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 HUHY 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.