

Date: January 11, 2018

Subject: HOPS Transfer – HEAL Claims Document Upload Process

Dear HEAL Partner:

In a November 28, 2017 email, we provided information on the HEAL Online Processing System (HOPS) Access Form and Two Factor Authentication tokens. As we complete the transition of HOPS to the Federal Student Aid (FSA) Virtual Data Center (VDC), we are updating the electronic claims document submission process. Documents will be uploaded to a fully secured FSA SharePoint site called HOPSCOMPOTAL. Below you will find HOPSCOMPOTAL SharePoint information and Claims Communications Information. We have also attached instructions for accessing the HOPSCOMPOTAL and uploading electronic claims documents.

### **HOPSCOMPOTAL SharePoint Information**

This SharePoint site will replace the existing HOPS electronic claims document submission process. This site will be accessible by authorized users, as requested on the HOPS Access Form. The standard hardcopy documentation submittal process will remain the same.

Authorized users will log into the HOPSCOMPOTAL SharePoint site through AIMS using their FSA User ID, password, and passcode. Once logged in, users will be able to see the folders for all HEAL partner organizations; however, access is restricted to only their organization's folder.

Electronic claims documents uploaded on this site by an authorized user for a HEAL partner organization will remain in the SharePoint folder until the HEAL Claims Team retrieves the files for processing. After the files have been retrieved, they will no longer appear in the SharePoint folder.

Once the site is available, the address will be [partners.ed.gov/HOPSCOMPOTAL](http://partners.ed.gov/HOPSCOMPOTAL).

When uploading through the claims document process, all documents for a claim must be included in the same file, and each file must contain the required naming convention explained in the attached HOPSCOMPOTAL Instructions file.

### **Claims Communication Information**

The SharePoint folder will also be used for communication between an authorized user for a HEAL partner organization and the HEAL Claims Team regarding claims. We are requesting that each HEAL partner organization provide a specific individual or group email address to receive notifications from the HEAL Claims Team that a communication is awaiting review. We encourage users to download all communications as they will be deleted after 30 days.

HEAL partner organizations must send email addresses to the HEAL Claims Team at [HEALClaims@ed.gov](mailto:HEALClaims@ed.gov) by January 26, 2017.

Response files generated by the HEAL Claims Team will use the naming convention explained in the attached HOPSCOMPOTAL Instructions file.

Sincerely,

HEAL Program Team

Attachments:

[HOPSCOMPOTAL Instructions in PDF format](#)