



Impartial Hearing Order Implementation Unit

# IMPARTIAL HEARING ORDER IMPLEMENTATION AUTHORIZATION GUIDE

Issue Date: February 10, 2025

## Table of Contents

<b>1. What is the “Help Us, Help You” Authorization Guide?.....</b>	<b>3</b>
<b>2. What’s New – Recent Updates.....</b>	<b>3</b>
<b>3. Review the Impartial Hearing Order .....</b>	<b>3</b>
<b>4. Implementing the Order .....</b>	<b>3</b>
<b>5. What is Pendency? .....</b>	<b>4</b>
<b>6. Overview of Prospective/Direct Payment and Reimbursement Authorizations.....</b>	<b>5</b>
<b>7. DOCUMENT SUBMISSIONS BY CATEGORY .....</b>	<b>5</b>
<b>7.1. Reimbursement .....</b>	<b>5</b>
<b>7.2. Prospective/Direct Payment – Tuition Authorization .....</b>	<b>7</b>
<b>7.3. Prospective/Direct Payment – Services Authorization .....</b>	<b>8</b>
<b>7.4. Prospective/Direct Payment – Evaluations Authorization.....</b>	<b>8</b>
<b>7.5. Prospective Direct Payment – Transportation Authorization .....</b>	<b>9</b>
<b>7.6. Document Submission Methods for Authorizations.....</b>	<b>9</b>
<b>8. Registration as a City Payee .....</b>	<b>10</b>
<b>9. NYC Payee Information Portal (PIP) .....</b>	<b>11</b>
<b>10. DOE Provided Services .....</b>	<b>11</b>
<b>11. Helpful Tips .....</b>	<b>11</b>
<b>12. APPENDIX.....</b>	<b>13</b>
<b>12.1. DOE Memorandum re: Vendor Pilot, dated February 10, 2025.....</b>	<b>13</b>
<b>12.2. IU Announcement re: Launch of SupportHub Customer Service Platform, dated January 10, 2025 .</b>	<b>13</b>
<b>12.3. SupportHub Customer Service Platform User Guide, dated January 10, 2025.....</b>	<b>13</b>
<b>12.4. DFO-IU Transition Announcement and Communication Guidelines, dated April 5, 2024.....</b>	<b>13</b>

## 1. What is the “Help Us, Help You” Authorization Guide?

The “Help Us, Help You” Authorization Guide provides guidelines to parents and their representatives for submitting documents to the Impartial Hearing Order Implementation Unit (IU). The guide standardizes practices and documents for services and programs awarded at an impartial hearing that are provided by independent providers and private schools.

There are various payment mechanisms during the special education litigation process. The HUYH Authorization Guide focuses only on the documentation submission process for:

- Pendency Agreements
- Pendency Forms
- Impartial Hearing Orders (Pendency Orders, Interim Orders, Findings of Fact and Decision, and Statements of Agreement and Order)

## 2. What’s New – Recent Updates

- Announced the newly formed IU Community Support and Engagement Team, including the IU Outreach Team staffed by NYCPS Vendor (Nagarro)
- Launched the SupportHub Customer Support Platform – a new user-friendly online platform for Parents’ Representatives (Attorneys/Advocates) and Unrepresented Pro Se Parents
- Initiated the Vendor Pilot per Court Directive
- Completed the DFO-IU Transition - as of April 5, 2024, the work of the Billing Team for processing payments to independent service providers has transitioned to the Division of Financial Operations – Payables Office (“DFO-PO”). The work of the IU Compliance and Account Management Teams will continue operating within the IU, including handling tuition and all reimbursements.

## 3. Review the Impartial Hearing Order

You should review the impartial hearing order and verify the details, such as reimbursement, prospective/direct payments, payment amounts, timelines, and any other requirements.

Please note that an Impartial Hearing Order may require that you submit additional supporting documents before IU can start implementing the order. The IU will defer the requirements specified in the Order.

## 4. Implementing the Order

Once an order is issued by an impartial hearing officer and transmitted to the IU, they start the process of implementation.

The implementation process for prospective payment and/or reimbursement awards occurs through a 4-step process handled by the following teams:

1. **COMPLIANCE TEAM:** This team reviews and unpacks orders, and identifies the action items required. The required actions are then entered into IU’s tracking system as “action items”.
  - a. If the action item requires that NYCPS fund a service or program, an IU Account Specialist is assigned to review and create the funding parameters as required by the order. This process is commonly referred to as the “authorization” process.
  - b. If the action item requires that NYCPS provide a service directly, the NYCPS Office(s) responsible for handling that work will contact the parent and/or their representative to set up these services.
2. **COMMUNITY SUPPORT AND ENGAGEMENT TEAM:** This team centralizes and streamlines communications, serves as the first point of contact during the implementation of impartial hearing orders, initiates proactive outreach to parents or their representatives, educates and informs the public about the implementation process, and fosters transparency through all stages of the implementation process.
  - a. **IU OUTREACH TEAM:** Currently, the IU Community Engagement Team is focused on outreach efforts.
  - b. If an order requires that NYCPS fund a service or program, the parent or their representative will receive an outreach email confirming the details of each payment action item. The outreach email will contain a unique link tied to the specific payment action item for easy tracking.
  - c. The parent or their representative may use the unique link in the outreach email to access a pre-populated form and submit the parent’s chosen vendor information and supporting documents. This pre-populated form can be used instead of email submissions, which will save you time.
3. **ACCOUNT MANAGEMENT TEAM:** This team verifies parent’s chosen vendor information and supporting documentation to set funding parameters for the ordered services and programs. This administrative function is commonly referred to as the “authorization” process.
  - a. When the form submission is complete, it is automatically transferred to the assigned IU Account Specialist.
  - b. The IU Account Specialist verifies the parent’s chosen vendor information and supporting documents to process the authorizations.
  - c. The IU Account Management Team continues to handle tuition payments and all reimbursements.
4. **DIVISION OF FINANCIAL OPERATIONS - PAYABLES OFFICE:** As of April 5, 2024, the work of payment to independent service providers was transitioned to the Division of Financial Operations - Payables Office (DFO-PO). DFO-PO receives vendor invoices and processes payments to independent service providers based on the funding parameters in authorization described above.

## 5. What is Pendency?

The term “pendency” commonly refers to a student's entitlement to remain in their "last agreed upon placement" until the impartial hearing process is completed.

Pendency is usually initiated in one of the following ways:

- Pendency Form: issued by NYCPS
- Pendency Agreement: entered into by both parties

- Pendency Order: issued by an Impartial Hearing Officer

Often, Pendency Forms and Pendency Agreements are submitted to the Implementation Unit prior to a due process hearing by an Impartial Hearing Officer. At that time, the Implementation Unit does not have the parent’s chosen vendor information or the supporting documents that are needed to process the authorizations for the continuation of private school enrollment or services by a private provider. As such, IU will need to get that information and supporting documents directly from the parent and/or their representative.

## 6. Overview of Prospective/Direct Payment and Reimbursement Authorizations

“Prospective/Direct payment” means any payment made directly to a vendor, provider, or school.

“Reimbursement” means repayment to the parents or parents’ representatives for out-of-pocket costs associated with tuition, services, transportation, evaluations, and/or goods.

Vendors/Persons seeking funding should be registered as a payee with the City of New York and should confirm that their address is current. For further details about “Registration as a City Payee”, refer to Section 8 of this guide .

## 7. DOCUMENT SUBMISSIONS BY CATEGORY

Below is the information and/or documentation that IU Account Specialists usually review to authorize funding or reimbursement.

### 7.1. Reimbursement

“Reimbursement” means payments for out-of-pocket costs by the parent(s).

#### **Document Submission List**

- Proof of Payment (POP) - clearly identifying the school/provider/vendor and the amounts paid
- Documents for Each Sub-Category

#### **Proof of Payment (POP)**

- Cancelled Checks Payable to School/Provider (front and back)
- Credit Card or Bank Statements
  - Statements should include a title page that indicate the account holder’s name and address and the last 4 digits of the account number
    - The title page for the account and pages that include payments may be submitted; no other pages of the statement are needed.
  - Payments by Cash
    - An itemized receipt is required
    - If you do not have an itemized receipt, submit an affidavit for cash payments.

- Payment by Loan
  - Notarized Statement from School or E-Service Provider/Vendor (Payee) Verifying that Tuition, Service, or Goods Were Paid for
  - Loan Agreements
    - If the Order is silent, the IU will process the authorization for reimbursement without requiring a copy of the loan agreement.
    - The IU may request the loan agreement if they are implementing a Pendency Form or Pendency Agreement.
    - The IU may also request the loan agreement if the Order specifies that additional supporting documentation is required.

**Additional Document Submission List for Each Sub-Category**

This section covers information and/or documentation that IU Account Specialists usually review to authorize various reimbursement subcategories (e.g. tuition, services, evaluation).

- Tuition Reimbursement
  - Updated Notarized Affidavit from School Indicating Amounts Paid/Owed
- Services Reimbursement
  - Provider Invoices and POP in Chronological Order
  - Invoices should be marked by provider as paid with no outstanding amounts
  - To the Extent Possible, a Notarized Affidavit from Provider or Parent Stating Total Cost and Dates of Service
- Evaluation Reimbursement
  - Provider Invoices
  - Invoices should be marked by provider as paid with no outstanding amounts
- Transportation Reimbursement
  - Receipts Indicating Amounts and Dates of Service
  - To the Extent Possible, a Notarized Affidavit from Parent Stating Total Costs and Dates of Service/Travel
- Goods Reimbursement (e.g. Assistive Technology)
  - Receipts Indicating Amounts and Date of Purchase
- School Meal Reimbursement
  - Receipts Indicating Amounts and Dates of Purchase
  - Attendance Records indicating daily dates of attendance (i.e. rather than sum totals per month)

**Best Practices for Submission of Supporting Documents**

- Arrange all reimbursement documents (i.e., proof of payment, services invoices, travel receipts, etc.) in chronological order (earliest date first)
- Group service reimbursement documents by service type
- Collate invoices with relevant POP documents for lengthy submissions
- Highlight the relevant payments in POP documents
- Do not submit bank statements with no relevant payments or blank statements

- Include all reimbursement documents in one PDF file with the following naming convention: Student Full Name, Case Number, Service Type or Tuition, Time Period at Issue
- Attach DRSS or W-9 Forms if needed as separate PDFs
- For tuition document submissions, the affidavit should be on the first page
- Subsequent Submissions:
  - Additional tuition payments should include updated school tuition affidavits and only the additional POP documents

**Email/SupportHub Form Submission**

- Payee Name
- Business Address
- Payee Email Address
- Tax Identification Number (TIN) (Omitting Hyphens) for Attorneys Acting as Escrowees; Social Security Number (SSN) or Individual Tax Identification Number (ITIN) for Reimbursements Made to Parents
- Indicate Whether or not There Will be Subsequent Parental Payments

7.2. Prospective/Direct Payment – Tuition Authorization

“Tuition” means fees charged by an educational institution or specialized program for a student’s enrollment in a particular school year.

**Document Submission List**

- A signed contract between school and parent and/or notarized affidavit from school on letterhead, including the following information:
  - Student’s Name
  - School Year
  - Tuition Amount
  - Enrollment Period
    - First Date of Attendance
    - Expected Final Date of Attendance for the School Year
    - Payments Made to Date (if any)
    - Balance Owed to the School

**Email/SupportHub Form Submission**

- Payee Name
- Business Address
- Payee Email Address
- Tax Identification Number (TIN) (omitting hyphens)

### 7.3. Prospective/Direct Payment – Services Authorization

“Services” means related services/therapies (i.e., occupational therapy/physical therapy/speech language therapy, counseling), academic intervention services, applied behavioral analysis, compensatory awards, and other supports provided to students at a specific frequency and duration as required by an impartial hearing order.

#### **Document Submission List**

- Provider Certification or Licensure (if applicable)

#### **Email/SupportHub Form Submission**

- Agency Name
- Provider Name
- Business Address
- Email Address
- Tax Identification Number (TIN) (omitting hyphens)
- Service Type
- Dollar Rate per Session
- One or Multiple Providers
  - If multiple providers, confirm the frequency or amount sessions to be provided.
- Service Initiation Date/Service Dates
- Mandate or Compensatory Services
  - For (Recurring) Mandated Service:
    - Sessions per Week/Month/Quarter/Year
  - Length of Session (e.g., 30/45/60 Minutes)
- For Compensatory Services:
  - Total Sessions/Hours Awarded
  - Total Sessions to be Provided
  - Length of Session (e.g., 30/45/60 Minutes)

### 7.4. Prospective/Direct Payment – Evaluations Authorization

“Evaluations” mean assessment conducted by independent professionals to assess a student’s specific needs, abilities, and requirements as defined by an impartial hearing order.

#### **Email/SupportHub Form Submission**

- Agency Name
- Evaluator Name
- Business Address
- Email Address
- Secondary Email Address (if applicable):
- Tax Identification Number (TIN) (omitting hyphens)



- Evaluation Type (i.e., neuropsychological, speech, occupational therapy)
- Rate
- Service Dates (including date of report)

## 7.5. Prospective Direct Payment – Transportation Authorization

“Transportation” means transportation provided by a private vendor transporting students to and from schools/evaluators/service locations as required by an impartial hearing order.

### **Document Submission List**

Proof of Attendance at School/Service Location

## 7.6. Document Submission Methods for Authorizations

### **Method 1: Email Submission**

- Email parent’s chosen vendor information and supporting documents to **[IUAuthorization@schools.nyc.gov](mailto:IUAuthorization@schools.nyc.gov)**
- If you have an assigned IU Account Specialist, include their email in the TO: line of the email
- All documents submitted should be legible
- The subject line of the email must include the student’s full name, NYCID number (OSIS #), and impartial hearing case number
- Once the parent’s chosen vendor information and supporting documents have been received, payment authorization will be initiated. You will receive an email confirming the approved funding parameters and other important information.

### **Method 2: SupportHub Form Submission** – *this method is only available for Orders issued on or after January 8, 2025*

- Effective for Pendency Forms, Pendency Agreements, and Impartial Hearing Orders issued on or after January 8, 2025, NYCPS will launch outreach through the SupportHub Customer Service Platform.
- Starting on January 13, 2025, when an order is unpacked, the parent or their representative will receive an outreach email for each Payment Action Item. Each outreach email will contain a unique link to a pre-populated form that allows the parent or their representative to submit the parent's chosen vendor information and supporting documents.
- This pre-populated form can be used instead of email submissions, which will save you time.
- There is no change to your assigned IU Account Specialist. The documentation that you submit using the new system will be automatically transferred to the assigned Account Specialist once the form is complete.

## 8. Registration as a City Payee

Any party who receives reimbursement/funding pursuant to an impartial hearing order must register as a payee with the City of New York including parents, parent's attorney or parent's representative, vendors, and schools.

The Direct Reimbursement Social Security Form (DRSS) and W-9 Form are available on the [NYCPS website](#).

### **Method 1: Email Submission**

- The DRSS Form and W-9 Form can be emailed to the assigned IU Account Specialist and cc: IUAuthorization@schools.nyc.gov.
- The forms should be submitted as a single PDF with the following naming convention:
  - DRSS Form - Case number - Student Name - Name of Payee
  - W-9 Form - Provider Name - Case Number

### **Method 2: SupportHub Form Submission**

- The DRSS Form and W-9 Form can also be submitted as attachments when you submit the SupportHub Form.

### **Instructions for Parents/Parent's Attorney**

- Parents who the City of New York has never reimbursed must submit a DRSS Form.
- Parents may also submit a DRSS Form to update their payment information.
- If the City of New York has previously paid you and you have not changed your address, you do not need to submit a DRSS Form.
- Note: This step is not required if the attorneys accept reimbursement on behalf of their client via escrow accounts.

### **Instructions for Vendors/Schools**

- If you do not have a Tax Identification Number (TIN), you must submit a substitute W-9 Form.
- Once registered, the request is validated by the New York City Comptroller's Office.
- The vendor will receive a notification email from the Division of Contracts & Purchasing (Vendor Set-up/Vendor Resources) once the validation process is complete

### **Change of Address**

- W-9/DRSS Form, and Change Letter is required for any changes to a payee's account.
- The Change Letter should be on company letterhead and must include the previous information, the new information, and a brief description of the modification.

### **"Doing Business As" Certificate (DBA)**

- If a vendor is operating as a DBA, a DBA Certificate may be required identifying the payee as the vendor providing services.

## 9. NYC Payee Information Portal (PIP)

- All payees should create a PIP account to monitor payment approved in accordance with impartial hearing orders. <https://a127-pip.nyc.gov/webapp/PRDPCW/SelfService>
- Payees who want to direct payments to a single bank account may enroll in EFT/Direct Deposit using the PIP website.
- To check the status of an anticipated payment, access the PIP website.
- Technical questions pertaining to the PIP website should be directed to FISA via email [pip@fisa.nyc.gov](mailto:pip@fisa.nyc.gov).
  - Include your business name, phone number, and vendor code in your communication.

## 10. DOE Provided Services

If you have questions regarding the status of services provided directly by NYCDOE pursuant to Impartial Hearing Orders, such as IEP meetings, class placements, issuance of Related Services Authorization (RSA), evaluations to be conducted by NYCDOE staff, you may submit your inquiries to [IHOIManagers@schools.nyc.gov](mailto:IHOIManagers@schools.nyc.gov).

The subject line of the email must include the student's name, NYCID number (OSIS), and impartial hearing case number.

## 11. Helpful Tips

### **Escrow Accounts**

To expedite payment reimbursements by up to 3 weeks, we highly recommend that attorneys accept reimbursement on behalf of their client via escrow accounts.

### **Provider Changes/Compensatory Bank Extensions**

When submitting a request to change providers or bank extensions, provide the previous provider's end date and hours used, and the new provider's information including Tax Identification Number (TIN), rate, and start date.

### **Use the SupportHub Customer Service Platform**

For Impartial Hearing Orders issued on or after January 8, 2025, use the pre-populated form linked to the outreach email. Check the dashboard to track your submission status.

### **Avoid Submitting Unnecessary Documents**

Do not submit copies of the Impartial Hearing Orders. Our office already has access to all orders in our system.

### **Common Causes of Processing Delays**

- Including unnecessary recipients in emails. It causes confusion as to who the recipient is, and who should be responsive to the emails.

- Additional or follow-up emails should be sent on the same email thread as the initial email. Please do not start a new email for the same student, case, and issue as this may lead to confusion.

**Direct Deposit**

For faster and more efficient payment processing, payees are strongly encouraged to enroll in direct deposit.

## 12. APPENDIX

- 12.1. DOE Memorandum re: Vendor Pilot, dated February 10, 2025
- 12.2. IU Announcement re: Launch of SupportHub Customer Service Platform, dated January 10, 2025
- 12.3. SupportHub Customer Service Platform User Guide, dated January 10, 2025
- 12.4. DFO-IU Transition Announcement and Communication Guidelines, dated April 5, 2024

**Appendix 12.1**

DOE Memorandum re: Vendor Pilot, dated February 10, 2025



**MEMORANDUM**

To: Vendors  
From: Impartial Hearing Order Implementation Unit (IU)  
Date: February 10, 2025

**Re: Vendor Pilot – Email Submissions to Support Implementation Authorization Process**

To Vendors<sup>1</sup>:

Effective February 10, 2025, the Impartial Hearing Order Implementation Unit (IU) is launching a Vendor Pilot, which will run for a three-month period as directed by the federal court in L.V. v. NYC Department of Education (03 Civ. 9917). During the pilot period, IU will collect data and report this information to the Special Master and the Court.

During the Vendor Pilot, vendors will be allowed to submit emails that support the authorization process which is handled by the Implementation Unit (IU).

The dates of the Vendor Pilot are February 10, 2025 to May 9, 2025.

Your participation in the pilot is optional. If you would like to participate in the pilot, please follow the instructions below.

**Instructions for Vendor Email Submissions**

1. Email vendor information and supporting documents for authorizations:
  - a. To [IUAuthorization@schools.nyc.gov](mailto:IUAuthorization@schools.nyc.gov), and cc: parent or their representative (attorney/advocate), and the IU Account Specialist assigned to the Parent’s Representative.
  - b. If vendors are unaware of the assigned IU Account Specialist, they can confirm with the parent or their representative.
2. Email submissions should contain the following information:
  - a. Title of Email - the email subject line should start with the words “**VENDOR REQUEST**” and the impartial hearing case number.
  - b. For vendor requests for Pro Se Unpresented Parents, vendors should also include the words “**PRO SE**” in the email subject line.

---

<sup>1</sup> The term “vendors” refers to independent service providers or non-approved private schools that provide services or programs pursuant to an Impartial Hearing Order.

- c. Each email submission should correspond to only one case number (i.e. not multiple cases in one email)
3. Vendors may refer to the most recent version of the HUHYP Authorization Guide available on the [NYCPS website](#), typically used by the parent or their representative (attorney/advocate), for a comprehensive list of information and document types. Vendors should submit the documents or information outlined in each payment sub-category as appropriate.
4. The IU will then forward the vendor's request email **ONLY** to the parent or their representative (attorney/advocate) to confirm that it is the correct vendor.
5. Once confirmed, the IU will move forward with processing the authorization.
6. If the parent or their representative (attorney/advocate) states that they are unaware of the vendor or does not respond, the IU will not accept the vendor's request email as supporting documentation for the authorization. Instead, the IU will continue with their normal workflow and communicate only with the parent or their representative (attorney/advocate) to prevent any potential violations of the Family Educational Rights and Privacy Act (FERPA).

*cc: Division of Financial Operations, Payables Office (DFO-PO)*



## **Appendix 12.2**

IU Announcement re: Launch of SupportHub Customer Service Platform, dated January 10, 2025



## **ANNOUNCEMENT**

**January 10, 2025**

Office of the General Counsel  
Special Education Case Management  
Impartial Hearing Order Implementation Unit (IU)  
Community Support and Engagement Team

### **LAUNCH OF THE SUPPORTHUB CUSTOMER SERVICE PLATFORM**

Dear Parents and Parent Representatives (Attorneys/Advocates):

As part of our ongoing commitment to enhance the implementation process for impartial hearing orders, the IU Community Support and Engagement Team is excited to announce the launch of the SupportHub Customer Service Platform.

The Implementation Unit (IU) developed this platform to provide an efficient and accessible way for families to engage during the implementation process. This new system will allow for smoother communication, quicker responses, and improved transparency.

Effective for **Pendency Forms, Pendency Agreements, and Impartial Hearing Orders** issued on or after January 8, 2025, NYCPS will launch outreach through the SupportHub Customer Service Platform.

Starting on **Monday, January 13, 2025**, when an order is unpacked, the parent or their representative will receive an outreach email for each Payment Action Item.

#### **Important Information**

- The outreach email will be sent from this email address:
  - [Service Desk \(servicedesk@comms.schools.nyc.gov\)](mailto:servicedesk@comms.schools.nyc.gov)
  - Add this email address to your known contacts to ensure that it does not go to spam.
- The outreach email will be sent to the email address that IU has on file.
  - **The outreach email can only be sent to one (1) email address.**
  - If the parent is represented, the outreach email will be sent to the parent's attorney or advocate.

- If the parent is unrepresented (*pro se*), the outreach email will be sent directly to the parent.
- Each outreach email will contain a unique link to a pre-populated form that allows the parent or their representative to submit the parent's chosen vendor information and supporting documents. These are the details needed to set up the authorization, commonly referred to as "funding parameters".
  - For example, if an Order requires funding for both (1) Physical Therapy (PT) and (2) Speech and Language Therapy (SLT), you will receive an email with the action item details for Physical Therapy and a second email with the action item details for Speech and Language Therapy.
- If additional documentation is required by the Order, the parent or their representative can use the form to upload the required documents.
- There is no change to your assigned IU Account Specialist. The documentation that you submit using the new system will be automatically transferred to the assigned Account Specialist once the form is complete.

### **Training Materials**

Below are the training materials for the SupportHub Customer Service Platform.

1. Training Recording - <https://youtu.be/ffA3rlvfBrU?si=xVfXsqG1mRPtMUTW>
2. Training Slides - attached
3. SupportHub User Guide - attached

Thank you for your continued partnership as we work together to strengthen the implementation process. We welcome your feedback on the training materials for this new system, please fill out the feedback survey - <https://forms.office.com/r/Ff7DYyGMxf>.

In partnership,

Community Support and Engagement Team  
Implementation Unit (IU)

### **Appendix 12.3**

SupportHub Customer Service Platform User Guide, dated January 10, 2025

Impartial Hearing Order Implementation Unit (IU)  
Community Support And Engagement Team

**SUPPORTHUB CUSTOMER SERVICE PLATFORM**  
**USER GUIDE**

*Version Date: January 10, 2025*

**1. Outreach Email Sent**

- a. Parents or their representatives will receive an outreach email for each Payment Action Item that requires a direct payment or reimbursement.
- b. The outreach email will be sent to the email address that IU has on file.
- c. The outreach email can only be sent to one (1) email address.
- d. If the parent is represented, the outreach email will be sent to the parent's attorney or advocate.
- e. If the parent is unrepresented (*pro se*), the outreach email will be sent directly to the parent.

**2. Review Outreach Email**

- a. Open the outreach email and review the specific action item details.
- b. Compile the parent's chosen vendor information and supporting documents.  
***Note: If the Order contains additional documentation requirements, those requirements must also be met.***
- c. Click the unique link provided in the outreach email to access the pre-populated form.
- d. Sign in using the One-Time Password Code (OTP).

**3. Fill Out the Pre-Populated Form**

- a. If the parent has selected a private provider, fill out the form with the information about the parent's chosen provider.
- b. Upload supporting documentation (if needed).
- c. Refer to the HUYH Authorization Guide, which contains a list of information and supporting documents that IU needs to process the authorization.

**4. Review Form**

- a. Review form to ensure accuracy before submitting.
- b. Complete the CAPTCHA verification for security purposes.

## 5. **Submit Form**

- a. Click the “Submit” button.
- b. If the form is complete, it is automatically transferred to the assigned IU Account Specialist. The IU Account Specialist will verify the vendor information and supporting documents to set funding parameters for the ordered services and programs. This administrative function is commonly referred to as the “authorization” process.
- c. If the IU Outreach Team requests clarification, please respond promptly to avoid delays in implementation.

**Appendix 12.4**

DFO-IU Transition Announcement and Communication Guidelines, dated April 5, 2024



**JOINT ANNOUNCEMENT**

**April 5, 2024**

Office of the General Counsel  
Special Education Case Management  
Impartial Hearing Order Implementation Unit

Division of Financial Operations  
Payables Office

**DUE PROCESS IMPARTIAL HEARING ORDERS PAYMENT PROCESS**

We are updating our organizational structure as part of our ongoing commitment to improve the impartial hearing order implementation process.

After considering stakeholder feedback and the Special Master’s guidance, we are reorganizing the work of the Impartial Hearing Order Implementation Unit (IHOIU) to serve students and families better.

The implementation process for prospective payment and reimbursement awards occurs through a three-step process handled by the following teams:

1. **Compliance:** analyzes and unpacks orders, identifying the actions required.
2. **Account Management:** verifies vendor information and supporting documents to set funding parameters for ordered services and programs. This administrative function is commonly referred to as the “authorization” process.
3. **Billing:** receives vendor invoices and processes payments based on the funding parameters authorized above.

The work of the Compliance and Account Management Teams (including tuition and all reimbursements) will continue operating within the Impartial Hearing Order Implementation Unit (IHOIU).

The work of the Billing Team for processing payments to independent service providers has transitioned to the Division of Financial Operations – Payables Office (“DFO-PO”).



We are providing updated guidelines for submitting inquiries to our respective offices – IHOIU and DFO-PO [See Attachment] to support this transition. These guidelines will serve as the most efficient way to ensure authorization in our system and payment pursuant to impartial hearing orders.

We are confident that these changes will improve the implementation process and benefit students and families.

In Partnership,

Office of the General Counsel, Special Education Case Management,  
Impartial Hearing Order Implementation Unit (IHOIU)

and

Division of Financial Operations, Payables Office (DFO-PO)

*Attachment: Guidelines for Submitting an Inquiry to IHOIU and DFO-PO, dated April 5, 2024*

## **GUIDELINES FOR SUBMITTING AN INQUIRY**

For us to better assist you, the Impartial Hearing Order Implementation Unit (IHOIU) and the Division of Financial Operations, Payables Office (DFO-PO) are providing the following guidance about submitting inquiries to our respective offices.

### **Required Information for All Inquiries**

1. Student's Full Name
2. OSIS Number
3. Impartial Hearing Order Case Number
4. Office of Origin

### **Summary**

1. Parties and their representatives should contact IHOIU for tuition and services authorization process matters.
2. Parties and their representatives should know their assigned IHOIU account manager for authorization. Attorneys/firms/advocates have been informed of their assigned IHOIU Account Specialists.
3. If tuition or services have not been authorized, the parties or their representatives should follow the instructions in "Section 2: Not Yet Authorized Cases" of the Inquiry Process below.
4. IHOIU, as an office within the NYCPS Office of the General Counsel, will not be in contact with vendors because vendors are not parties to the underlying due process complaint.
5. Once a case is authorized, payees should follow the instructions in "Section 1: Authorized Cases".
6. We will respond to inquiries within four business days. We will acknowledge receipt of the inquiry, advise regarding the next steps, and the timeline for resolving the inquiry.

## **Inquiry Process for Impartial Hearing Orders**

IHOIU and DFO-PO are dedicated to effectively and efficiently implementing Impartial Hearing Orders. To ensure that students receive their awarded services by the families' chosen providers, vendors (including schools and agencies) should follow the inquiry process below:

1. **Authorized Cases:** If the vendor has received an authorization email **for the period in which they are seeking payment** for services (SETSS/related services/evaluations/etc.) rendered on a given case, they should submit invoices to:

*IHServiceInvoices@schools.nyc.gov.*

Tuition payment inquiries for authorized cases should be sent to:

*IUTuitionPayments@schools.nyc.gov.*

2. **Not Yet Authorized Cases:** If the vendor has not received an authorization email **for the period in which they are seeking payment** for services rendered, the parent or their representative should email the assigned IHOIU Account Specialist with a copy to

*IUAuthorization@schools.nyc.gov.*

Before contacting us, the parent or their representative should confirm there is an Impartial Hearing Order or Agreement that awards the service and the service period for which payment is sought.