

## **SUSPENSION OF REIMBURSEMENT REQUESTS**

Reimbursement Requests (RRs) can be suspended if documentation requested by the Fund is not received in a timely manner. Any RRs currently in house that have been reviewed will be suspended and any unprocessed RR's will be returned. The following will explain the Fund's process of suspending an RR.

### **Additional Documentation Request**

Further documentation may be needed to complete the review and processing of an RR. An "Additional Documentation Letter" (ADL) or email will be issued to the claimant requesting the needed documents. The claimant is required to respond within 20 calendar days or the RR will be suspended. Any RR currently in house that have been reviewed will be suspended and any RRs in house that have not be reviewed will be returned.

### **Extension Request**

The Fund understands that a claimant may need additional time to gather the requested documentation. Therefore, it is in the claimant's best interest to contact the Fund to request an extension. If the claimant requests an extension within the initial 20 calendar days cited in the ADL, the Fund will send an email or letter granting an additional 30 calendar days to submit the information, on a one-time basis for the RR. Failure to submit the information within the 30 calendar days cited in the Extension Letter will result in the RR being suspended. Any RRs currently in house that have been reviewed will be suspended and any RRs in house that have not be reviewed will be returned.

### **Suspension of the RR**

Lack of response to the ADL or Extension Letter will result in the RR being suspended. The Fund will send the claimant a Suspension Letter or an email stating that the RR has been suspended and will be reopened at the time the additional documentation is received by the Fund. The letter will also state that the Fund will suspend any RRs currently in house that have been reviewed and return any unprocessed RRs. If the RR suspension is not cleared within 12 months, the Fund will begin the process for closing the claim.

### **Effects of a Suspended RR**

Payment from the Fund is being made in Priority Class order and the date of receipt of the RR. If an RR is suspended, the processing of the RR will stop and the original date of receipt will be forfeited. When the additional documentation is received and the suspended RR is cleared, the RR will be given a new date of receipt based on when the documentation was received. Payment of the completed RR package will be made based on the new date of receipt. If there are any subsequent RRs in-house that were reviewed and suspended, they will get a new date of receipt based on 30 calendar days after the initial RR suspension was lifted.