



FHA Catalyst:

Claims Module

Single Family

Forward Claims

User Guide

U.S. Department of Housing and Urban Development

March 2020



Solution Information

	Information
Solution Name	<i>FHA Catalyst: Claims Module</i>
Solution Acronym	<i>CM</i>
Project Cost Accounting System (PCAS) Identifier	
Document Owner	<i>OCIO</i>
Primary Segment Sponsor	
Version/Release Number	<i>3.0</i>

Document History

Version No.	Date	Author	Revision Description
1.0	12/12/2019	Development Contractor	Original Document
2.0	2/28/2020	HITM	Platform Name updated throughout the document
3.0	3/12/2020	Development Contractor	Document updated to include bulk submission



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1. Welcome to FHA Catalyst: Claims Module

FHA Catalyst: Claims Module is a web-based system that supports all claim submission functions for the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Claims Module will streamline the process for claim submitters and FHA staff. Users can submit single family forward claims to the same location electronically, which eliminates manual errors, enables real-time case status updates, and creates a modernized experience through automation.

This document has been developed to provide users with guidance on how to use the Claims Module. Please refer to the Single Family Housing Policy Handbook 4000.1 for in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

1.1 Navigating the FHA Catalyst: Claims Module User Guide

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to that section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the [return to table of contents](#) links at the end of each section.




This guide features step-by-step instructions to complete tasks in the Claims Module, utilizing numbered lists, bullets, and screenshots.

Step-by-Step Instructions

1. Instructions describing how to complete tasks appear in lists.
2. Words that point to **links** or **boxes** that the user needs to select will appear in **bold**.
3. These instructions will describe how to complete processes using screenshots.
4. Screenshots may also include boxes, lines, and labels to show which part of the screen is important.

1.2 Understanding the Icons

This user guide features icons to alert users to important information, especially during step-by-step instructions. This guide uses the following icons:

-  Contains supplementary information about actions that servicers take in the Claims Module.
-  Contains cautionary information about actions; usually a clarifying statement to assist a user with execution.
-  Indicates highly important information that is critical to an action.

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2. Getting Started

2.1 Access Information

FHA Approved Mortgagees may request access for a new user by contacting the FHA Resource Center at answers@hud.gov. Users will receive an email from HUD containing their username and a password reset link.

2.2 Logging In

1. Navigate to FHA Catalyst: Claims Module site to view the log in page via Google Chrome: <https://www.hud.gov/FHACatalyst-Claims>
2. Enter your username and password, then select **Login**.

A screenshot of the login page for the FHA Catalyst: Claims Module. The page features the U.S. Department of Housing and Urban Development logo at the top center, followed by the FHA logo. Below the logos are two input fields labeled "Username" and "Password". To the left of the "Password" field is a checkbox labeled "Remember Me". To the right of the "Password" field is a link labeled "Forgot Password". A blue box with the text "Select to login" and a downward arrow points to a blue button labeled "Login", which is highlighted with a red border.

Figure 1: Login Page



2.3 Resetting Your Password

1. If you forgot your password, select **Forgot Your Password?**

The screenshot shows the login page for the U.S. Department of Housing and Urban Development. At the top center is the department's seal. Below it is the FHA logo. The login form includes fields for 'Username' and 'Password', a 'Remember Me' checkbox, and a blue 'Login' button. A blue box with the text 'Select to navigate to password reset screen' has a blue arrow pointing to a red-bordered link labeled 'Forgot Password?' located below the password field.

Figure 2: Forgot Your Password?

2. Enter your username, then select **Reset Password** to reset your password. Password reset instructions will be sent to the email address associated with your account.

The screenshot shows the 'PASSWORD RESET' page. The heading 'PASSWORD RESET' is centered, followed by the text: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' Below this is a text input field with a user icon and the label 'Username'. A blue box with the text 'Select to reset password' has a blue arrow pointing to a large blue button labeled 'Reset Password' at the bottom of the page. A 'Cancel' link is also visible below the 'Reset Password' button.

Figure 3: Reset Password

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3. Account Profile

3.1 Viewing Your Account Profile

i After logging in, you will be directed to the FHA Catalyst: Claims Module Home Page.

1. To view your account profile, select **Account Profile**.

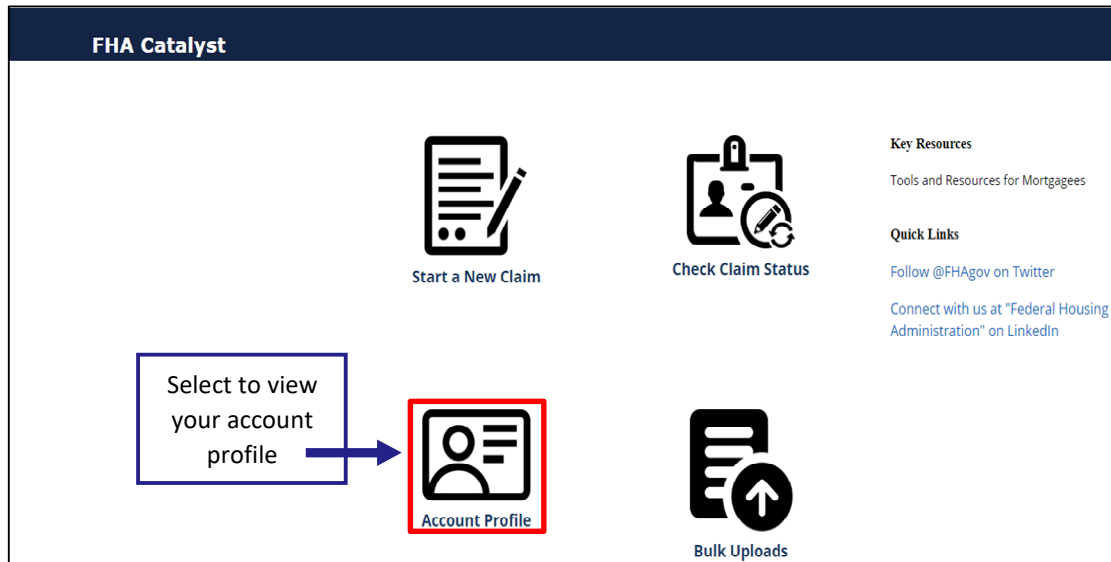


Figure 4: FHA Catalyst

3.2 Updating Your Account Profile

1. To edit your account profile, select **Edit** in the top right corner of the account profile page.

Figure 5: Edit Your Account Profile



2. Update the fields you would like to change, then select **Save**.

⚠ Required fields are denoted with a red asterisk.

About

* Name

First Name

Middle Name

* Last Name

Suffix

Manager

Search People...

Title

Company Name

Contact

Email

Mobile

Phone

Address

Street

City

State/Province

Zip/Postal Code

Country

Background

About Me

Select to save changes made to your account profile

Cancel Save

Figure 6: Update Your Account Profile

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4. Claim Entry and Submission – Single

4.1 Starting a New Claim

i After logging in, you will be directed to the FHA Catalyst: Claims Module Home Page.

1. To submit a new claim via single submission, select **Start a New Claim**.

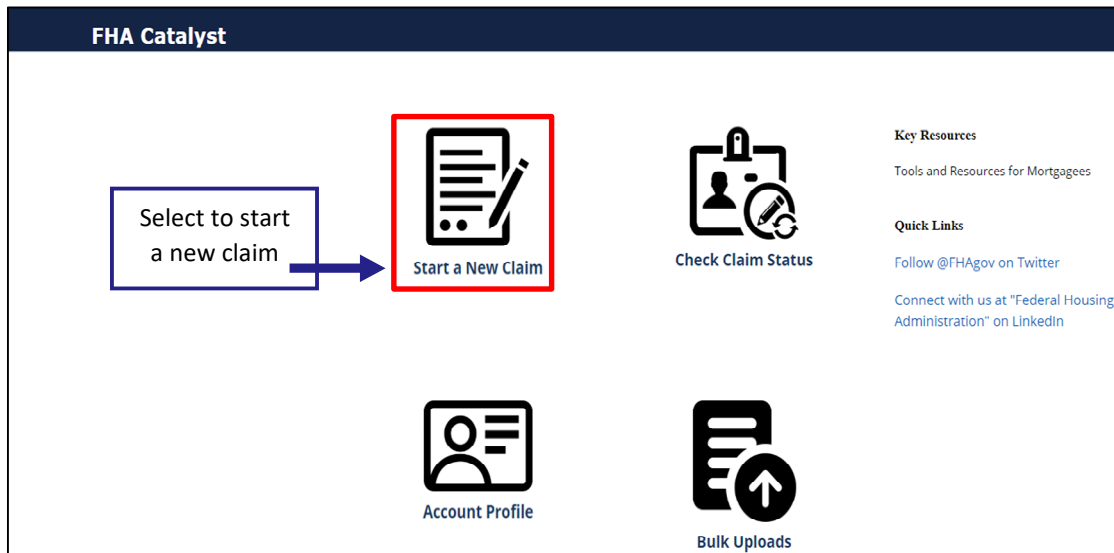


Figure 7: FHA Catalyst

2. From the Claim Initiation screen, select the desired claim type for submission and enter in the FHA case number for the claim.
3. Select **Save & Next** to continue.

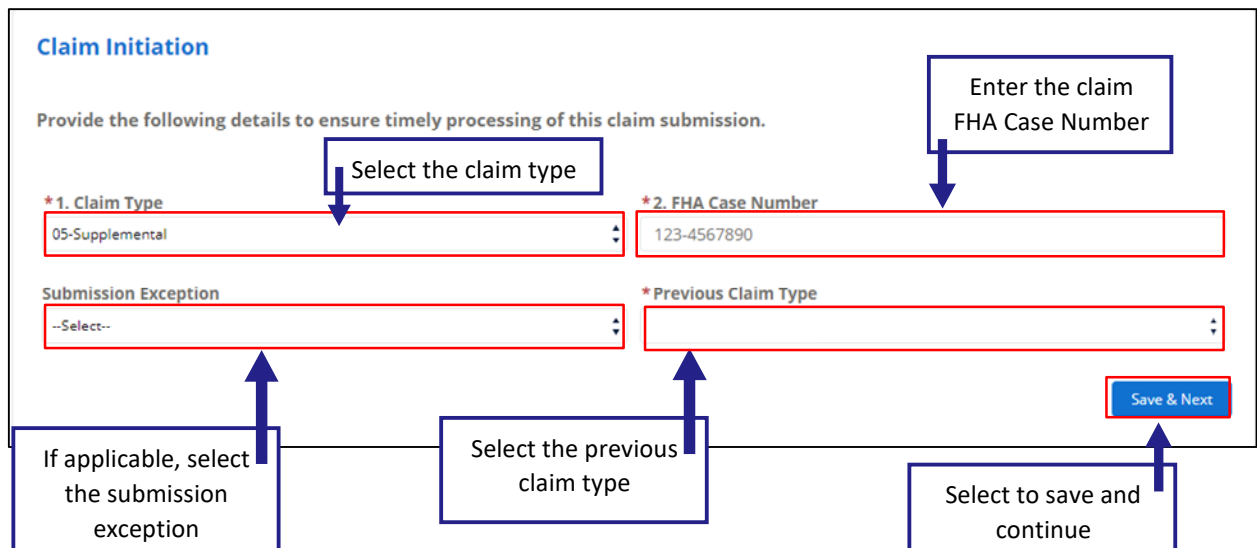


Figure 8: Claim Initiation Screen



4.2 Entering Information in a New Claim

- i** Each part of the claim form (Part A, B, C, D, E) is broken up into separate screens. Enter information based on what is needed for the claim submission.
- ⚠** Required fields are denoted by a red asterisk.
- ⚠** Incorrect entries are noted underneath fields that must be resolved before continuing.

Part A - General Information

Provide the following details to ensure timely processing of this claim submission.

1. Claim Type 05-Supplemental	2. FHA Case Number 123-4567890
3. Section of the Act Code <input type="text"/>	*5. Endorsement Date (from MIC) 5/5/2000
7a. Due Date of First Payment to Principal and Interest: Original <input type="text"/>	7b. Due Date of First Payment to Principal and Interest: Modified <input type="text"/>
8. Due Date Last Complete Installment Paid <input type="text"/>	9. Date of Possession and Acquisition of Marketable Title <input type="text"/>
10. Date Deed or Assignment Filed for Record or Date of Closing or Appraisal <input type="text"/>	
11. Foreclosure Proceedings <input type="radio"/> a. Instituted <input type="radio"/> b. Date of Deed in Lieu	
*12. Holding Mortgagee Number (Payee) (10 digits) 9999599995	*13. Servicing Mortgagee Number (10 digits) <input type="text"/>
14. Mortgagee Reference Number (maximum of 15 digits) 123123123123	*15a. Mortgage Amount: Original <input type="text"/>

Figure 9: Part A – General Information

- i** Enter only positive values in the expenses for the claim – negative claim values are not accepted. If the expense is a credit to HUD, then use column A, deduction to the net claim amount.



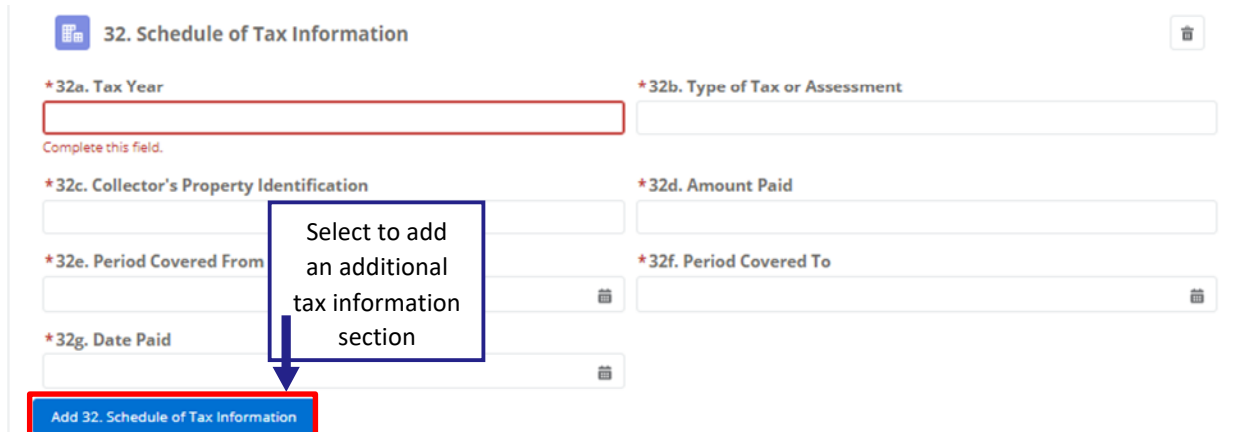
- i** At the bottom of each page, there is an area to add mortgagee comments.
- i** Navigation buttons are located at the bottom of each page so users can navigate through the submission process. Navigation buttons do the following:
 - Select **Previous** to navigate to the previous screen.
 - Select **Save & Next** to save all information in the claim and navigate to the next screen.
 - Select **Save & Close** to save all information in the claim and return to the FHA Catalyst.
 - Select **Cancel** to return to the FHA Catalyst without saving.

Figure 10: Mortgagee Comments and Navigation Buttons

- i** If **Save & Next** or **Save & Close** is selected without properly entering all required fields, a validation error appears and prevents proceeding to the next screen.

Figure 11: Validation Errors

- i To create “repeaters” – areas where the same information can be entered multiple times (e.g. 32. Schedule of Tax Information) – users can select the **Add** button to add information multiple times, if applicable.
- ⚠ For example, selecting ‘Add 32. Schedule of Tax Information’ will add another set of ‘Schedule of Tax Information’ fields which can be populated independently of each other.



32. Schedule of Tax Information

*32a. Tax Year

*32b. Type of Tax or Assessment

*32c. Collector's Property Identification

*32d. Amount Paid

*32e. Period Covered From

*32f. Period Covered To

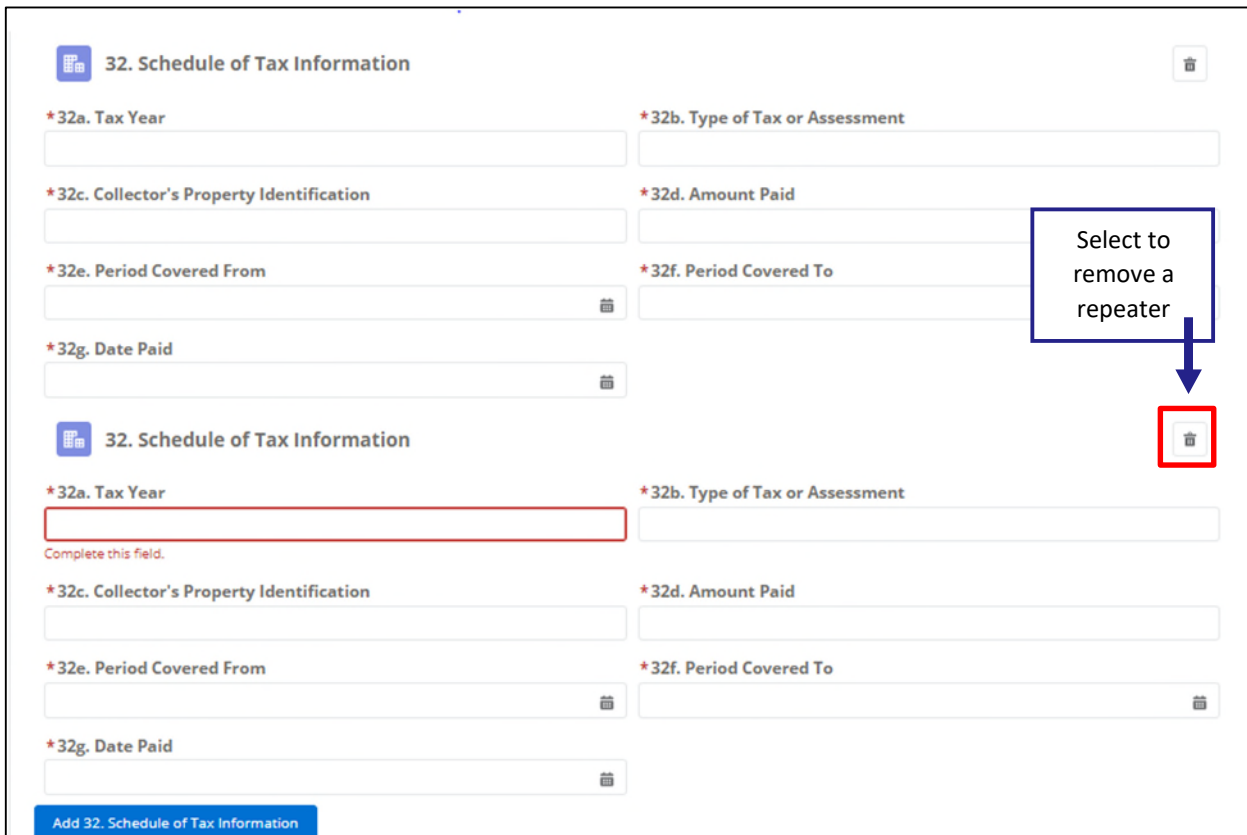
*32g. Date Paid

Add 32. Schedule of Tax Information

Select to add an additional tax information section

Figure 12: Adding Repeaters

- i To remove a repeater, select the **Trash Can** icon in the top-right corner.



32. Schedule of Tax Information

*32a. Tax Year

*32b. Type of Tax or Assessment

*32c. Collector's Property Identification

*32d. Amount Paid

*32e. Period Covered From

*32f. Period Covered To

*32g. Date Paid

32. Schedule of Tax Information

*32a. Tax Year

*32b. Type of Tax or Assessment

*32c. Collector's Property Identification

*32d. Amount Paid

*32e. Period Covered From

*32f. Period Covered To

*32g. Date Paid

Add 32. Schedule of Tax Information

Select to remove a repeater

Figure 13: Removing Repeaters

4.3 Attaching Documents to a Claim

⚠ At the bottom of each page, there is a prompt to attach supporting documentation for each part of the claim.

1. Select **Upload Files** to attach files or drag and drop files from the user's computer into the box.

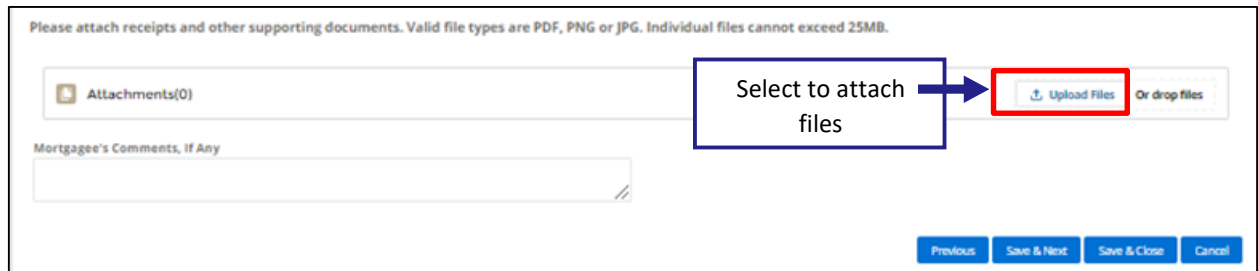


Figure 14: Attaching Supporting Claim Documentation

- ❗** After attaching a file, a green check mark with a thumbnail of the document will appear, indicating the file is loaded and ready to be uploaded.
2. Once the files have been attached, select **Done** to upload it to the page.

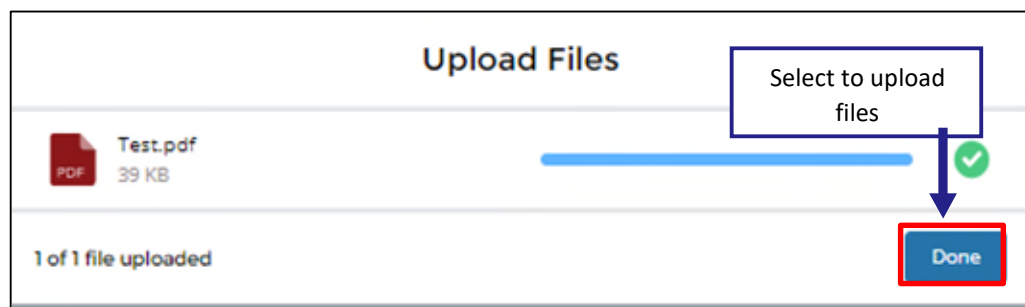


Figure 15: Attaching Supporting Documentation

- i** Once a file has been uploaded, it can be seen at bottom of the page.
- ⚠** To download an uploaded file directly to the user's desktop, select the **Download Icon**.
- ⚠** To remove a file that has been uploaded, select the **Trash Can** icon.
- ⚠** To continue to upload more files, select the **Upload Files** button.

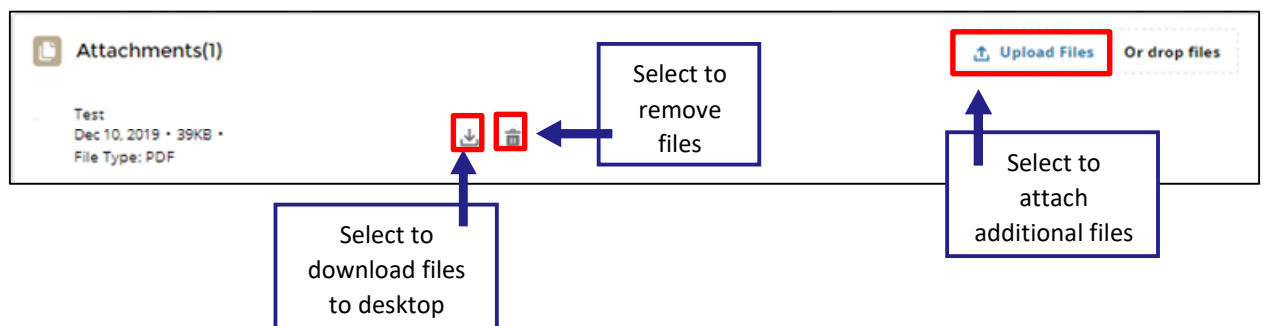


Figure 16: Uploading Supporting Documentation



4.4 Submitting a Claim

1. After completing all the parts of each form necessary to submit the claim, select **Save & Next**. From there, users will be directed to a read-only page containing all information entered on previous screens.
2. Select **Submit** to submit the claim form.
3. The check box labeled “Ready to transmit claim to HUD?” must be checked to enable the **Submit** button.

By transmitting, you certify that the statements and information entered are true and correct.

☐ Ready to transmit claim to HUD?

Please Check the box above to Submit the form

Check to Enable Submit Button

Previous Cancel Submit

Figure 17: Enabling the Submit Button

By transmitting, you certify that the statements and information entered are true and correct.

☒ Ready to transmit claim to HUD?

Please Check the box above to Submit the form

Select to submit

Previous Cancel Submit

Figure 18: Submitting the Claim

4. After selecting **Submit**, a second prompt will open to confirm users wish to transmit the claim to HUD. Select **Submit** to complete the claim submission process or select **Cancel** to be returned to the read-only page.

Confirm Claim Submission

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)

By transmitting, you certify that the statements and information entered are true and correct.

Ready to transmit claim to HUD?

Select to submit

Cancel Submit

Figure 19: Confirming Claim Submission

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5. Claim Entry and Submission – Bulk

5.1 Submitting a Claim

1. Create the claim in your claim system, then export into an XML file.
1. Enter only positive values for claim expenses, as negative claim values are not accepted. If the expense is a credit to HUD, then use column A, deduction to the net claim amount.
2. After logging in, users will be directed to the FHA Catalyst: Claims Module Home Page.
3. To submit a new claim via bulk submission, select **Bulk Uploads**.

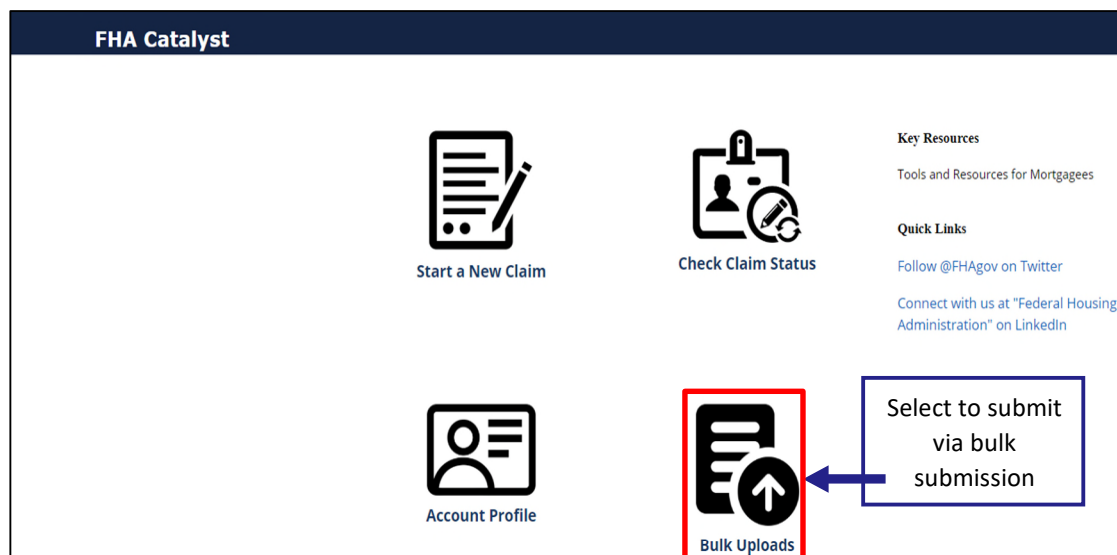


Figure 20: Bulk Submission

4. From here, users will be directed to the Bulk Page, which includes an option to upload new bulk cases and a view of previous bulk cases.
- ⚠ The case status will vary based on where the case is in the upload process. Please navigate to Appendix A for definitions of each status.
 - ⚠ Note: this status is the XML file validation only and does not guarantee processing of the individual FHA Case Numbers within the bulk case.

Upload File(s)		
Upload Files Or drop files		
<input type="button" value="Submit"/>		
MY BULK CASES		
Case Number	Status	Upload Date
00005446	Completed	3/12/2020
00005443	Completed	3/12/2020
00005440	Completed	3/12/2020
00005439	Failed	3/12/2020

Figure 21: Bulk Cases


5. In the Upload File(s) section, select **Upload Files**, open the desired XML file to upload for processing, then select **Submit** or drag and drop desired files, then select **Submit**.
 It may take a few minutes for the XML file to process.



Figure 22: XML File Upload

6. After selecting **Submit**, a second prompt will open to confirm users wish to transmit the claim to HUD. Select **Submit** to complete the claim submission process or select **Cancel** to be returned to the previous Upload File(s) page.

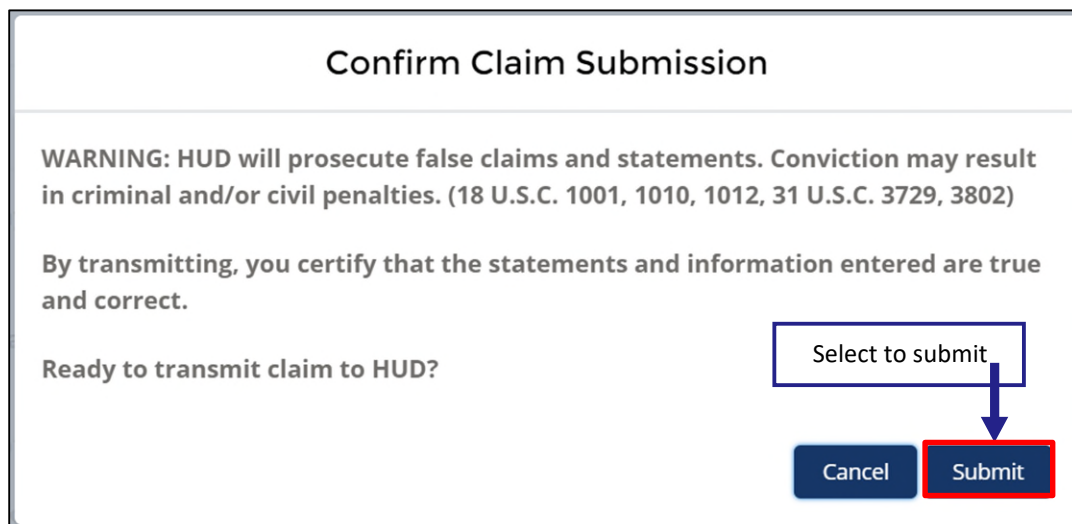


Figure 23: Confirming Claim Submission



- ⚠ After submitting the XML file, users will be redirected to the case information page with high-level submission details about the XML file.
- On the Case Information page, users can attach documents, view related claims, and see bulk XML upload errors.
- ⚠ The case status will vary based on where the case is in the upload process. Please navigate to Appendix A for definitions of each status.
5. To view individual claims, select a case number in **Related Cases** or select the **Check Claims Status** on the home page.

Case Information

Account Name
[Account A](#)

Case Owner
[Test A Lender A](#)

System Information

Created By
[Test A Lender A](#), 3/2/2020 2:15 PM

Description

Case Origin

Priority
Medium

Case Number
00006383

Status
Completed with Error

Processed At
3/2/2020 2:15 PM

Subject
Bulk Form 27011 Submission

Contact Name
[Test A Lender A](#)

Web Email

Upload Claim Supporting Files

[Attach Documents](#)

Related Cases (2)

Case	Status
00006385	Failed
00006384	Failed

[View All](#)

Error Logs (6+)

Log Entr...	Edit Code	Edit Code ...
I-000001...	Insertion un...	Insertion un...
I-000001...	This Servi...	This Servi...
I-000001...	Recovery or...	Recovery or...
I-000001...	Acceptable ...	Acceptable ...
I-000001...	Schedule of ...	Schedule of ...
I-000001...	Mortgage In...	Mortgage In...

[View All](#)

Figure 24: Case Information Page



5.2 Attaching Documents to Claims

1. To attach supporting documentation to claims, select the **Attach Documents** button.

The screenshot shows a web interface for a claim. On the left, there are sections for 'Case Information' and 'System Information'. The 'Case Information' section includes fields for Account Name (Account A), Case Number (00006364), Case Owner (Test A Lender A), and Status (Completed Successfully). The 'System Information' section includes fields for Created By (API, 3/1/2020 9:44 PM), Description, Case Origin (Web), Priority (Medium), and Subject (Form 27011 Submission). On the right, there is a section titled 'Upload Claim Supporting Files' with a blue button labeled 'Attach Documents' highlighted with a red box. A blue callout box with the text 'Select to attach documents' has an arrow pointing to the 'Attach Documents' button. Below this, there is a section titled 'Form Submissions (1)' with a table showing one submission: Form Su... F-0004929, FHA Case N... 999-0227444, Lender Stat... Submitted, with a 'View All' link.


Figure 25: Attaching Supporting Documentation

2. Select the claim and related form section requiring document attachment, then select **Upload Files** to attach (Individual .PDF, .PNG, and .JPG files are accepted under 25 MB).

The screenshot shows the 'Upload Claim Supporting Files' page. It has two main steps. Step 1: 'Find the desired Claim and select the Part to upload to.' It shows a list of claims. The first claim is '999-0227333' with status 'Suspended - Needs Lender Attention'. It has a list of parts: Part A, Part B, Part C, Part D, and Part E. Part A is selected. The second claim is '999-0227444' with status 'Suspended - Needs Lender Attention' and parts A, B, C, and D. Step 2: 'Please select or drag supporting documents to upload. Valid file types are PDF, PNG or JPG. Individual files cannot exceed 25MB.' It shows a section for '999-0227333 - Part A (1)' with an 'Upload Files' button highlighted with a red box. A blue callout box with the text 'Select to upload files' has an arrow pointing to the 'Upload Files' button. Below this, there is a file preview for 'Sample Doc' (Mar 2, 2020, 45KB, File Type: PDF). Step 3: 'Done for now? Click Close.' It shows a 'Close' button highlighted with a red box. A blue callout box with the text 'Select to close the case' has an arrow pointing to the 'Close' button.

Figure 26: Uploading Supporting Documentation

3. When all supporting documentation has been uploaded, select **Close**.

 **Note:** Files can only be uploaded for cases in “Draft” or “Suspended-Needs Lender Attention” status. If the claim had no errors, the status will be “Submitted”, and users do not need to upload any documentation at this time.



5.3 Review Bulk Submission Errors

1. To review errors in bulk submission case, select **Review All** under the Error Logs.

Case Information

Account Name: Account A
Case Owner: Test A Lender A
Case Number: 00006383
Status: Completed with Error

System Information

Created By: Test A Lender A, 3/2/2020 2:15 PM
Description: Bulk Form 27011 Submission
Processed At: 3/2/2020 2:15 PM
Subject: Bulk Form 27011 Submission
Contact Name: Test A Lender A
Web Email: [redacted]
Case Origin: [redacted]
Priority: Medium

Upload Claim Supporting Files

Attach Documents

Related Cases (2)

Case	Status
00006385	Failed
00006384	Failed

[View All](#)

Error Logs (6+)

Log Entr...	Edit Code	Edit Code ...
I-000001...	Insertion un...	Insertion un...
I-000001...	This Servi...	This Servi...
I-000001...	Recovery or...	Recovery or...
I-000001...	Acceptable ...	Acceptable ...
I-000001...	Schedule of ...	Schedule of ...
I-000001...	Mortgage In...	Mortgage In...

Select to view all Error Logs

[View All](#)

Figure 27: Review Error Logs

- i** After selecting **View All**, users can view all errors associated with the uploaded submission. Selecting any of the IDs to view a more detailed description of each error.

2	I-000001403	This Servicing Mortgagee Nu...	This Servicing Mortgagee Number is not valid for your account to submit this claim.
3	I-000001404	Recovery or Estimate of Dam...	Recovery or Estimate of Damage is required if property conveyed is damaged.
4	I-000001405	Acceptable year range is bet...	Acceptable year range is between 40 years in the past through and including the next year from today.
5	I-000001406	Schedule of Tax Information ...	Schedule of Tax Information Period Covered From must be before or equal to Period Covered To.
6	I-000001407	Mortgage Insurance Premiu...	Mortgage Insurance Premiums Period Covered From must be before or equal to Period Covered To.
7	I-000001408	Mortgage Insurance Premiu...	Mortgage Insurance Premiums Period Covered From must be before or equal to Period Covered To.
8	I-000001409	This Servicing Mortgagee Nu...	This Servicing Mortgagee Number is not valid for your account to submit this claim.

Figure 28: View Error Logs

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6. Checking Claim Status

6.1 Review Claim Status

1. To view a list of submitted claims, select **Check Claims Status** on the FHA Catalyst: Claims Module Home Page.

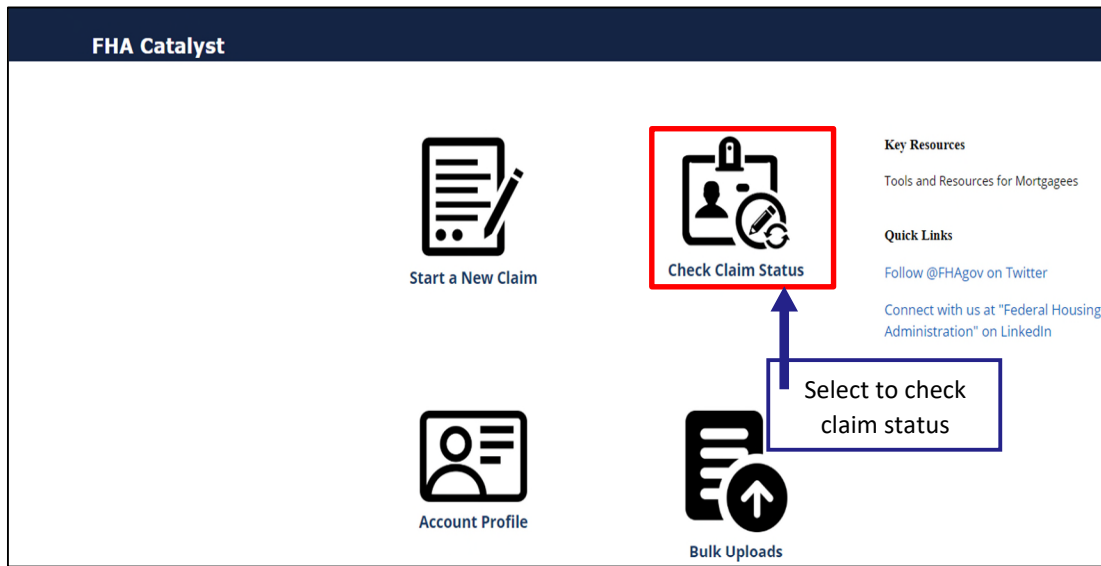


Figure 29: Check Claim Status

- ⚠ After selecting **Check Claim Status**, users can view various filtered lists of submitted claims.
- ⚠ Each filtered list shows the following information:
 - Form Submission Number (Reference number)
 - Form Type (e.g., '05-Supplemental)
 - FHA Case Number
 - Mortgagee Reference Number
 - Lender Status (Paid, Submitted, Draft, etc.)
 - Date/Time Submitted
- ⚠ To view a read-only version (Paid Lender Status) or an editable version (Non-Paid Lender Status) of a claim, select the **Form Submission Number**.

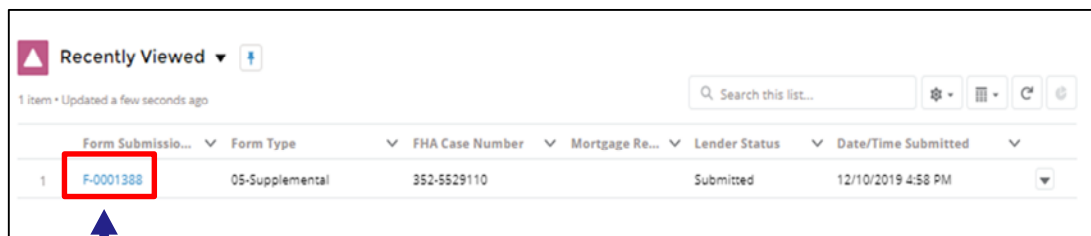


Figure 30: View Claims

- ⚠ To update filter criteria, see the following:
- Select the **Dropdown** icon.
 - Select the view containing specific claims (e.g., My Submitted Claims, My Paid Claims, etc.).
- ⚠ To set a specific view as the default view for every time navigating to this page, select the **Pin** icon.



Figure 31: Changing Filter Criteria

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7. Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail: answers@hud.gov.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.



8. Appendix

8.1 Appendix A – Bulk Case Status Definitions

Bulk Case Status	Definition / Next Steps
New	Still in queue to be processed. Wait for system to process claim(s).
Uploaded	Claims are uploaded. Wait for system to process claim(s).
In Progress / In Validation	Claims are being validated for data quality. Wait for system to process claim(s).
Failed	The XML that was uploaded is invalid. Read attached Error Logs and resubmit XML file after making corrections.
Completed Successfully	All claims in the attached XML file were uploaded successfully. Begin uploading supporting documentation.
Completed with Error	Some claims in the attached XML file have data quality errors. Read attached Error Logs and resolve individual claim errors. Upload supporting documentation for successfully uploaded claims.

Table 1: Bulk Upload Status

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