

2022

Partner's Guide to IHCDOnline



30 South Meridian Street, Suite 1000

Indianapolis, Indiana 46204

317.232.7777(p)

317.232.7778(f)

Main site: www.ihcda.in.gov

Partner site: www.ihcda.in.gov/myihcda

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Section 1: Introduction

1.1 Purpose of Manual

This manual is a reference guide for grantees and partners of the Indiana Housing and Community Development Authority (“IHCDA”) who submit claims for reimbursement which are reviewed through the Financial Operations Department. It is designed to answer questions regarding procedures, rules, and required documentation for each applicable program and claim type. This manual will also serve as a reference tool to aid in the set up and maintenance of the user accounts and access for various IHCDA programs within IHCDAOnline and to instruct on the functions Organization Administrator. This manual will serve as a useful resource for partners and grantees and should be referenced regularly.

1.2 Applicability

This guide is not applicable to all IHCDA programs. The Hardest Hit Fund (“HHF”), Indiana Foreclosure Prevention Network (“IFPN”), Tax Credit Assistance Program (“TCAP”), and the Individual Development Account Program (“IDA”) do not adhere to these claim submission standards. Partners of these programs should refer to program specific guidance on claim submission.

This manual is to be used only as a supplement to regulations and program guidance and should not be considered a complete guide. Questions regarding compliance with regulations and policies outside of the scope of this manual should be addressed to program staff at IHCDA. The responsibility for compliance with federal program regulations lies with the recipient.

1.3 Disclaimer

The publication of this manual is for convenience only. Your use or reliance upon any of the provisions or forms contained herein does not, expressly or impliedly, directly or indirectly, suggest, represent or warrant that your organization will be in compliance with the requirements of any applicable federal, state, or IHCDA regulations, policies and guidance beyond the functionality of this document. IHCDA and contributing authors hereby disclaim any and all responsibility of liability, which may be asserted or claimed arising from reliance upon the procedures and information or the utilization of this manual.

Because of the complexity of federal and state regulations and the necessity to consider their applicability to specific circumstances, recipients are strongly encouraged to seek competent, professional legal and accounting advice regarding compliance issues. IHCDA’s obligation to monitor for compliance with the requirements of these federal regulations does not make IHCDA or its subcontractors liable for a recipient’s noncompliance.

1.4 Purpose of Claims Processing and Related Software

The purpose of claims processing and related software is to ensure that requests for reimbursement made to IHCDA through the Financial Operations Department are eligible and contains the documentation necessary to validate the claimed expenses. The various software systems utilized by IHCDA do not and are not meant to serve as the official accounting system of our partners. It does not track or contain information on all expenses incurred for a program. It tracks all expenses

for which IHCDA receives requests for reimbursement against a specific award, the funds returned to IHCDA for various reasons and the impact of those funds on the overall budget on individual awards and federal allocation.

1.5 Submission and Authority to Bind

For the purposes of IHCDAOnline, IHCDA utilizes the existing permission structure and process to determine which individuals at the organization have the Authority to act as an Organization Administrator and to submit claims, reports or applications on behalf of our partner.

Please note that individuals who are granted permission by the Organization Administrator are authorized to legally bind the organization and that the organization will be liable for any and all issues that arise.

It is the responsibility of the organization to utilize their Organization Administrator to make necessary permission modifications in the event of a new hire or a cessation of employment. Until such a time that notification is received by IHCDA, the organization will continue to be bound to all commitments made by the individual and liable for any and all issues that arise. Additionally, in the case of a cessation of employment, the organization is responsible for removing all permissions associated with that login and will be bound to all commitments made by that login.

1.6 Basic Policies

IHCDA will only process requests for reimbursement of eligible expenses which have been incurred in accordance with all the following:

- Federal requirements
- State statutes
- IHCDA & Program Policies
- Award Agreements

Requests for reimbursement may be made only in accordance with the budget described in the award agreement and any subsequent modifications which have been approved by IHCDA. Additionally, any program guidance/regulations on cost eligibility will be used when reviewing expenses for reimbursement.

IHCDA reserves the right to request additional documentation beyond those standards defined within this document as part of our random review and quality assurance process. Failure or refusal to submit requested documentation may result in a reimbursement reduction in part or in full as well as additional action as deemed fit by IHCDA.

Section 2: Permissions

This section outlines the various permission groups available in IHCDAOnline as well as the individual permissions within each of those groups. This should provide definition on the permissions allow the organization's administrators to determine what level of access is most appropriate for the requesting individual so that you can manage your organization's information and users.

2.1 Organization Administrator

The Organization Administrator can be any individual selected by the agency. This individual will be granted access to certain areas of IHCDAOnline that are otherwise inaccessible. Most notably these areas include the Online Bank Information and the ability to manage user profiles for users at your organization. IHCDA does not mandate or restrict who may be an Organization Administrator; however, we strongly encourage agencies to limit the number of individuals who have the permit as it grants them elevated access to the agency's online information.

Users with this security level have the ability to edit information about their organization including contacts, partners, partnerships, organization roles, and users. This access allows the user to manage requests from other users in their organization and revoke user's permissions for their organization. See [Section 4](#) of this document for the common tasks for this permission.

2.2 Claims Management Access

Users with this security level have the ability to review or submit funding requests, perform repayments or return of funds, and view budgets for awards or grants associated with their organization or awards where their organization is the claim consultant. The different permissions in this particular permission group are:

Claim Viewer

This permission allows an individual to view an existing claim but does not allow for any edits to be made or allow them to submit the claim.

Claim Editor

This permission allows an individual to create a new claim, access an existing claim, enter/update/modify information within that claim, and save the claim. It does not, however, allow the individual to submit the claim for review to IHCDA.

Claim Submitter

This permission allows an individual to submit a completed claim to IHCDA for review. This permission does not allow for the generation of a claim, the completion of the various fields. It is a review level permission. Any individual who submits this claim is verifying that they have reviewed the claim and that the expenses and related documentation are eligible and accurate under federal regulations and IHCDA policy.

It is strongly recommend that this particular permission be restricted to only a few individuals at the organization to ensure that claims are reviewed and submitted by individuals with proper authority at the organization level.

2.3 Organization View

This security group is automatically granted to anyone who is granted any of the other access types and is related to the user's organization. Users do not request this permission from Authority Online but it is visible in the user management. The purpose of this access type is to allow a user who has been removed from their other security groups to be able to login to Authority Online and request new access types. This access type can be removed by an organization administrator

2.4 Third Party Claims Access

Users with this security level have the ability to view claim summaries for claims that have been submitted by another organization that are to be paid to their organization (third party payment).

IHCDAOnline-Third Party Claims

This permission will allow grantees to view claims that have been submitted on their behalf by another organization.

2.5 Other Access Types

2.5.1 Annual Owner Certification and 8609 Access for Rental Housing

Users with this security level will have access to the LIHTC owner/tenant certification or the progress reporting for specific properties. If a user requests this access as a property owner, the Organization Administrator will need to approve their request. If a user requests this access type as a property manager, the property owner will grant the users request to that property.

2.5.2 Neighborhood Assistance Program Access for Community Development

Users with this security level will have access to the NAP reporting and the NAP application. The permissions in this group are:

NAP Viewer

This permission allows a user to view the completed NAP application but it will not allow them to edit or create applications or reports.

NAP Editor

This permission allows the user to create and submit NAP applications and reporting functionality.

2.5.3 HCV Report Editor

This permission gives the individual access to the Housing Choice Voucher quality control tool and will allow them to access and utilize the tool.

2.5.4 Online Application Access for Developers Only

Users within this permission group have access to various applications submitted for funding via IHCDAOnline. This permission group is controlled by the Organization Administrator and includes the following permissions:

Online Application Viewer

This permission allows the individual to view the various applications submitted (or in process) for funding via IHCDAOnline. However, the individual does not have the ability to start, complete, edit, or submit an application for funding consideration.

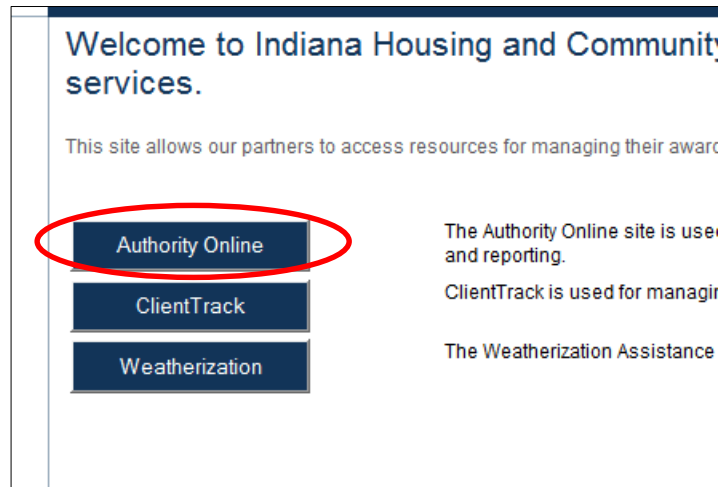
Online Application Editor

This permission allows the individual to view the various applications submitted (or in process) for funding via IHCDAOnline. This individual has the ability to start, complete, edit and submit an application for funding consideration.

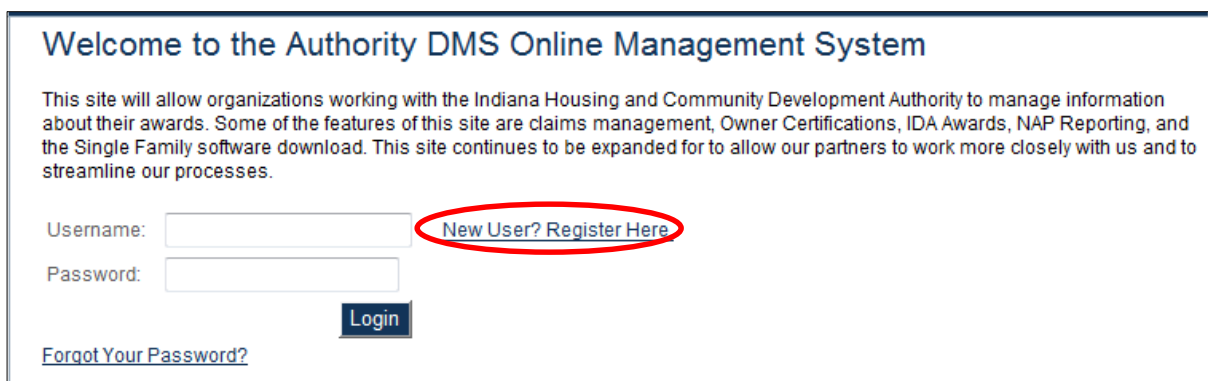
Section 3: New User Registration

This section outlines the basic process in registering for a login and password in IHCDAOnline.

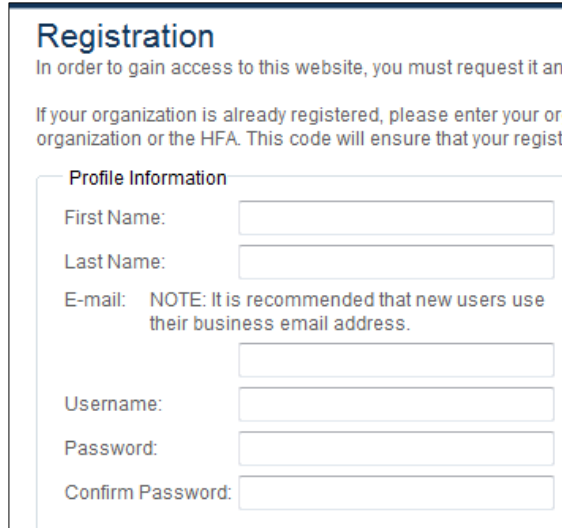
1. Go to www.ihcdaonline.com
2. Select Authority Online



3. Click on ***New User? Register Here*** link



4. Enter the Profile Information, including First Name and Last Name. Then enter your business email address and create a password. The default user name will be your email, but you can change this if you wish only during the initial setup. Once this is established, it cannot be changed or reset. User Passwords must be at least 7 characters and contain at least one number.



Registration
In order to gain access to this website, you must request it and...

If your organization is already registered, please enter your organization or the HFA. This code will ensure that your registration can be processed more quickly.

Profile Information

First Name:

Last Name:

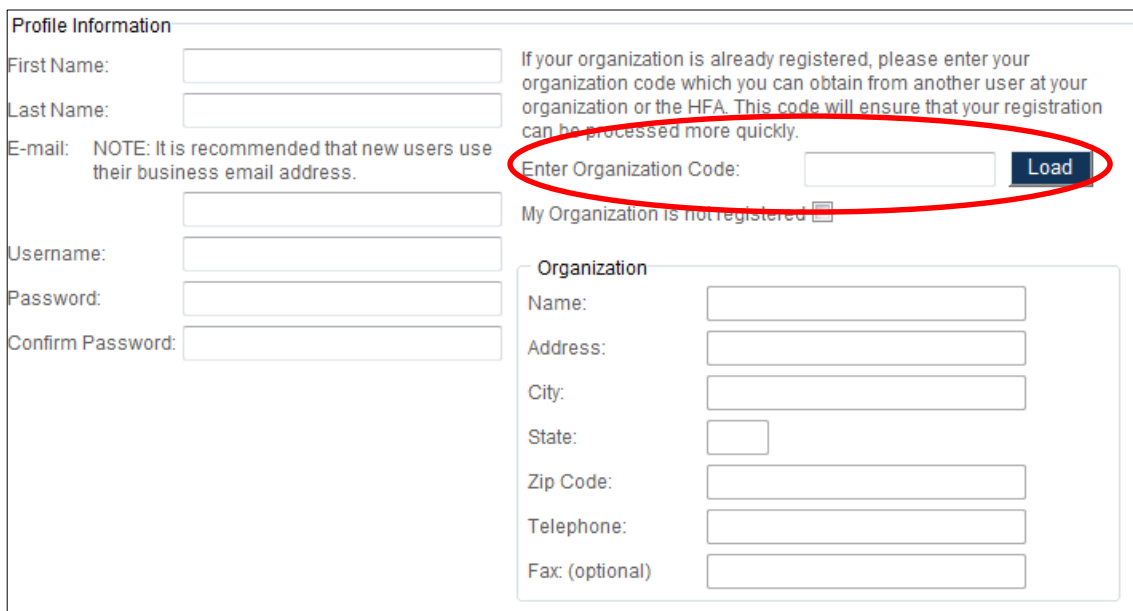
E-mail: NOTE: It is recommended that new users use their business email address.

Username:

Password:

Confirm Password:

5. If your organization is already registered, please enter your organization code which you can obtain from another user at your organization or by the Organization Administrator. If you are unsure who the Organization Administrator is for your organization, please contact claims@ihcda.in.gov for further assistance.
6. Once you have entered your code, please select the **Load** button. This will populate the information in the organization area based upon the Organization Code entered. Please verify the information is correct.



Profile Information

First Name:

Last Name:

E-mail: NOTE: It is recommended that new users use their business email address.

Username:

Password:

Confirm Password:

If your organization is already registered, please enter your organization code which you can obtain from another user at your organization or the HFA. This code will ensure that your registration can be processed more quickly.

Enter Organization Code: **Load**

My Organization is not registered

Organization

Name:

Address:

City:

State:

Zip Code:

Telephone:

Fax: (optional)

- a. If your organization has never used IHCDAOnline before and is, therefore, not registered, please check the My Organization is not registered box.

If your organization is already registered, please enter your organization code which you can obtain from another user at your organization or the HFA. This code will ensure that your registration can be processed more quickly.

Enter Organization Code:

My Organization is not registered

Organization

Name:

Address:

City:

State:

Zip Code:

Telephone:

Fax: (optional)

- b. Enter your organization's information in the Organization Box below. This will also cause the Organization to be registered for future use.

If your organization is already registered, please enter your organization code which you can obtain from another user at your organization or the HFA. This code will ensure that your registration can be processed more quickly.

Enter Organization Code:

My Organization is not registered

Organization

Name:

Address:

City:

State:

Zip Code:

Telephone:

Fax: (optional)

7. Select the Access Type needed by the user as described in Section 2 of this document. Your Organization Administrator will review the requested access type and determine which specific permissions best fit the user needs. Once you have made the appropriate selections, click the *Next* button.

Fax: (optional)

Access Types
Please check the box next to the type of access you are requesting. You should *only* request access to the program(s) that you are *directly* involved in. If you request access for a program that you are not involved with, you may find that your request will be denied for all programs.

Annual Owner Certification and 8609 Access for Rental Housing
 Neighborhood Assistance Program Access for Community Development
 Individual Development Account Access
 Claim Management Access
 HCV Access
 Third Party Claims Access
 Manage your organizations information and users

8. Review the Registration Summary screen. Please verify all information on this screen is correct. Please note that if you cancel at this point, all information will be removed from the Registration Screen. If it is all correct, click the Submit button.



Click *Return* to exit this page.

After you have completed the New User registration, your Organization’s administrator will receive an email indicating that you have requested permissions. At this time, please email claims@ihcda.in.gov and request permissions from IHCDA. Once the Claims department receives your email, someone from that department will grant your permissions.

Section 4: Organization Administrator

This section outlines the tasks that an Organization Administrator will be responsible for within IHCDAOnline. This access allows the user to manage requests from other users in their organization and revoke user's permissions for their organization. If you do not currently have an Organization Administrator, contact IHCDA at claims@ihcda.in.gov and we will assist in you with that process.

4.1 Organization Code

The Organization Administrator should provide the Organization Code to individuals in the organization who wish to register a new account. The Organization Code can be found easily by the following:

1. Go to www.ihcdaonline.com
2. Select AuthorityOnline
3. Log in using your unique login and password
4. Once Logged in, select **My Organization** from the profile list

My Profile	Programs	
	Owner Certification	This will allow a property manager to complete their Owner Certifications for the RHTC HOME, and Development Fund programs.
	Progress Report	This will allow the owner or developer to enter the Semi-Annual 8609 progress report.
	Single Family Software Download	Single Family Participating Lenders can download the SFDMS software from here to their MRB, MCC, DPA, and MSP reservations.
	IDA	Individual Development Account Administrators can manage their participants and pro through this site.
	Award Claims Management	Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.
	Professional Services Claims Management	Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.
	My Organization	Manage the information about your organization such as contact information, users, partnerships, and partners.

The Organization Page will load and the Organization Code is available in the upper portion of the information section.

Organization Information			
Organization Code:	<input type="text" value="EBE778DEB0"/>	Organization Sub Type	<input type="text"/>
Organization Type	<input type="text" value="Government - State"/>	Organization Sub Type	<input type="text"/>
Organization Name:	<input type="text" value="IHCDA"/>	Parent Organization:	<input type="text"/>

4.2 User Requests

Once a user submits a request for registration or for additional new access, an automated email is sent to the Organization Administrator (to the email on file with IHCDAOnline) notifying them of the request and providing a link to IHCDAOnline to log in and approve/deny the request as appropriate. The request will only be for the permission group. It is up to the Organization Administrator to determine which specific permission(s) are most appropriate for the individual.

4.3 Review Permission Requests

Once an Organization Administrator receives the email notification of the request, they will follow the steps below to review and either approve or deny the requested access.

1. Access Authority Online through www.ihcdaonline.com, log in and select My Organization.

My Profile	<h3>Programs</h3> <table><tr><td>Owner Certification</td><td>This will allow a property manager to complete their Owner Certifications for the RHTC HOME, and Development Fund programs.</td></tr><tr><td>Progress Report</td><td>This will allow the owner or developer to enter the Semi-Annual 8609 progress report.</td></tr><tr><td>Single Family Software Download</td><td>Single Family Participating Lenders can download the SFDMS software from here to their MRB, MCC, DPA, and MSP reservations.</td></tr><tr><td>IDA</td><td>Individual Development Account Administrators can manage their participants and pro through this site.</td></tr><tr><td>Award Claims Management</td><td>Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.</td></tr><tr><td>Professional Services Claims Management</td><td>Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.</td></tr><tr><td>My Organization</td><td>Manage the information about your organization such as contact information, users, partnerships, and partners.</td></tr></table>	Owner Certification	This will allow a property manager to complete their Owner Certifications for the RHTC HOME, and Development Fund programs.	Progress Report	This will allow the owner or developer to enter the Semi-Annual 8609 progress report.	Single Family Software Download	Single Family Participating Lenders can download the SFDMS software from here to their MRB, MCC, DPA, and MSP reservations.	IDA	Individual Development Account Administrators can manage their participants and pro through this site.	Award Claims Management	Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.	Professional Services Claims Management	Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.	My Organization	Manage the information about your organization such as contact information, users, partnerships, and partners.
Owner Certification	This will allow a property manager to complete their Owner Certifications for the RHTC HOME, and Development Fund programs.														
Progress Report	This will allow the owner or developer to enter the Semi-Annual 8609 progress report.														
Single Family Software Download	Single Family Participating Lenders can download the SFDMS software from here to their MRB, MCC, DPA, and MSP reservations.														
IDA	Individual Development Account Administrators can manage their participants and pro through this site.														
Award Claims Management	Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.														
Professional Services Claims Management	Claims Management will allow an Awardee to submit claims online for payment. This for the majority of the awards that use a claims process. You are able to submit claims award that your organization is the awardee as well as view the claim status.														
My Organization	Manage the information about your organization such as contact information, users, partnerships, and partners.														

2. The Organization Page will load. On the left side of the screen is a navigation pane. Select the “Users” button.

Return To Programs Listing
Profile
User Details
Request New Access
Change Organization
Organization
Information
Users
Contacts
Bank Information

- A list of users who are, or have previously been, associated with your organization will display. Any user who has an active request for access will have a check mark in the “Has Request” column.

Please note that this list may contain users who are no longer at your organization. This screen serves the purpose of access maintenance as well as a log of all individuals who have ever requested access in IHCDAOnline for your organization.

- To review the request, click on the individual’s name

The screenshot shows a web interface with a sidebar on the left and a main content area on the right. The sidebar has a 'Return To Programs Listing' link at the top, followed by a 'Return Profile' section with links for 'User Details', 'Request New Access', and 'Change Organization'. Below that is an 'Organization' section with links for 'Information', 'Users', 'Affiliated Organizations', 'Partnerships', 'Contacts', and 'Bank Information'. The main content area is titled 'Users' and contains a table with three columns: 'Name', 'Login', and 'Has Request'.

Name	Login	Has Request
a.a	testingstuff@roeing.com	<input type="checkbox"/>
Gulitz, Dani	dgulitz@roeing.com	<input checked="" type="checkbox"/>
Gunny, Jim	danigulitz2@hotmail.com	<input type="checkbox"/>

- You will then see a new column of information appear on the right side of the screen. Listed are the various permission groups and individual permission groups available in IHCDAOnline. See Section 2 for a full list and description of access types.

The screenshot shows the 'Users' table from the previous image on the left, with the 'Dani Gulitz' user selected. On the right, a detailed view for 'Dani Gulitz' is displayed, showing various permission groups and their status. Each group has a 'Date Granted' and a checkbox for 'Allow Access'.

Name	Login	Has Request
a.a	testingstuff@roeing.com	<input type="checkbox"/>
Gulitz, Dani	dgulitz@roeing.com	<input checked="" type="checkbox"/>
Gunny, Jim	danigulitz2@hotmail.com	<input type="checkbox"/>

Dani Gulitz

- Neighborhood Assistance Program Access for Community Development**
 - NAP Viewers - Date Granted: 10/11/2013 Allow Access
 - NAP Editors - Date Granted: 10/11/2013 Allow Access
- Individual Development Account Access**
 - RIDA Administrators - Date Granted: 10/11/2013 Allow Access
 - IDA Administrators - Date Granted: 10/11/2013 Allow Access
- Claim Management Access**
 - Claims Management Editors - Date Granted: 10/11/2013 Allow Access
 - Claims Management Viewers - Date Granted: 10/11/2013 Allow Access
- Multi-Family Application Access**
 - Multi-Family Application Editors - Date Granted: 10/11/2013 Allow Access
 - Multi-Family Application Viewers - Date Granted: 10/11/2013 Allow Access
- Third Party Claims Access**

6. The permission group that has the request will have a “Deny Request” button in the event that you wish to deny access. If you wish to deny access, hit the “Deny Request” button and then hit the “Save” button.
7. All permissions will have a check box next to “Allow Access.” The Organization Administrator should review the individual permissions and what they grant before allowing access. If you wish to allow access, check the box next to “Allow Access” and hit save.
8. The individual has now been granted access to the approved individual permissions.

Users

Name	Login	Has Request
a_a	testingstuff@roeing.com	<input type="checkbox"/>
Gulitz, Danj	dgulitz@roeing.com	<input checked="" type="checkbox"/>
Gunny, Jim	danigulitz2@hotmail.com	<input type="checkbox"/>

Dani Gulitz

Neighborhood Assistance Program Access for Community Development

NAP Viewers - Date Granted: 10/11/2013 Allow Access

NAP Editors - Date Granted: 10/11/2013 Allow Access

Individual Development Account Access

RIDA Administrators - Date Granted: 10/11/2013 Allow Access

IDA Administrators - Date Granted: 10/11/2013 Allow Access

Claim Management Access

Claims Management Editors - Date Granted: 10/11/2013 Allow Access

Claims Management Viewers - Date Granted: 10/11/2013 Allow Access

Multi-Family Application Access

Multi-Family Application Editors - Date Granted: 10/11/2013 Allow Access

Multi-Family Application Viewers - Date Granted: 10/11/2013 Allow Access

Third Party Claims Access

IHCDA Online - Third Party Claims - Date Granted: 10/11/2013 Allow Access

Manage your organizations information and users

Date Requested: 1/20/2014 Access Requested Deny Request

Organization Administrators - Date Granted: 10/11/2013 Allow Access

Closeout Management

Closeout Editors - Date Granted: 10/11/2013 Allow Access

Closeout Viewers - Date Granted: 10/11/2013 Allow Access

View organization information and request new permissions

Organization Viewers - Date Granted: 10/11/2013 Allow Access

Online Application Access

Online Application Editors - Date Granted: 10/11/2013 Allow Access

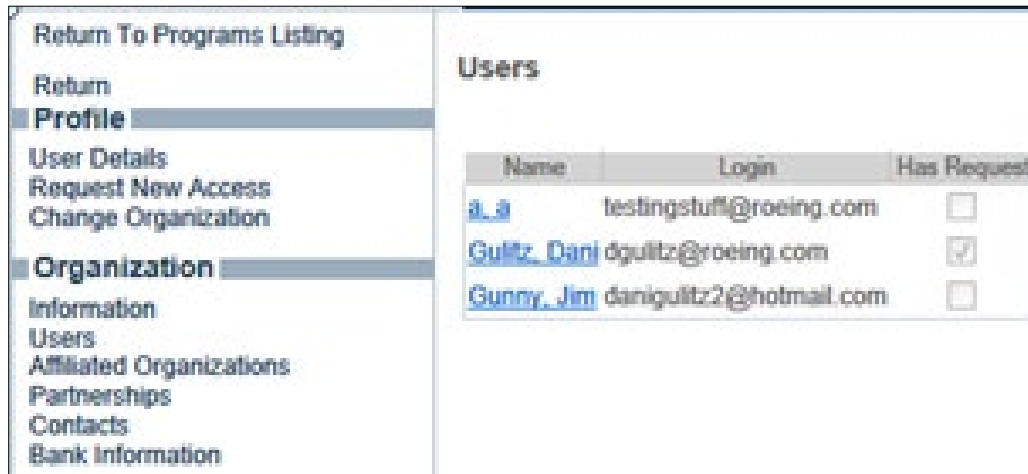
Online Application Viewers - Date Granted: 10/11/2013 Allow Access

Cancel
Save

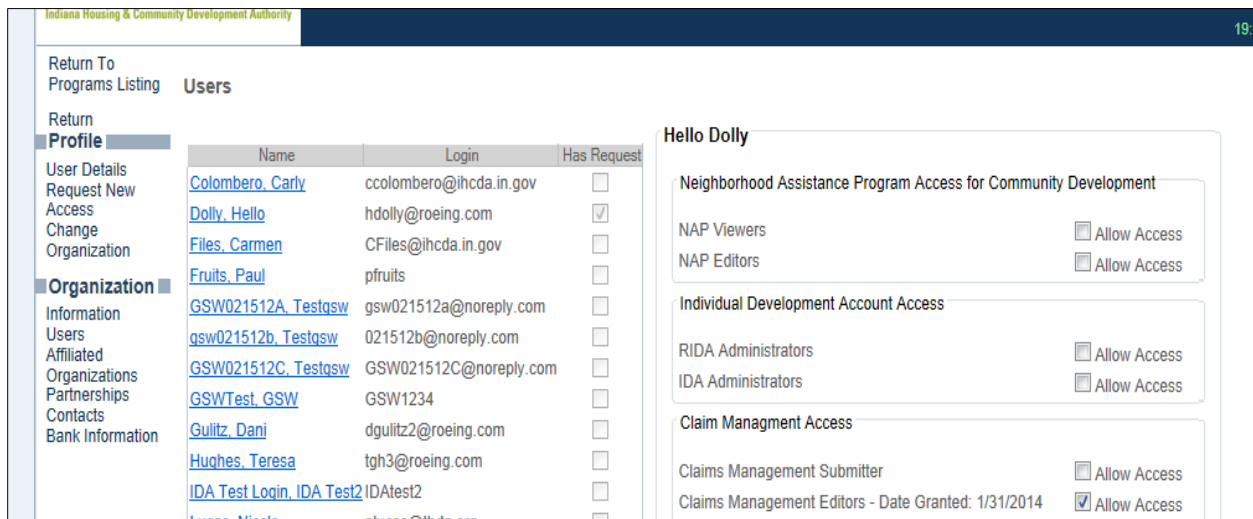
4.4 Removing Permissions

When an organization needs to remove certain permissions from individuals' profiles, the Organization Administrator will use the following procedure.

1. Go to User Detail List page as described in Section 3.3
2. Select the Users button from the navigation screen on the left side of the screen
3. To view current permissions, click on the individual's name



4. You will then see a new column of information appear on the right side of the screen. Listed are the various permission groups and individual permission groups available in IHCDAOnline. See Section 7 for a list of the different of access types.



5. Any individual permission with the **Allow Access** box marked has been granted to the user in question.
6. In order to remove the access, uncheck the **Allow Access** box, and click save.
7. The individual's rights have now been removed for the permissions you unchecked.

Section 5: Submission Requirements

IHCDA is committed to ensuring partners receive funds in a timely manner. By adhering to the documentation requirements outlined below and by working together, IHCDA and partners can ensure timely disbursement of funds.

5.1 Prior to Drawing Funds

The initial draw will not be released until IHCDA staff has confirmed that the project has submitted all necessary execution documents, that those documents have been reviewed and approved and any program specific information required prior to funds disbursement have been received. The partner must provide the following documentation for each grant prior to drawing any funds:

1. Automated Clearinghouse (ACH) Banking information submitted through IHCDA Online (unless other arrangements are made with IHCDA);
2. Request for Taxpayer Identification Number and Certification (W-9);
3. All Executed Documents required for the specific program seeking funding (refer to program manuals for additional information); and
4. All grantees are required to submit a cost allocation plan that has either been approved by the federal cognizant agency or for approval by IHCDA. The Cost allocation plan should include a detailed listing of what the organization considers a fringe benefit.

IHCDA will send the necessary forms above to the partner along with their funding agreement(s). Partners are required to return all documents to IHCDA promptly and before initiating a claim for reimbursement.

5.2 Documentation

Because each of the various programs IHCDA administers has distinct federal regulations, program objectives and reporting requirements, complete standardization of documentation requirements is not feasible. IHCDA has made efforts to standardize documentation where possible by evaluating our documentation requirements after reviewing numerous resources including: federal regulations, federally issued guidance and notices, State laws and regulations and the results of the May 2013 claims survey issued to current Grantees. The results of those efforts are contained in this document.

5.3 Cost Allocation Plan

The Grantee is required to have an approved cost allocation plan, including a detailed listing of items classed as “fringe benefits” and an indirect cost rate policy, on file with IHCDA. If approved by a federal agency, the cost allocation plan must still be submitted to IHCDA for review and record retention. Items not included in the cost allocation plan will not be reimbursable to the Grantee until such a time as a revised cost allocation plan is submitted and approved by either a federal agency or by IHCDA. IHCDA reserves the right to request the most updated version of the cost allocation plan at any time during the year for additional review and consideration and to take additional action fiscally and programmatically if issues or discrepancies exist.

Costs associated with administrative and indirect costs should be shown in the support documentation summary in the form of general ledger, accounting reports or other accounting software generated reports. The determination of administrative expenses, indirect costs and direct

costs are determined by federal regulations on cost reimbursement and regulations and guidance for each specific program.

IHCDA strongly recommends that a Grantee review the cost allocation plan annually to ensure appropriate cost allocation. IHCDA strongly encourages Grantees to communicate regularly with IHCDA on changes to cost allocation plans as reviews during the claims process, monitoring or other similar visits may result in pay backs as the result of an inappropriate cost allocation plan.

5.3.1 Initial Submission

Cost Allocation plans should be submitted to A133@ihcda.in.gov no later than March 31 2017, for the initial review. Once reviewed, the Grantee will receive notice of approval, denial or the need for clarification.

5.3.2 Changes to Cost Allocation Plan

In the event that a Grantee changes its Cost Allocation Plan, those changes must be submitted to IHCDA via A133@ihcda.in.gov no later than thirty (30) days after the changes are made. Those changes are subject to review and approval by IHCDA.

5.3.3 Claims and the Cost Allocation Plan

While IHCDA may not require all reimbursement requests to be held while Cost Allocation Plans and/or requested changes/amendments are being reviewed, IHCDA does reserve the right to review reimbursements made during the Plan review period for eligibility in the event that the Plan and/or the changes are denied.

Additionally, IHCDA reserves the right to withhold reimbursements in the event that a Grantee fails to submit the Annual Certification, Cost Allocation Plan or change requests for review by the established deadlines.

5.4 General Documentation

Every claim that is processed through IHCDA Online is required to have certain supporting documentation included with the request for reimbursement. Those items include:

1. **General Ledger, Trial Balances or Other Accounting Software Generated Reports** (unless otherwise noted) – Reports supporting costs incurred should be submitted. Reports should be generated in such a way as to include the following:
 - a. Only those costs incurred by that program during the specific date range for which reimbursement is being requested (ex. May 1-May 15)
 - b. Indirect costs that are allocated across all activities should have separate accounts for each program. A single lump sum record with a note that a specific amount is being charged to a certain program is not acceptable. If requested, documentation supporting the cost allocation or salary/wage determination should be readily available

- c. Detailed information of expenses including vendor name, date paid, date of transaction and description of the actual expense. Incomplete, missing or insufficient descriptions may result in IHEDA asking for additional documentation to support those costs¹
 - d. In the event of payroll costs, IHEDA should be able to easily distinguish the individuals included in the expense, the timeframe covered in the expense and the details that make up the expense.
2. **Copies of Invoices/Receipts** – All invoices and receipts must be maintained, filed and submitted by the Grantee in accordance with award agreements and federal regulations.

Any Grantee who is on a Quality Improvement Plan (“QIP”) may be required to submit all invoices or additional documentation associated with that program or all programs for review as part of the QIP.

Program Specific Documentation

Please reference specific program manuals to obtain a list of necessary backup documentation as it pertains to each individual program.

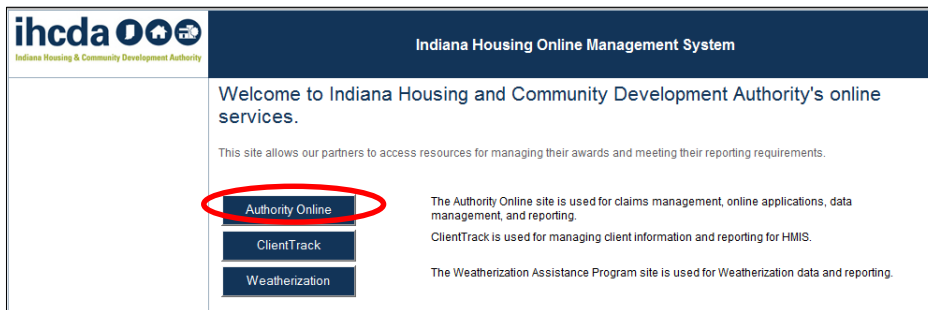
¹ Please note that certain programs, due to the nature of the activities, allow for invoices/payables to be submitted prior to settlement of the payable. In these instances, the detailed information included in the general ledger report will include information on the payable rather than a recognized expense. Please refer to program guidance on the programs and expenses that are eligible under this format.

Section 6: Award Claim Management

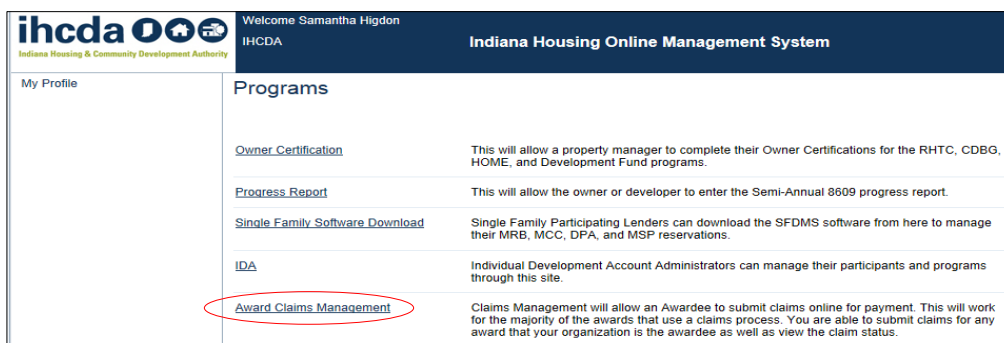
All functionality related to claims in IHCDAOnline originates on the ***Award Claim Management*** page. This section will detail how to access and navigate the variety of features of this page.

6.1 Accessing Award Management

1. Go to www.ihcdaonline.com
2. Click on ***Authority Online***



3. Login with you user name and password.
 - a. If you need instructions for obtaining a user name and password, please see Section 2 of this document.
 - b. In order to create, edit or approve claims, you will need Claims Management access.
4. Select Award Claims Management from the Program list²



² The options you see on your Programs Listing are determined by the access you have been granted in IHCDAOnline so this screen will vary from user to user.

6.2 Award Claim List

Once you have selected *Award Claims Management* from Section 5.1 above, you will see the Award Claim List Page. This screen contains 2 sections: an Award Claim List, and a navigation section on the left hand side of the screen.

The Claim List consists of a table that contains all claim information for the last 30 or 60 days, depending upon funding source. You have the option to view all claims by check marking the “View All Claims” button on the page. (Note-load time for the page may be longer if trying to view all claims).

- **Column 1** contains the Claim Receipt Number. This is a unique identifier automatically given to each claim. *This is the identifier most commonly used by IHCDA staff in communication about claims.*
- **Column 2** contains the Award Number. This is the number of the award, agreement or contract you have signed with IHCDA. Note that under the Award Number you should see the name of your organization as it shows the grantee, contractor or other similar party.
- **Column 3** contains the Award Amount. This is the total value of the award, agreement or contract you have signed with IHCDA.
- **Column 4** contains the Claim Amount. This is the dollar value of that specific claim.
- **Column 5** contains the Claim Step. This is the point in the submission/review process that the claim is in. The number of steps a claim goes through is determined by funding source and claim type so there will be some variety.
- **Column 6** contains the Status. This shows the status of the step from Column 5. For example, a claim that shows “Claim Submission” in column 5 and a status of “Awaiting Approval” in Column 6 means that a claim has been started, but you haven’t hit submit, thus the Submission is awaiting approval. Likewise, Claim Review & Approved means that the claim is in the Claim Review stage, has been approved, and is ready for the next stage.

Claim Submission- this step will appear if you have begun but not completed the submission. If the status does not say Approved, it will not move to the next step

Claim Review- this step will appear after the claim submission has been approved

Accounting Review- this step will appear after the claim review step has been approved

ACH Transfer- this step will appear after the Accounting Review step has been approved

Cash Receipt- this step will appear if you are sending money back to IHCDA through repayment or return of funds, this will replace ACH transfer as the last step in the process if money is being returned to IHCDA

- **Column 7** contains the date and claim type. The Date is the date of the claim step and status from Columns 5 and 6. Note that under the date you will see a claim type. That is the type of claim submitted.

Welcome Samantha Higdon

IHCDA

Indiana Housing Online Management System

Return To Programs Listing

Awards

Award Info

Claim List

Create Claim

Manage Award Job Hours

Manage Program Income

My Profile

Award Claim List

Claims management is designed to allow a grantee to submit your request for reimbursement to IHCDA. The list below will allow you to view all of your active claims. The step represents where your claim is in the payment approval process. To add a new claim, click the link on the left. You can only add new claims for awards where your organization is the grantee, while the award is active, and for funding programs that are currently allowing electronic claims.

Once you submit the claim, you may still need to submit your supporting documentation to IHCDA before your claim will be processed. In the future, this site will allow you to attach electronic copies of your supporting documentation as part of the claim.

Note that a status of 'Awaiting Approval' means that the claim has not passed that step yet. If the step is 'Claim Submitted by Grantee' and status is 'Awaiting Approval', you have not yet submitted this claim for payment.

Click a claim number to view the claim.

My Awards ▼ Show Only Unsubmitted Claims Show All Claims

Receipt No. ▼	Award No. ▼	Award Amount	Claim Total	Step	Status	Status Date
84988	HHF-2010	\$221,694,139.00	\$64,856.14	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84987	HHF-2010	\$221,694,139.00	\$2,361.05	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84986	HHF-2010	\$221,694,139.00	\$380.00	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84985	HHF-2010	\$221,694,139.00	\$70,585.89	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84984	HHF-2010	\$221,694,139.00	\$4.96	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment

Detail of Columns

1	2	3	4	5	6	7
----------	----------	----------	----------	----------	----------	----------

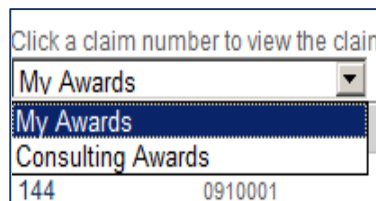
Receipt No. ▼	Award No. ▼	Award Amount	Claim Total	Step	Status	Status Date
84988	HHF-2010	\$221,694,139.00	\$64,856.14	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84987	HHF-2010	\$221,694,139.00	\$2,361.05	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84986	HHF-2010	\$221,694,139.00	\$380.00	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84985	HHF-2010	\$221,694,139.00	\$70,585.89	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment
84984	HHF-2010	\$221,694,139.00	\$4.96	Accounting Review	Approved	3/5/2014
	IHCDA					Third Party Payment

You can search for a particular award by clicking on the funnel at the top of the Award Number column. Please see steps below:

1. Enter the award number (including dashes where appropriate)-please note it is *not* case sensitive.
2. Hit the “Enter” key on the keyboard to sort
3. You can un-filter the list by removing the award number from the search screen and hitting the “Enter” key on the keyboard again.

You can also sort the list by Claim Number, Award Number, or Step by clicking on the header of each column.

You can change the list of claims to show claims against ‘Consulting Claims’ by changing the option in the drop-down directly above the claim number.



Section 7: Claims- Creation, Completion, Submission, & Resubmission

The claim process has multiple steps. There are different processes for completing a brand new claim, using a previously started (but never submitted) claim, using a previously denied claim for resubmission, and the actual submission of a claim. This section will outline the different steps necessary for each situation.

7.1 New Claim Creation and Completion

If you want to submit a claim and have not previously started a claim without submitting or had a claim denied by IHCDA, you will use the navigation pane on the left hand side of the *Award Claim List* page ([Section 6](#)).

In order to create a new claim and submit it for review, you will complete the following steps:

1. Use the *Create Claim* link to the left navigation pane on the *Award Claim List* page.



- You will be prompted to choose the Award against which you want to make a claim. Select the Award³ from the list. The list will include your awards/agreements/contracts that are eligible to submit claims for.

- Once you have selected the award, you will be prompted to select a specific claim type. To see a list of definitions of each claim type, please see [Supplement B](#), also located at the end of this document.⁴

³ If you do not see the desired award, there could be several reasons: **A.** The can only be one new claim started in claim submission - or - **B.** Your organization is not set up as the grantee of the award, or **C.** The award is not classified as active with IHEDA.

⁴ The Types of Claims you are able to submit is determined by your funding source. You may not see all claim types listed above, and you may see claim types in addition to the types listed above.

- Once you have selected a claim type, you will click **Create Claim**. At this point, a blank claim has been created. Section 6.4 of this guide will walk you through the various tabs that must be completed in order to fill out a claim/reimbursement request.

7.2 Accessing a Previously Started (but never submitted) Claim

Occasionally, you may start to fill out a claim but not complete it right then. You will be unable to start a brand new claim in accordance with Section 6.1 until that previously begun claim is completed and submitted for review.

In order to access the previously started claim, access the **Award Claim List** (Section 5.2) Using the search and filter features, find the previously started but never submitted claim, complete the tabs, (Section 6.4) and submit the claim for review.

7.3 Using a Previously Denied Claim

In some instances, IHEDA may be required to deny a claim for various reasons. If a claim is denied, the next claim that is submitted for that award, whether it is a resubmission of the denied claim or a claim for different expenses, you should use the denied claim and claim receipt number rather than generating a new claim.

In order to access the denied claim, access the Award Claim List (Section 5.2.) Using the search and filter features, find the denied claim, modify the fields and dollar amounts and submit the claim. Complete the claim tabs, (Section 7.4) and submit the claim for review.

7.4 Completing the Claim Tabs and Saving the Claim

Once you have created a claim, you will be taken to a page containing the various tabs that must be completed in order for the claim/reimbursement request to be filled out and submitted.

The various tabs are shown below. We will walk you through what each tab contains and how it must be filled out.

7.4.1 Summary Tab

The Summary page shows info about the current claim as well as previous claims for this award. You can see the budget breakdown for the award, previous draws against line items, and the remaining amount for each line item.

Summary | Claim | Claim Status | | Supporting Documentation |

Claim Summary
 SPC-13-00001
 Claim Receipt: 1605
 Test Org
 Transaction Type: Grantee Payment

The claims summary displays the information about previous and existing claims for this award. You can see the budget breakdown for the award, previous draws against line items, and the remaining amount for each line item. If your award is not restricted by budgeted line items, you will see all available line items for your award. If your award requires claims against individual buildings, you will see a list of those buildings along with the line items associated with those buildings. To modify the current claim, click on the 'Claim' link above.

Award Amount: \$50,000.00
 Program Income Reported: \$0.00

SPC -

Line Item	Budget	Previous Claim	Current Claim	Total Claim	Balance to Claim	Previous PI	Current PI	Previous ROF	Current ROF
Rental Assistance	\$12,000.00	\$0.00	\$5.00	\$5.00	\$11,995.00	\$0.00	\$0.00	\$0.00	\$0.00
Cost Savings (if ap...	\$12,000.00	\$0.00	\$0.00	\$0.00	\$12,000.00	\$0.00	\$0.00	\$0.00	\$0.00
Group Total	\$24,000.00	\$0.00	\$5.00	\$5.00	\$23,995.00	\$0.00	\$0.00	\$0.00	\$0.00
Claimed Percentage					0.02%				

- If your award requires claims against individual buildings, you will see a list of those buildings along with the line items associated with those buildings.

Initially, there is nothing to complete on this tab. At this point, this merely serves as an informational and budgetary tool.

Award

Financial Assistance

Remaining Budget: \$5,000.00

Line Item	Total Budget	Remaining Balance	Amount
Bookkeeping/Check Writing	\$0.00	\$0.00	50.00
Housing Inspections	\$0.00	\$0.00	
Medium-term Rental Assistance	\$0.00	\$0.00	
Motel & Hotel Vouchers	\$0.00	\$0.00	100
Moving Cost Assistance	\$0.00	\$0.00	
Security Deposits	\$0.00	\$0.00	
Short-term Rental Assistance	\$0.00	\$0.00	
Utility Deposits	\$0.00	\$0.00	
Utility Payments	\$0.00	\$0.00	

Housing Relocation & Stabilization Services

Remaining Budget: \$400,000.00

Line Item	Total Budget	Remaining Balance	Amount
Case Management	\$0.00	\$0.00	
Credit Repair	\$0.00	\$0.00	
Housing Search & Placement	\$0.00	\$0.00	
Legal Services	\$0.00	\$0.00	
Outreach & Engagement	\$0.00	\$0.00	

Other

Remaining Budget: \$55,000.00

Line Item	Total Budget	Remaining Balance	Amount
Administration	\$0.00	\$0.00	
Data Collection & Evaluation	\$0.00	\$0.00	

Comments

Comments about the claim.

Save

7.4.2 Claim Tab

The claim page shows info about the current claim for this award. You can see the budget breakdown for the award along with the remaining amount for each line item⁵.

1. Enter the amount you are claiming in the Amount box.
 - If your award requires claims against individual buildings, you will see a list of those buildings along with the line items associated with those buildings.
2. You can also enter a comment about the claim in the Comment Box at the bottom of the page⁶.
3. Once you have entered your claim amounts and any comments, click the 'Save' button at the bottom of the page.

7.4.3 Claim Status

The Claim Status tab is a tab that requires no data input by you. It is another method of tracking your claim's progression. You will be able to view the claim as it moves through the various review steps, the user that completed the step, when the step was completed, and what step is currently awaiting approval.

Step	Status	Step Date	User	Comment
Cash Receipt	Awaiting Approval	2/7/2014 8:38:03 AM	Roeing Corporation	
Accounting Review	Approved	2/7/2014 8:38:03 AM	Roeing Corporation	
Claim Review	Approved	2/7/2014 8:37:47 AM	Roeing Corporation	
Claim Submitted by Grantee	Approved	2/7/2014 8:36:07 AM	Roeing Corporation	

⁵ The screenshot above shows the line items for a specific award type and funding source at IHCDA. The line items you see on the Claim screen may vary depending upon funding source and award/agreement/contract type.

⁶ This can be the reason for a return of funds being submitted, the month reimbursement is being requested for, additional information you would like IHCDA to know, etc.

7.4.4 Supporting Documentation Tab

This tab is where you will upload the supporting documentation for the claim.

Once you have clicked on the tab, you should see the screen below.

Document Name	Document Date
View Test	12/2/2013 3:01:59 PM
View test	1/2/2014 5:01:34 PM

1. Select the “Choose File” button. Select the file you wish to upload⁷.
2. You will then select the applicable document type from the drop down.
3. Hit submit.
4. Your documentation has been uploaded and should show up in the listing on the page.

All programs require documentation to be uploaded before a claim can be submitted. If documentation is not uploaded, the individual with claim submitter permit will be unable to electronically certify and submit the claim.

Note on browser compatibility: IHCDAOnline does not support all browsers. There is a notice page at the sign in page that provides information on the minimum system requirements to use IHCDAOnline. If you are using a browser that does not meet the minimum requirements, you will likely encounter multiple errors and be unable to complete certain functionality, such as submit claims or upload documentation, within IHCDAOnline. You will also notice an inability to print the claim receipt/summary pages if you are using an outdated browser.

7.5 Submitting a Completed Claim to IHCDA for Review

After a claim’s information has been completed, documentation uploaded, and the claim saved, an individual must review and approve that claim and related information for submission to IHCDA for review and, if approved, reimbursement.

In order to submit a claim for review, please complete the following steps:

1. Log into IHCDAOnline
2. Access the claim in question

⁷ Certain programs require documentation to be uploaded before a claim can be submitted. If documentation is not uploaded, the individual with claim submitter permit will be unable to electronically certify and submit the claim.

3. Review all claim tabs and associated documentation for eligibility, appropriateness, and accuracy.
4. If you disagree with any of the information contained, please stop here and consult with your staff.
5. If you agree with all the information and wish to submit the claim, please navigate back to the Summary tab of the claim.
6. At the bottom of the page, click the Submit button.
7. After you click Submit, you may click on the Supporting Documentation tab and view the auto generated claim receipt and summary pages for that claim.
 - To view the documents, double click on the document, then select View, Save, or Cancel. Regardless of the option you choose, the document will be retained in this location for future use.

7.6 Resubmitting a Claim

In the event that IHCDA has denied a claim, the organization must resubmit the claim to IHCDA for review if reimbursement is still desired after all necessary changes/corrections are made. Below are instructions on resubmitting a claim to IHCDA.

1. The agency's designated user will go online to <https://ihcdaonline.com> and login.
2. Once the username and password are verified, the user will click on Awards Claims Management. A summary of all claims submitted to IHCDA will appear.
3. The user will select the claim that was previously denied.⁸
4. The user should complete each tab that is viewable.
5. Once all tabs have been viewed and completed, the user will click the Submit Claim button. The agency will receive a Claim Receipt.
6. Once these steps are completed, the claim will be remitted to IHCDA for approval. The claim will be reviewed for accuracy. If there are any issues, IHCDA's Operations Staff will notify the agency. The claim will be approved for payment once the questions and issues are corrected to the satisfaction of IHCDA.
7. The user will click on Supporting Documentation button to begin the upload process. When prompted, select the file to upload.

⁸ You should not create a new claim when resubmitting a previously denied claim.

7.7 Submitting a Check to IHCDA

In the event that an organization must submit a check to IHCDA in connection to a claim processed through IHCDAOnline and Financial Operations, the organization should follow the process as outlined below.

1. Submit a claim via IHCDAOnline or other system as described in Section 4. This includes submitting all necessary supporting documentation through IHCDAOnline or other means as appropriate.
2. Submit a check to IHCDA with a remittance which contains the following information:
 - Award Number;
 - Program; and
 - Reason for check (i.e. Monitoring Finding 3 for Award # for Participant X)
 - Checks should be submitted to the following address:

IHCDA
Attention: Receivables
30 South Meridian Street, Suite 900
Indianapolis, Indiana 46204

7.8 Notice of Payment

Once IHCDA has reviewed and approved the claim/reimbursement request, the funds will be disbursed and notification will be issued to the user who submitted the claim in IHCDAOnline as well as any individual identified as a claim contact for the organization.

IHCDA sends these notices as a courtesy. They do not constitute an official notice. Any organizations under obligation to disburse funds within a specified period of time of receiving them in accordance with program regulations are still required to monitor daily account balances to ensure compliance.

Once your claim has reached completed status partners can expect funds to hit their bank accounts within 24-72 business hours if deposited electronically (depending upon weekends and holidays) and a week if a check is issued.

Section 8: FAQ

8.1 Claims

It won't let me hit "Submit" on my claim. What do I do?

IHCDA's new claim structure using electronic signatures now separates the permission to create/complete a claim's information and the ability to submit the claim to IHCDA for review. The claim submission button is now pressed by an individual with the claim submitter permit.

After you have completed each tab and hit "Save", the claim has been saved and is ready for review by an individual authorized to approve claim submission. If you have accurately completed each tab, but the "Submit" button remains grayed out, contact their Organization Administrator with questions on permission/access levels.

How do I submit a claim?

Please refer to Section 4.3 of this document for step by step instructions on how to complete a claim and, if you are an individual with the "Claim Submitter" permit, how to electronically certify and submit the claim for review.

Where do I sign to submit a claim?

IHCDA's claim submission process no longer requires a physical signature. Instead, an individual with the appropriate IHCDAOnline permissions must log into IHCDAOnline, review the claim and related documents and electronically sign off.

Who can electronically certify claims and submit to IHCDA for review?

IHCDA does not mandate who may electronically certify claims and submit to IHCDA for review. The Organization Administrator at your organization is able to grant the "Claim Submitter" permit to any individual that the agency deems appropriate to electronically certify a claim and submit for review to IHCDA.

However, IHCDA encourages organizations to select individuals who have the appropriate authority at the organization to certify documentation, eligibility of expenses and overall accuracy of the claim as the organization may face repayments, return of funds and other actions in the event of an inappropriate disbursement.

Can more than one person have the "Claim Submitter" permit and electronically certify claims?

Multiple individuals can have the "Claim Submitter" permit to be able to electronically certify claims and submit them to IHCDA for review.

However, IHCDA encourages organizations to select individuals who have the appropriate authority at the organization to certify documentation, eligibility of expenses and overall accuracy of the claim as the organization may face repayments, return of funds and other actions in the event of an inappropriate disbursement.

Why can't I see my Claim?

Due to the number of claims submitted by IHCDAOnline, the Award Claim list is limited to 30 or 60 days' worth of claims (depending on funding source) to prevent the system from running too slowly.

On the Award Claim List you can select the "Show All Claims" options, and all claims will be displayed. However, please be aware that doing so may cause a noticeable slowing of system response and loading time for that page.

What if I am an administrator for a Local Unit of Government or other party who is the grantee of IHCDA?

You should still have at least one individual designated as the Organization Administrator to assist in permission selection for your organization.

In the event that the Local Unit of Government or other party is the individual who historically has signed claims, a member from that organization will need to be the Organization Administrator for their organization and ensure that someone is granted the "Claim Submitter" permit to electronically certify claims.

Why Can't I See My Award?

There are a few reasons why an individual may not be able to view an award in IHCDAOnline.

- The individual's profile is not associated with the agency that has the award or the organization is not set up as the grantee/recipient of the award.
- The award is not in a status that allows viewing in IHCDAOnline.
- If you are trying to create a claim and do not see the award you are looking for, the award may have an outstanding claim against it already. Review the Award Claim List for claims on that award that have been started but not submitted or have been denied recently.

Why can't I print my Claim Receipt and Summary Pages?

Under IHCDA's new claim submission process, it is not necessary to print out the Claim Receipt and Summary Pages for signature.

Once the individual with the Claim Submitter permit (note that this is a different permit than the Claim Editor permit which allows an individual to enter data into the claim) submits the claim, auto-generated Claim Receipt and Summary Page are created and uploaded against the claim. The users are not required to obtain a physical signature or to upload the signature pages to the claim. This is handled automatically by the system. The documents are viewable and printable from the Supporting Documentation tab in IHCDAOnline.

Why can't I save the information on one of the tabs during claim creation?

Each page/tab in the claim creation process requires certain information to be completed. Additionally certain logic exists for specific pages that prevent an organization from claiming too much money, from moving forward without completing necessary information, etc. While it is

not possible to list every possible reason why an organization is unable to successfully hit the “Save” button, the most commonly encountered issues are included below:

Claim Tab- Depending on the budget enforcement of your award, you may be restricted from claiming more funds than are available in a specific line item or budget group. You should verify that the “remaining balance” for each line item, budget group, or award is sufficient for the amount of funds you are requesting. If you are unsure about the budget enforcement for your award, please contact claims@ihcda.in.gov.

- If you are submitting a Return of Funds claim, a Repayment claim or a Program Income claim, you are required to complete the “Comment” box at the bottom of this tab. In it you should provide a brief explanation of why the claim is being submitted (i.e. Return of Funds for EAP monitoring -2 ineligible clients).

Supporting Documentation Tab-the documentation you want to upload for the claim must be uploaded before a claim can be saved and submitted. Once an individual with the correct permissions submits the claim, auto-generated claim receipt and summary pages will be uploaded to the Supporting Documentation tab for you.

Why can't I upload documentation?

Once documentation has been successfully uploaded in IHCDAOnline against a specific claim, that document populates in the list on the middle of the page. There is no page confirming the upload, but the document should be listed in the table on the Supporting Documentation tab.

Having said that, there are a few reasons that may cause an organization to be unable to upload supporting documentation:

- IHCDAOnline only supports certain file types. If you do not use one of the accepted file types, you will receive an upload error.
- If the Document Type field in the screenshot above does not contain a list with at least one option for document type, you will be unable to upload documentation. In the event that this happens, please contact claims@ihcda.in.gov with the award number, program, and claim receipt # experiencing the issue. IHCDA will work with you to resolve the issue from that point forward.

Summary | Claim | HHF Clients | Claim Status | | Supporting Documentation |

Supporting Documentation
HHF-2010

Accepted File Extensions: tiff, tif, doc, docx, xls, xlsx, jpeg, jpg, pdf

Max File Size: 30/20 KB

Upload Document Browse...

Document Type Claims Documentation ▾

Submit Document

Why was my claim denied?

Claims are typically denied for one the following reasons:

➤ ***Unallowable Expense***

If, during the course of the claim review, it is determined that an expense for which reimbursement is being requested is not an allowable expense as defined by the applicable regulations, guidance, policies and procedures of that specific program and IHCDA, IHCDA reserves the right to deny the claim. In the event that the unallowable expense is part of a larger claim, IHCDA will deny the entire claim, inform the agency of the reason for the denial and instruct the agency to resubmit the claim with the unallowable expense removed from the claim or adjusted as necessary.

➤ ***Insufficient Documentation***

In the event that an organization is unable to provide sufficient documentation to IHCDA to justify what might be considered an allowable expense with proper documentation, IHCDA reserves the right to deny the claim in part or in full. In the event that the expense item with insufficient documentation is part of a larger claim, IHCDA will deny the entire claim, inform the agency of the reason for the denial and instruct the agency to resubmit the claim with the insufficiently documented item removed from the claim or adjusted as necessary.

➤ ***Other Denials***

IHCDA reserves the right to deny claims and requests for reimbursements for reasons over and above those mentioned in previous sections. These can include, but are not limited to, insufficient award budget, unexpected reduction in federal funding, failure to submit claims in the timeframe proscribed by the program, and failure to comply with program guidance in other material respects (monitoring, program administration, audit requirements, etc.)

Can I appeal the denial?

If an organization believes that a claim has been improperly denied or that the claims review process as defined in this document was not followed, the organization should contact claims@ihcda.in.gov and request a secondary review.

8.2 Organization Administrator/Access

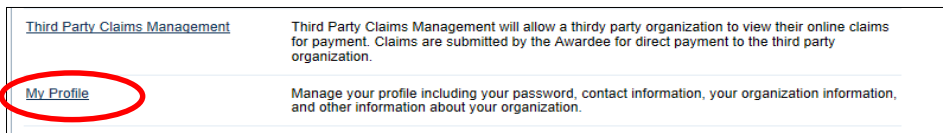
Outlined below are the most common questions/issues presented by partners regarding the Organization Administrator permit and user maintenance in IHCDOnline. While not every situation can be covered, the items below address most of the questions posed on a regular basis.

Please note that this section may be periodically updated as questions are posed by partners and new functionalities are released.

I am a registered user and need my Organization Code but I am not the Organization Administrator. Where can I find this information?

To find the Organization Code when you are registered but *not* the Organization Administrator:

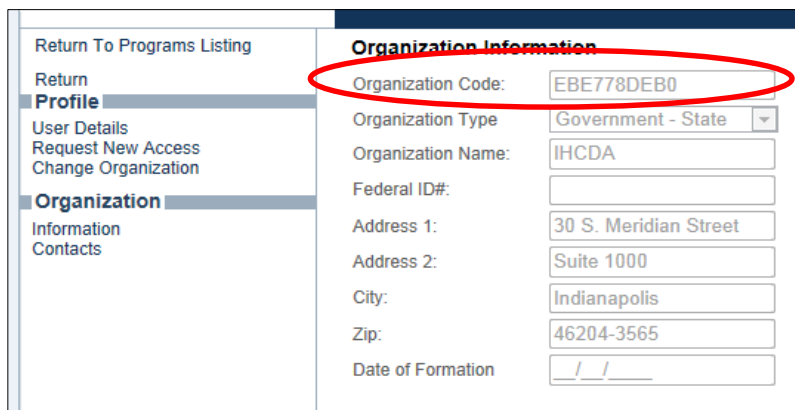
1. Go to www.ihcdaonline.com
2. Select AuthorityOnline
3. Log in using your unique login and password
4. Select *My Profile* from the Program List



5. On the left of the profile screen, under *Organization*, select *Information*



6. The Organization Code will be on the top of the Organization Information Screen



Who can be an Organization Administrator?

The Organization Administrator can be any individual selected by the agency to serve in that role. IHEDA does not mandate or restrict who may be an Organization Administrator; however, we strongly encourage agencies to limit the number of individuals who have the permit as it grants them elevated access that to the agency's online information.

Can we have more than one person be an Organization Administrator?

An agency is allowed to name as many individuals to be an Organization Administrator as they wish. However, IHEDA strongly encourages agencies to limit the number of individuals with the permit as the permit grants elevated access to agency's online information including but not limited to online banking information.

What if my Organization Administrator is leaving?

The Organization Administrator can grant Organization Administrator permission to another individual if desired by the agency. In the event that the current Organization Administrator is not available to do so, the agency should contact IHEDA at claims@iheda.in.gov for assistance.

What if I am an administrator for a Local Unit of Government or other party who is the grantee of IHEDA?

You should still have at least one individual designated as the Organization Administrator to assist in permission selection for your organization.

If the Local Unit of Government or other party historically has signed claims, a member from that organization will need to be the Organization Administrator for their organization and ensure that someone is granted the "Claim Submitter" permit to electronically certify claims.

How do I find out who is an Organization Administrator for my organization?

If you are unsure who your Organization Administrator is, first check with your organization's users and management. If you are still unable to identify the Organization Administrator, contact IHEDA at claims@iheda.in.gov, and we will assist in providing the individual(s) with that role.

What if I'm the Organization Administrator, and I'm not receiving email notifications when someone requests access?

Email notifications are sent to the email address on file in IHEDAOnline for the Organization Administrator(s). If you are not receiving emails, you should verify the correct email address is on file in IHEDAOnline by reviewing your profile information. If the email address is correct, and you are not receiving email notifications, contact IHEDA at claims@iheda.in.gov, and we will assist you further.

Section 9: Useful Resources

IHCDA Partner Website:

www.in.gov/myihcda

IHCDAOnline Training Posted for Partners: [*https://online.ihcda.in.gov/AuthorityOnline/Links.htm*](https://online.ihcda.in.gov/AuthorityOnline/Links.htm)

IHCDAOnline:

<https://online.ihcda.in.gov/AuthorityOnline/Default.aspx>

IHCDA Website:

www.ihcda.in.gov

State of Indiana Website:

www.in.gov

Questions this manual did not cover?

Please email us at: claims@ihcda.in.gov
