

Date: July 14, 2017

Subject: Transfer of HEAL Online Processing System to Federal Student Aid's Virtual Data Center

Dear HEAL Partner:

On July 1, 2014, the Health Education Assistance Loan (HEAL) Program was transferred from the U.S. Department of Health and Human Services (HHS) to the U.S. Department of Education (ED). When ED took on the responsibilities of managing the HEAL Program, there were few changes for our participating lenders and servicers as your files continued to be directed to HHS.

This communication is to inform you that ED is now working with HHS to complete a full transfer of all HEAL Online Processing System (HOPS) functions to Federal Student Aid's Virtual Data Center. We are targeting completion of this transfer in the fall of 2017. However, there will be actions you will need to take between now and then to assist us in preparing for the HOPS transfer.

We will keep you informed of the actions you will need to take and the changes that will impact you as we move forward. As an example, your current method for uploading HEAL files will change. In the future, you will provide HEAL files to ED using the Student Aid Internet Gateway (SAIG). In addition, you will use ED's Access and Identity Management System (AIMS) credentials to access the HOPS website. All planned changes will be communicated to you well in advance so that you will have sufficient time to make your own operational changes and complete the mandatory security enrollment processes for SAIG and AIMS.

In addition to emailing guidance to you, we will post all guidance on the [HEAL Information page on the Information for Financial Aid Professionals \(IFAP\) website](#). This guidance will be located under the "HOPS Transfer" heading on the right side of the page.

We appreciate your patience and cooperation as we begin this endeavor to complete the HOPS transfer using the most efficient and optimal methods to secure loan and borrower data. If you have questions, email us at [HEAL@ed.gov](mailto:HEAL@ed.gov).

Sincerely,

HEAL Program Team