HHCP Healthcare Portal Asset Management Project Action Request User Manual (Lender)

February 6

2020

Training Material for Lenders

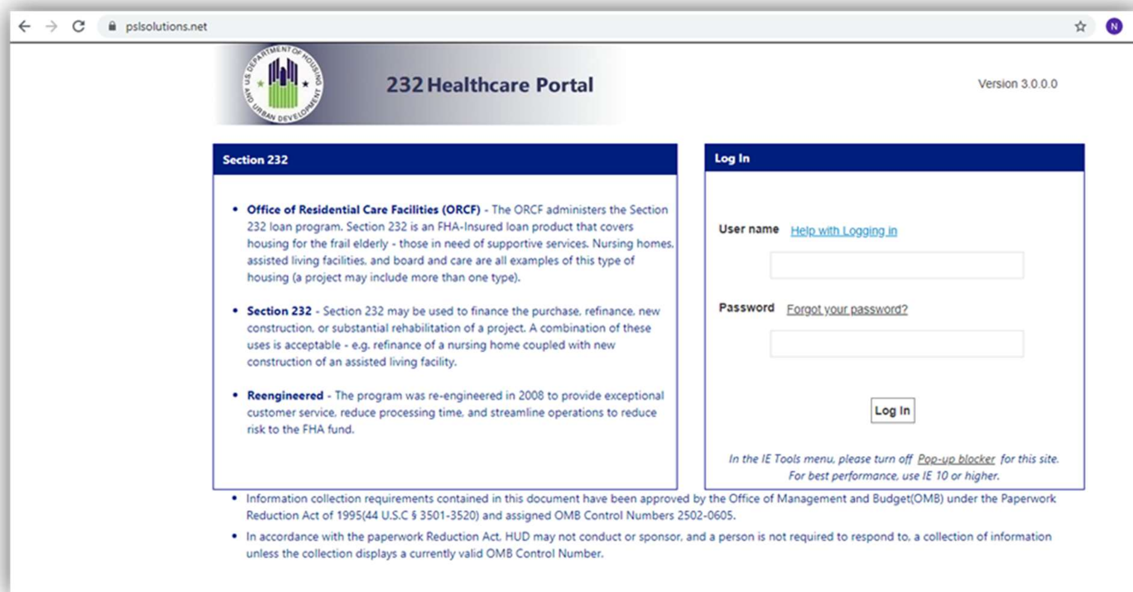
Lender Manual V1.1

Contents

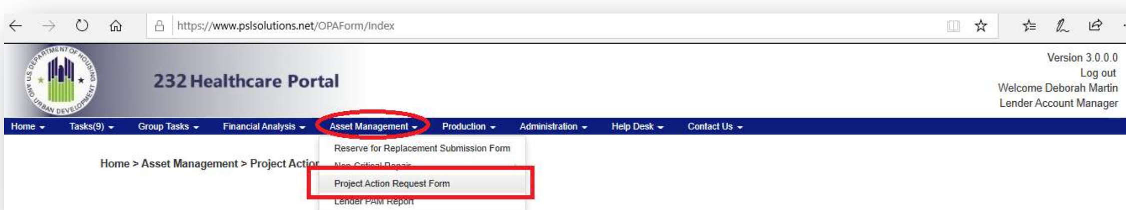
Completing a Project Action Request Form

Opening a Project Action Request

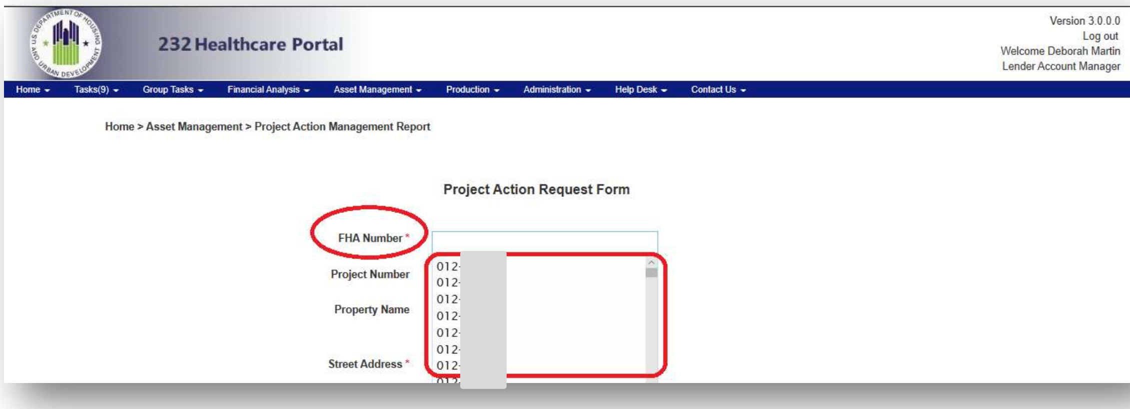
Step 1: Log into the HHCP Healthcare Portal (https://www.hud232portal.com/) application as a Lender Account Manager or Backup Account Manager.



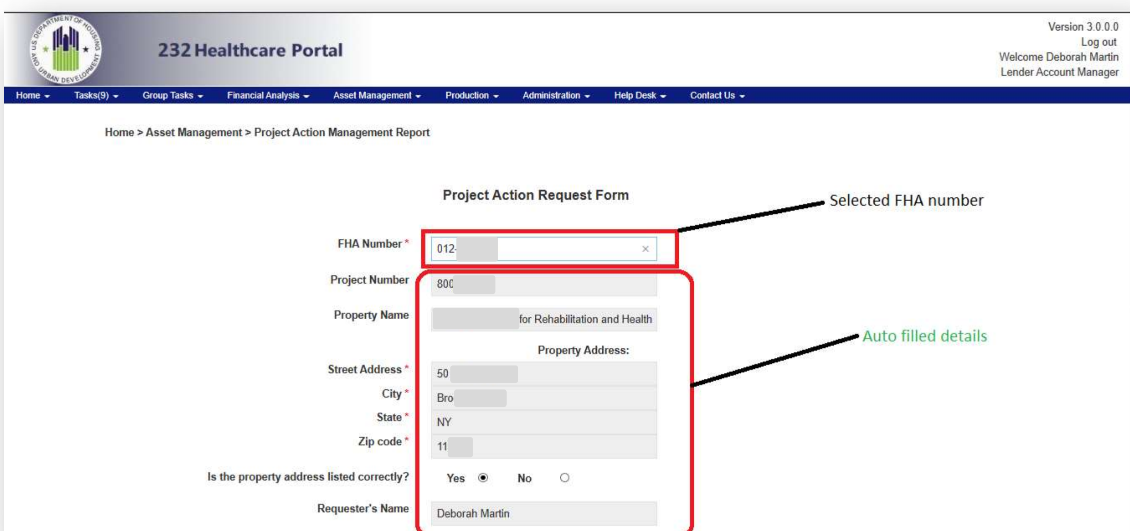
Click on "Project Action Request Form" under the Asset Management tab on the Quick Navigation Toolbar (highlighted below).



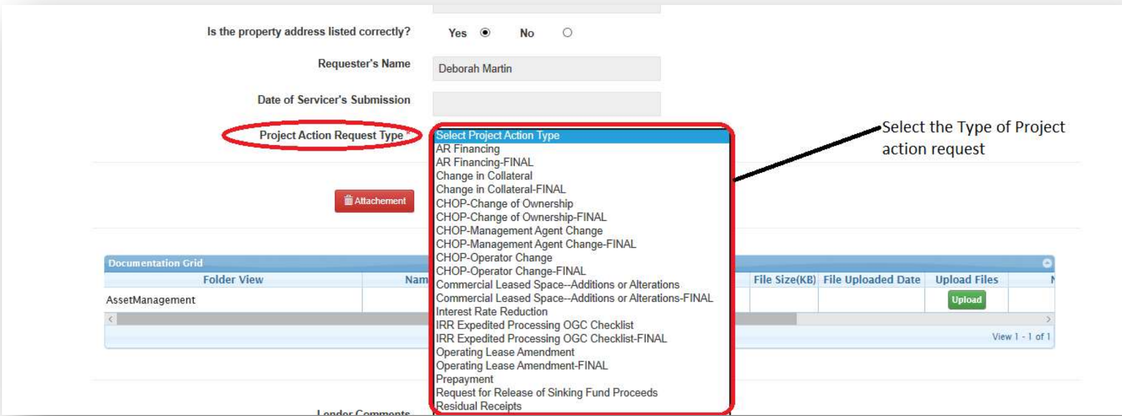
Step 2: Type or select the FHA number which you would like to submit a Project Action Request form for from the drop down menu. Once you begin typing the FHA number the drop down list will appear and respond to your input. Only FHA numbers associated to your Lender account will be present in the drop down menu.



The project's details like Project Number, Property Name and address etc., will be auto filled into the form without any need for further input.



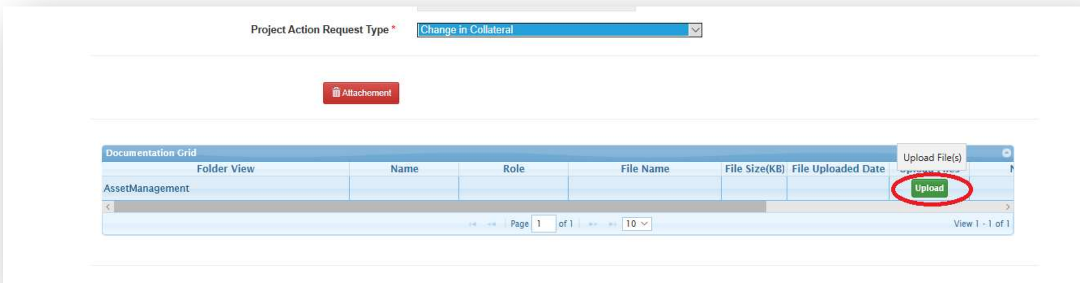
Step 3: Select the type of the project action request you are completing from the drop down provided as shown below.



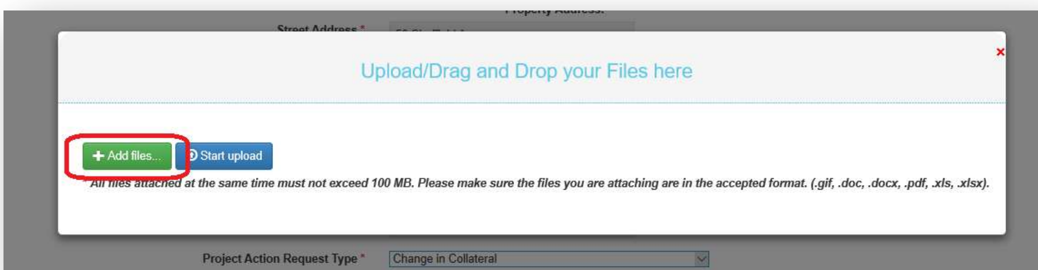
Now you are ready to start uploading your documents or files

Uploading Documents

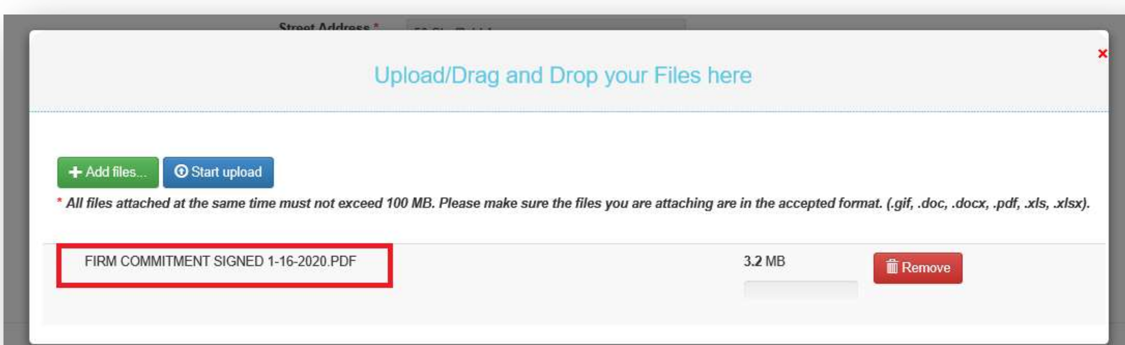
Step 1: Click on the "Upload" button provided in the Documentation Grid (highlighted below).



Step 2: Add files from your PC or laptop to the Portal by clicking on the "Add files" button provided in the popup that appears after clicking on the "Upload" button (highlighted below).

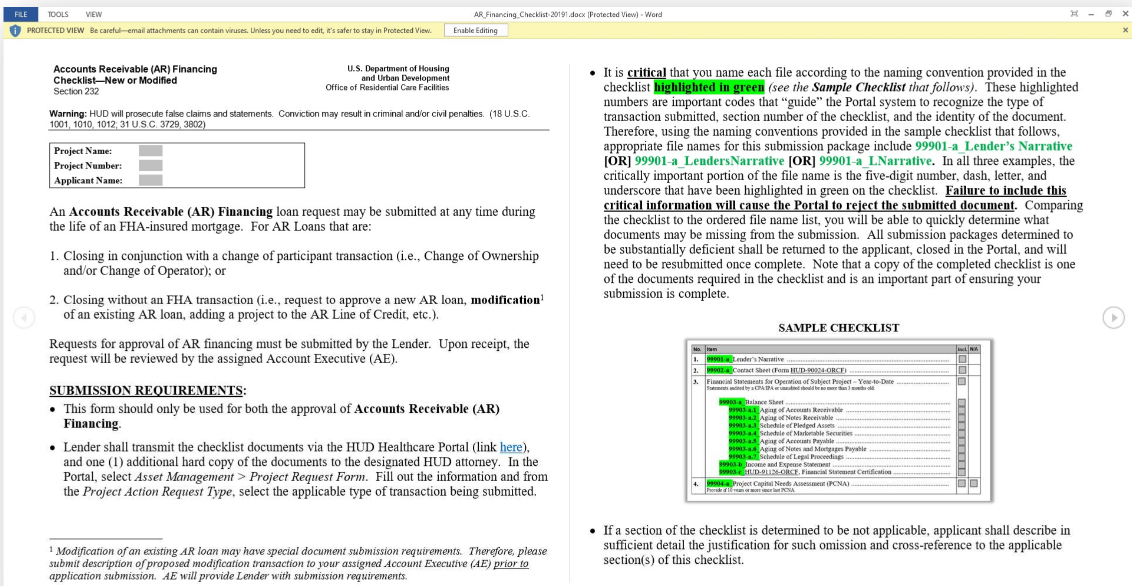


Step 3: After adding the files, click on the "Start upload" button to start uploading the files into the Portal.



Note: If the file you uploaded is incorrect or you don't want to upload the file, you can remove that file by clicking on the "Remove" button provided next to the file at this point in the process. You will also have the opportunity to remove or delete files after they are uploaded which is covered later in the manual.

Note: For every transaction type there is an approved document checklist provided by HUD for the lender to adhere to. These documents are required to process a transaction. Please check with your Account Executive for the most recent transactional checklist for the required documents (see below).



Accounts Receivable (AR) Financing Checklist—New or Modified
Section 232

U.S. Department of Housing and Urban Development
Office of Residential Care Facilities

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Project Name:	
Project Number:	
Applicant Name:	

An **Accounts Receivable (AR) Financing** loan request may be submitted at any time during the life of an FHA-insured mortgage. For AR Loans that are:

1. Closing in conjunction with a change of participant transaction (i.e., Change of Ownership and/or Change of Operator); or
2. Closing without an FHA transaction (i.e., request to approve a new AR loan, **modification**[1] of an existing AR loan, adding a project to the AR Line of Credit, etc.).

Requests for approval of AR financing must be submitted by the Lender. Upon receipt, the request will be reviewed by the assigned Account Executive (AE).

SUBMISSION REQUIREMENTS:

- This form should only be used for both the approval of **Accounts Receivable (AR) Financing**.
- Lender shall transmit the checklist documents via the HUD Healthcare Portal (link here), and one (1) additional hard copy of the documents to the designated HUD attorney. In the Portal, select *Asset Management > Project Request Form*. Fill out the information and from the *Project Action Request Type*, select the applicable type of transaction being submitted.

[1] *Modification of an existing AR loan may have special document submission requirements. Therefore, please submit description of proposed modification transaction to your assigned Account Executive (AE) prior to application submission. AE will provide Lender with submission requirements.*

- It is **critical** that you name each file according to the naming convention provided in the checklist **highlighted in green** *(see the **Sample Checklist** that follows)*. These highlighted numbers are important codes that "guide" the Portal system to recognize the type of transaction submitted, section number of the checklist, and the identity of the document. Therefore, using the naming conventions provided in the sample checklist that follows, appropriate file names for this submission package include **99901-a_Lender's Narrative** **[OR]** **99901-a_LendersNarrative** **[OR]** **99901-a_LNarrative**. In all three examples, the critically important portion of the file name is the five-digit number, dash, letter, and underscore that have been highlighted in green on the checklist. **Failure to include this critical information will cause the Portal to reject the submitted document.** Comparing the checklist to the ordered file name list, you will be able to quickly determine what documents may be missing from the submission. All submission packages determined to be substantially deficient shall be returned to the applicant, closed in the Portal, and will need to be resubmitted once complete. Note that a copy of the completed checklist is one of the documents required in the checklist and is an important part of ensuring your submission is complete.

SAMPLE CHECKLIST

No.	Item	Incl.	N/A
1.	99901-a_Lender's Narrative	☐	
2.	99902-a_Contact Sheet (Form HUD-90024-ORCF)	☐	
3.	Financial Statements for Operation of Subject Project – Year-to-Date Statements audited by a CPA/IPA or unaudited should be no more than 3 months old. 99903-a_Balance Sheet 99903-a.1_Aging of Accounts Receivable 99903-a.2_Aging of Notes Receivable 99903-a.3_Schedule of Pledged Assets 99903-a.4_Schedule of Marketable Securities 99903-a.5_Aging of Accounts Payable 99903-a.6_Aging of Notes and Mortgages Payable 99903-a.7_Schedule of Legal Proceedings 99903-b_Income and Expense Statement 99903-c_HUD-91126-ORCF, Financial Statement Certification	☐	
4.	99904-a_Project Capital Needs Assessment (PCNA) Provide if 10 years or more since last PCNA.	☐	☐

- If a section of the checklist is determined to be not applicable, applicant shall describe in sufficient detail the justification for such omission and cross-reference to the applicable section(s) of this checklist.

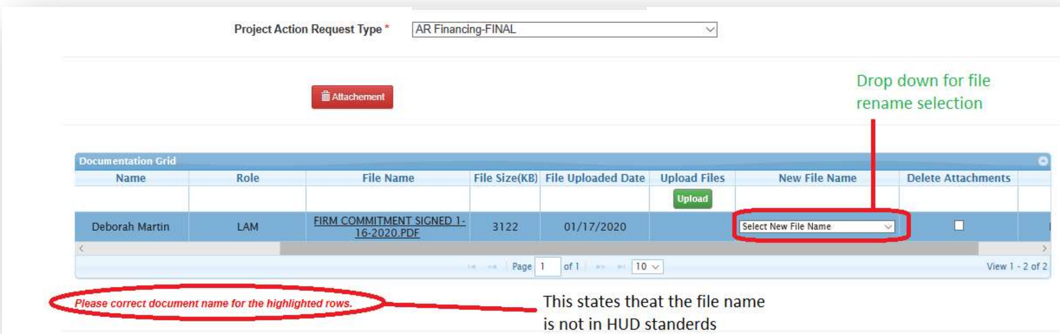
Once the upload has finished, you will be automatically directed back to the Project Action Request Form and the files you uploaded will appear in the Documentation Grid.

File Naming Conventions and How to Change a File Name

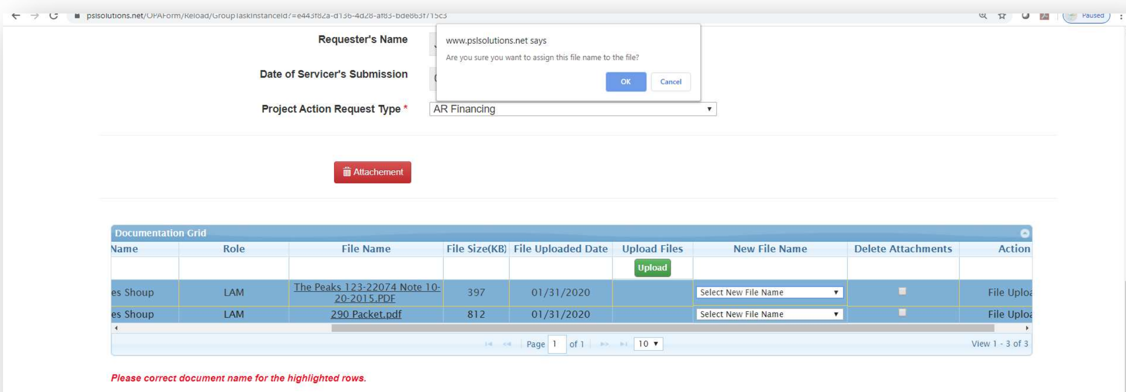
All uploaded files must comply with HUD file naming conventions which are predefined by HUD. If the uploaded file do not comply with these standards than a message will appear directing you to correct the document name to comply with the naming conventions. This can be accomplished by following these steps:

Step 1: Find the file that needs to be renamed by examining the Documentation Grid for files that are highlighted in a light blue (this indicates that the file has an incorrect file name).

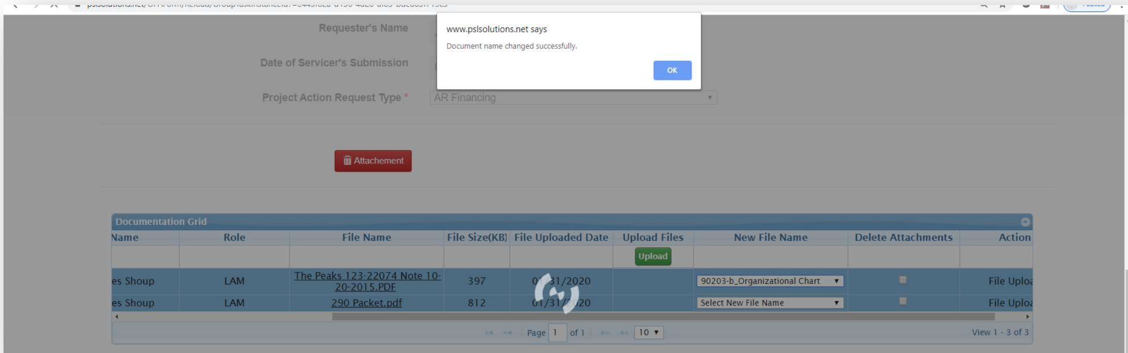
Step 2: Navigate the grid to find the column title "New File Name" and select the new file name from the drop down list which consists of accepted file names provided by HUD.



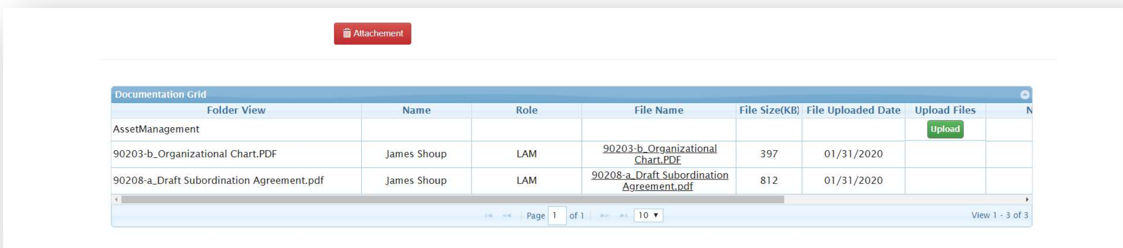
Once you have selected a new file name, you will be presented with a confirmation popup for validation. Click "OK" to continue.



You will also be presented with another popup to indicate the name has been successfully changed (see below).

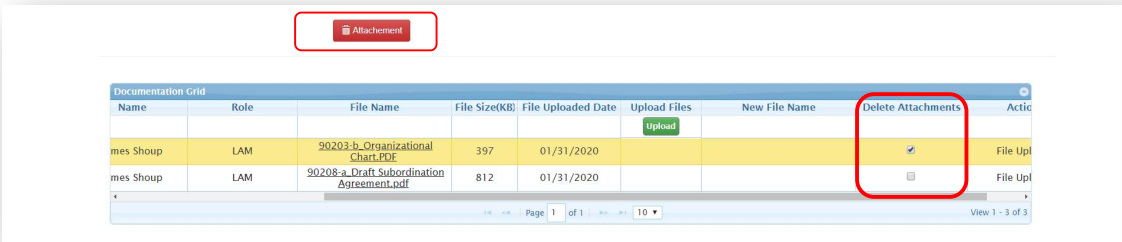


Once the file name has been changed to comply with HUD standards the file will appear without the blue highlights and you are good to go!



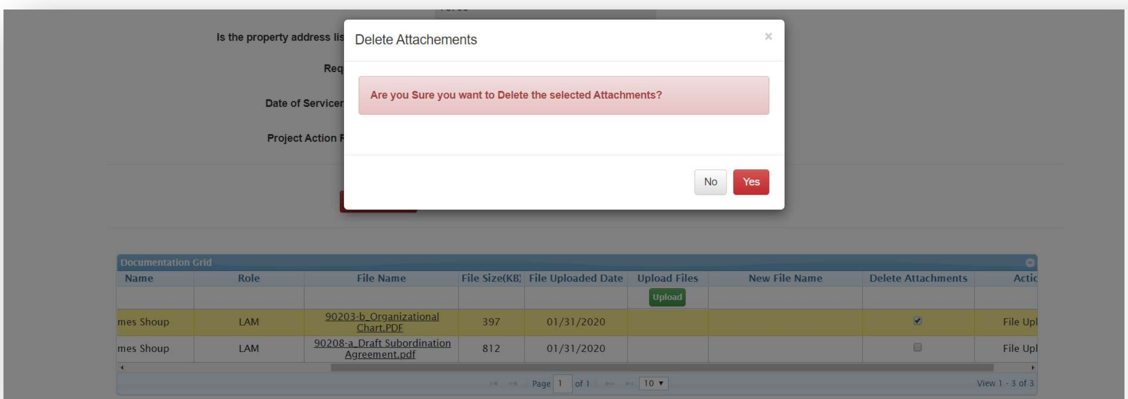
Deleting a File

Step 1: Find the file you would like to remove within the Documentation Grid and navigate to the "Delete Attachments" column within the grid. Click the checkbox.



The item you selected for deletion will be highlighted in yellow.

Step 2: Click the red "Attachment" button with the trashcan located above the Documentation Grid.

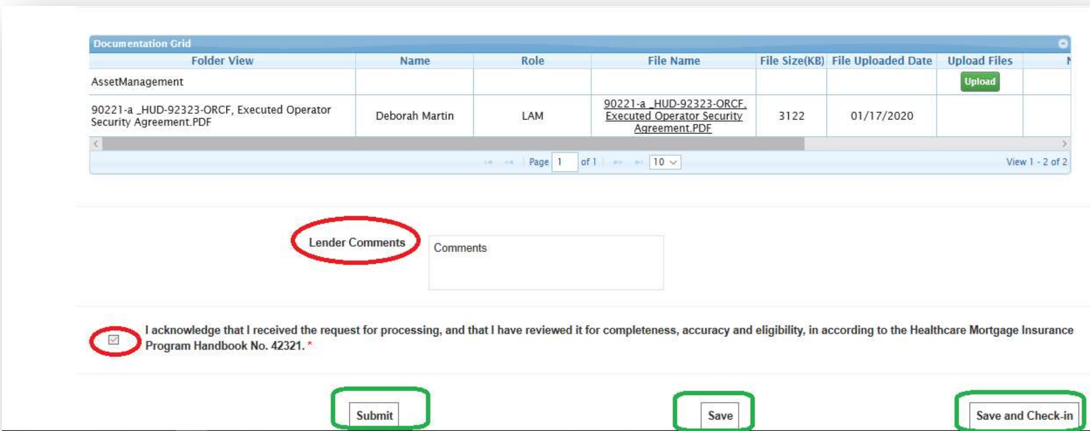


You will be presented a confirmation popup, Click "Yes" to delete the file.

Submitting the Form

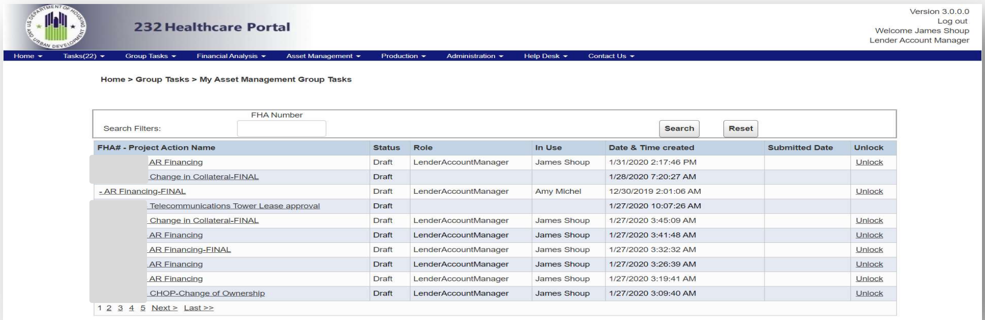
Once you have uploaded all the appropriate files for a Project Action Request (determined by the approved checklists), you will need to submit the request for HUD's approval. To do this simply follow these steps:

Step 1: Add any comments to the comment box that need to be conveyed to HUD and acknowledge the form by clicking on the checkbox next the acknowledgment statement.



Step 2: Select and click on one of the 3 options to submit or save your request form. The 3 buttons are explained below:

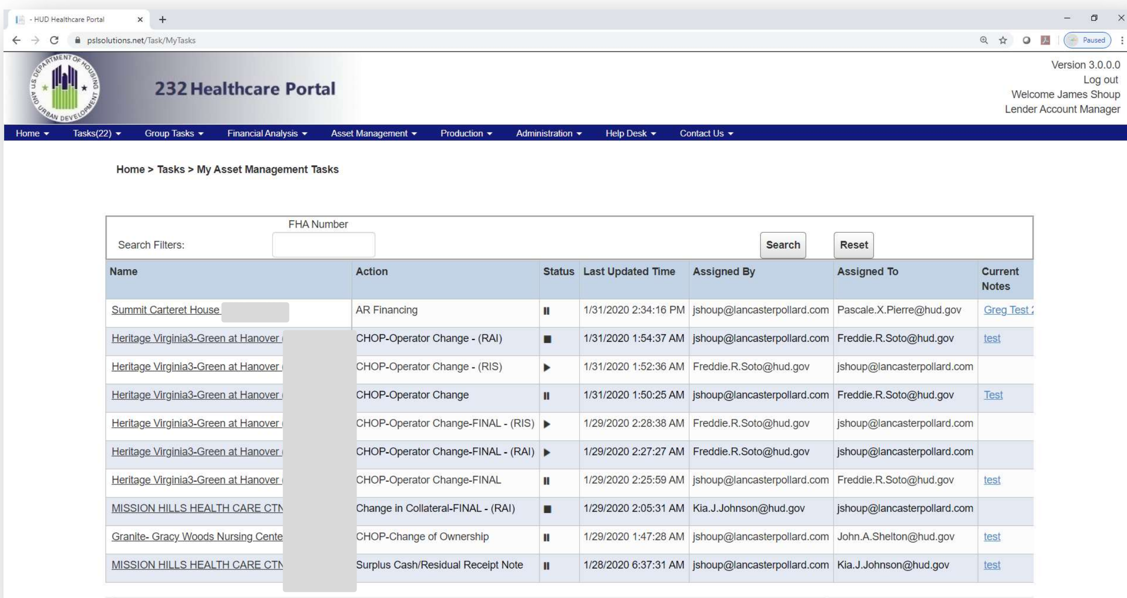
- **Submit**: If you are sure that all uploads are complete and the form is ready to submit. *This option is final and you will not be able to upload any further documentation unless prompted to by HUD via a Request Additional Information or Documentation (RAI).*
- **Save**: If you want to submit the form at a later date and need to upload further documents at a later date. *This option will allow you to save your progress and return to the form where you left off. The form will be available via your "My Group Tasks" page. Only the individual who created the request will be able to upload documents when using this option. (see below)*



- **Save and Check-in**: This is the same as above but will allow others within your organization to upload documents to the request form.

The Project Action Request has been completed after clicking the "Submit" button.

HUD will complete the review and informs the lender if additional information or files are needed. So, keep tracking your request status in "My Asset Management tasks" tab under Tasks menu.



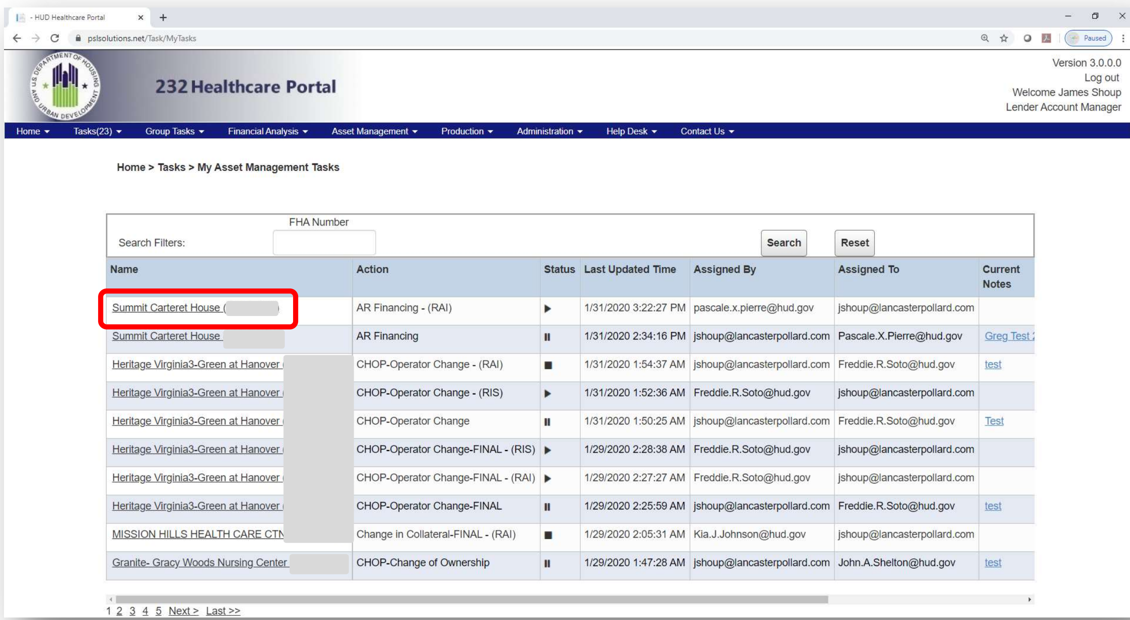
NOTE: If HUD member requests for new file then there will be a task added to your asset management tasks with an extension (RAI) to the existing task name.

If HUD member raised a request for additional information then there will be a task add to your asset management tasks with an extension (RAI) to the existing task name.

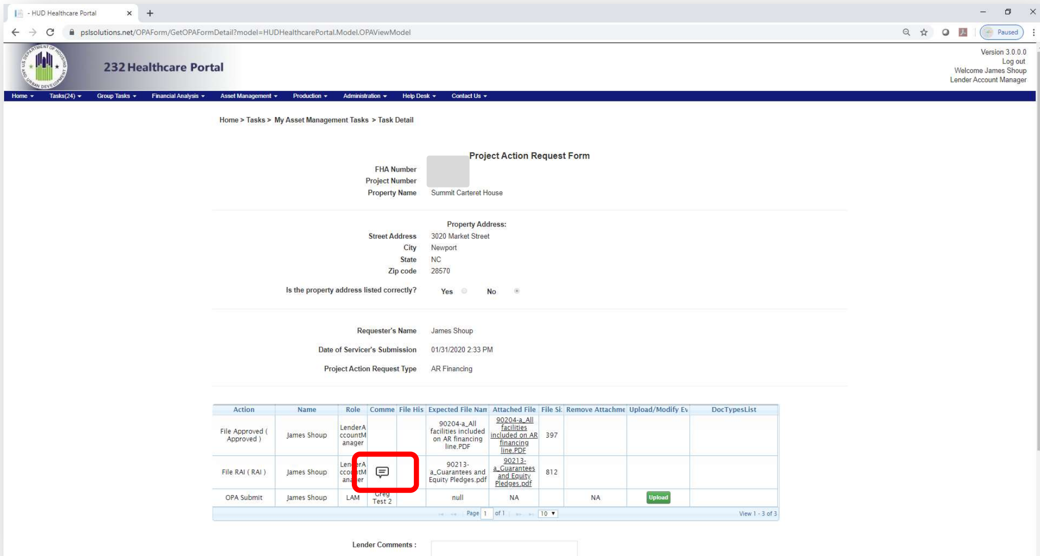
Requests for Additional Information (RAIs)

At times, HUD will request additional information about a particular file associated to a Project Action Request and it will need to be addressed within the Portal before the request can be processed completely. In order to accomplish this, follow these steps:

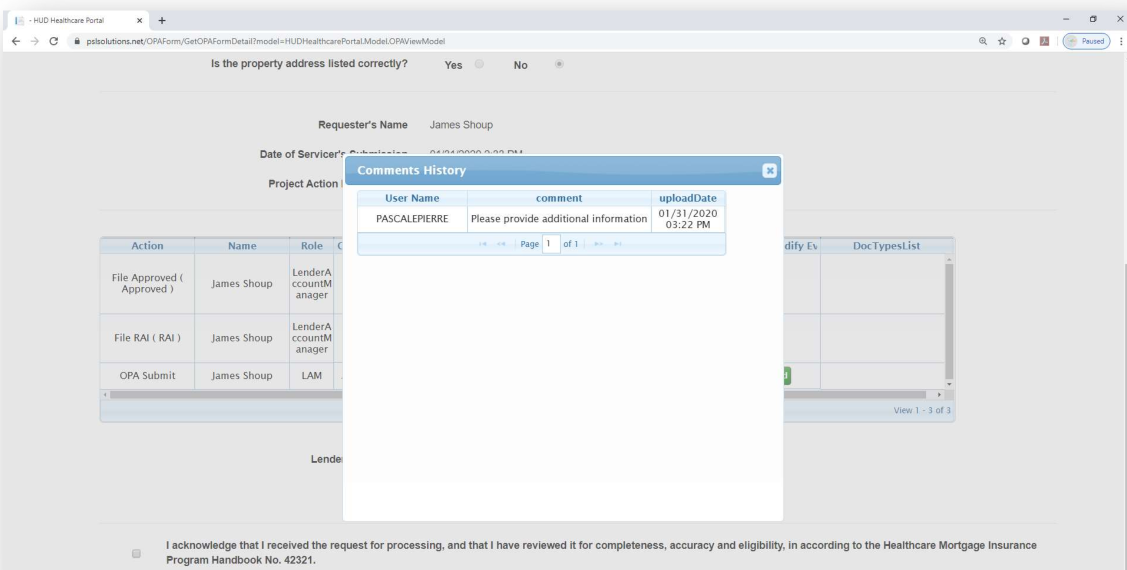
Step 1: Open up your "My Asset Management Tasks" grid by clicking the "My Asset Management Tasks" from the Task tab on the Quick Navigation toolbar located at the top of the screen when you log into the Portal.



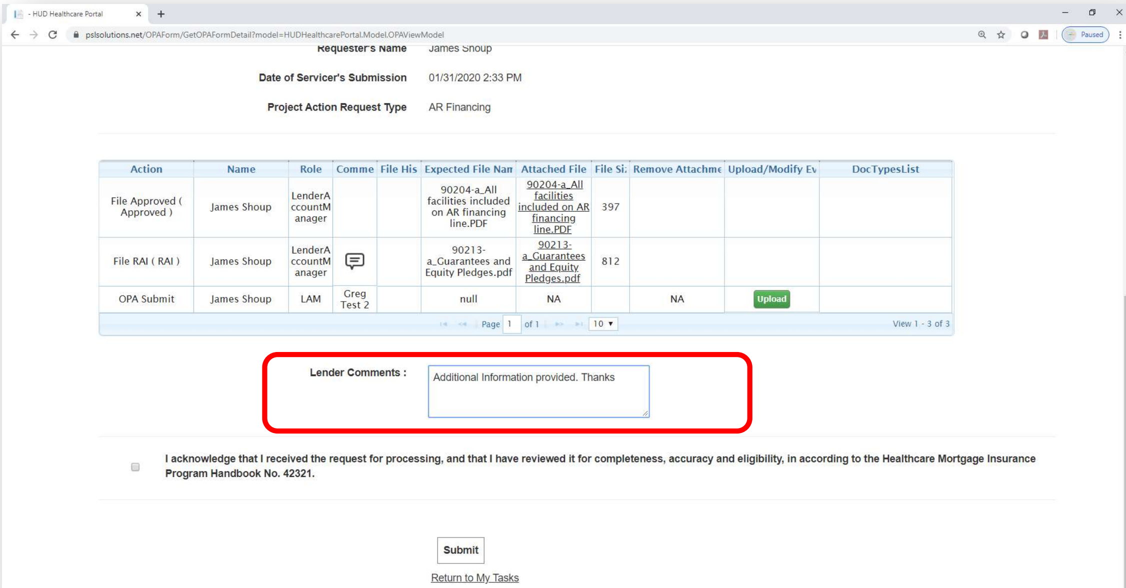
You will see a list of all the tasks assigned to you as a LAM or BAM. As you can see the RAI is listed at the top. Click the text in the Name column to open the RAI request.



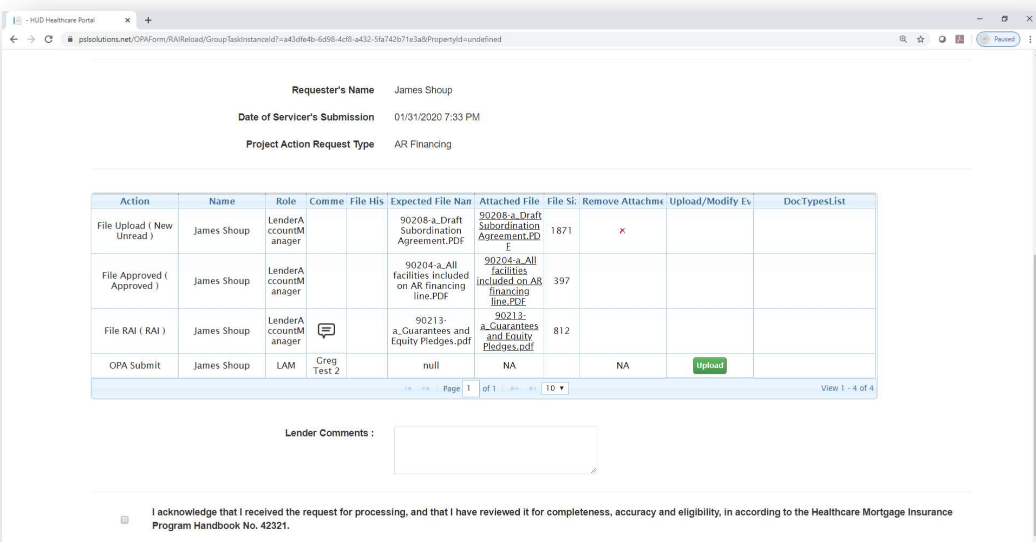
Step 2: To see what the AE is requesting, click the icon in the "Comment" column. This will bring up the Comments History.



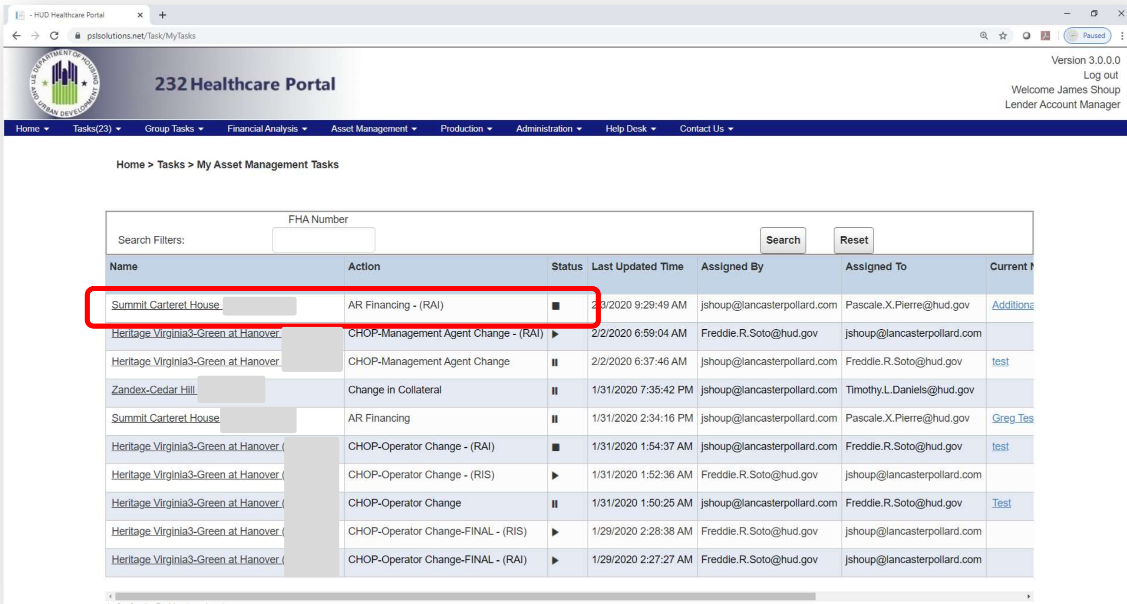
If the request can be fulfilled by providing additional comments, this can be accomplished by adding your comments to the Lenders Comment box below the Grid.



If a new document needs to be uploaded to fulfil the request, then click the “Upload” button and upload a new file as requested. The new file will be added to the grid once upload has successfully completed.



Step 3: Once you have fulfilled the request by adding a comment or uploading a new file (or both), click the acknowledgment statement and then the “Submit” button at the bottom of the page. This will complete the RAI and bring you back to the Task list.



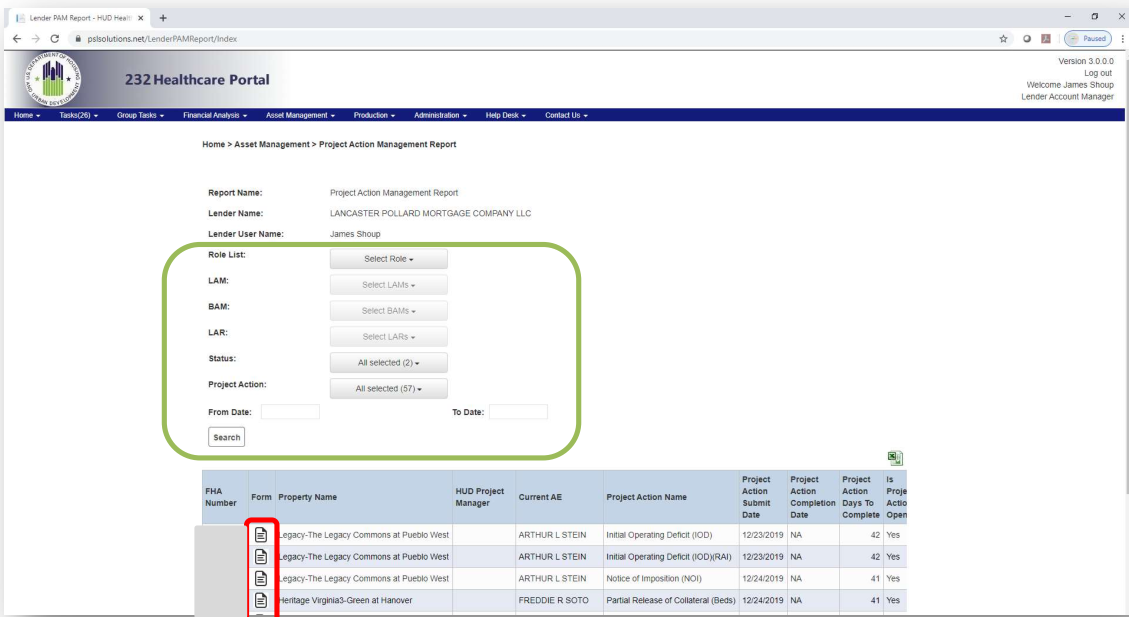
Note: The Status of the RAI transaction will have a Stop “■” icon to indicate the process has been completed.

Note: The process will be the same if the AE request a new file to be uploaded or if they request additional information.

Lender Project Action Management Report (Lender PAM)

The Lender PAM report is a master list of all the project action request that have taken place within the system by a particular lender. As you might imagine, this is a massive report that contains a lot of data. All project action request can be accessed via this report and the report can be sorted and filtered by many data points.

The report is accessible by navigating to the “Asset Management” tab on the quick navigation toolbar located at the top of the screen and selecting “Lender PAM report”.



Filtering options are available by selecting an option in the area circled in green within the screenshot above. Simply select one or more of the items from any of the drop down menus and click the “Search” button to initiate a search based on the criteria entered.

Note: If you would like to see all the transactions for your organization within the PAM, you will need to click the “Role List” and check the “Select All” checkbox, then click the “Search” button. If this is not selected, you will only see transactions that you have submitted.

To access any of the Project Action Request forms, simply click the “Form” icon in the grid (circled in red) and this will open up the Project Action Request Form.

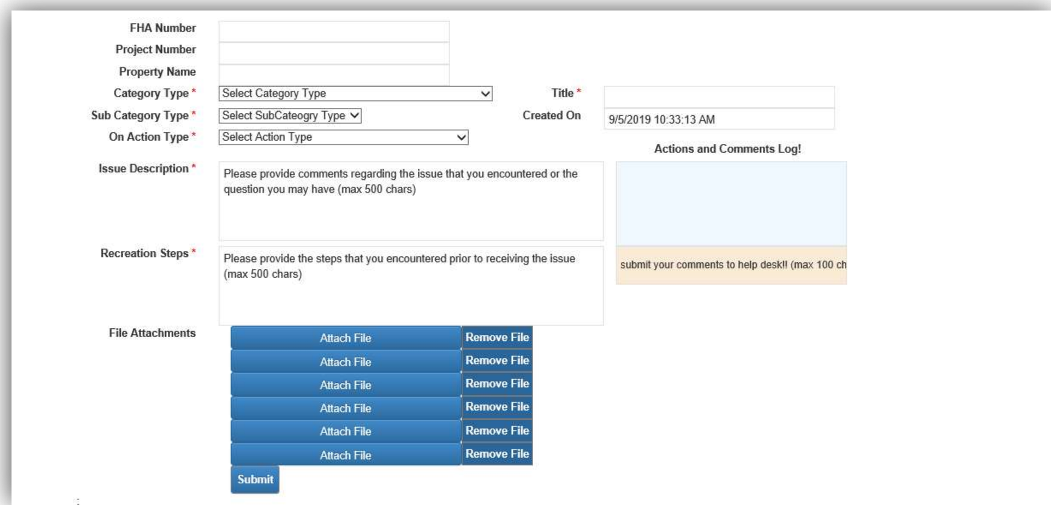
Help Desk

Should you run into any issue while leveraging the Portal, please submit a help desk ticket via the Help Desk within the Portal. This can be accomplished by following these steps:

1. Once you have successfully logged into the site, find the quick navigation toolbar located at the top portion of the screen. There will be an option titled 'Help Desk' which will expand to a drop down list when you hover your mouse over it.

2. Select 'Create Ticket' from the drop down menu.

3. This is where you will complete your Help Desk ticket. Fill in the form with all pertinent information. Any field marked with a red asterisk is mandatory.
   a. *Please provide the Help Desk with as much information as possible including a detailed description of the issues you are facing and detail instructions on how to recreate the issue. This information will be used by the team to ultimately solve your issue so it is imperative.*
   b. *To attach a screenshot or another file to the ticket, click the **'Attach File'** button located in the File Attachment section of the form. This will open an interface that will allow you to select a file from your PC to attach. Select the file or files you would like to attach and once they have been successfully uploaded they will appear within the interface.*



Note: * indicates mandatory fields

4. Once all fields have been completed and attachments have been uploaded, click the **'Submit'** button located at the bottom of the page.

Note: If the FHA number does not populate in the field, you can simply type the FHA number into the "Issue Description" or "Recreation Steps" field and submit the ticket.

Please refer to the Help Desk manual for further instructions on how to leverage the help desk.