

## FAQ's

### 1. What is a Returned Claim?

A returned claim is one that the State Public Defender's office has returned to you for a reason. You can view the returned claim letter to see what those reasons are.

### 2. Once I have viewed the Returned Claim letter do I need to do anything?

It depends. If you are able to correct the claim, you should make the appropriate changes and/or add the appropriate attachments, and resubmit to the State Public Defender's Office for processing. You DO NOT have to resubmit the claim; however if you do not resubmit the claim, the claim cannot be processed further for payment.

### 3. What is a Notice of Action letter?

A Notice of Action letter only tells you that some sort of action has been taken on your claim per the letter. Your claim will continue to be processed and you do not need to do anything further. You can appeal this action as stated in the letter.

### 4. Can I change where to send my payment?

Yes. You can do this one of two ways. If you choose to do while submitting a claim, you can open a new claim, under vendor information, in the vendor for claim field, choose the "new vendor" drop-down selection. A new box will appear "Vendor Name". Type in the name of your new firm or the name of the individual to be paid. You will need to attach a W-9 with this new information.

If you choose to update where your payment is sent without sending in a claim, you can email a W-9 to [claims@spd.state.ia.us](mailto:claims@spd.state.ia.us).

### 5. When submitting a new claim, under Vendor Information, the Vendor for Claim selected indicates "pending", what does that mean?

If you have submitted a new W-9, the new vendor information will be "pending" until the state vendor payment record has been successfully updated. You can still select that pending vendor to submit additional claims.

6. How can I change my contract?

Go to the Resources tab and select the appropriate contract forms. Return the completed forms to the State Public Defender's Office.

7. I submitted my claim by accident and I was not quite ready yet, now what?

You will need to email [claims@spd.state.ia.us](mailto:claims@spd.state.ia.us) and ask to have your claim returned to you. Make the corrections and resubmit.

8. Can I see what my contract is?

Yes, under the My Account tab at the bottom of the page.

9. Do I also need to send in a paper copy of my claim?

No. Your claim is submitted electronically. You do not need to mail a paper claim to us. You can check the status of the claim you submitted online by selecting "Claims in Process" on your Docket/Home Page.

10. Can I email my paper claim to you instead of submitting on this system?

No. Claims must be submitted using the online claim submission system. Emailed versions of claims will not be accepted.

11. How do I know if my claim was received?

See your "Claims in Process" button on your Docket/Home Page to show pending claims.

12. How do I know my claim has been paid?

Claims that have been approved for payment are "Completed Claims". Select your "Completed Claims" button on your Docket/Home Page to show claims that have been paid.

13. A new attorney is joining our firm, how do I get him/her set up for Online Claims Submission?

A new attorney will need to fill out an application for a new contract with the State Public Defender. Upon acceptance, he/she will need to set up his/her own account for online claims submission. He/She will be provided with his/her token and will be able to enter claims.

14. I need to submit a claim beyond the 45 days due to an extenuating circumstance. What do I need to do?

Email [claims@spd.state.ia.us](mailto:claims@spd.state.ia.us) and explain the extenuating circumstance. The State Public Defender will respond to your extension request. You can always submit a claim regardless of whether it will be approved or not. You should submit claims as soon as you can to avoid missing the 45 day submission deadline.

15. How do I know if my claim made it to your office in time (within 45 days)?

You can see the date time stamp for each claim submitted to the State Public Defender by looking on the Docket/Home Page for the claim under your In-Process Claims and/or Completed Claims. Open the claim and the date that it was submitted is under your signature.

16. I submitted my claim and then realized I made an error, how can I correct the error?

You will need to send an email to [claims@spd.state.ia.us](mailto:claims@spd.state.ia.us) and request that we return the claim to you to make corrections. During this time your claim is not being processed for payment.

17. I cancelled my contract and still have claims to submit. What do I need to do?

Submit your claim to the State Public Defenders office for processing.