

Date: August 1, 2017

Subject: HOPS Transfer – Necessary Change in HEAL Processing Interval Dates

Dear HEAL Partner:

In a July 14, 2017 email, we informed you of the upcoming transfer of all HEAL Online Processing System (HOPS) functions from the U.S. Department of Health and Human Services to Federal Student Aid's Virtual Data Center. Due to this transfer, there is a change in the timing of the HEAL processing interval, which normally occurs at the end of each fiscal year to allow for year-end reconciliation and budget approval.

To ensure that as many claim and dataset submissions as possible are processed prior to the compulsory interval, all electronic files must be submitted through the respective channels no later than September 22, 2017. This includes PDF claim files normally uploaded to HOPS as well as any electronic HOPS loan datasets.

We will continue to process outstanding HEAL claims through September 29, 2017. We expect that HEAL dataset and claims processing will cease from October 1, 2017, through October 31, 2017. Paper claim submissions and follow-up information will still be accepted during this time. Regular processing of claims and dataset files will resume after October 31, 2017. In the event this timetable changes, we will keep you informed.

If you have questions about claims processing, contact the HEAL Claims Team at 415-486-5499 or the HEAL Program Team at 844-509-8957. You can also email HEAL@ed.gov regarding dataset loan processing.

In addition to emailing guidance to you throughout this transfer effort, we are also posting all guidance on the [HEAL Information page on the Information for Financial Aid Professionals \(IFAP\) website](#). This guidance is located under the "HOPS Transfer" heading on the right side of the page.

Sincerely,

HEAL Program Team