculator			
Save		Close	

3. In the **Verified** field, select **Verified**, or select the appropriate response if you made a courtesy call. This field confirms that a caseworker reviewed the document item and ensured all field entries were entered correctly.
4. If the item includes amounts to award or deduct from an award, **uncheck** the “**Do not add this item to the calculator**” field to send the Pending Eligible Amount to the Payment Calculator.

NOTE: If insurance amounts are deducted from the “Total Paid/Due” amount entered on the estimate/bill/receipt substantiation, do NOT add Insurance Settlement document substantiation for the same insurance amounts to the Payment calculator. (That is, do select the checkbox for that field on the Comprehensive insurance settlement substantiation.)

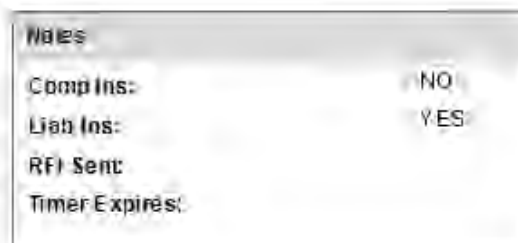
Otherwise the settlement would end up being subtracted from the award twice—once from the estimate/receipt substantiation total, and again from the insurance settlement substantiation total.

5. After completing substantiation entries, **Save** your work.
6. If there are other medical/dental document items listed at top of the Item Substantiation window, select and substantiate the next item.
7. After saving all applicable Transportation substantiation items, **Close** the Item Substantiation window.
6. After returning to the Transportation screen, review to ensure entries in the Payment Calculator frame are correct.

NOTE: Review all sets of Documents in the Correspondence Received frame to see if any additional Transportation document items are included in other sets of documents. If found, complete the substantiation process for those items also. (You can click the longer DMARTS document ID link to review each set of document items in an image viewer before accessing items in Item Substantiation.)

Request Additional Information

If documentation needed to process the Transportation need is missing or incomplete, check the **Notes** frame on the Transportation assistance processing screen. This frame will indicate if an RFI letter was manually sent. If **RFI Sent = YES**, it will also identify the **Timer Expires** date for the applicant’s response.



Notes	
Comp Ins:	NO
Liab Ins:	YES
RFI Sent:	
Timer Expires:	

- If an RFI **was** previously manually generated sent and the **Time Expires** date has passed, the applicant will be ineligible due to insufficient or no substantiation submitted (IISS or INSS).
- If a manually-generated RFI was **not** sent to the applicant:
 - Generate an RFI letter requesting Transportation documentation.
 - Also “set the timer” for a response by setting an associated verification requirement to “Pending Response.”
 - When finalizing your work, route the Transportation pending line to the **Info Control, Pending Receipt** subqueue, and in the Generated Correspondence frame, select **Send Letter to Mail Queue** for the RFI.

See the [RFI Letter](#) section on page [29](#) for additional details on generating RFIs.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Moving and Storage award, next ensure all verification requirements are met and set to "Verified."

If you need to change the status of any verification requirements:

1. On the Transportation assistance processing screen or the Info Control screen, select a verification requirement to update, and then click the **Decision** link.

The screenshot displays the NEMIS system interface. The top navigation bar includes fields for Applicant ID (150397534), Name (MS BEVERLY BRAVE), SSN (216-39-7534), Current ID (151939-7534), QRI (Own), IDV (PASS), RA (NOWREF), Other (OPEN), and Language (Eng). The main content area shows the 'Verification Requirements' section with a table of requirements and their status. A red arrow points to the 'Decision' link. Below this, the 'Transportation' section shows a table of payment details. A 'Decision' pop-up window is overlaid, showing the 'Verification Requirement' as 'Comprehensive Insurance' and the 'Verification Status' as 'Verified'. The 'Associate' section lists substantiation items, with 'Lack of Vehicle Comprehensive Insurance' selected. The 'Assistance Affected by Verification Requirement' section shows the 'Applicable' checkbox selected for 'Transportation' assistance. Red arrows indicate the flow from the main screen to the Decision pop-up and the final 'Save' button.

2. In the **Verification Status** field of the Decision pop-up, select the appropriate status.
3. In the **Associate** frame, select the Substantiation item(s) used to verify the requirement.
4. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for Transportation assistance.
5. **Save** the update.
6. See [Updating Verification Requirement Status](#) on page 50 for additional details.

Make a Determination

1. Select the appropriate **Eligibility Code** at bottom of the screen.

The screenshot shows the 'Payment Calculator' interface. At the bottom, there is a 'Category' dropdown set to 'Transportation' and an 'Assist Type' dropdown set to 'Initial'. Below these is the 'Eligibility Code' dropdown, which is currently set to 'PND - Pending'. A red box highlights this dropdown, and a red arrow points to it from the right. Another red arrow points to the 'Continue' button on the right side of the screen.

Item	Assist Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Paid	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set
Veh E-Subsidy Grant	PND - Pending		03/02/2018	\$5,000.00				1890902100300144	2	No	
Pending Total				\$5,000.00							
Misc Adj				\$0.00							
Adjust for Prev Paid				\$0.00							
Eligible Total Award				\$5,000.00							

Eligibility selections will depend on whether saved substantiation details for each document item met required eligibility criteria.

- If the service date and answers to all substantiation questions confirm the expense is eligible, you can only select an **Eligible** determination code (ETRANS).
- Otherwise, only **Ineligible** determination codes will be available.

2. Click **Continue** to save your determination.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the **Decision** frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.

The screenshot shows the 'Decision' frame with a table of decision lines. The first two lines are selected (checked in the 'Select' column). Red arrows point to the 'Select' checkboxes and the 'Routing' dropdowns for these lines.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transportation	\$5,000.00	ETRAN	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Medical	\$682.30	EMED	FEMA Approval	NON-DRM

At the bottom, there are two checkboxes: 'Split Workpacket' and 'Retain Workpacket in Queue'.

4. If you need to retain a workpacket in the queue after routing all decision lines out of the queue, select the **Split Workpacket** checkbox.

5. If you need to generate a letter:
 - a. Click the **Letter** link at top right of the screen and follow prompts.
 - b. After closing the Letter Wizard, in the Generated Correspondence frame, select the appropriate **Letter Decision** radio button (**Generate Only**, **Send Letter to Mail Queue**, or **Delete Letter**).
6. If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.
7. Generate a Comment by clicking the **Generate Comment** button, and edit the Summary and Details information as needed.

A screenshot of the NEMIS web interface. The interface shows a text area for a comment, with a status bar below it indicating 'Comments generated: 1/10 generated on'. Below the status bar, there are three buttons: 'Generate Comment', 'Save Draft', and 'Cancel Draft'. The 'Generate Comment' button is highlighted with a red box. A red arrow points from the 'Generate Comment' button to the 'Submit' button, which is also highlighted with a red box. The 'Submit' button is located at the bottom right of the interface.

8. If desired, select the related documents that support your decision(s).
9. When ready to route the case, click **Submit**. Decision lines will be routed to specified queues, and you will be exited from the case.

Moving and Storage Basic Processing Steps

SOP: [Moving and Storage](#)

Processing Moving and Storage assistance in Web NEMIS is similar to processing Moving and Storage in Legacy NEMIS. As in Legacy NEMIS, creating a Moving and Storage pending line creates a worksheet screen to use for recording your determination. Also as in Legacy NEMIS, the Moving and Storage worksheet does not provide a Correspondence Received frame or link to an Item Substantiation window or include a Payment Calculator frame.

If you determine the applicant's request meets all eligibility requirements, you may need to use external tools (e.g. calculator, Excel spreadsheet) to calculate the award amount.

Perform Initial Case Review

To review a case for a Moving and Storage Assistance need, in your initial case review, look for general IHP/ONA eligibility criteria and note all pending lines. If a Moving/Storage pending line is not in the case, a thorough review of Correspondence and Comments/Contacts may reveal the need for Moving and Storage assistance.

NOTE: Moving and Storage assistance is no longer an SBA-Dependent category, so it doesn't matter what the **SBA** field entry is for an applicant to be eligible for Moving and Storage.

1. Review the Banner for general eligibility criteria. Look for:

- **IDV** (Pass)
- **Flood Zone** (whether A, V, W)
- **Sanctioned Community** (No or blank)
- **CBRA** = (No or blank; Moving and Storage is ineligible in CBRs/CBRA areas)

The screenshot shows the FEMA Individuals & Households Program banner. The banner includes the following information:

- Version: 324 00:00 235 Server: TDL-12C-ASTC
- Regs ID: 150413140 Rgt: MR SAMPLE APPLICANT SSN: 000-00-0000 Curr: (315) 041-3140 O/R: Own IDV: IDV_PASS HA: OPEN Other: OPEN Lang: Eng
- Dstr: 1456 Co-Reg: MAE MOUSE Co-SSN: Cell: Dep: 6 Hlt: 6 SBA: FIT Fld Zc: A SC: No | CBRA: No
- Home Repair Rental Assistance Transient Accommodations Moving/Storage Other Personal Property Confirmation

Red boxes highlight the IDV: IDV_PASS, Dstr: 1456, Fld Zc: A, and SC: No | CBRA: No fields. A red arrow points to the Dstr: 1456 field.

2. Click on the disaster number in the **Dstr** field on the Banner to review basic Disaster Specifics.

The screenshot shows the 'Disaster Info' screen. On the left, there are links for 'Disaster Info' and 'Agencies'. The main area is titled 'Disaster Information' and contains the following details:

- Agreement: FEMA-1456-DR, NE
- Incident Type: Severe Ice Storm
- Incident Period: 11/01/2016 to 11/06/2016 (highlighted with a red box)
- Declaration Date: 11/22/2016
- Filing Deadline: 01/03/2016
- Processing Option: FEMA Processes/FEMA Pays (highlighted with a red box)
- Helpline Comments:
- Helpline Hours: 12am-12pm
- Helpline Phone: (800) 367-3362

3. Identify the Processing Option.

- If **Processing Option** is **State Processes/State Pays**, do not process ONA. Instead, review the **Current Queues** frame on the **Overview** screen to see if a current workpacket is in the State Manual Determination queue. If not....
 - a. If there's not a pending line for an ONA category, create one.
 - b. In the **Decision** frame of the Confirmation screen, select to route the pending line to the **State Manual Determination** queue.
 - c. If you need to retain the case in the queue for HA processing, check the **Split Workpacket** checkbox in the **Decision** frame.
 - d. Create a Comment noting the Moving and Storage need along with any other information needed, and then click **Submit** to complete the routing.
- If **Processing Option** is **FEMA**, continue by noting the **Incident Period**.

You'll need to see if the Moving and Storage expenses occurred after the incident start date. See the [Moving and Storage](#) SOP for details on the eligibility timeframe.

4. Review all Correspondence Received and Comments and Contacts to identify documents and calls regarding assistance requests.
 - a. Use links in the **Correspondence Received** frame of either the **Overview** or **Communication** screen to review all documents supporting a Moving and Storage need.

The screenshot shows a table with the following data:

Received Date	Description
06/06/2017 12:00	INS SETTLEMENT 1 PG
06/26/2017 12:00	MISC OTHER EST RCP 1 PG
06/26/2017 12:00	MOV STOREST RCP 1 PG (highlighted with a red box)

- b. Use tools on the **Overview** screen, **Communication** screen, or **Events History** screen to review all Comments and Contacts supporting a Moving and Storage need.

Comment / Contact History		Show: Comments Contacts All
Date & Time	Summary Line	
07/31/2019 09:53	TESTING MISGOTHER AND CHILD CARE	
12/28/2018 09:59	91 C/C TO INSURANCE COMPANY	
06/27/2017 02:01	91 C/C TO INSURANCE COMPANY	
05/25/2017 12:13	X310	

5. Review the Overview screen for:

- **Damage Type**
- **Primary Residence** (Yes)
- **HRR** (Yes. If No, look for inspection comment stating “Repairs Made.”)
- **Insurance Type** that covers Damage Type
- **Occupancy** (Verified)
- **NFIRA Compliance** (if Flood damage recorded in Flood Zone A, V, or W)

Inspection Help Inspection Pending: Yes Number of Inspections Completed: 1 Damage Type: Flood /				Primary Residence: Yes Residence Type: Mobile Home	Habitability Repairs Required: Yes Bedrooms Occupied: 3	Moved/Willing to Move: Yes Essential Utilities Out: No Inaccessible: No
---------------------------------------------------------------------------------------------------------------------------------	--	--	--	--------------------------------------------------------------	-------------------------------------------------------------------	-------------------------------------------------------------------------------

Insurance Type	Settlement on File - Yes
Source	Type
Substantiation	Mobile Home (O/R)
Registration Intake	Mobile Home (O/R)

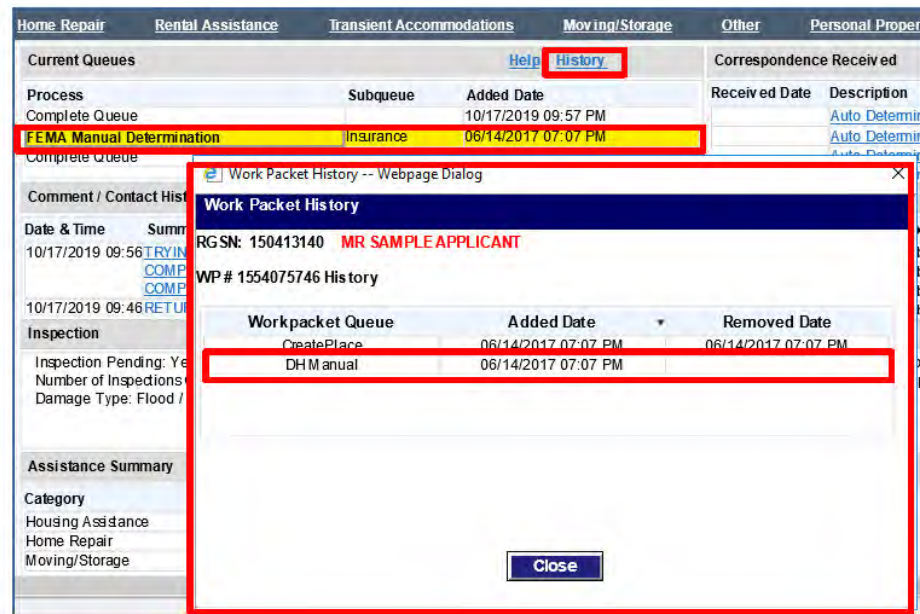
Verification Status	Help
Ownership Verified:	Yes
Occupancy Verified:	Yes
NFIRA Maint. Rqmt:	No
NFIRA Compliance:	Yes
NFIRA Match Type:	No Match

6. If Damage Type = Flood...

- Verify whether flood insurance coverage is in effect. Flood insurance may cover up to \$1,000.00 moving expenses, but does not cover storage expenses.
- Keep in mind Mobile Home insurance may cover flood.
- Verify flood coverage and settlement for moving expenses with insurance company.
- Per the [Moving and Storage](#) SOP and the [Flood Zones and Other Protected Areas](#) SOP, flood insured or NCOMP applicants may be eligible for moving expenses in excess of \$1,000 and all storage fees if all other criteria are met.

7. Review actions performed in the case.

- a. In the **Current Queues** frame, select the FEMA Manual Determination workpacket and click **Workpacket History** to see workpacket details.



- b. On the **Events History** window, review events at the time of Workpacket Creation (process name: **WFDIS**) to see why case is in the queue.
 - c. Review all other events and case actions performed.
8. Review information on other screens as needed for the case.
9. Create a Moving and Storage pending line, if needed. To do so:
- a. Use the **Add Assistance** link in the menu at left
 - b. OR use the **Add** link in the PP/Other Assistances frame of the Assistance screen.

After the pending line is created, the **Moving/Storage** link will appear. This link will open a processing screen where you can record your determination on the Worksheet and review verification requirements.

The screenshot shows the NEMIS Moving and Storage worksheet. At the top, there are tabs for Home Repair, Rental Assistance, Transient Accommodations, Moving/Storage (selected), Other, Personal Property, Confirmation, and Comment/Contact. Below the tabs, the Program is set to OTH and the Category is MOVING/STORAGE. The Asst Type is INITIAL. The Eligibility dropdown is set to PND - PENDING and is highlighted with a red box. Below this, there is a red box around the Worksheet tab. The form contains several fields for financial data: Note, Itemized Amount (\$0.00), SubTotal (\$0.00), DOB Insurance (\$0.00), Previous Amount (\$0.00), Misc (\$0.00), and Total (\$0.00). There are also links for View Settlement and View Previous Amount. At the bottom, there are buttons for Clear Worksheet, Save And Continue, and Cancel.

10. Continue as follows:

- a. If the applicant does **NOT** meet general eligibility requirements to continue processing for Moving and Storage assistance:
 - i. Select the appropriate ineligible code on the worksheet. (See the [Moving and Storage](#) SOP for ineligible codes to use.)
 - ii. Click **Save and Continue** to save the determination.
 - iii. Continue processing other assistance categories, or if there are no remaining needs to process, navigate to the Confirmation screen to finalize your work. (Skip to [Finalize Your Work](#) on page 141.)
- b. If the applicant **DOES** meet general eligibility requirements, continue to the next topic.

Verify Documentation

After verifying general eligibility requirements are met, verify Moving and Storage documentation in Correspondence Received. Required documents include:

- Verifiable receipts/bills/estimates for Moving and Storage expenses
- Written statement that notes:
 - Reason(s) moving and storage expenses were required
 - Description of essential Personal Property items being moved/stored

- Information indicating essential PP is being stored OR being moved directly into temporary housing unit to prevent further damage
- Information indicating essential Personal Property will be returned to primary residence (pre-disaster or new primary residence)

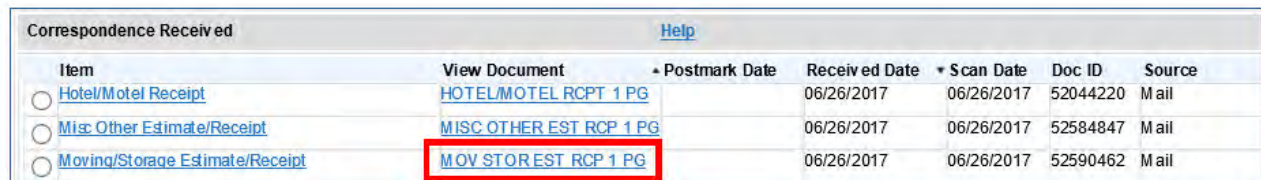
You can view the documents using links on the Overview screen or Communication screen.

- From the **Overview** screen, select the document link in the **Description** column of the **Correspondence Received** frame.



Received Date	Description
06/06/2017 12:00	INS SETTLEMENT 1 PG
06/26/2017 12:00	MISC OTHER EST RCP 1 PG
06/26/2017 12:00	MOV STOREST RCP 1 PG

- From the **Communication** screen, select the document link in the **View Document** column of the **Correspondence Received** frame.



Item	View Document	Postmark Date	Received Date	Scan Date	Doc ID	Source
Hotel/Motel Receipt	HOTEL/MOTEL RCPT 1 PG		06/26/2017	06/26/2017	52044220	Mail
Misc Other Estimate/Receipt	MISC OTHER EST RCP 1 PG		06/26/2017	06/26/2017	52584847	Mail
Moving/Storage Estimate/Receipt	MOV STOREST RCP 1 PG		06/26/2017	06/26/2017	52590462	Mail

Web NEMIS will open the set of documents containing the selected item in an image viewer application. Navigate to each Moving and Storage document and verify it meets all eligibility criteria specified in the [Moving and Storage](#) SOP.

Request Additional Information

If information is missing from the Moving and Storage documentation, you may need to clarify via a phone call, send an initial RFI letter, or make an ineligible determination due to insufficient substantiation.

1. If required documentation is on file and guidance states you can call to clarify incomplete information, make a courtesy call to the appropriate party to do so.

If you obtain the information needed to determine eligibility, skip to the next section, [Review/Update Verification](#) Requirements on page 140.

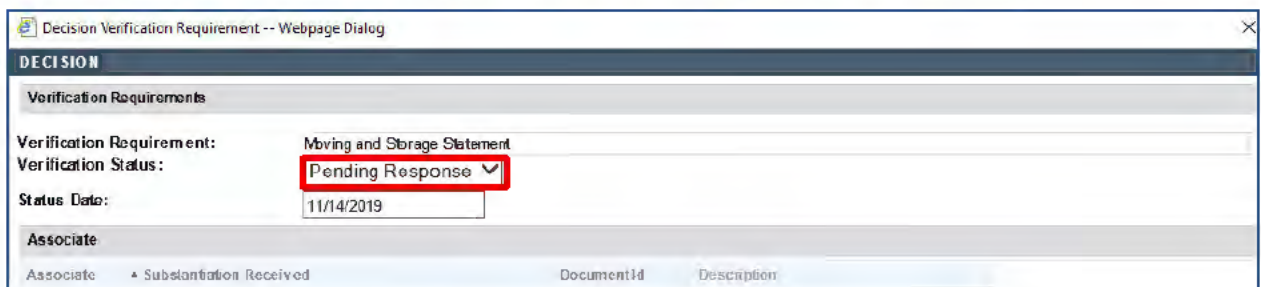
2. If the information cannot be verified via phone call, see if an initial RFI letter was sent to the applicant.

3. If an initial RFI was **not** sent previously:
 - a. On the Info Control screen, select the requirement and click the **Decision** link.



Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Flood Structure/Contents Insurance	Pending Request			07/30/2019		
Moving and Storage Statement	Pending Request			07/30/2019		
Signature Obtained	Verified			05/25/2017	00-695	
Storage Requirements	Pending Request			07/30/2019		

- b. Select **Pending Response** in the **Verification Status** field and **Save** the change. (This “sets the timer” for return of requested documents.)



Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: Moving and Storage Statement

Verification Status: **Pending Response**

Status Date: 11/14/2019

Associate

Associate	Substantiation Received	DocumentId	Description

- c. When finalizing your work on the Confirmation screen...
 - Use the **Letter** link to generate an RFI letter for Moving and Storage documents. (**NOTE:** You can also generate a letter by clicking the **Add** link from the Outgoing Correspondence frame of the Communication screen.)
 - Create a **Comment** to document your work.
 - Select to route the Moving and Storage workpacket to **Info Control, Pending Receipt**.
4. If an initial RFI was **sent previously** and you are unable to clarify missing information via a phone call, the applicant is ineligible.
 - a. On the Moving/Storage screen, select the **INSS** determination (Ineligible Insufficient or No Substantiation Submitted) in the Eligibility field.
 - b. Click the **Save and Continue** button.
 - c. Continue to [Finalize Your Work](#) on page 141.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Moving and Storage award, next ensure all verification requirements are met and set to "Verified."

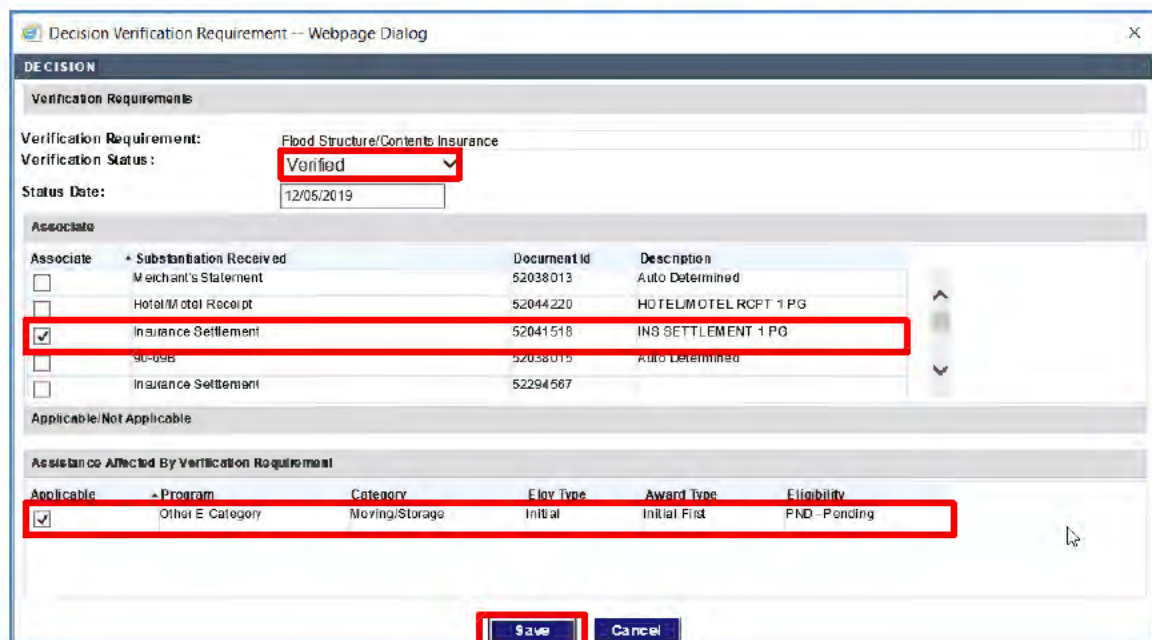
If you need to change the status of any verification requirements:

1. On the Info Control screen, select the requirement, and then click the **Decision** link. (**NOTE:** Select the Category first if you want to display Moving and Storage verification requirements only.)



Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage	Description
Flood Structure/Contents Insurance	Verified			12/05/2019	Insurance Settlement Moving/Storage Estimate/Receipt	
Moving and Storage Statement	Pending Request			07/30/2019		
Signature Obtained	Verified			05/25/2017	90-598	
Storage Requirements	Pending Request			07/30/2019		

2. In the **Verification Status** field of the Decision pop-up, select **Verified** (or other applicable status).
3. In the **Associate** frame, if the Verification Status is **Verified**, select the Substantiation items(s) to associate with the requirement.
4. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for **Moving and Storage** assistance.



Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: Flood Structure/Contents Insurance

Verification Status: Verified

Status Date: 12/05/2019

Associate

Associate	Substantiation Received	Document Id	Description
<input type="checkbox"/>	Merchant's Statement	52038013	Auto Determined
<input type="checkbox"/>	Hotel/Motel Receipt	52044220	HOTEL/MOTEL RCPT 1 PG
<input checked="" type="checkbox"/>	Insurance Settlement	52041518	INS SETTLEMENT 1 PG
<input type="checkbox"/>	Insurance Settlement	52038013	Auto Determined
<input type="checkbox"/>	Insurance Settlement	52294567	

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	Program	Category	Flow Type	Award Type	Eligibility
<input checked="" type="checkbox"/>	Other E Category	Moving/Storage	Initial	Initial First	PND - Pending

Save Cancel

5. **Save** your change.

Make a Determination

1. On the Moving and Storage processing screen, record the award as follows:
 - a. Select **EMS** in the Eligibility field.
 - b. In the **Itemized Amount** field, Enter the total eligible amount from bills/estimates/receipts.
 - c. Depending on the details of the case, use the remaining entry fields to deduct or add amounts to award. Include a brief note for each deduction/addition.

The screenshot shows the 'Moving/Storage' tab selected in the top navigation bar. Below the navigation bar, there are fields for 'Program' (OTH), 'Category' (MOVING/STORAGE), 'Asst Type' (INITIAL), and 'Eligibility' (EMS - ELIGIBLE - MOVING AND STORAGE). The 'Eligibility' field is highlighted with a red box. Below these fields, there is a 'Worksheet' section with a 'Note' field and an 'Itemized Amount' field containing '\$350.00'. The 'Itemized Amount' field is also highlighted with a red box. Below the 'Itemized Amount' field, there are several sub-total and deduction fields: '+ SubTotal: \$350.00', '- DOB Insurance: \$0.00', '- Previous Amount: \$0.00', '+ Misc: \$0.00', and '- Misc: \$0.00'. The 'Total' field at the bottom left shows '\$350.00'. At the bottom right, there are three buttons: 'Clear Worksheet', 'Save And Continue' (highlighted with a red box), and 'Cancel'. There are also links for 'View Settlement' and 'View PreviousAmount'.

2. Click **Save and Continue** to save your determination.

If there are no other assistance categories to process in the case, you are ready to finalize your work.

Finalize Your Work

1. After you have addressed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the Decision frame, select each decision line you are routing out of FEMA Manual. (Also **unselect** any decision lines you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.

Select	Category	*Amount	*Elig Code	Routing	Subqueue
<input type="checkbox"/>	Personal Property	\$8,282.74	PND	FEMA Approval	NON-DRM
<input type="checkbox"/>	Other	\$0.00	PND	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Moving/Storage	\$350.00	EMS	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Home Repair	\$1,118.08	HRZ	FEMA Approval	NON-DRM
<input type="checkbox"/> Split Workpacket Retain Workpacket in Queue					

4. If you are routing **all** decision lines out of the queue and need to retain a workpacket in the queue, select the **Split Workpacket** checkbox.
5. If you need to send a letter:
 - a. Click the **Letter** link at top of the screen and follow prompts to generate and save the letter.
 - b. After returning to the Confirmation screen, select the appropriate option in the Letter Decision column of the Generated Correspondence frame. (In most cases, this will be **Send Letter to Mail Queue**.)

Generated Correspondence			
Preview Letter FOR INFORMATION (1st REQUEST)	* Language English	Generated Date 12/20/2019	Letter Decision <input type="radio"/> Generate Only <input checked="" type="radio"/> Send Letter to Mail Queue <input type="radio"/> Delete Letter

6. If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.
7. Generate a Comment by clicking the **Generate Comment** button, and then edit the Summary and Details information as needed.

Comment

*Summary: 91 RENTAL ASSISTANCE - ER

Details: Workpacket is in queue due to Homeowners settlement received in indexing. Identity, Occupancy, Ownership = Verified; HRR=Yes; NFIRA Compliant; not in CBRA or Sanctioned Community. Insurance settlement does not cover ALE. Eligible for Rental Assistance, 2 months at FMR. All required documentation on file. ER routed to FEMA Approval Non-DRM.

Characters remaining: 2000 characters left

Related Documents:

8. If needed, select the related document that supports your decision(s).
9. When ready to route the case, click **Submit**. Decision lines will be routed to selected queues, and you will be exited from the case.

Miscellaneous/Other Basic Processing Steps

SOPs: [Miscellaneous Other Items, Generator](#)

If Needs Include Both Miscellaneous Other Items and Child Care

Requests for assistance with Miscellaneous Other items and Child Care expenses are both processed using the assistance category of “Other.” Web NEMIS will allow only one pending assistance line to be created for the same category at a time.

If an applicant needs assistance for both a Miscellaneous Other item and Child Care expenses, do the following:

1. First, create a **pending line** (if needed) and **process a decision** for the Miscellaneous Other or Child Care category.
2. On the **Confirmation** screen, select to route the **Other** pending line to the appropriate queue.
3. If you are routing all decision lines out of the queue, check the **Split Workpacket** checkbox to keep the case in FEMA Manual Determination after routing.
4. Complete any tasks needed to finalize your work on decisions being routed out, and then click the **Submit** button.
5. Once the first “Other” assistance line is routed out of the queue, you can create another “**Other**” pending line.

See the following sections for detailed processing instructions.

Perform Initial Case Review

In your initial case review, look for general IHP/ONA eligibility criteria and note all pending lines. If an “Other” pending line is not in the case, a thorough review of Correspondence and Comments/Contacts may reveal the need for Miscellaneous Other assistance.

1. Review the Banner for general eligibility criteria. Look for:
 - **IDV (Pass)**
 - **SBA (Any status, unless the Misc/Other item is also recorded as a Personal Property inspection line item; then it must be ONA referable.)**

- **CBRA** = No or blank (In CBRA/CBRS areas, **Generators** required to power **life-sustaining medical equipment** may be eligible, but other Misc Other items are ineligible.)

FEMA Individuals & Households Program
Version: 3.24.00.00.235 Server: TDL-12C-ASTC

FEMA Manual Determination Insurance Home Logout

Rgs n ID: 150413140 Rgs t: MR SAMPLE APPLICANT SSN: 000-00-0000 Curr: (315) 041-3140 O/R: Own IDV: IDV_PASS HA: OPEN Other: OPEN Lang: Eng
Dstr: 1456 Co-Reg: MAE MOUSE Co-SSN: Cell: Dep: 6 HIT: 6 SBA: FIT Fld Z: A SC: No CBRA: No

Home Repair Rental Assistance Transient Accommodations Moving/Storage Other Personal Property Confirmation

2. Click on the disaster number in the **Dstr** field on the Banner to review basic Disaster Specifics.

Disaster Info

Disaster Information

Agreement: FEMA-1456-DR,NE Processing Option: FEMA Processes/FEMA Pays

Incident Type: Severe Ice Storm Helpline Comments:

Incident Period: 11/01/2016 to 11/06/2016 Helpline Hours: 12am-12pm

Declaration Date: 11/22/2016 Helpline Phone: (800) 367-3362

Filing Deadline: 01/03/2016

- Identify the Processing Option.

NOTE: If Processing Option is **State Processes/State Pays**, do not process ONA. Instead....

Review the **Current Queues** frame on the **Overview** screen to see if a current workpacket is in the State Manual Determination queue. If not....

- If there's not a pending line for an ONA category, create one.
- In the **Decision** frame of the Confirmation screen, select to route the pending line to the **State Manual Determination** queue.
- If you need to retain the case in the queue for HA processing, check the **Split Workpacket** checkbox in the **Decision** frame.
- Create a Comment, and then click **Submit** to complete the routing.

- If the Processing Option is **FEMA**, continue by noting the **Incident Period**.

You'll need to see if the item was purchased/rented within the incident period or 30 days after the incident start date. See SOPs for [Miscellaneous Other Items](#) and [Generator](#) for detailed guidance on eligibility timeframes.

3. Review all Correspondence Received and Comments and Contacts to identify documents and calls supporting assistance requests.
 - a. Use links in the **Correspondence Received** frame of either the **Overview** or **Communication** screen to review all documents supporting a Miscellaneous/Other need.

Received Date	Description ▲
06/06/2017 12:00	INS SETTLEMENT 1 PG
06/26/2017 12:00	MISC OTHER EST RCP 1 PG
06/26/2017 12:00	MOV STOREST RCP 1 PG

- b. Use tools on the **Overview** screen, **Communication** screen, or **Events History** screen to review all Comments and Contacts supporting a Moving and Storage need.

Comment / Contact History		Show: Comments Contacts All
Date & Time	Summary Line	
07/31/2019 09:53	TESTING MISC/OTHER AND CHILD CARE	
12/28/2018 09:59	91 C/C TO INSURANCE COMPANY	
06/27/2017 02:01	91 C/C TO INSURANCE COMPANY	
05/25/2017 12:13	X310	

4. Review the Overview screen for:
 - Occupancy (Verified)
 - Primary Residence (Yes)

Verification Status	Help
Ownership Verified:	Yes
Occupancy Verified:	Yes
NHRA Maint. Rqmt:	No
NFIRA Compliance:	Yes
NFIRA Match Type:	No Match

Inspection				Help
Inspection Pending: Yes	Primary Residence: Yes	Habitability Repairs Required: Yes	Moved/Willing to Move: Yes	
Number of Inspections Completed: 1	Residence Type: Mobile Home	Bedrooms Occupied: 3	Essential Utilities Out: No	
Damage Type: Flood /			Inaccessible: No	

5. Review actions performed in the case.
 - a. In the **Current Queues** frame, select the FEMA Manual Determination workpacket and click **Workpacket History** to see workpacket details.

The screenshot shows the NEMIS web interface. At the top, there are tabs for 'Home Repair', 'Rental Assistance', 'Transient Accommodations', 'Moving/Storage', 'Other', and 'Personal Property'. The 'Current Queues' section is visible, with a table showing 'Process', 'Subqueue', and 'Added Date'. A row for 'FEMA Manual Determination' under the 'Insurance' subqueue is highlighted in yellow. A red arrow points to the 'History' link. A 'Work Packet History' dialog box is open, showing details for RGSN: 150413140 and WP# 1554075746. The dialog box has a table with 'Workpacket Queue', 'Added Date', and 'Removed Date'. A row for 'DHM Manual' is highlighted in red. The background also shows a 'Comment / Contact History' section with a table of dates and times.

- b. On the **Events History** window, review events at the time of Workpacket Creation (process name: **WFDIS**) to see why the case is in the queue.
 - c. Review all other events to get an overview of all case actions performed.
6. Review the **Inspection Line Items** screen for unawarded "Other" line items identified by the Inspector.

Personal Property/Other Misc													Filter Column Sort Help	
Category	Item#	Item Name	Inspection	Drng Type	Degree	Insured	Unit\$	Max	Obs	Qty	Award	Asst Type	Subst	Amt Paid By Receipt
Appl	3070	Electrns Fan	Initial	Flood	Replace	No	\$30.95	3	3	3	\$82.35	Reconsideration		
Appl	3130	Radio	Initial	Flood	Replace	No	\$30.49	1	1	1	\$30.49	Reconsideration		
Appl	3700	Everyday Dining Table/Chairs	Initial	Flood	Replace	No	\$277.99	1	1	1	\$277.99	Reconsideration		
Appl	3090	Television	Initial	Flood	Replace	No	\$229.55	1	3	1	\$229.55	Reconsideration		
Room	2300	Living Room	Initial	Flood	Replace	No	\$1,562.00	1	1	1	\$1,562.00	Reconsideration		
Other	3615	Chain saw, pest incident	Initial				\$147.99	1	1	1				

- If a requested "Other" line item is also recorded as a **Personal Property Appliance (Appl)** line item, the item will be ineligible in the Miscellaneous Other category.

It should be processed for eligibility as a Personal Property line item instead. See the [Miscellaneous Other Items](#) SOP for detailed guidance regarding Miscellaneous Other items recorded as Personal Property.

- If the Miscellaneous Other item was **not recorded at inspection**, documentation of the expense must be on file, and must be substantiated when processing eligibility.
- If the Miscellaneous Other item is a **Generator**, see the [Generator](#) SOP for detailed processing guidance.

7. Review information on other screens as needed for the case.

8. Create an **Other** pending line, if needed. To do so:

- Use the **Add Assistance** link in the menu at left.
- OR use the **Add** link in the PP/Other Assistances frame of the Assistance screen.

After the pending line is created, the **Other** link will appear. This link will open the **Other** category assistance screen where you can process the Misc Other request.

The screenshot shows the NEMIS web application interface. At the top, there's a header with user information and navigation tabs. The 'Other' tab is highlighted with a red box and a red arrow. Below the tabs, there's a left sidebar with a navigation menu. The main content area is divided into several sections: 'Verification Requirements' with a table of requirements, 'IH Summary' with financial totals, 'Correspondence Received' with a table of documents, 'Misc/Other Line Items' with a table of items, and a 'Payment Calculator' at the bottom. The bottom of the screen shows the 'Category' dropdown set to 'Other' and the 'Eligibility Code' dropdown set to 'PND - Pending'. A 'Continue' button is visible on the right side of the bottom section.

9. Continue as follows:

- If the applicant does **NOT** meet general eligibility requirements for Miscellaneous/Other assistance
 - Select the appropriate ineligible code in the **Eligibility Code** field at bottom of the **Other** processing screen. (See the [Miscellaneous Other Items](#) SOP for ineligible codes to use.)
 - Click **Continue** to save the determination.

- Continue processing other assistance categories, or if there are no remaining needs to process, navigate to the **Confirmation** screen to finalize your work. (Skip to [Finalize Your Work](#) on page 154.)
- If the applicant **DOES** meet general eligibility requirements, continue to the next topic.

Requirements for Miscellaneous Other Chainsaw

If the requested Miscellaneous Other item is a chainsaw, review the **Real Property** Line Items on the **Line Items** screen for **5741 Debris Removal** and **5742 Tree Removal**.

Real Property													Compare/Review Inspector Comments Help Column Sort Category Summary
Item	Item Name	Inspection	Dmg Type	Elig	Dmg Category	Unit \$	UOM	Max Obs	HA Qty	HA Award	Asst Type	Subst	Amt Paid By Receipt
6441	Furnace, replace	Initial	Flood	Yes	Not Insured	\$2,183.11	Each	2	1	\$2,183.11	Initial		
6240	Outlets or switches, replace	Initial	Flood	Yes	Not Insured	\$17.99	Each	70	64	\$1,151.36	Initial		
6341	Cabinet, base, replace	Initial	Flood	Yes	Not Insured	\$122.48	Linear Foot	30	20	\$2,449.60	Initial		
5749	Clean and sanitize	Initial	Flood	Yes	Not Insured	\$1.39	Square Foot	3500	1280	\$1,779.20	Initial		
5646	Insulation, Wall, Replace	Initial	Flood	Yes	Not Insured	\$0.92	Floor Square Foot	2700	960	\$883.20	Initial		
5741	Debris remove	Initial	Flood	Yes	Not Insured	\$32.08	Cubic Yard	40	6	\$192.48	Initial		

The chainsaw will be **ineligible** for Miscellaneous Other Assistance if Home Repair Assistance was awarded for either of these line items (5741 or 5742), or if either of these line items is listed as insured.

Another requirement for chainsaw eligibility is that debris or damaged trees must be identified as a **clear danger** to the dwelling or access or be a **health or safety hazard** via inspection or written or verbal statement from the applicant.

See the [Miscellaneous Other Items](#) SOP for detailed guidance regarding chainsaw requests.

Request Additional Information

If documentation to support the Miscellaneous Other request is missing or incomplete, you may need to send an initial RFI letter or make an ineligible determination due to insufficient substantiation.

1. If required documentation is on file and guidance states you can call to clarify incomplete information (for example, confirm safety need for chainsaw), make a courtesy call to the appropriate party to do so.
2. If you obtain the information needed to determine eligibility, skip to the next section, [Substantiate Miscellaneous Other Documentation](#) on page 149.
3. If the information cannot be verified via phone call, see if an initial RFI letter was sent to the applicant.

4. If an **initial RFI was not sent previously**, generate and send an RFI letter requesting documentation of the Miscellaneous Other expense.
 - a. Click the **Letter** link on the Confirmation screen. (Or click the **Add** link on the Outgoing Correspondence frame of the Communication screen).
 - b. In the Letter Wizard, select **Notification Letters**, and then select **Misc.**
 - c. In the next pop-up, scroll down and select **RFI-Misc Other Items**.
 - d. Follow prompts to finish generating the letter.

NOTE: Do **not** set the timer for Misc/Other requests. (That is, do **not** set an associated verification requirement to Pending Response.)

- e. When finalizing your work on the Confirmation screen...
 - o Document your work in a Comment.
 - o Select to route the Other workpacket to the Complete queue.
5. If an **initial RFI was sent previously** and you are unable to clarify missing information via a phone call, the applicant is ineligible.
 - a. On the **Other** assistance processing screen, select the **IISS** (Ineligible Insufficient Substantiation Submitted) determination in the Eligibility field.
 - b. Click the **Continue** button save your determination and continue to the next processing task.
 - c. If you're ready to finalize your work, continue to the Confirmation screen. Skip to [Finalize Your Work](#) on page 154.

Substantiate Miscellaneous Other Documentation

If required Miscellaneous Other documentation is in the file, substantiate each document to verify it meets criteria specified in guidance.

1. Navigate to the **Other** processing screen and review general information on the screen.
2. Expand the Correspondence Received frame, if needed, by clicking the "+" sign. This will open the list of all sets of documents indexed into the case.



3. Expand each set of document items by clicking the "+" sign next to the **Category** column. This will list all document items in that set of documents.

4. Select the DMARTS Document ID link for an individual document item to open that item in the Item Substantiation window.

- | Category | # of Items | To Calculator | Verified | Item Type/Description | DMARTS Document ID | Duplicate Of | Received | Last Viewed |
|---------------------------------------|------------|---------------|----------|------------------------------------------------------|-----------------------------------|--------------|------------|-------------|
| Insurance | 2 | | | Ins Settlement | m1.00a100a1015b2a | | 06/06/2017 | |
| Lodging,Misc/Other,Moving and Storage | 4 | | | Hotel/Motel Rcpt Misc/Other Ed/Rcpt Move/Storage Rcp | m1.00a100a1015b64 | | 06/26/2017 | |
| Lodging | 1 | Y | Yes | Hotel/Motel Rcpt | 52044230 | | 06/26/2017 | |
| Misc/Other | 1 | | | Misc/Other Ed/Rcpt | 525684847 | | 06/26/2017 | |

5. At top of the Item Substantiation window, select the document item you want to substantiate from the list of document items. It will be highlighted in yellow.

6. Make sure the document Category and Item Type are correct for the item shown at left, and make any corrections to these fields as needed.
7. If the **Image page number(s)** field is blank:
 - a. Select the **View Full Image** link in the Image frame.
 - b. Then navigate to the document item in the set of documents and determine which page(s) it is on.
 - c. Return to the Item Substantiation window and enter the page or page range in the **Image page number(s)** field.
8. For each item, enter the **Date of Purchase**.
9. Next select the requested item in the **Type of Misc/Other Item** field.
 - a. The pulldown list will include only items approved for the disaster.
 - b. After you select the item, substantiation fields for that item will be displayed.

For example, following are the substantiation fields that appear when you select **Humidifier** in this field.

The screenshot shows the NEMIS Item Substantiation form. A red box highlights the top section, which includes the following fields:

- * Category: Misc/Other (dropdown)
- * Item Type: Misc/Other Est/Rcpt (dropdown)
- * Image page number(s): 1 (text input)
- * Date of Purchase: 01/01/2017 (date input)
- * Type of Misc/Other Item: Humidifier, post incident (dropdown)
- * Receipt is verifiable? (radio buttons: Yes, No)
- * Registrant meets the criteria to be processed for assistance? (radio buttons: Yes, No)
- * Purchase Amount: \$ 150 (text input with currency symbol)
- * Quantity: 1 (text input)
- * Price Per Item (includes tax): \$ 150 (text input with currency symbol)

A blue box highlights the bottom section, which includes the following fields:

- Limit Allowed: 1 (text input)
- Quantity Available: 0 (text input)
- Max Price Per Item: \$ 109.99 (text input with currency symbol)
- Pending Eligible Quantity: 1 (text input)
- Pending Eligible Amount: \$ 109.99 (text input with currency symbol)
- Verified: Not Applicable (dropdown)
- Do not add this item to the calculator (checkbox)

Red arrows point to the 'Verified: Not Applicable' dropdown and the 'Do not add this item to the calculator' checkbox.

10. Review the receipt for processing criteria and enter/update substantiation details. For each receipt, you'll need to indicate the following:

- a. Receipt is verifiable? (includes enough contact information to be verifiable per guidance)
- b. Registrant meets criteria to be processed for assistance? (all eligibility criteria specified in guidance are met for the item)
- c. Purchase amount (total amount for the quantity of the items purchased)
- d. Quantity (quantity of the items purchased)
- e. Price Per Item (price paid per item, including tax)

Also complete any fields specific to that item (e.g. questions about utility outage and medical need for a **generator**; questions about debris/tree hazard and lack of insurance for a **chainsaw**.)

The following fields are auto-populated in Web NEMIS, based on Disaster Specific settings for each item:

- Limit Allowed (max quantity allowed per DR specifics)
- Quantity Available (quantity remaining after this item is awarded)
- Max Price Per Item (max payment allowed per DR Specific)
- Pending Eligible Quantity
- Pending Eligible Amount

11. Keep in mind the following as you complete remaining substantiation fields.

- a. If you need to add/subtract amounts to enter in the **Purchase Amount** or **Price Per Item** field use the sub-calculator icon beside the field to do so.
- b. In the **Verified** field, select "**Verified**," or select the appropriate response if you made a courtesy call. This field indicates that a caseworker reviewed the document and ensured field entries were completed correctly.
- c. **Uncheck** the "Do **not** add this item to the calculator" field (to add the receipt amount to the Payment Calculator).
- d. After completing each set of substantiation entries, **Save** your work.
- e. If needed, select the next document item at top of the Item Substantiation window, and follow the steps above to substantiate the item.

NOTE: For a generator, you may also need to substantiate a physician's statement verifying a medical necessity for electrical power.

12. After completing and saving substantiation for all Miscellaneous Other document items in the set of documents, **Close** the Item Substantiation window.

After returning to the Other screen, review ensure entries in the Payment Calculator frame are correct.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Miscellaneous Other award, next ensure all verification requirements are met and set to "Verified." You can find verification requirements on the Other assistance processing screen or the Info Control screen.

Home Repair		Rental Assistance		Transient Accommodations		Moving/Storage		Other
Verification Requirements				Add Decision				IH Summ
Requirement		Status		Requirement		Status		Repair/R
Identity Verification		Verified		Occupancy		Verified		Temp Ho
Signature Obtained		Verified						

If you need to change the status of any verification requirements:

1. Select the requirement, and then click the **Decision** link.

NOTE: You can change the category-specific Occupancy requirement from the Other screen, but will need to change the Identity and Signature requirements from the Info Control screen.

2. In the **Verification Status** field of the Decision pop-up, select **Verified**.
3. In the **Associate** frame, select the Substantiation items(s) used to verify the requirement.
4. In the **Assistance Affected by Verification Requirement** frame, ensure the **Applicable** checkbox is selected for the **Other** assistance category.
5. **Save** your change.

Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: **Occupancy**

Verification Status: **Verified**

Status Date: **12/17/2019**

Associate

Associate	* Substantiation Received	Document Id	Description
<input type="checkbox"/>	Merchant's Statement	52038013	Auto Determined
<input type="checkbox"/>	Hotel/Motel Receipt	52044220	HOTEL/MOTEL RCPT 1 PG
<input checked="" type="checkbox"/>	Proof of Occupancy Documentation	52584847	
<input type="checkbox"/>	Insurance Settlement	52041518	INS SETTLEMENT 1 PG
<input type="checkbox"/>	90-69B	52038015	Auto Determined

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	Program	Category	Elgy Type	Award Type	Eligibility
<input checked="" type="checkbox"/>	Housing Assistance	Rental Assistance	Initial	Initial First	ER - Eligible - Rental Assistance
<input checked="" type="checkbox"/>	Housing Assistance	Housing Assistance	Initial	Initial First	INS - Insured
<input checked="" type="checkbox"/>	Other E Category	Other	Reconsideration	Reconsideration	PND - Pending

Save **Cancel**

Make a Determination

1. On the **Other** processing screen, select **EMISC** in the Eligibility field.
2. Click **Continue** to save your determination.

NOTE: When you click **Continue** to save your determination, Web NEMIS advances you to the next processing screen. If no other pending line is open in the case, Web NEMIS advances you to the Confirmation screen.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the Decision frame, select each decision line you are routing out of FEMA Manual (and/or **unselect** any decision line you need to retain in the queue).
3. Confirm or select the appropriate **routing** destination for each decision line.

Select	Category	Amount	Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Other	\$80.00	EMISC	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Moving/Storage	\$350.00	EMS	FEMA Approval	NON-DRM
<input type="checkbox"/>	Home Repair	\$1,118.00	FHR7	FEMA Approval	NON-DRM
<input type="checkbox"/>	Split Workpacket	Retain Workpacket in Queue			

- If you need to retain a workpacket in the queue after routing all decision lines out of the queue, select the **Split Workpacket** checkbox.

☒ Split Workpacket Retain Workpacket in Queue

- If you need to send a letter, click the **Letter** link at top of the screen and follow prompts to generate and save the letter.

After returning to the Confirmation screen, select the appropriate option in the Letter Decision column of the Generated Correspondence frame. (In most cases, this will be **Send Letter to Mail Queue.**)

- If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.
- Generate a Comment by clicking the **Generate Comment** button, and then edit the Summary and Details information as needed.

Comment

*Summary: 91 LER = ETR - Transient Housing, CONT ASST = ER, MISC = EMISC, MS = EMS, Home Repair = EHR7

Details: Registrant is eligible for Transient Accommodations Assistance (Lodging Expenses Reimbursement) in the amount of \$684.00 for 9 nights. All required documentation on file. Applicant has submitted a request for recertification. Registrant is eligible for Misc/Other Assistance. All required documentation on file.

Characters remaining: 1582 characters left

Re-Generate Comment **Save Draft** **Delete Draft**

Related Documents:

Submit

- If needed, select the related document that supports your decision(s).
- When ready to route the case, click **Submit**. Decision lines will be routed to selected queues, and you will be exited from the case.

Child Care Assistance Basic Processing Steps

SOPs: [Child Care Assistance](#), [Child Care Calculator](#)

If Needs Include Both Miscellaneous Other Items and Child Care

Requests for assistance with Miscellaneous Other items and Child Care expenses are both processed using the assistance category of “Other.” Web NEMIS will allow only one pending assistance line to be created for the same category at a time.

If an applicant needs assistance for both a Miscellaneous Other item and Child Care expenses, do the following:

1. First, create a pending line (if needed) and process a decision for the Miscellaneous Other or Child Care category.
2. On the Confirmation screen, select to route the Other pending line to the appropriate queue.
3. If you are routing all decision lines out of the queue, check the **Split Workpacket** checkbox to keep the case in FEMA Manual Determination after routing.

Decision					
Select	Category	* Amount	* Elig Code	Routing	Subqueue
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Other	\$80.00	EMISC	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Moving/Storage	\$350.00	EMS	FEMA Approval	NON-DRM
<input type="checkbox"/>	Home Repair	\$1,118.00	FHR7	FEMA Approval	NON-DRM
<input checked="" type="checkbox"/>	Split Workpacket	Retain Workpacket in Queue			

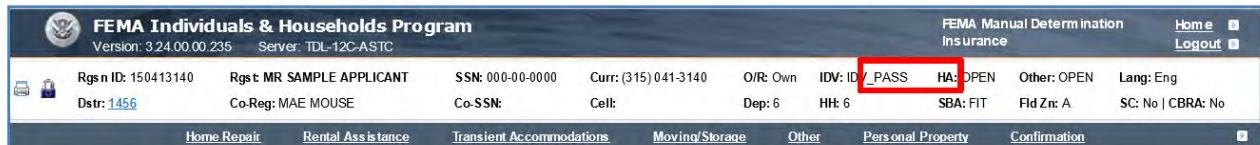
4. Complete any tasks needed to finalize your work on decisions being routed out, and then click the **Submit** button.
5. Once the first “Other” assistance line is routed out of the queue, you can create another “Other” pending line.

See the following sections for detailed processing instructions.

Perform Initial Case Review


In your initial case review, look for general IHP/ONA eligibility criteria and note all pending lines. If a “Other” pending line is not in the case, a thorough review of Correspondence and Comments/Contacts may reveal the need for Child Care assistance.

1. Review the Banner to see if **IDV = Pass**.



FEMA Individuals & Households Program										FEMA Manual Determination Insurance		Home	Logout	
Version: 3.24.00.00.235	Server: TDL-12C-ASTC													
Rgs n ID: 150413140	Rgs t: MR SAMPLE APPLICANT	SSN: 000-00-0000	Curr: (315) 041-3140	O/R: Own	IDV: ID / PASS	HA: OPEN	Other: OPEN	Lang: Eng						
Dstr: 1456	Co-Reg: MAE MOUSE	Co-SSN:	Cell:	Dep: 6	HIT: 6	SBA: FIT	Fld Zn: A	SC: No CBRA: No						
Home Repair Rental Assistance Transient Accommodations Moving/Storage Other Personal Property Confirmation														

2. Click on the disaster number in the **Dstr** field on the Banner to review basic Disaster Specifics.



Disaster Info	
Disaster Information	
Agreement: FEMA-1456-DR, NE	Processing Option: FEMA Processes/FEMA Pays
Incident Type: Severe Ice Storm	Helpline Comments:
Incident Period: 11/01/2016 to 11/06/2016	Helpline Hours: 12am-12pm
Declaration Date: 11/22/2016	Helpline Phone: (800) 367-3362
Filing Deadline: 01/03/2016	

- Identify the Processing Option.

NOTE: If Processing Option is **State Processes/State Pays**, do not process ONA. Instead....

Review the **Current Queues** frame on the **Overview** screen to see if a current worksheet is in the State Manual Determination queue. If not....

- If there's not a pending line for an ONA category, create one.
- In the **Decision** frame of the Confirmation screen, select to route the pending line to the **State Manual Determination** queue.
- If you need to retain the case in the queue for HA processing, check the **Split Worksheet** checkbox in the **Decision** frame.
- Create a Comment, and then click **Submit** to complete the routing.

- If Processing Option is **FEMA**, continue by noting the **Incident Period**.
You'll need to see if post-disaster income and child care expense documents reflect a time period after the incident start date.
- 3. Review all Correspondence Received and Comments and Contacts to identify documents and calls supporting assistance requests.
 - c. Use links in the **Correspondence Received** frame of either the **Overview** or **Communication** screen to review all documents supporting a Child Care need.

Correspondence Received	
Received Date	Description
06/26/2017 12:00	CHILD CARE CALCULATOR
06/26/2017 12:00	CHILD CARE DECLARATION
06/26/2017 12:00	CHILD CARE RECEIPT
06/26/2017 12:00	HOTEL/MOTEL RCPT 1 PG

- d. Use tools on the **Overview** screen, **Communication** screen, or **Events History** screen to review all Comments and Contacts supporting a Child Care need.

Comment / Contact History		Show: Comments Contacts All
Date & Time	Summary Line	
07/31/2019 09:53	TESTING MISC/OTHER AND CHILD CARE	
12/28/2018 09:59	91 C/C TO INSURANCE COMPANY	
06/27/2017 02:01	91 C/C TO INSURANCE COMPANY	
05/25/2017 12:13	X310	

NOTE: Occupancy is shown in NEMIS/Web NEMIS as verification requirement for the **Other** category, which includes both Misc/Other and Child Care assistance. However, although Occupancy must be verified for Misc/Other assistance, it is NOT a verification requirement for Child Care assistance. Damage to a child care facility can result in added child care costs even if the applicant's home is not damaged.

- 4. Get an overview of actions performed in the case. To do so...
 - a. In the **Current Queues** frame, select the FEMA Manual Determination workpacket and click **Workpacket History** to see workpacket details.

The screenshot shows the NEMIS system interface. At the top, there are tabs for 'Home Repair', 'Rental Assistance', 'Transient Accommodations', 'Moving/Storage', 'Other', and 'Personal Property'. Below these is the 'Current Queues' section, which includes a table with columns 'Process', 'Subqueue', and 'Added Date'. The row 'FEMA Manual Determination' is highlighted in yellow. A 'Work Packet History' dialog box is open, showing the 'Work Packet Queue' with columns 'Workpacket Queue', 'Added Date', and 'Removed Date'. The row 'DHM Manual' is highlighted. The dialog box also shows the 'RGSN: 150413140' and 'MR SAMPLE APPLICANT'.

- b. On the **Events History** window, review events at the time of Workpacket Creation (process name: WFDIS) to see why the case is in the queue.
 - c. Review all other events to get an overview of all case actions performed.
5. Review the **Occupants** frame on the **Registrant Info** screen.

When reviewing Child Care documentation, you will need to note whether the child is an occupant of the applicant's household, and whether the child's relationship, dependent status, and age meet criteria specified in guidance. (If these details are missing, you will need to call the applicant to verify and update the information here.)

Occupants						Add Edit Delete
Name	* SSN	Relationship	* Dep	Age	DOB	
APPLICANT, SAMPLE L	000-00-0000	Registrant	Yes	46	12/17/1970	
MOUSE, JIM		Immed Family		12		
MOUSE, KIM		Immed Family		10		
MOUSE, SAM		Immed Family		6		
MOUSE, TIM		Immed Family		8		

6. Review information on other screens as needed for the case.
7. Create an **Other** pending line, if needed. To do so:
 - a. Use the **Add Assistance** link in the menu at left.
 - b. OR use the **Add** link in the PP/Other Assistances frame of the Assistance screen.

After the pending line is created, the **Other** link will appear. This link will open the **Other** category assistance screen where you can process the Child Care assistance request.

8. Continue as follows:

- If the applicant does **NOT** meet general eligibility requirements for Child Care assistance:
 - Select the appropriate ineligible code in the **Eligibility Code** field at bottom of the **Other** processing screen. (See the [Child Care Assistance](#) SOP for ineligible codes to use.)
 - Click **Continue** to save the determination.
 - Continue processing other assistance categories, or if there are no remaining needs to process, navigate to the Confirmation screen to finalize your work. (Skip to [Finalize Your Work](#) on page 167.)
- If the applicant **DOES** meet general eligibility requirements, continue to the next topic.

Verify Documentation

After verifying general eligibility requirements are met, you will need to review Correspondence Received for documentation required to verify Child Care eligibility and expenses. This documentation includes:

- A signed and dated written statement from the applicant describing the need for child care
- Pre and post-disaster gross household income documents
- Pre-disaster receipts or an affidavit for child care expenses
- Post-disaster receipts or estimates for child care fees, registration, and/or health inventory fees
- A child care provider's license
- A child care contract or agreement (to demonstrate child care costs in lieu of receipts/estimates)

You can view Child Care documents using links on the Overview screen, Communication screen, or the Other assistance processing screen.

- From the **Overview** screen, select the link to the document in the **Description** column of the **Correspondence Received** frame.

Correspondence Received	
Received Date	Description
06/26/2017 12:00	CHILD CARE CALCULATOR
06/26/2017 12:00	CHILD CARE DECLARATION
06/26/2017 12:00	CHILD CARE RECEIPT
06/26/2017 12:00	HOTEL/MOTEL RCPT 1 PG

- From the **Communication** screen, select the link to the document to review in the **View Document** column of the **Correspondence Received** frame.

Correspondence Received							Help
Item	View Document	Postmark Date	Received Date	Scan Date	Doc ID	Source	
Child Care Calculator	CHILD CARE CALCULATOR		06/26/2017	06/26/2017	52857732	Mail	
Child Care Declaration Statement	CHILD CARE DECLARATION		06/26/2017	06/26/2017	52857731	Mail	
Child Care receipt/estimate/affidavit	CHILD CARE RECEIPT		06/26/2017	06/26/2017	52584847	Mail	

- From the **Other** assistance processing screen, use the "+" icon to expand the **Correspondence Received** frame, and then expand each set of document items.



Correspondence Received									
Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed	
Insurance	2			Ins Settlement	m100a100a1015b2a		06/06/2017		
Lodging, Misc/Other, Moving and Storage	4			Hotel/Motel Rcpt Misc/Other Est/Rcpt Move/Storage Est/Rcpt	m100a100a1015b64		06/26/2017		
Lodging		Y	Yes	Hotel/Motel Rcpt	52044220		06/26/2017		
Misc/Other				Misc/Other Est/Rcpt	52584647		06/26/2017		

- Click the longer DMARTS Document ID on the first line of a set of documents to view the document pages in an image viewer application.
- Click the shorter DMARTS Document ID link to open the set of document items in the Item Substantiation window.

Correspondence Received									
Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed	
Lodging, Misc/Other, Moving and Storage	5			Child Care Calcu, Child Care Decla, Child Care Recel, Hotel/Motel Est/Rcpt, Move/Storage Est/Rcpt	m100a100a1015b64		06/26/2017		
Lodging		Y	Yes	Hotel/Motel Rcpt	52044220		06/26/2017		
Misc/Other		N	Not Applicable	Child Care Calcu	52557731		06/26/2017		
Misc/Other		N	Not Applicable	Child Care Decla	52557731		06/26/2017		
Misc/Other		N	Not Applicable	Child Care Recel	52557731		06/26/2017		

NOTE: The Item Substantiation window does not provide fields to verify processing criteria for Child Care documentation. Therefore, use of this window is optional for Child Care assistance.

Item Substantiation

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Lodging, Misc/Other, Moving and Storage	6			Child Care Calcu, Child Care Decla, Child Care Recel, Hotel/Motel Rcpt, Misc/Other Est/Rcpt, Move/Storage Est/Rcpt	m100a100a1015b64		06/26/2017	12/18/2019
Lodging		Y	Yes	Hotel/Motel Rcpt	52044220		06/26/2017	12/18/2019
Misc/Other		N	Not Applicable	Child Care Calcu	52557731		06/26/2017	12/18/2019
Misc/Other		N	Not Applicable	Child Care Decla	52557731		06/26/2017	12/18/2019
Misc/Other		N	Not Applicable	Child Care Recel	52584647		06/26/2017	12/18/2019

View Full Image

Page: 1

☐ This Document is a Duplicate of

* Category: Misc/Other * Item Type: Child Care Recel

* Image page number(s): 1

Verified: Not Applicable

Is this item a duplicate? ☒ UNKNOWN ☐ YES ☐ NO

☒ Do not add this item to the calculator

Save Close

- After you review each Child Care document, verify whether it meets all eligibility criteria specified in the [Child Care Assistance](#) SOP.

Request Additional Information

If documentation to support the Child Care request is missing or incomplete, you may need to clarify via a phone call, send an initial RFI letter, or make an ineligible determination due to insufficient substantiation.

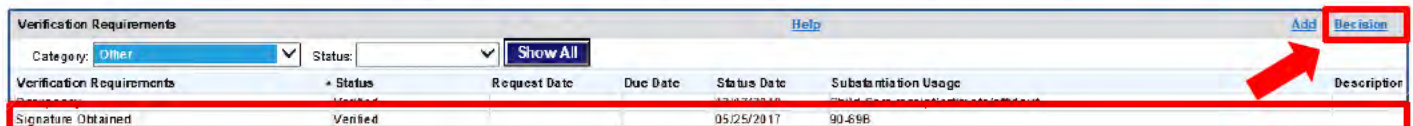
1. If required documentation is on file and guidance states you can call to clarify incomplete information (e.g. a child's age or dependent status), make a courtesy call to the applicant to do so, and update the information in Web NEMIS.

If you obtain all information needed to determine eligibility, skip to the next section, [Use the Child Care Calculator to Determine Eligibility](#) on page 164.

2. If the information cannot be verified via phone call, see if an initial RFI letter was sent to the applicant.

3. **If an initial RFI was not sent previously:**

- a. Use tools on the Info Control screen to set a Child Care verification requirement (in "Other" category) to "Pending Response." (To do so, select the requirement, click the **Decision** link, and select **Pending Response** in the **Verification Status** field. Then **Save** the change.)



Verification Requirements						Help	Add	Decision
Category:	Other	Status:		Show All				
Verification Requirements	Status	Request Date	Due Date	Status Date	Substantiation Usage			Description
Signature Obtained	Verified			05/25/2017	90-698			



Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: Signature Obtained

Verification Status: Pending Response

Status Date: 01/31/2020

Associate

- b. Click the **Letter** link at top of the Confirmation screen. (Or click the **Add** link on the Outgoing Correspondence frame of the Communication screen).
- c. In the Letter Wizard, select **Request Letters**, and then select **Request (RFI)** and **For Information (1st Request)**.
- d. In the Letter Components area, select **OTH - Misc/Other Child Care**.
- e. Follow prompts to finish generating the letter.

- f. When finalizing your work on the Confirmation screen:
 - o Document your work in a **Comment**.
 - o Select to route the Other workpacket to the **Info Control** queue, **Pending Receipt** subqueue.
4. **If an initial RFI was sent previously** and required documentation is incomplete, the applicant is ineligible due to insufficient substantiation submitted.
 - a. In the **Eligibility** field on the **Other** assistance processing screen, select the **INSS** (Ineligible No Substantiation Submitted) determination.
 - b. Click the **Continue** button to save your determination and continue to the next processing task.
 - c. If you're ready to finalize your work, continue to the Confirmation screen. Skip to [Finalize Your Work](#) on page 167.

Use the Child Care Calculator to Determine Eligibility

If all required Child Care documentation is on file and meets criteria specified in guidance, next use the Child Care Calculator to determine eligibility.

You can access the Child Care Calculator from the PPM page by selecting the [Child Care Calculator](#) link.

Follow instructions in the [Child Care Assistance](#) SOP to enter details from the case into the Child Care Calculator fields.

The Calculator will generate an eligibility determination. If the applicant is eligible, it will also calculate the weeks of assistance and the amount of assistance to award.

- If the applicant is eligible, continue to the next topic, [Error! Reference source not found.](#)
- If the applicant is ineligible, See the [Child Care Assistance](#) SOP for detailed instructions on ineligible determinations to use for various ineligible reasons. When you are ready to record the determination:
 - o Enter the appropriate Ineligible code in the **Eligibility Code** field on the **Other** screen, and click the **Continue** button to save the determination.
 - o Finalize your work on the **Confirmation** screen. See [Finalize Your Work](#) section on page 167.

NOTE: Per guidance, the Child Care Calculator a record of the results must be entered into the applicant's file to support payment of Child Care Assistance. When the final review of the determination is completed, SPU or the appropriate POC will upload the Calculator results to the applicant's file through the FaxComm/Right Fax web application. See the *Child Care SOP* for detailed information.

Review/Update Verification Requirements

If the applicant meets all eligibility requirements for a Child Care award, next ensure all Child Care verification requirements are met and set to "Verified." You can find verification requirements on the Other assistance processing screen or the Info Control screen.

If you need to change the status of any verification requirements:

1. Select the requirement, and then click the **Decision** link.

NOTE: You can change the category-specific **Occupancy** requirement from the **Other** screen, but you will need to change the **Identity Verification** and **Signature Obtained** requirements from the Info Control screen.

Verification Requirements	
Requirement	Status
Identity Verification	Verified
Signature Obtained	Verified

Requirement	
Requirement	Status
Occupancy	Verified

2. In the **Verification Status** field of the Decision pop-up, select the appropriate status.
3. In the **Associate** frame, select the Substantiation items(s) used to verify the requirement.
4. In the **Assistance Affected by Verification Requirement** frame, if Occupancy was not verified per inspection or documentation, uncheck the current "Other" assistance line used for Child Care to designate it is not applicable for the "Other" Child Care assistance.


NOTE: For a Child Care only registration, per the [Codes Verification Request Letters and Assistance Types](#) SOP, if Occupancy is not verified, set Occupancy **Verification Status** to **Verified**, and the **Applicable** status for "Other" assistance to **Not Applicable**. To save the change, you would still need to select a substantiation item to associate with the requirement.

Decision Verification Requirement -- Webpage Dialog

DECISION

Verification Requirements

Verification Requirement: Occupancy

Verification Status: **Verified** 

Status Date: 12/04/2020

Associate

Associate	* Substantiation Received	Document Id	Description
<input type="checkbox"/>	Applicant's Statement of Lack of Insurance	52037967	Auto Determined
<input type="checkbox"/>	Hotel/Motel Receipt	52044219	HOTEL/MOTEL RCPT 1 PG
<input checked="" type="checkbox"/>	Official's Statement/Letter	52037969	Auto Determined
<input type="checkbox"/>	Insurance Settlement	52041498	INS SETTLEMENT 1 PG
<input type="checkbox"/>	Insurance Settlement	52041497	INS SETTLEMENT 1 PG

Applicable/Not Applicable

Assistance Affected By Verification Requirement

Applicable	* Program	Category	Elgy Type	Award Type	Eligibility
<input type="checkbox"/>	Other E Category	Other	Reconsideration	Reconsideration First	PND - Pending
<input checked="" type="checkbox"/>	Housing Assistance	Transient Accommodations	Initial	Initial First	PND - Pending
<input checked="" type="checkbox"/>	Housing Assistance	Rental Assistance	Initial	Initial First	ER - Eligible - Rental Assistance

Save **Cancel**

5. **Save** your change.

Make a Determination

1. On the Other processing screen, click the **Misc Adj** link in the Payment Calculator frame.

Payment Calculator Show: Initial 

Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc
Previous Award	Initial	EMISC - Eligible Miscellaneous Items				\$147.99				
Pending Total				\$0.00						
Misc Adj				\$0.00						
Adjust for Prev Pmt				\$0.00						
Eligible Total Award				\$0.00						
Previous Award						\$147.99				

This opens the Miscellaneous Adjustment Calculator window.

2. Enter the award amount from the Child Care Calculator in the **+ Misc. Amount** field.
3. Enter a note to identify the Child Care award in the **Note** field.
4. Click **Save** to return to the Other screen.
5. Select **APVD** in the Eligibility field, and click **Continue** to save your determination.

NOTE: When you click **Continue**, Web NEMIS advances you to the next processing screen. If no other pending line is open in the case, Web NEMIS advances you to the Confirmation screen.

Finalize Your Work

1. After you have processed assistance needs in the case, navigate to the **Confirmation** screen.
2. In the Decision frame, route the **Other** eligibility determination to the **FEMA Supervisor** queue, **Policy Review** subqueue, as instructed in the [Child Care Assistance](#) SOP.

Confirmation						
Decision						
Select	Category	Amount	Elig Code	Routing	Subqueue	
<input checked="" type="checkbox"/>	Transient Accommodations	\$684.00	ETR	FEMA Approval	NON-DRM	
<input checked="" type="checkbox"/>	Rental Assistance	\$1,772.00	ER	FEMA Approval	NON-DRM	
<input checked="" type="checkbox"/>	Other	\$2,500.00	APVD	FEMA Supervisor	Policy Review	
<input checked="" type="checkbox"/>	Moving/Storage	\$350.00	EMS	FEMA Approval	NON-DRM	
<input type="checkbox"/>	Home Repair	\$1,118.08	FHR7	FEMA Approval	NON-DRM	
<input type="checkbox"/>	Split Workpacket Retain Workpacket in Queue					

- Ensure the appropriate **routing** destination is selected for all decision lines being routed out of the queue.
- If you are routing all decision lines out and need to retain a workpacket in the queue, select the **Split Workpacket** checkbox.

<input checked="" type="checkbox"/>	Split Workpacket	Retain Workpacket in Queue
-------------------------------------	------------------	----------------------------

- If you need to generate a letter, use the **Letter** link and follow prompts to generate and save the letter.

After returning to the Confirmation screen, select the appropriate option in the Letter Decision column of the Generated Correspondence frame. (In most cases, this will be **Send Letter to Mail Queue.**)

- If you need to generate a Contact, use the **Comment/Contact** link at top right of the screen to do so.
- Generate a Comment by clicking the **Generate Comment** button, and then edit the Summary and Details information as needed.

Comment	
Summary:	01 LER = ETR - Transient Housing, CONT ASST = ER, MISC = EMISC, MS = EMS, Home Repair = EHRS
Details:	<p>Registrant is eligible for Transient Accommodations Assistance (Lodging Expenses Reimbursement) in the amount of \$684.00 for 9 nights.</p> <p>All required documentation on file.</p> <p>Applicant has submitted a request for recertification.</p> <p>Registrant is eligible for Misc/Other Assistance.</p> <p>All required documentation on file.</p>
Characters remaining: 1582 characters left	
<input type="button" value="Generate Comment"/> <input type="button" value="Save Draft"/> <input type="button" value="Delete Draft"/>	
Related Documents:	<input type="text"/>
<input type="button" value="Submit"/>	

- If desired, select the related document that support your decision(s).

9. When ready to route the case, click **Submit**. Decision lines will be routed to selected queues, and you will be exited from the case.

NOTE: The [Child Care Assistance](#) SOP provides detailed instructions for steps to take after the determination is routed to the Supervisor Review queue. Follow SOP instructions carefully regarding additional steps for processing the Child Care assistance determination.

Insurance Substantiation for HA and Personal Property

SOP: [Insurance Processing for HA and Personal Property](#)

General Information about Insurance Settlements in Web NEMIS

- When an insurance settlement includes more than one type of coverage, a separate document item must be created for each coverage type. (This is most common for Homeowners-Type insurance.)
- An insurance settlement record is created from adding a settlement document item in DMARTS indexing or on a Web NEMIS Item Substantiation window.
- Settlement details saved during document substantiation auto-populate to the Insurance Substantiation/Settlement frame of the Assistance screen.
- Do **NOT** add information from settlement **documents** on the Assistance screen.
- Use tools on the Assistance screen to add **verbal** substantiation of settlement details from an insurance company when settlement documents are not on file.

Insurance Settlement Information Displayed on the Assistance Screen

You can use the Assistance Screen to get an overall view of insurance settlement information if a settlement document or verbal substantiation is on file.

The Assistance screen currently lists Homeowners' type settlements that might cover forms of Housing Assistance and/or Personal Property.

- The **Insurance Policy frame** shows policy information recorded during RI.
- The **Insurance Substantiation/ Settlement frame** links to NFIRA information and shows insurance settlement details.

Structure, Contents, and ALE settlement records saved when substantiating settlement document items will auto-populate in this frame.

The screenshot displays the NEMIS web application interface. The top navigation bar includes links for Registration Status, Events History, RI History, and Inspection History. The main content area is divided into two sections: 'Insurance Policy' and 'Insurance Substantiation/Settlement'. The 'Insurance Policy' section shows a table with columns for Source, Ins Type, Policy Id, Company Name, Phone, Eff Date, and Exp Date. The 'Insurance Substantiation/Settlement' section shows a table with columns for Source, DOC ID, Ins Type, Claim Status, Settle Date, Structure Amt, Contents Amt, Other Amt, Claim Date, Claim No, ALE, ALE Amt, Policy Id, and Company Name. Red arrows point to the 'Insurance Policy' and 'Insurance Substantiation/Settlement' sections.

Source	Ins Type	Policy Id	Company Name	Phone	Eff Date	Exp Date
Registration Intake	Renter/Owner Contents Only (O/R)	GT8750676000	Assurance	(123) 456-7890		

Source	DOC ID	Ins Type	Claim Status	Settle Date	Structure Amt	Contents Amt	Other Amt	Claim Date	Claim No	ALE	ALE Amt	Policy Id	Company Name
Substantiation	52357924	Renter/Owner Contents Only (O/R)	Closed	06/14/2018	\$0.00	\$8,500.00	\$0.00	03/22/2018		0		GT8750676000	Assurance

When no settlement document is on file, records may be manually added on the Assistance screen based on a call to the insurance company.

Note that in the Insurance Substantiation/Settlement frame, the **Structure Amt**, **Contents Amt**, and **Other Amt** fields show settlement payments.

The **Other Amt** field shows the settlement amount for ALE/LOU coverage. The **ALE** field shows whether the insurance policy includes ALE/LOU coverage details, and the **ALE Amt** field shows the ALE/LOU coverage limit (**not** the settlement amount).

Substantiating Settlements on the Communication Screen

For most assistance categories, you should substantiate insurance settlement documents from the related category-specific assistance screen.

However, if a category-specific screen does not provide substantiation tools, you can substantiate an insurance settlement from the Communication screen. To do so:

1. In the **Correspondence Received** frame, select the link for the insurance settlement in the **View Document** field. (**Note:** you may need to view each insurance settlement document item to ensure you review substantiation details for the appropriate coverage type.)

FEMA Individuals & Households Program
Version: 3.23.00.00.217 Server: TDL-12C-ASTC

FEMA Manual Determination Insurance Home Logout

Regan ID: 150413143 Reg: MR MICHAEL HOUSE SSN: 210-00-3143 Curr: (315) 041-3143 O/R: Rent IDV: IDV_PASS HA: OPEN Other: CLOSED Lang: Eng
Dist: 1456 Co-Reg: MAE HOUSE Co-SSN: Cell: Dep: 6 HH: 8 SBA: FIT Flt Zn: A SC: No CBRA: No

Rental Assistance **Confirmation** **Comment/Contact**

Correspondence Received [Help](#) [Add](#) [Edit](#)

Item	View Document	* Postmark Date	Received Date	* Scan Date	Doc ID	Source	File Name	Status
<input type="radio"/> Insurance Settlement	INS SETTLEMENT 1.PG		06/06/2018	06/06/2018	52041574	Mail		
<input type="radio"/> Insurance Settlement	INS SETTLEMENT 1.PG		06/06/2018	06/06/2018	52041573	Mail		

Outgoing Correspondence [Cover Letter](#) | [Resend](#) | [Regenerate](#) | [Add](#) | [Review](#) | [Delete](#)

Summary	Description	Language	Program	Generated Date	Email Date	Printed Date
<input type="radio"/> 9069CL SEAL	90-69 Cover Letter 1	English	Misc	05/22/2018		
<input type="radio"/> SUPPLEMENTAL APPROVAL OTHER EMISC DENIAL INS PP INS	Eligibility decision Good agent, mil list	English	HA	05/26/2018		
<input type="radio"/> 9069REF	90-69 Agency Referral Letter	English	Misc	05/22/2018		

Comment/Contact History [Show: All](#) | [Comments](#) | [Contacts](#) | [Inspector Comments](#)

Type	Date & Time	* User Name	Summary	Details
Inspector Comments	05/25/2018 12:46	X310		Viewed receipt for Chainsaw post incident: 05/22/2018.

- The document item will open in Substantiation view. Make sure the **Coverage Type** relates to the assistance category you are processing (for example, "Other/ALE" for Rental Assistance).

Substantiation - view

Page: 1

ASSURANCE Specialty Property

American Bankers Insurance Company of Florida
PO Box 979033
Miami, FL 33157-9033
Phone: 123-456-7890
March 28, 2018

000195
MICHAEL HOUSE
21820 JUDGE SMILEY RD
Rushville, NE 69360

Claim Information

Insured:	Michael House	Date of Loss:	03-20-2018
Policy Number:	GT8750676000	Reported Date:	03-22-2018
Claim Number:	00102648117		
Cause of Loss:	Wind/Rain		
Property Address:	21820 JUDGE SMILEY RD RUSHVILLE, NE 69360		

Dear Michael House,

We have completed our review of your claim. The following payment has been issued and mailed separately. A copy of the adjuster's estimate is included for your review.

Payment based on policy limit.

Contents Package

Repair/Replacement Cost:	\$8,500.00
Deductible:	\$0.00
Previous Payments:	\$0.00
Total Payment Amount:	\$8,500.00
Date Issued:	3/28/2018

Additional Living Expenses

Additional Living Expenses Cost:	\$3,000.00
Previous Payments:	\$0.00
Total Payment Amount:	\$3,000.00
Date Issued:	3/28/2018

*** Category:** Insurance

*** Item Type:** Ins Settlement

*** Image page number(s)** 1

Substantiation Policy

Policy: Add Edit

Settlements

*** Loss Date** 03/20/2018 *** Claim Date** 03/22/2018

Claim No **Claim Status** Closed

*** Settle Date** 06/14/2018 **ALE Exhausted** No

*** Insurance Type** Renter/Owner Content

*** Coverage Type** Other/ALE

*** Itemized Breakdown** YES NO

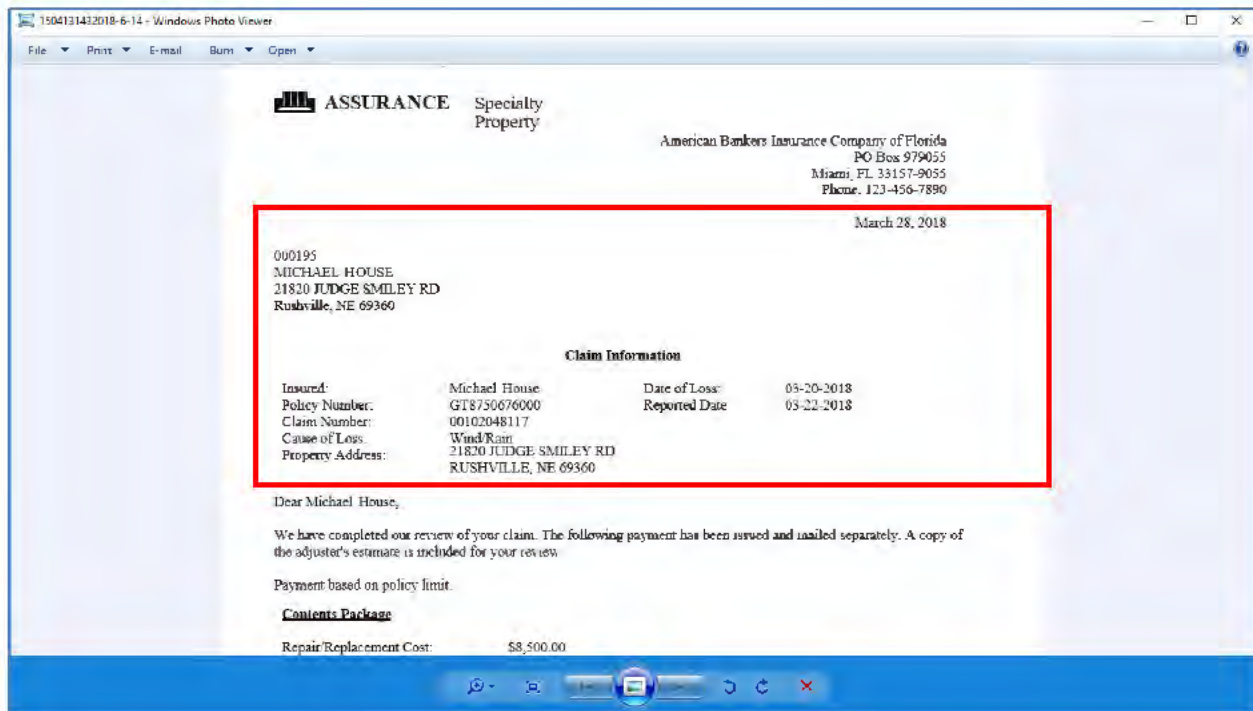
*** Net Settlement Amount** \$ 3000.00

Deductible Amount \$

Pending Eligible Amount \$ 3000.00

Save Close

- Use the **View Full Image** link to review settlement information in the image viewer application.
- Verify the insured name, date of loss, cause of damage, and property address on the document match the applicant's file, and that the settlement meets other criteria specified in guidance.



5. Minimize or close the window or use the **ALT + Tab** keys to return to the case.

Substantiation - view

View Full Image

Page: 1

ASSURANCE Specialty Property
American Bankers Insurance Company of Florida
PO Box 979055
Miami, FL 33157-9055
Phone: 123-456-7890

March 28, 2018

000195
MICHAEL HOUSE
21820 JUDGE SMILEY RD
Rushville, NE 69360

Claim Information

Insured:	Michael House	Date of Loss:	03-20-2018
Policy Number:	GT8750676000	Reported Date:	03-22-2018
Claim Number:	00102048117		
Cause of Loss:	Wind/Rain		
Property Address:	21820 JUDGE SMILEY RD RUSHVILLE, NE 69360		

Dear Michael House,

We have completed our review of your claim. The following payment has been issued and mailed separately. A copy of the adjuster's estimate is included for your review.

Payment based on policy limit.

Contents Package

Repair/Replacement Cost:	\$8,500.00
Deductible:	\$0.00
Previous Payments:	\$0.00
Total Payment Amount:	\$8,500.00
Date Issued:	3/28/2018

Additional Living Expenses

Additional Living Expenses Cost:	\$3,000.00
Previous Payments:	\$0.00
Total Payment Amount:	\$3,000.00
Date Issued:	3/28/2018

* Category: Insurance

* Item Type: Ins Settlement

* Image page number(s) 1

Substantiation Policy

Policy: [Dropdown] Add Edit

Settlements

* Loss Date: 03/20/2018 * Claim Date: 03/22/2018

Claim No: [Text] Claim Status: Closed

* Settle Date: 06/14/2018 ALE Exhausted: No

* Insurance Type: Renter/Owner Content

* Coverage Type: Other/ALE

* Itemized Breakdown: YES NO

* Net Settlement Amount: \$ 3000.00

Deductible Amount: \$ [Text]

Pending Eligible Amount: \$ 3000.00

Save Close

6. In the **Policy** field, select the policy associated with the settlement. If the policy is not on the pull-down selection list, but policy information is available in documentation:

a. Select the **Add link** in the **Policy** field.

b. In the **Add Insurance** window, enter policy details that are available.

Add Insurance -- Webpage Dialog

General

Document ID: 52360059 Source: Other Image ID: 0
Postmark Date: Received Date: Scan Date: Document Date: 03/28/2018
Item: Insurance Policy Description: Renters Insurance Settlement

Insurance Policy

*Ins Type: Renter/Owner Contents Only Policy ID: GT8750576000 * Company Name: Assurance Specialty
Phone: 123 4567890 Eff Date: Exp Date: Input Source: Substantiation

Policy Coverage

Coverage: ☐ Contents ☐ Other ☐ Structure ALE: ☐
Coverage Amt: \$0.00 Coverage Amt: \$0.00 Coverage Amt: \$0.00
Deductible Amt: \$0.00 Deductible Amt: \$0.00 Deductible Amt: \$0.00

Coverage Misc

Covers Entire Household: Mortgage Payoff Required: Interior Struct Dmg: PP Loss Flag:

Save Cancel

Keep in mind the following:

- o **Insurance Type** and **Company Name** are required fields.
- o Use the **"Other"** field to indicate ALE Coverage.
- o If ALE is covered, use the **ALE** field to indicate **YES**.
- o If ALE=**YES**, fields additional appear to enter arrangement details.

c. After saving information policy and returning to Item Substantiation, in the **Policy** field, select the policy you added.

7. Back on the Substantiation window, add and/or update field entries, as needed.

Substantiation - view

[View Full Image](#)

Page: 1

ASSURANCE Specialty Property
American Bankers Insurance Company of Florida
PO Box 979055
Miami, FL 33157-9055
Phone: 123-456-7890
March 28, 2018

000195
MICHAEL HOUSE
21820 JUDGE SMILEY RD
Rushville, NE 69360

Claim Information

Insured: Michael House
Policy Number: GT8750676000
Claim Number: 00102048117
Cause of Loss: Wind/Rain
Property Address: 21820 JUDGE SMILEY RD
RUSHVILLE, NE 69360

Date of Loss: 03-20-2018
Reported Date: 03-22-2018

Dear Michael House,

We have completed our review of your claim. The following payment has been issued and mailed separately. A copy of the adjuster's estimate is included for your review.

Payment based on policy limit.

Contents Package

Repair/Replacement Cost:	\$8,500.00
Deductible:	\$0.00
Previous Payments:	\$0.00
Total Payment Amount:	\$8,500.00
Date Issued:	3/28/2018

Additional Living Expenses

Additional Living Expenses Cost:	\$3,000.00
----------------------------------	------------

Substantiation Policy

Policy: G-Assurance Specialty [Add](#) [Edit](#)

Settlements

* Loss Date: 03/20/2018 * Claim Date: 03/22/2018

Claim No: 00102048117 Claim Status: Closed

* Settle Date: 06/14/2018 ALE Exhausted: No

* Insurance Type: Renter/Owner Content

* Coverage Type: Other/ALE

* Itemized Breakdown: ☐ YES ☒ NO

* Net Settlement Amount: \$ 3000.00

Deductible Amount: \$

Pending Eligible Amount: \$ 3000.00

[Save](#) [Close](#)

8. **Save** your work to return to the Communication screen.

Updates to the settlement record will be auto-populated to the Substantiation/Settlement frame of the Assistance screen.

Adding Verbal Insurance Settlement Substantiation

For verbal insurance settlement substantiation received from an insurance company, you can add settlement details on the Assistance screen or on the Home Repair or Personal Property screen. To do so:

1. On the Assistance screen, in the Insurance Substantiation/Settlement frame, click on the **Substantiation: Add** link.

Insurance Substantiation/Settlement			NEIRA Maintenance Requirement No			Substantiation: Add Edit			Settlement: Add Edit Help			
Source	* DOC ID	Ins Type	Claim Status	Settle Date	Structure Amt	Contents Amt	Other Amt	Claim Date	Claim No	ALE Amt	Policy Id	Company Name
Substantiation	52360054	Renter/Owner Contents Only	Closed	06/14/2018	\$0.00	\$0.00	\$3,000.00	03/22/2018		0	GT 8750676000	Assurance Spe

(OR, on the the Home Repair/Personal Property screen, in the Insurance Settlement frame, click on the **Settlement: Add** link.

2. In the Add Substantiation window, add general policy and coverage information:

The screenshot shows the 'ADD SUBSTANTIATION' window with the following fields and values:

- General**
 - Document ID: 52360082
 - Source: Verbal/Applicant Statement
 - Image ID: 0
 - Postmark Date:
 - Received Date: 05/28/2018
 - Scan Date:
 - Document Date:
 - Item: Insurance Policy
 - Description: Verbal Substantiation from Insurance Co
- Insurance Policy**
 - Ins Type: Mobile Home (O/R)
 - Policy ID: GT8750676000
 - Company Name: Assurance Specialty
 - Phone: 123 4567890
 - Eff Date:
 - Exp Date:
 - Input Source: Substantiation
- Policy Coverage**
 - Coverage: ☐ Contents ☐ Other ☐ Structure
 - ALE:
 - Coverage Amt: \$0.00
 - Coverage Amt: \$0.00
 - Coverage Amt: \$0.00
 - Deductible Amt: \$0.00
 - Deductible Amt: \$0.00
 - Deductible Amt: \$0.00
- Coverage Misc**
 - Covers Entire Household:
 - Mortgage Payoff Required:
 - Interior Struct Dmg:
 - PP Loss Flag:
- Insurance Settlement**
 - [Add](#)
 - DOC ID Contents Other Structure Settle Total Claim Date Claim No. Claim Status Settle Date ALE Exhausted Note
 - No Insurance Settlement items to display.

Buttons: Save, Cancel

Keep in mind the following:

- o **Insurance Type** and **Company Name** are required.
- o Use **"Other"** field to indicate ALE Coverage.
- o If ALE is covered, use **ALE** field to indicate **YES**.
- o If ALE=YES, fields appear for arrangement details.

3. Click the **Add** link in the Insurance Settlement frame to add Settlement from this window.

4. In the Add Insurance Settlement window, add general information and settlement details.

ADD SETTLEMENT

General

Document ID: 52360082 Source: Other Image ID: 0

Postmark Date: Received Date: 05/28/2018 Scan Date: Document Date:

Item: Insurance Settlement Description: Verbal Subst Mobile Home Insurance Settlement from Ins Co

Insurance Settlement

Claim Date: 03/22/2018 Claim No: 00102048117 Claim Status: Closed Settle Date: 03/28/2018 ALE Exhausted: YES

Coverage Type:	Contents	Other	Structure
*Settlement Amt:	\$8,500.00	\$3,000.00	\$30,000.00
Note:			

Save Cancel

- **Settle Date** is required.
- A **Settlement Amount required** for at least 1 coverage type. The settlement amount **must be greater than 0**.
- If the entire ALE settlement amount has been disbursed and no more ALE is forthcoming, select **YES** for **ALE Exhausted**.
- Use "**Other**" fields to enter the ALE settlement amount.
- After completing insurance settlement entries, **Save** your work.

A settlement record will appear in the Substantiation/Settlement frame of the Assistance screen. All forms of coverage recorded will appear on the same line.

Duplicate Registrations in FEMA Manual Determination

Overview

Cases are considered “duplicates” or “linked” cases when NEMIS detects duplicate information of the following types: Damaged Dwelling Address (DDA), Damaged Mailing Address (DMA), Damaged Phone Number (DPN), EFT account number. When registrations are linked due to these causes, only the applicant designated as the “Head of Household” will be eligible for forms of Housing Assistance. However, linked applicants may be eligible for certain forms of Other Needs Assistance when they are responsible for allowable expenses.

Although registrations flagged as duplicates are usually “smart routed” to the Duplicate Investigation or Duplicate Resolution queue, occasionally duplicate registrations are found in FEMA Manual Determination.

If you need to process an eligible or ineligible determination for a duplicate registration in FEMA Manual Determination, you must clear the duplicate status before routing the case. This action temporarily clears the duplicate status so the determination can be routed forward for approval. To be permanent, the status must be changed in the Duplicate Investigation or Duplicate Registration queue.

See the [Duplicate Investigation and Resolution Processing](#) SOP, as well as Preshifts and Disaster Specific SOPs, for guidance on processing duplicate registrations before performing this task.

Clearing a Workpacket Duplicate Status for Routing

Linked registrations are easy to identify in Web NEMIS processing queues, because the **Linked Regs** menu option will appear in red for linked cases.

The screenshot displays the Web NEMIS interface. On the left sidebar, the 'Linked Regs' menu item is highlighted in red, with a red arrow pointing to it. The main content area shows a table of registrations. The table has columns for Reg Id, Name, Duplicate Type, Reg Dup Status, Group Status, Group Status Date, and Reg Id Continued Processing. The data rows show two registrations with duplicate phone numbers. Below this, there is a section for 'Link Groups' with a table of linked registrations. The table has columns for Type, Description, DR #, Reg Id, Link Status, Prefix, Last Name, First Name, MI, SSN, and Address. The 'Link Status' column shows 'Possible Duplicate: Link for DOB Review' for both registrations.

Reg Id	Name	Duplicate Type	Reg Dup Status	Group Status	Group Status Date	Reg Id Continued Processing
93-1077174	884 966	Damaged Phone Number	Possible Duplicate: Link for DOB Review	Resolved	06/04/2018 08:16 PM	
93-1078521	A SMITH	Damaged Phone Number	Possible Duplicate: Link for DOB Review	Resolved	06/04/2018 08:16 PM	

Type	Description	DR #	Reg Id	Link Status	Prefix	Last Name	First Name	MI	SSN	Address

Linked cases will appear in the **Registrations Linked as Duplicates** frame at top. The current applicant will be included in the duplicates list. The **Workpacket Duplicate Status** link at top of the frame right will be an active link that allows you to change the applicant's duplicate status.

If you determine per guidance that a linked applicant is eligible or ineligible for an assistance category, you can clear the Duplicate Status for routing as follows:

1. On the **Linked Regs** screen, for each registration listed in the **Registrations Linked as Duplicates** frame, click on the **Registration ID** link.

The screenshot shows the 'Linked Regs' screen in the Web NEMIS system. The left sidebar contains navigation links: Overview, Registrant Info, Assistance, Inspection Status, Line Items, Communication, Info Contact, **Linked Regs** (highlighted in red), Needs To Do, Registration Status, Events History, RI History, and Inspection History. The main content area is titled 'Registrations Linked as Duplicates' and includes a 'Workpacket Duplicate Status' link. Below this is a table with columns: Reg Id, Name, Duplicate Type, Reg Dup Status, Group Status, Group Status Date, and Reg Id Continued Processing. The table lists two entries for 'A SMITH' with 'Damaged Phone Number' as the duplicate type. A red arrow points to the 'Workpacket Duplicate Status' link, and another red arrow points to the 'Reg Id' link in the first row of the table. Below the table is a 'Link Groups' section with tabs for 'Add | Edit | Search', 'Linked Registrations', 'Workpacket Link Status', and 'Linked'. The 'Linked Registrations' tab is active, showing a table with columns: Type, Description, DR #, Rgsn Id, Link Status, Prefix, Last Name, First Name, MI, SSN, and Address. At the bottom, there is a 'Previous: Disaster Assistance' section with a table containing columns: Prev Distr No, Prev Rgsn Id, Declaration Date, Program, Category, Recoup, Elig Cd, Disb Amt, Flood Ins Award, and Damaged Address. The footer of the page displays FEMA contact information: 'FEMA - P.O. Box 10055, Hyattsville, MD 20782-7055 (800) 621-3362 Fax (800) 827-8117'.

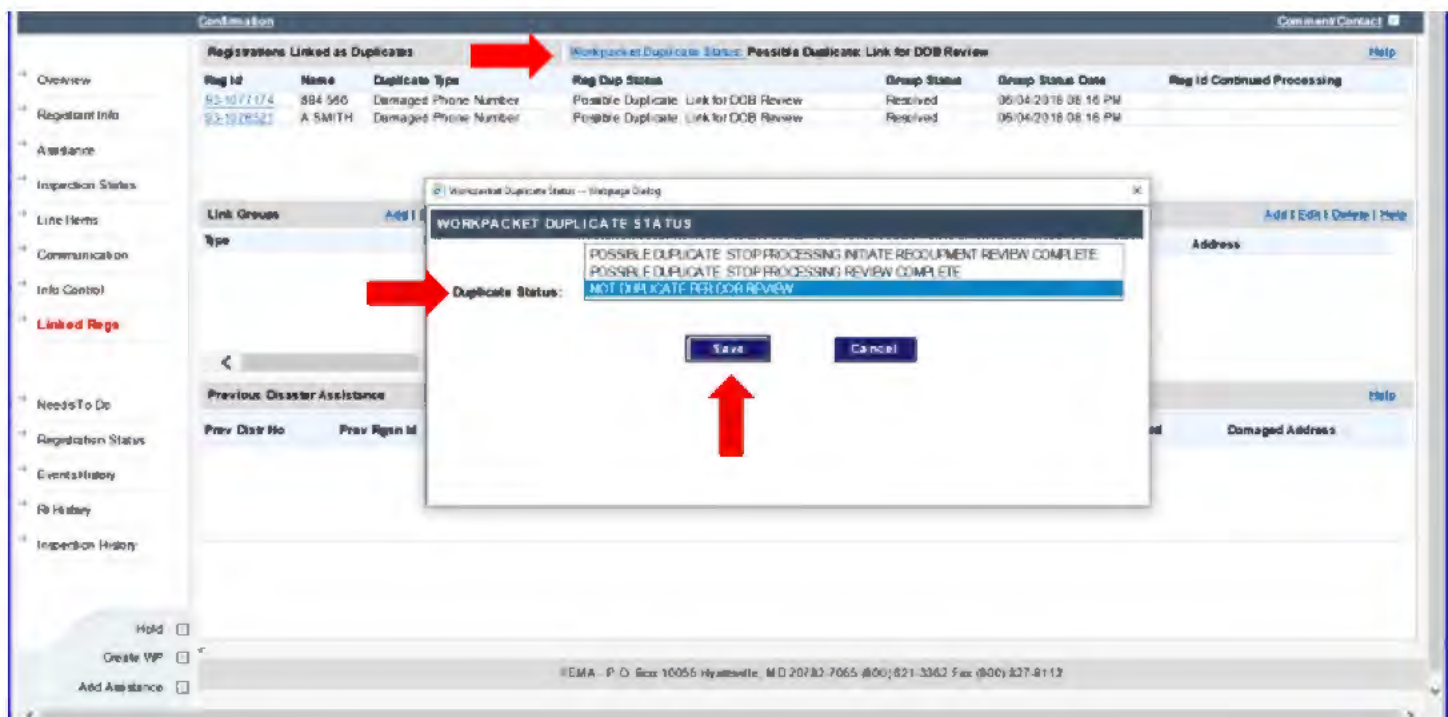
2. Web NEMIS will open the linked registration in view-only mode. Navigate through the case and review information for duplicate criteria. Especially note if the Damaged Address or EFT information is duplicated.

If EFT information is duplicated, it is recommended that staff contact the applicant to attempt to verify the EFT information before processing an award. If contact cannot be made, staff should remove the EFT information on the Registrant Info screen so funds will be sent via a check.

Depending on case details and guidance for each assistance category requested, the applicant may/may not be eligible for the same assistance requested by a linked applicant.

3. If your review of linked cases indicated you need to **change a determination**, navigate to the appropriate assistance processing screen and do so. Click **Continue** to save the determination, and then return to the **Linked Regs** screen.

4. In the **Registrations Linked as Duplicates** frame, click on the **Workpacket Duplicate Status** link.
5. In the **Workpacket Duplicate Status** window, select the appropriate Duplicate Status needed to route the determination(s) you made in the case.
 - If processing an **INELIGIBLE** decision, select **NOT DUPLICATE PER DOB REVIEW** so the case can be routed to the FEMA Ineligible queue without stopping in the Duplicate Resolution queue.
 - If processing an **ELIGIBLE** decision, and the documents and details in the file are **NOT** sufficient to clear the duplicate status, select **POSSIBLE DUPLICATE: LINK FOR DOB REVIEW** so the case will be moved into the Duplicate Resolution queue after routing. Staff assigned to Dup Res will then review the documents in file, and if necessary, request additional information from the applicant.
 - If processing an **ELIGIBLE** decision, and the documents and other details in the file **ARE** sufficient to clear the duplicate status for the forms of assistance you're awarding, select **NOT DUPLICATE PER DOB REVIEW** so the case can be routed to the FEMA Approval queue without stopping in the Duplicate Resolution queue.



6. Click **Save**.

When you return to the Linked Regs screen, the **Workpacket Duplicate Status** field will display the duplicate status you selected.

Registrations Linked as Duplicates			Workpacket Duplicate Status: Not Duplicate per DOB Review				Help
Reg Id	Name	Duplicate Type	Reg Dup Status	Group Status	Group Status Date	Reg Id Continued Processing	
93-1077174	884 566	Damaged Phone Number	Possible Duplicate: Link for DOB Review	Resolved	06/04/2018 08:16 PM		
93-1076521	A SMITH	Damaged Phone Number	Possible Duplicate: Link for DOB Review	Resolved	06/04/2018 08:16 PM		

The current workpacket will be freed up for routing. However the **Registration Duplicate Status** for the whole case will remain unchanged.

Add Applicant to Existing Shared Occupancy Link Group

There may be instances when you discover an applicant has the same Damaged Dwelling Address (DDA) as another applicant but the registrations are not flagged as duplicates. For example, if one applicant registered with a DDA of "123 Main **St**" and another applicant registered with a DDA of "123 Main **Street**" they would not be automatically linked as duplicates after Registration Intake because the addresses aren't exact matches.

When you find applicants should be linked due to having the same DDA, you can manually link them using tools on the Linked Regs screen.

You can add the applicant to an existing Shared Occupancy link group if a link group for the duplicate damaged address already exists. If a Shared Occupancy Link Group for the address was not already created, you can add the link group first, and then add the duplicate applicants to the group.

Before creating a new link group, first see if a link group for the applicant's duplicate address already exists, and if it does, add the applicant to the existing group. To do so:

1. In the **Link Groups** frame, click the **Search** link.

Registrations Linked as Duplicates			Workpacket Duplicate Status: Not Set at this time					Help	
Reg Id	Name	Duplicate Type	Reg Dup Status	Group Status	Group Status Date	Reg Id Continued Processing			
Link Groups			Add Edit Search	Linked Registrations			Workpacket Link Status Linked		Add Edit Delete Help
Type	Description	DR #	Reg Id	Link Status	Prefix	Last Name	First Name	MI SSN	Address

2. In the **Group Type** field of the Search Link Group pop-up window, select **Shared Occupancy**, and then click the **Search** button.

Rgsn Link Admin Search

SEARCH LINK GROUP

Group Type : Shared Bridge
Shared Occupancy
 Shared Road

Description :

Search **Clear**

Link Groups	Linked Registrations

3. In the **Link Groups** frame search results, select each link group to see a list of registrations within that group in the **Linked Registrations** frame.

SEARCH LINK GROUP

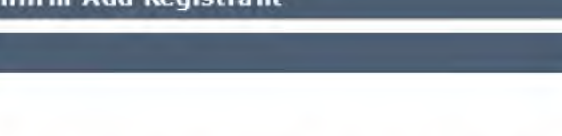
Group Type : Shared Occupancy Description :

Search **Clear**

Link Groups	Linked Registrations																																																
<table border="1"> <thead> <tr> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Shared Occupancy</td> <td>150383364</td> </tr> <tr> <td>Shared Occupancy</td> <td>123 MAIN ST</td> </tr> <tr> <td>Shared Occupancy</td> <td>SHARED OCCUPANT</td> </tr> <tr> <td>Shared Occupancy</td> <td>DAMAGED DWELLING ADDRESS</td> </tr> <tr> <td>Shared Occupancy</td> <td>SAMEDD</td> </tr> </tbody> </table>	Type	Description	Shared Occupancy	150383364	Shared Occupancy	123 MAIN ST	Shared Occupancy	SHARED OCCUPANT	Shared Occupancy	DAMAGED DWELLING ADDRESS	Shared Occupancy	SAMEDD	<table border="1"> <thead> <tr> <th>DR #</th> <th>Rgsn Id</th> <th>Link Status</th> <th>Prefix</th> <th>Last Name</th> <th>First Name</th> <th>MI</th> <th>SSN</th> <th>Address</th> </tr> </thead> <tbody> <tr> <td>1456</td> <td>15-0428431</td> <td>Linked</td> <td>MR</td> <td>CROKE JR</td> <td>HENRY</td> <td>E</td> <td></td> <td>12345 N ARTHUR ST</td> </tr> <tr> <td>1456</td> <td>15-0424355</td> <td>Linked</td> <td>MS</td> <td>HAMMER</td> <td>MARY</td> <td>K</td> <td></td> <td>12345 N ARTHUR ST</td> </tr> <tr> <td>1456</td> <td>15-0424633</td> <td>Linked</td> <td>MR</td> <td>KLAHRE</td> <td>ANTONIO</td> <td></td> <td></td> <td>12345 N ARTHUR ST</td> </tr> </tbody> </table>	DR #	Rgsn Id	Link Status	Prefix	Last Name	First Name	MI	SSN	Address	1456	15-0428431	Linked	MR	CROKE JR	HENRY	E		12345 N ARTHUR ST	1456	15-0424355	Linked	MS	HAMMER	MARY	K		12345 N ARTHUR ST	1456	15-0424633	Linked	MR	KLAHRE	ANTONIO			12345 N ARTHUR ST
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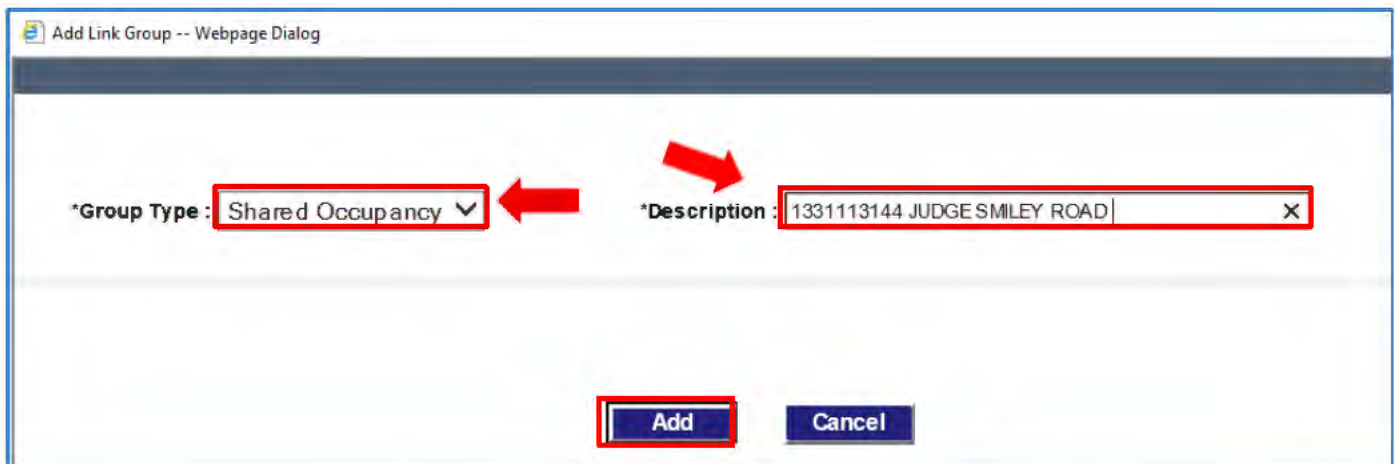
To add the current Registrant to the selected group click "Add".

Add **Cancel**

- 
- Confirm Add Registrant**
- Are you sure you want to add the current Registrant to the selected Link Group?
- OK** **Cancel**

Registrations Linked as Duplicates			Workpacket Duplicate Status: Not Set at this time					Help
Reg Id	Name	Duplicate Type	Reg Dup Status	Group Status	Group Status Date	Reg Id Continued Processing		
<div> <div>Link Groups</div> <div> Add Edit Search </div> </div> <div> <div>Linked Registrations</div> <div> Workpacket Link Status: Linked </div> </div> <div> <div> <div>Type</div> <div>Description</div> </div> <div> <div>DR #</div> <div>Reg Id</div> <div>Link Status</div> <div>Prefix</div> <div>Last Name</div> <div>First Name</div> <div>MI</div> <div>SSN</div> <div>Address</div> </div> </div>								

2. In the **Group Type** field of the Search Link Group pop-up window, select **Shared Occupancy**.



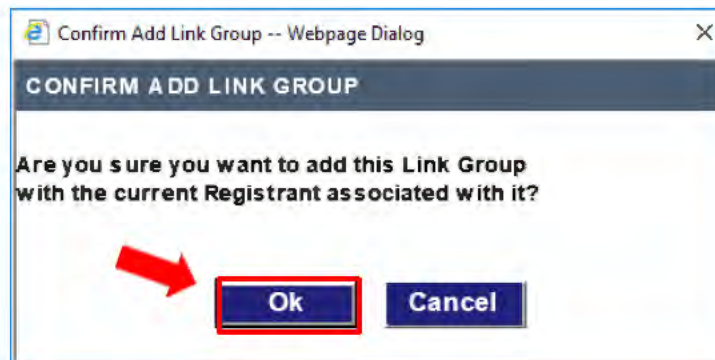
Add Link Group -- Webpage Dialog

*Group Type: Shared Occupancy ▼

*Description: 1331113144 JUDGE SMILEY ROAD X

Add Cancel

3. In the **Description** field, enter a description for the link group you're creating.
(NOTE: Consider entering the duplicated street address as the description so it will be easy to find when searching for registrations in linked groups.)
4. Click the **Add** button.
5. Click **OK** when prompted to confirm you want to add the link group with the current registrant associated with it.



Confirm Add Link Group -- Webpage Dialog

CONFIRM ADD LINK GROUP

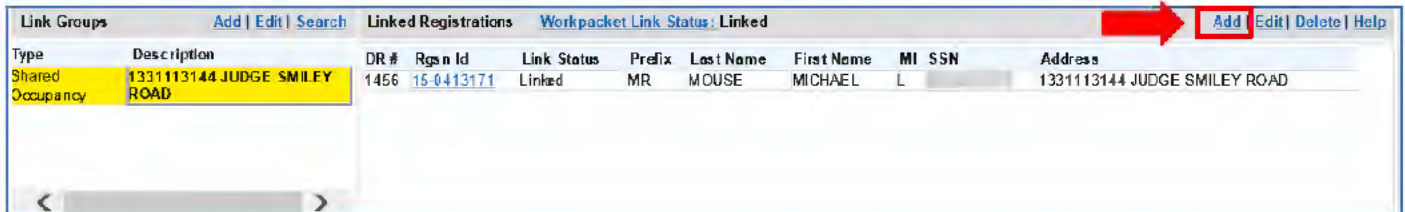
Are you sure you want to add this Link Group with the current Registrant associated with it?

Ok Cancel

6. When you return to the Linked Regs screen, the new link group will appear in the Link Groups frame. Select the link group.

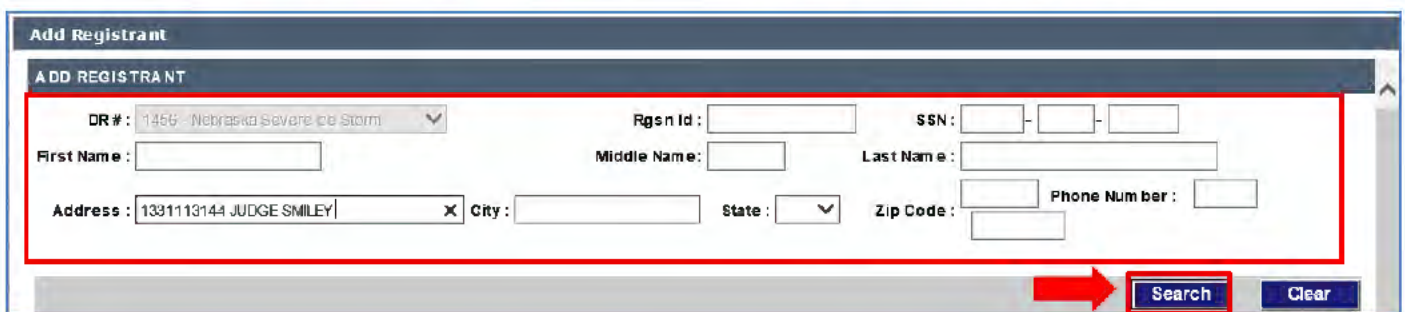
Link Groups		Linked Registrations	
Add Edit Search		Workpacket Link Status: Linked	
Type	Description		
Shared Occupancy	1331113144 JUDGE SMILEY ROAD		

- After you select the link group you added, you'll see the current registration listed in the group. Click the **Add** link to add other registrations to the group.



Link Groups		Add Edit Search		Linked Registrations		Workpacket Link Status: Linked		Add Edit Delete Help		
Type	Description	DR #	Rgsn Id	Link Status	Prefix	Last Name	First Name	MI	SSN	Address
Shared Occupancy	1331113144 JUDGE SMILEY ROAD	1456	15-0413171	Linked	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY ROAD

- In the **Add Registrant** pop-up window, enter search criteria for applicants to add to the link group, and then click **Search** button. (In the example image below, the first part of the street address has been entered in the **Address** field.)



ADD REGISTRANT

DR #: 1456 - Nebraska Severe Ice Storm

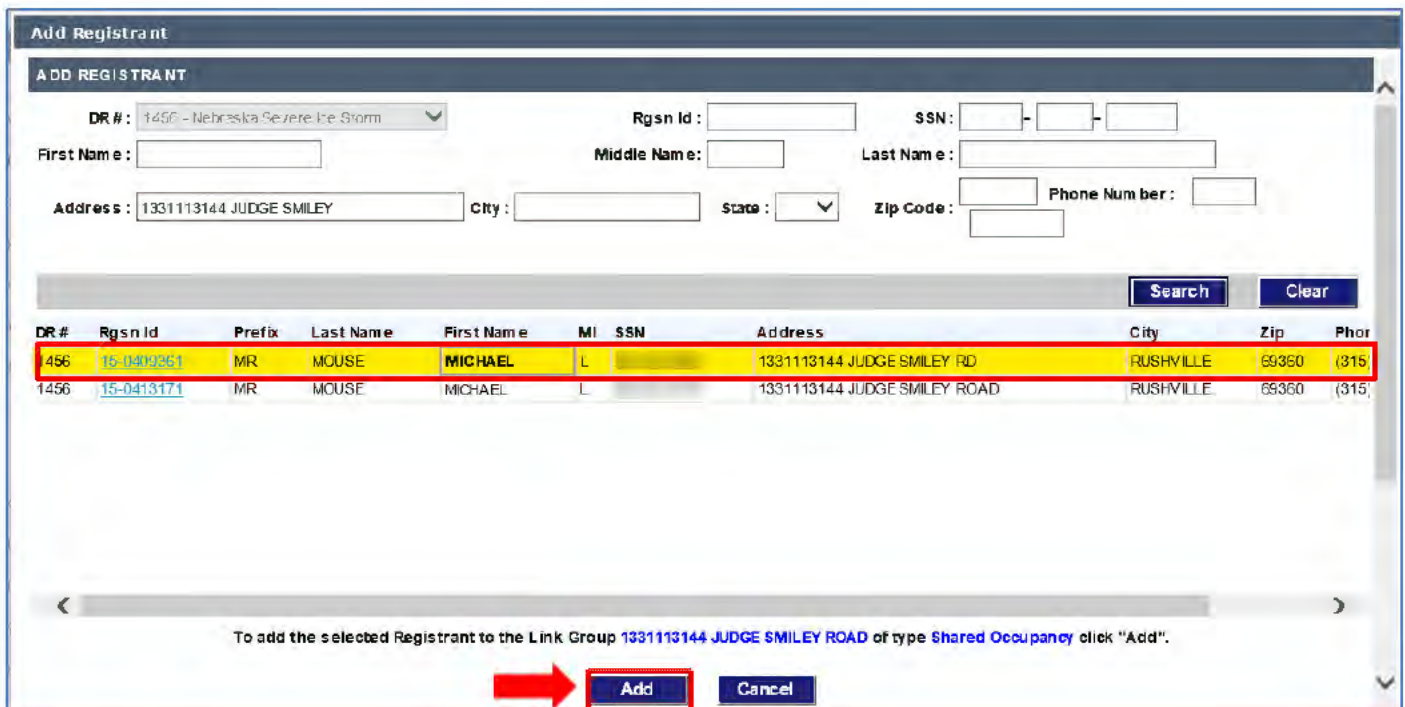
Rgsn Id: SSN: - -

First Name: Middle Name: Last Name:

Address: 1331113144 JUDGE SMILEY City: State: Zip Code: Phone Number:

Search **Clear**

- To add one of the registrations in the search results list to the link group, select the registration and then click the **Add** link.



ADD REGISTRANT

DR #: 1456 - Nebraska Severe Ice Storm

Rgsn Id: SSN: - -

First Name: Middle Name: Last Name:

Address: 1331113144 JUDGE SMILEY City: State: Zip Code: Phone Number:

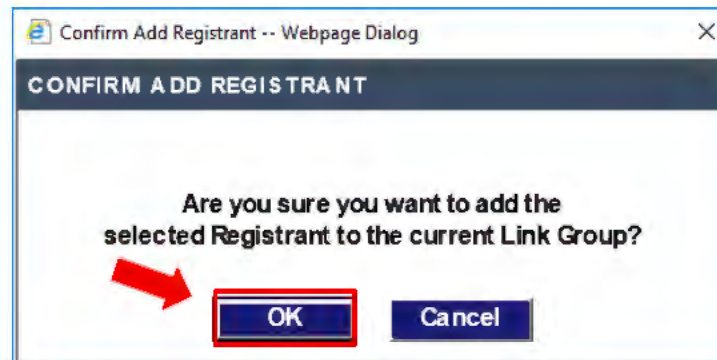
Search **Clear**

DR #	Rgsn Id	Prefix	Last Name	First Name	MI	SSN	Address	City	Zip	Phon
1456	15-0413171	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY RD	RUSHVILLE	65360	(315)
1456	15-0413171	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY ROAD	RUSHVILLE	65360	(315)

To add the selected Registrant to the Link Group 1331113144 JUDGE SMILEY ROAD of type Shared Occupancy click "Add".

Add **Cancel**

10. Click **OK** when prompted to confirm you want to add the selected registrant to the current link group.



11. When you're returned to the Add Registrant window, search for and/or select other registrations to add to the link group if needed.

12. When you've finished adding registrations to the link group on the Add Registrant window, click the **Cancel** button.

DR #	Rgsn Id	Prefix	Last Name	First Name	MI	SSN	Address	City	Zip	Phor
1456	15-0409361	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY RD	RUSHVILLE	69360	(315)
1456	15-0413171	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY ROAD	RUSHVILLE	69360	(315)

To add the selected Registrant to the Link Group **1331113144 JUDGE SMILEY ROAD** of type **Shared Occupancy** click "Add".

Add **Cancel**

The linked registrants list will be saved and you'll be returned to the Linked Regs screen. The current applicant and the added applicants will be listed for the link group.

Registrations Linked as Duplicates			Workpacket Duplicate Status: Not Set at this time			Help
Reg Id	Name	Duplicate Type	Reg Dup Status	Group Status	Group Status Date	Reg Id Continued Processing

Edit or Delete a Link Group or Registration

You can edit or delete a link group or linked registration information from the Link Regs screen if needed.

Link Groups		Linked Registrations		Workpacket Link Status: Linked							Add Edit Delete Help	
Type	Description	DR #	Rgsn Id	Link Status	Prefix	Last Name	First Name	MI	SSN	Address		
Shared	1331113144 JUDGE SMILEY ROAD	1456	15-0413171	Linked	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY ROAD		
Occupancy		1456	15-0409361	Linked	MR	MOUSE	MICHAEL	L		1331113144 JUDGE SMILEY RD		
		1456	15-0409362	Linked	MR	MOUSE	MICHAEL	L		1331113344 JUDGE SMILEY RD		

- To edit a link group type or description, select the group in the **Link Groups** frame and click the **Edit** link. Then make your changes in the Edit Link Group pop-up window and click **Save**.

Edit Link Group -- Webpage Dialog

*Group Type: Shared Occupancy ▼

*Description: 1331113144 JUDGE SMILEY ROAD

Save Cancel

- To edit the link status of a listed registrant, select the registration in the **Linked Registrations** frame and click the **Edit** link. Then select the appropriate link status in the Edit Registrant Status pop-up window and click **Save**.

Edit Registrant Status -- Webpage Dialog

EDIT REGISTRANT STATUS

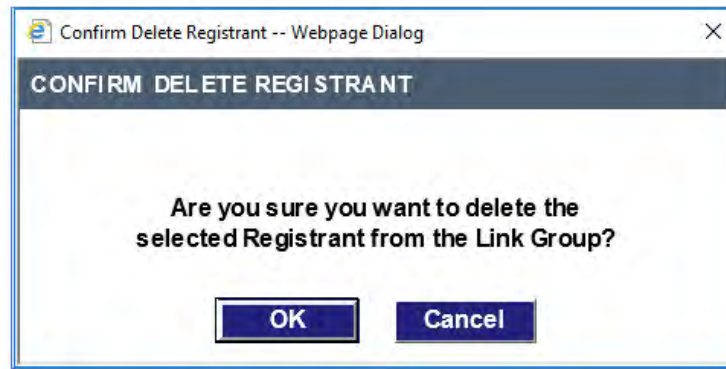
Registration ID: 15-0409361

Group Type: Shared Occupancy Description: 1331113144 JUDGE SMILEY ROAD

Registrant Link Status: Linked ▼

Save Cancel

- You can delete a linked registration from a link group by selecting the registration in the **Linked Registrations** frame and clicking the **Delete** link. Save your changes when done.



- If you need to delete linked group, select the link group, and then use the **Delete** link in **Linked Registrations** frame to delete all registrations other than the current one from the link group. After all the registrations in the link group are deleted, the link group will also be deleted.

Reminders

Sub-calculator – Always Active (Even if grayed out)

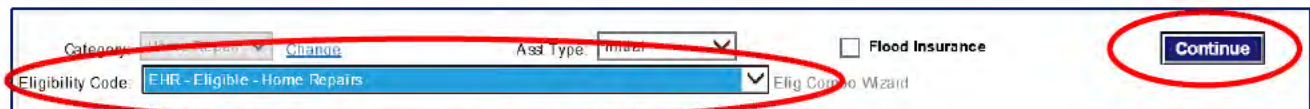
- When substantiating estimate/receipt/bill doc items, the sub-calculator icon beside the “amount paid/owed...” field is always activated even if it’s grayed out.
- If it’s grayed out that indicates there aren’t any itemized amounts saved in the sub-calculator. Same is true when substantiating insurance settlements or other items with amounts to calculate into awards.



* Total Paid/Due from Registrant (without co-pay) \$812.68 +

Use “Continue” Button to Save an Eligibility Determination

You must use the **Continue** button to save determination and continue to next unmet assistance.



Category: Home Repair Change Asst Type: Initial ☐ Flood Insurance
Eligibility Code: EHR - Eligible - Home Repairs Elig Combo Wizard **Continue**

Eligibility Calculator—Doesn’t Auto-Populate Info for Line Items Paid

The Eligibility Calculator should NOT be used to award initial Home Repair or Personal Property assistance.

This is because the RP/PP line items frames on the Home Repair, Personal Property, and Line Items screens will not auto-populate the HA Quantity, HA Award Amount and Assistance type into the **HA Qty**, **HA Award**, and **Asst Type** for each line item awarded via the Eligibility Calculator. This data is often needed for QC and audit purposes, as well as by other agents who may be processing additional or appeal assistance or assisting applicants on Helpline.

Web NEMIS Intial Assistance Reference Guide

The screenshot displays the NEMIS web interface. At the top, there's a navigation bar with links like 'Show: Structure | Contents | All'. Below this, the 'Insurance Settlement' section shows a table with columns: Insurance Type, Coverage Type, Claim Date, Claim No., Settle Date, Settle Amount, ALE Exhausted, and Subst. The 'Real Property Line Items' section is below, with a table containing columns: Select All, Item #, Item Name, Inspection, Dmg Type, Elig Dmg, Insured, Unit \$, UOM, Max, HA Qty, HA Award, Asst Type, Subst, and Amt Paid By Receipt. A red circle highlights the 'Select Item' button in the top right of this table. Below the table, the 'Payment Calculator' section is visible, with a red circle highlighting the 'RP - Eligibility Calculator' link. The table below it shows columns: Item, Asst Type, Elig Code, Receipt Date, Pending Elig Amt, Inelig Amt, Previously Paid, Adj for Prev Pmt, DMARTS Doc ID, Image #, Possible Dup Doc, and Dup Set.

For this information to be recorded in NEMIS, agents should first select all line items to award in the Home Repair or Personal Property Line Items frame, and next use the “Select Item” dialog box to provide additional information about line items to pay.

After agents complete that step, the Item Quantity, HA Award amount, and Assistance Type are auto populated in the appropriate fields in the RP/PP Line Items frame,

Another potential issue is that the Eligibility Calculator calculates award amounts based on total observed damaged quantities. It does automatically adjust for previous auto-payments or account for occupied bedrooms, or “not affected” or “landlord owned” line items that contribute to IHP quantity limits.

See Pre-shift: Web NEMIS Issue: Eligibility Calculator, Date 7/26-2019-7/31/2019

<https://vsr.fema.net/ASD/DisplayASingleNote?noteid=2004480>

Substantiation Fields: Initial Assistance Categories

When you are working in the Substantiation screen, the substantiation questions are shown on the right side of the screen. These questions are based on the Category selected and the Item Type chosen to describe the document submitted.

Category: Housing Assistance

Item Type	Substantiation Fields
Affidavit	Image Page Number(s)
Birth Cert	Image Page Number(s)
Driver's Lic	Image Page Number(s)
Dup Stat Appeal	Image Page Number(s)
Eviction Notice	Image Page Number(s)
Foreclose Notice	Image Page Number(s)
HOA Stmt	Image Page Number(s)
Home Title	Image Page Number(s)
Landlord StmtLtr	Image Page Number(s)
Merchant Stmt	Image Page Number(s)
Mrtg Pay Coupon	Image Page Number(s)
Mrtg Receipt	Image Page Number(s)
Notarized Stmt	Image Page Number(s)
Official Stmt/Ltr	Image Page Number(s)
Proof of Occup	Image Page Number(s)
Proof of Ownership	Image Page Number(s)
Property Deed	Image Page Number(s)
Purchase Contract	Image Page Number(s)
RealProp EstRcpt	<ul style="list-style-type: none">• Image Page Number(s)• Date• Company name, address, phone number• Receipt Amount• Disaster Related• Payment Type• Select Line Item to Compare/Add – hyperlink• Line Item Type – drop down• Adjustments• Pending Eligible Amount
RoadsBridgesRoads Bridges Doc	Image Page Number(s)
Utility Bill	Image Page Number(s)
Voters Reg	Image Page Number(s)

Category: Lodging

Item Type	Substantiation Fields
Contr Stmt/Ltr	Image Page Number(s)
HUD Sect 8 Reg	Image Page Number(s)
Hotel/Motel Rcpt	<ul style="list-style-type: none"> Image Page Number(s) Receipt date Receipt contains merchant's name, address and phone number? Receipt Amount Is the name on the receipt the registrant, co-registrant, a household member or verified 3rd party? Verified home repairs required affecting habitability (inspection), home is inaccessible, or utilities are out? Verified there is no or insufficient insurance coverage or ALE available? Registrant meets the criteria to be processed for this assistance? Check In (date) Check Out (date) Adjustments Pending Eligible Amount

Category: Personal Property

Item Type	Substantiation Fields
PersProp EstRcpt	<ul style="list-style-type: none"> Image Page Number(s) Date Company name, address, phone number Receipt Amount Disaster Related Payment Type Select Line Item to Compare/Add – hyperlink Line Item Type – drop down Adjustments Pending Eligible Amount
PersProp Ltr	Image Page Number(s)
Tools Est	Image Page Number(s)

Category: Insurance

Item Type	Substantiation Fields
Agent's StmtLtr	Image page number
Appl Lack Ins	Image page number
Ins Declar Page	<ul style="list-style-type: none"> Image page number Company name, address, Phone number Policy Insurance Type Coverage Type
Ins Denial Ltr	<ul style="list-style-type: none"> Image page number Loss Date Claim Date Insurance Type Coverage Type Reason for Denial
Ins Policy	<ul style="list-style-type: none"> Image page number Company name, address, phone number
Ins Settlement	<ul style="list-style-type: none"> Image page number Loss Date Claim Date Company name, address, phone number Insurance Type Coverage Type Itemized Breakdown Deductible Amount Net Settlement Amount
Other Insurance	Image page number
Stmt Lack of Ins	Image page number

Category: Dental

Item Type	Substantiation Fields
Dentist/ProvStmnt	<ul style="list-style-type: none"> • Image Page Number(s) • Statement signed? • Statement contains Providers name, address and phone number? • Statement specifies the illness/injury /loss as disaster related? • Date of illness/injury/loss?
DtlEst/Rcpt/Bill	<ul style="list-style-type: none"> • Image Page Number(s) • Date of service/estimate? • Provider's name, address and phone number verified • Receipt or other document specifies the illness/injury/expense as disaster related? • Registrant meets the criteria to be processed for this assistance? • Total Paid/Due form Registrant (without co-pay). <p>Disaster-specific toggles to include:</p> <ul style="list-style-type: none"> ○ Co-pay amount ○ Deductible amount
Dtl Ins Set	<ul style="list-style-type: none"> • Pending Eligible Amount • Image Page Number(s) • Letter contains the Insurance Company's name, address and phone number? • Is this a settlement or denial? • Amount paid by insurance (Net Settlement)
Dtl Lack of Ins	<ul style="list-style-type: none"> • Date • Image Page Number(s) • Is the Form/Statement attached and signed? • Signed date (<i>this question will only appear if the response to the previous question is yes</i>) and there is a "No Date Available" check box
Dtl Misc Doc	<ul style="list-style-type: none"> • Image Page Number(s)

Category: Medical

Item Type	Substantiation Fields
Med Ins Set	<ul style="list-style-type: none"> Image Page Number(s) Letter contains the Insurance Company's name, address and phone number? Is this a settlement or denial? Amount paid by insurance (Net Settlement)
Med Lack of Ins	<ul style="list-style-type: none"> Date Image Page Number(s) Is the Form/Statement attached and signed? Signed date (<i>this question will only appear if the response to the previous question is yes</i>)
Med Misc Doc	<ul style="list-style-type: none"> Image Page Number(s)
MedEst/Rcpt/Bill	<ul style="list-style-type: none"> Image Page Number(s) Date of service/estimate? Provider's name, address and phone number verified? Receipt or other document specifies the illness/injury/expense as disaster related? Registrant meets the criteria to be processed for this assistance <ul style="list-style-type: none"> <i>Co-pay amount – on toggle</i> <i>Deductible amount – on toggle</i> Total Paid/Due from Registrant (without co-pay) Pending Eligible Amount
MedPhys/ProvStmt	<ul style="list-style-type: none"> Image Page Number(s) Statement signed? Statement contains Providers name, address and phone number? Statement specifies the illness/injury /loss as disaster related? Date of illness/injury/loss?

Category: Transportation

Item Type	Substantiation Fields
Veh Comp Ins	<ul style="list-style-type: none"> • Image Page Number(s) • Vehicle – drop down (ability to Add) • Damage level – dropdown • Effective Date • Expiration Date • Company name, address, phone number • Vehicle Identified • Settlement Amount • Deductible Amount • Mandatory Payoff (lender) • Net Settlement (Cash in Hand)
Veh DMV Stmt	<ul style="list-style-type: none"> • Image Page Number(s) • Date • Vehicle Identified?
Veh Est/Bill/Rcpt	<ul style="list-style-type: none"> • Image Page Number(s) • Date • Vehicle (drop down) • Damage Level (drop down) • Disaster Related? • Company name, address, phone number? • Total Amount • Adjustments • Pending Eligible Amount
Veh Lack of Ins	<ul style="list-style-type: none"> • Image Page Number(s) • Date • Vehicle Identified?
Veh Liab Ins	<ul style="list-style-type: none"> • Image Page Number(s) • Effective Date • Expiration Date • Company name, address, phone number • Policy Number
Veh Mech Stmt	<ul style="list-style-type: none"> • Image Page Number(s) • Date • Disaster Related • Vehicle Identified • Company name, address, phone number
Veh Misc	<ul style="list-style-type: none"> • Image Page Number(s) • Date
Veh Reg	<ul style="list-style-type: none"> • Image Page Number(s) • Issue Date • Expiration Date

Item Type	Substantiation Fields
Veh Second	<ul style="list-style-type: none">• Image Page Number(s)
Veh Title	<ul style="list-style-type: none">• Image Page Number(s)• Issue Date

Key Web NEMIS Processing Features and Terminology

Category-Specific Assistance Processing Screens

In Web NEMIS processing queues, after you create a pending line to address a category of assistance, a new screen is created for processing the category. A link to open that screen will appear in the Web NEMIS task bar and will remain open until the assistance line is routed out of the queue.

The screen may be referred to simply by its category name (e.g. *Home Repair* screen).

In the example case shown below, there are open pending or decision lines for Home Repair, Rental Assistance, and Transient Accommodations. (Notice the determinations are not yet approved.)

Home Repair

Rental Assistance

Transient Accommodations

Comment/Contact

Housing Assistance

Help

Add

Delete

Reject Tx

Finance

Appeal Info

Eligibility

Category

Asst Type

Award Level

Eligibility

Elig Date

Elig Amt

Approved

Approved Date

Sch Date

Disb Type

Treas

Type

Return

Housing Assistance

Initial

First

INS - Insured

05/25/2017

Yes

05/25/2017

Home Repair

Initial

First

PND - Pending

\$0.00

Temporary Housing

Rental Assistance

Help

Add

Delete

Reject Tx

TSA Report

Landlord

Category

Asst Type

Eligibility

Elig Amt

Elig Date

Start Dt

End Dt

Approved

Months

FMR

Transient Accommodations

Initial

ETR - Eligible - Transient Housing

\$684.00

04/22/2019

03/21/2017

03/28/2017

\$684.00

Rental Assistance

Initial

ER - Eligible - Rental Assistance

\$1,772.00

04/19/2019

2

\$886.00

The links in the task bar open screens for processing each open category. Following is an illustration of the Home Repair assistance screen. It includes frames with tools for reviewing/updating the following:

- Verification requirements
- IH funds awarded, returned, reissued
- Insurance settlement (use to view/substantiate settlements)
- Correspondence Received (use to view/substantiate any case documents)
- Real Property Line Items
- Payment Calculator (Award calculations and determinations)

Home Repair (selected tab) | Transient Accommodations | Moving/Storage | Other | Personal Property | Confirmation | Comment/Contact

Verification Requirements

Requirement	Status
Identity Verification	Verified
Signature Obtained	Verified

Insurance Settlement

Insurance Type	Coverage Type	Claim Date	Claim No.	Settle Date	Settle Amount	ALE Exhausted	Subst
Mobile Home (O/R)	Structure	03/22/2017	00102048117	03/28/2017	\$30,000.00	No	52041518
Mobile Home (O/R)	Contents	03/22/2017	00102048117	03/28/2017	\$8,500.00	No	52041519
Mobile Home (O/R)	Contents	03/22/2017	00102048117	03/28/2017	\$8,500.00	No	
Mobile Home (O/R)	Structure	03/22/2017	00102048117	03/28/2017	\$30,000.00	No	

Correspondence Received

Category	# of Items	To Calculator	Verified	Item Type/Description	DMARTS Document ID	Duplicate Of	Received	Last Viewed
Insurance	2			Ins Settlement	m100a100a1015b2a		06/06/2017	07/30/2017
Lodging Misc/Other	2			Hotel/Motel Rcpt Misc/Other Rcpt	m100a100a1015b84		06/26/2017	08/08/2017
HA	1			Merchant's Statement	Manual			
HA	1			Official's Statement/Letter	Manual			

Real Property Line Items

Select All	Item Name	Inspection	Dmg Type	Elig Dmg	Insured	Unit \$	UOM	Max Obs	HA Qty	HA Award	Asst Type	Subst Amt Paid By Receipt
<input type="checkbox"/>	5341 Door, interior, replace	Initial	Flood	Yes	Not Insured	\$95.09	Each	13	5	\$475.45		
<input type="checkbox"/>	6542 Toilet and tank, reinstall	Initial	Flood	Yes	Not Insured	\$80.36	Each	3	1	\$80.36		
<input type="checkbox"/>	6546 Sink, reinstall	Initial	Flood	Yes	Not Insured	\$73.24	Each	4	3	\$219.72		

Total HA Award: \$0.00 Total Amt Paid By Receipt: 0.00

Payment Calculator | Shows: [dropdown] | Add Item | Delete Item | Misc. Adj. | Help

Substantiation

“Substantiation” refers to written documents or verbal statements from appropriate sources used to substantiate that an applicant’s request for assistance is valid.

The “substantiation” process is the process a caseworker uses to review the documentation or verbal statement and verify whether it meets criteria stated in policy for processing an award.

Web NEMIS provides an Item Substantiation window that is accessible from the Correspondence Received frame of each category-specific processing screen.

To access the window, you would expand a set of documents in Correspondence Received, and then click on the DMARTS Document ID link for an individual document item in that set.

The following images show how to access Item Substantiation for a Lodging Hotel/Motel Receipt document item.

Payment Calculator

The Payment Calculator frame appears at the bottom of most category-specific processing windows. It provides tools for calculating amounts to award for assistance and for making and saving a determination. Amounts are auto-populated in the frame from substantiation of estimates, receipts, bills, and insurance settlements, as well as from the selection of line items for payment.

Payment Calculator												Show: Pending		Add Item		Delete Item		Misc Adj		Help	
Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set										
Ins Settlement		PND - Pending	03/22/2017	(\$30,000.00)				m100a100a1015b2a	1												
Line Item Total		PND - Pending		\$31,118.08																	
Pending Total				\$1,118.08																	
Misc Adj				\$0.00																	
Adjust for Prev Pmt				\$0.00																	
Eligible Total Award				\$1,118.08																	

Category: Home Repair [Change](#)
Asst Type: Initial
☒ Flood Insurance
[Continue](#)

Eligibility Code: PND - Pending
Elig Combo Wizard

Duplicate Document

When verifying or substantiating applicant documents, the term “duplicate” refers to duplicate document items.

If multiple document items have the same category and item description, same document date, same amounts, etc., Web NEMIS will flag them as possible duplicate documents.

Payment Calculator												Show: Pending		Add Item		Delete Item		Misc Adj		Help	
Item	Asst Type	Elig Code	Receipt Date	Pending Elig Amt	Inelig Amt	Previously Paid	Adj for Prev Pmt	DMARTS Doc ID	Image #	Possible Dup Doc	Dup Set										
Ins Settlement		PND - Pending	03/22/2017	(\$8,600.00)				m100a100a1015b2a	1												

You can click the “Item” link to edit the document substantiation for a flagged item. On the Item Substantiation screen, you can confirm whether the document is a duplicate item by answering the “Is this item a duplicate?” question.

Is this item a duplicate? ☐ UNKNOWN ☐ YES ☐ NO

- If you answer **YES**, Web NEMIS will not send amounts from the document to the Payment Calculator for award calculations.
- If you answer **NO**, Web NEMIS will mark the other document as a duplicate and will not send amounts from the other document to the Payment Calculator for award calculations.
- If you're not sure the items are duplicates, skip the field or answer **UNKNOWN**.

Eligibility Calculator

You can use the Eligibility Calculator to find the FEMA Verified Loss (FVL) of Real and/or Personal Property line items observed by the inspector as damaged. The Home Repair Eligibility Calculator is available by clicking a link in the Line Items frame of the Home Repair screen, and the Personal Property Eligibility Calculator is available via link in the Line Items frame of the Personal Property screen.

At this time the Eligibility Calculator should be used ONLY to determine the FVL of Real or Personal Property line items. It should NOT be used to send Home Repair or Personal Property awards to the Payment Calculator.

Line items must be paid by selecting them for payment in the Line Items frame of the Home Repair/Personal Property screen in order for Web NEMIS to auto-populate the quantity, amount, and assistance type awarded for each individual item and to ensure we do not award observed quantities that exceed the IHP limit.

Following is an image of the Personal Property Eligibility Calculator. The FVL is the **Observed Amount** shown in the Inspection and Insurance Comparison frame.

PERSONAL PROPERTY

Rgsn Id: 150413140 Eligibility Calculator Seq ID:

#	Insurance Type	Coverage Type	Claim No	Settlement Date	Settlement Amt Subst
1	Mobile Home (O/R)	Contents	00102048117	03/28/2018	\$8,500.00 52041519

Select	Inspection	Insured	Damage Type	Observed Amount	ONA Award Asst Type	Insurance Compare
<input checked="" type="checkbox"/>	Initial	Insured	Flood	\$8,878.66	\$0.00	Select
			Total	\$8,878.66		

Inspection	Insured	Damage Type	Observed Amount	ONA Award Asst Type
Eligibility Summary	*If the Adjustment is a deduction and is greater than or equal to the Subtotal, the Adj Subtotal will display Zero.			

[Calculate](#)

[Save](#) [Cancel](#)

Confirmation Screen

The Confirmation screen is used in Web NEMIS for you to finalize your work. It provides tools for you to select routing destinations for decision lines, generate letters, for create comments, identify documents you used as the basis of your decision, and submit the case for routing of the queue.

If you need to keep a decision line in the queue, simply uncheck the "Select" box beside that decision. If you need to route all work out but still retain the case in the queue, you can check the Split Workpacket field to do so.

PP/Other Assurances
[Help](#)
[Add](#) | [Delete](#) | [Reject Tx](#) | [Finance](#)

Category	Asst Type	Award Level	Eligibility	Elig Date	Amount Approved	Approved Date	Sch Date	Disb Type	Treas Type	Returned	Reissued	Elig Dec	Type
Other	Initial	First	EMISC - Eligible Miscellaneous Items	05/25/2018	\$147.99	Yes	05/25/2018	05/26/2018	CHECK				Auto
Personal Property	Initial	First	INS - Insured	05/25/2018		Yes	05/25/2018						Auto

Insurance Policy
[Add](#) | [Edit](#) | [Delete](#)

Source	Ins Type	Policy Id	Company Name	Phone	Eff Date	Exp Date
Registration Intake	Renter/Owner Contents Only (O/R)	GT8750676000	Assurance	(123) 456-7890		

Insurance Substantiation/Settlement
[NFIRA Maintenance Requirement](#) No
Substantiation: [Add](#) | [Edit](#)
Settlement: [Add](#) | [Edit](#) | [Help](#)

Source	DOC ID	Ins Type	Claim Status	Settle Date	Structure Amt	Contents Amt	Other Amt	Claim Date	Claim No	ALE	ALE Amt	Policy Id	Company Name
Substantiation	52357924	Renter/Owner Contents Only (O/R)	Closed	06/14/2018	\$0.00	\$8,500.00	\$0.00	03/22/2018		0		GT8750676000	Assurance

Assistance from Other Agencies

Organization	Start Date	End Date	Lodging Amount	Lodging Type	Invoice No	Spouse	Status	Status Date

SBA
[Help](#)
[Add](#) | [SBA Activity](#)

Ref Code	SBA Loan No.	SBA Asst Status Cd	SBA Loan Status	Ctrl No	Docket No	Loan Type	Loan Approved Date	First Disb Date	Final Disb Date	Loan Cancel Date	Loan Amt	Curr Approva
											\$0.00	\$0.00

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