

Creating an Insurance Claim in AMRS

Notify MHDC by email within twenty-four hours when an event occurs that requires the filing of an insurance claim. In addition, you must file a *Notification of Loss* in the Asset Management Reporting System (AMRS), and include all known details. Insurance proceeds should be endorsed and sent to MHDC for deposit in an Insurance Claim account, and claims against the proceeds must be individually submitted within each property's *Notification of Loss*. Insurance claims must also be disclosed in the annual financial statements. Be sure to notify MHDC when all repairs are complete.

Entering a Notification of Loss

Begin the process in AMRS by clicking on the *Notification of Loss/Insurance Claims* module on the navigation bar on the left:



This will open a summary of your managed properties by name with any previously filed notifications of loss and claim requests, as well as their current status:

Choose a Property: Insurance Claim Requests (109 rows)							EXPORT
Property #	Property Name	Total # Claims	Claims Approved	Claims Denied	Claims Pending	Actions	
330	Project - 330 (MHDC #330)	0	0	0	0		
667	Project - 667 (MHDC #667)	0	0	0	0		

Click the pencil icon under “Actions” to the right of the property you wish to create a new notification of loss for. A page will open showing all notifications of loss submitted for that property. Click **+ ADD** to create a new notification of loss:

Notifications of Losses (0 rows) Search EXPORT + ADD

Property Name	Property #	Type Of Loss	Type Description	Date Of Loss	Total Amount Claimed	Notification Status	# Checks	# Claims	Claims Approved	Claims Denied	Claims Pending	Unread Messages	Actions

The input screens for entering the notification of loss will open. Enter the following information about the loss: the date of the loss, type of loss (example: Fire), the name of the insurance company, the amount of the claim, a description of the event, and the units affected:

Notification Of Loss Not Submitted

Date of Loss: 01/01/2020

Insurance Provider: Progressive

Type Of Loss: Fire

Description: Tenant left Stove Unattended

Amount Claimed: \$ 2,000.00

Items (1 rows) HIDE/SHOW + ADD EXPORT

Items	Units Affected	Actions
Stove	15A	 



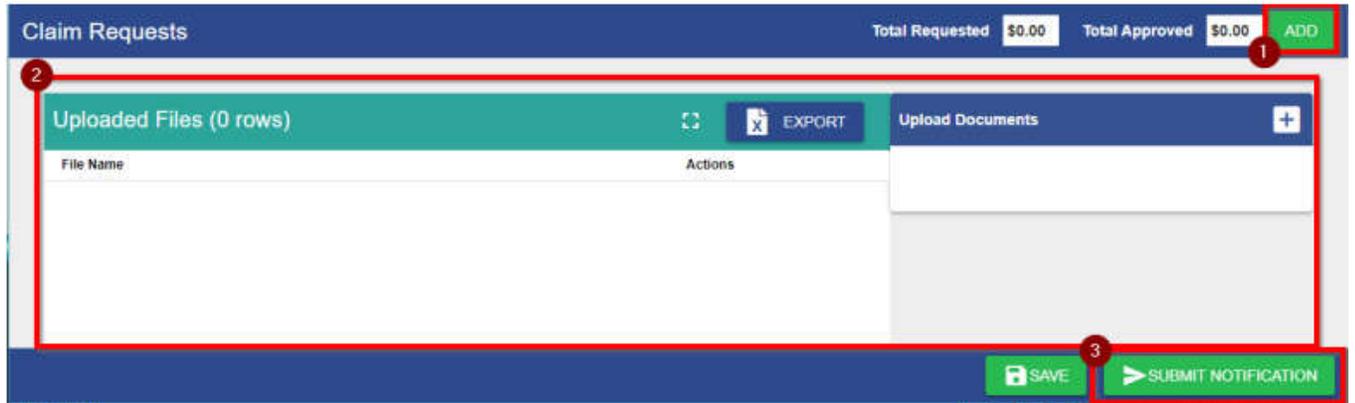
Click **SAVE** to submit notification to MHDC of the loss in AMRS. As you exchange correspondence with the insurance company, click on the pencil icon again to update the notification of loss with this additional information, and upload a PDF of all insurance company documents.

Entering a Claim – Request for Payment

You may add multiple item to a claim request for payment, but it is preferred that a separate claim request is entered for each vendor. Please note that it is very important to submit requests for payment to MHDC in a timely manner. Provide MHDC with *current* invoices that display the property name and clearly describe the work performed by each vendor along with photos. Statements from vendors that list multiple invoices will not be paid.

There are three steps to follow to enter a claim request so a payment can be sent to a vendor from insurance proceeds. When ready to enter a claim request for payment to a vendor, *Be sure to verify the vendor payment address.* Be sure to save your work.

- 1 Start by clicking the **ADD** button on the upper right corner of the screen.

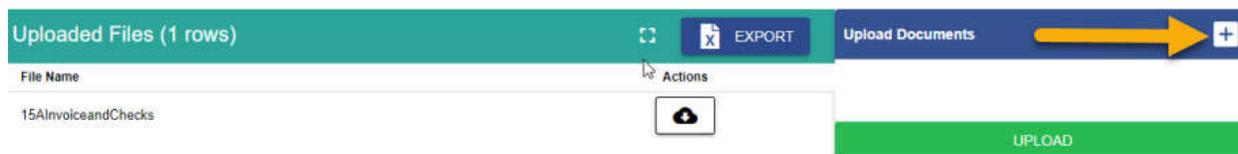


A page like the one below will open. Click the **+ADD** button on the right side of this screen:

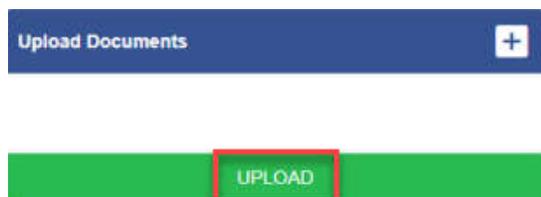


A dialogue box will open so you can enter the details for a request for payment. You may add multiple items to a request. If a claim is being entered for a new vendor, a W-9 will need to be included with the payment request to avoid payment delays.

2 Support must be uploaded for each request for payment. This includes *current* invoices, check copies, and other documents, bundled as one PDF per request. Click the plus sign next to Upload Documents, and click on your support documents:



Please upload all documents relevant to the Notification of Loss, including any correspondence with the insurance company. Supporting documents for payments from insurance proceeds, such as invoices, estimates, or checks should be uploaded as one PDF for each claim request. When you have identified the documents you want to upload, click on “**UPLOAD**”, then “**SAVE**” to save your work. Repeat this process as additional claims for payment become available.



3 When you are ready to submit your claim request to MHDC for review, click “**SUBMIT**.”

Messages and Timely Responses

Throughout the review process MHDC may have questions about your submission, and timely responses are important. Questions may be communicated by using the Messaging feature. View

these questions by clicking the  button in the top right corner. Your responses to MHDC can be entered there as well. Questions from MHDC may also be emailed to the Primary Contact and Financial Contact.