

Bureau of Health Professions

To: Lenders, Holders, and Servicers Participating in the Health Education Assistance Loan (HEAL) Program

Subject: Preclaims Assistance
Lender Policy Memorandum L-1999-5

The purpose of this Policy Memorandum is to provide lenders, holders, and servicers of Health Education Assistance Loans (HEAL) guidance on processing rejected preclaims assistance requests. The HEAL regulation 42 CFR 60.35 (2) (b) requires lenders or holders to immediately request preclaim assistance from the Public Health Service when a borrower is 90 days delinquent in making a payment. Upon receipt of electronic preclaims assistance requests, the Debt Servicing Section, DMB, DFO provides lenders or holders with a preclaims assistance report indicating which requests were processed and which were rejected.

Lenders, holders, and servicers must correct rejected preclaims assistance reports and resubmit errors on a separate submission to the Debt Servicing Section within 30 days from the date of notification of the reject. The format and forms used to resubmit rejected preclaims assistance requests are the same as the initial preclaims assistance request. Resubmissions should be clearly marked on a label indicating they are resubmissions.

If you have any questions regarding this policy memorandum, please contact Craig Ellis, Deputy Associate Director, HEAL Program Operations at (301) 443-0603 or at CELLIS@HRSA.GOV.

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