

Introducing the “Flip” Request

HOW TO REQUEST A CHANGE TO THE PAYMENT TYPE ON A NEW OUTREACH TICKET

SUPPORTHUB USER INSTRUCTIONS

Version date: March 2026



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



USER INSTRUCTIONS

OVERVIEW

USERS OF SUPPORTHUB
CAN NOW REQUEST A
CHANGE TO THE
PAYMENT TYPE ON A
NEW OUTREACH TICKET

PROSPECTIVE TO
REIMBURSEMENT

OR

REIMBURSEMENT TO
PROSPECTIVE PAYMENT

- 1 How to submit a request
- 2 NYCPS Approval / Non-Approval Process
- 3 Key things to remember

Flip Requests

A Flip Request can only be submitted when you need to update the action item payment type on your ticket, and the status is still 'New'.

Your Flip Request will automatically be sent to the IU team for review. The user will receive an email within 3-5 business days if the request was approved or if it was not approved. For step-by-step guidance in submitting a Flip Request, follow this guide.

What Is A "Flip" Request?

The new "flip" request allows users of the SupportHub to request a change in the Payment Type on **new** outreach tickets. Depending on the language of the order, payment types can be updated as follows:

- Prospective Payment to Reimbursement
- Reimbursement to Prospective Payment

When Can You Use This Feature?

You can only submit a Flip Request if:

- Your ticket is in **New** status AND
- You would like to request a different Payment Type

How do I identify the “payment type”?

The payment action item type can be found here on your outreach ticket.

The Implementation Unit Outreach Team is conducting outreach for the action item listed above. For your case, please submit your information and supporting documents to start the authorization process.

Case Number: [REDACTED]

Action Item Type: Prospective Payment - Services Authorizations

Ticket Number: RITM0830350

Student Name: [REDACTED]

NYCID number (OSIS #): [REDACTED]

Action Item Detail: Per the Pendency Form, the DOE shall fund the student’s receipt of SETSS on a 12-month basis:
-12x60 (Direct)
-2x60 (Indirect)

Pendency is effective 9/4/25 until the conclusion of the case.

You can view all the details and provide the required information by following the link: [NYC Public School](#)

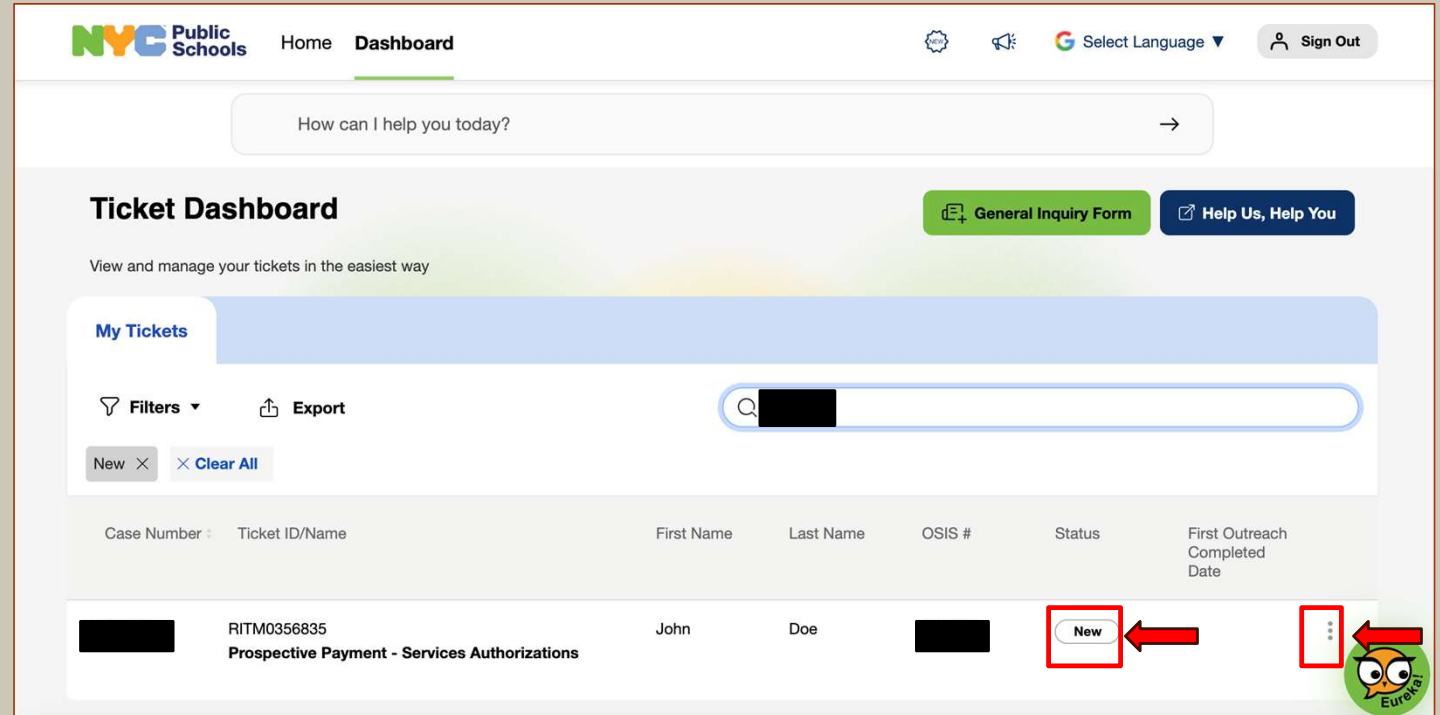


SUBMIT A
REQUEST

How to Submit a Flip Request

Step 1: Access the Ticket

- Go to the Ticket Dashboard
- Find the outreach ticket you want to update
- NOTE: Flip Requests can only be submitted if the ticket is still in 'New' status. Once processing has begun, this option is not available.
- Select the three-dot menu next to the ticket details

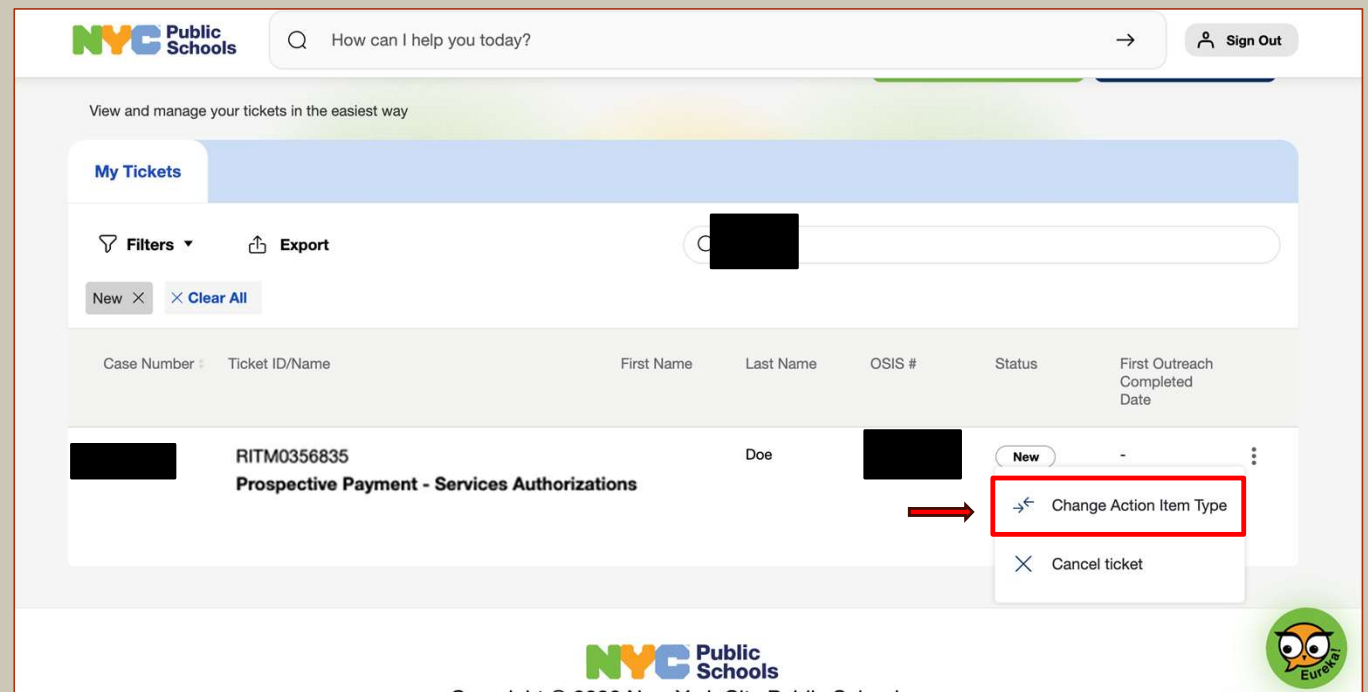


The screenshot shows the NYC Public Schools Ticket Dashboard. At the top, there's a navigation bar with the NYC Public Schools logo, 'Home', and 'Dashboard' (which is underlined). To the right of the navigation bar are icons for a bell, a speaker, a language selector (Google Translate), and a 'Sign Out' button. Below the navigation bar is a search bar with the placeholder text 'How can I help you today?'. The main content area is titled 'Ticket Dashboard' and includes a subtitle 'View and manage your tickets in the easiest way'. There are two buttons: 'General Inquiry Form' and 'Help Us, Help You'. Below this is a section titled 'My Tickets' with a search bar and a 'Filters' dropdown. There are also 'New' and 'Clear All' buttons. A table lists tickets with columns: Case Number, Ticket ID/Name, First Name, Last Name, OSIS #, Status, and First Outreach Completed Date. One ticket is visible with the status 'New', which is highlighted with a red box and a red arrow. Another red box and arrow point to a three-dot menu icon next to the ticket details.

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[Redacted]	RITM0356835 Prospective Payment - Services Authorizations	John	Doe	[Redacted]	New	

Step 2: Request the change

- Click “Change Action Item Type” from the drop-down menu

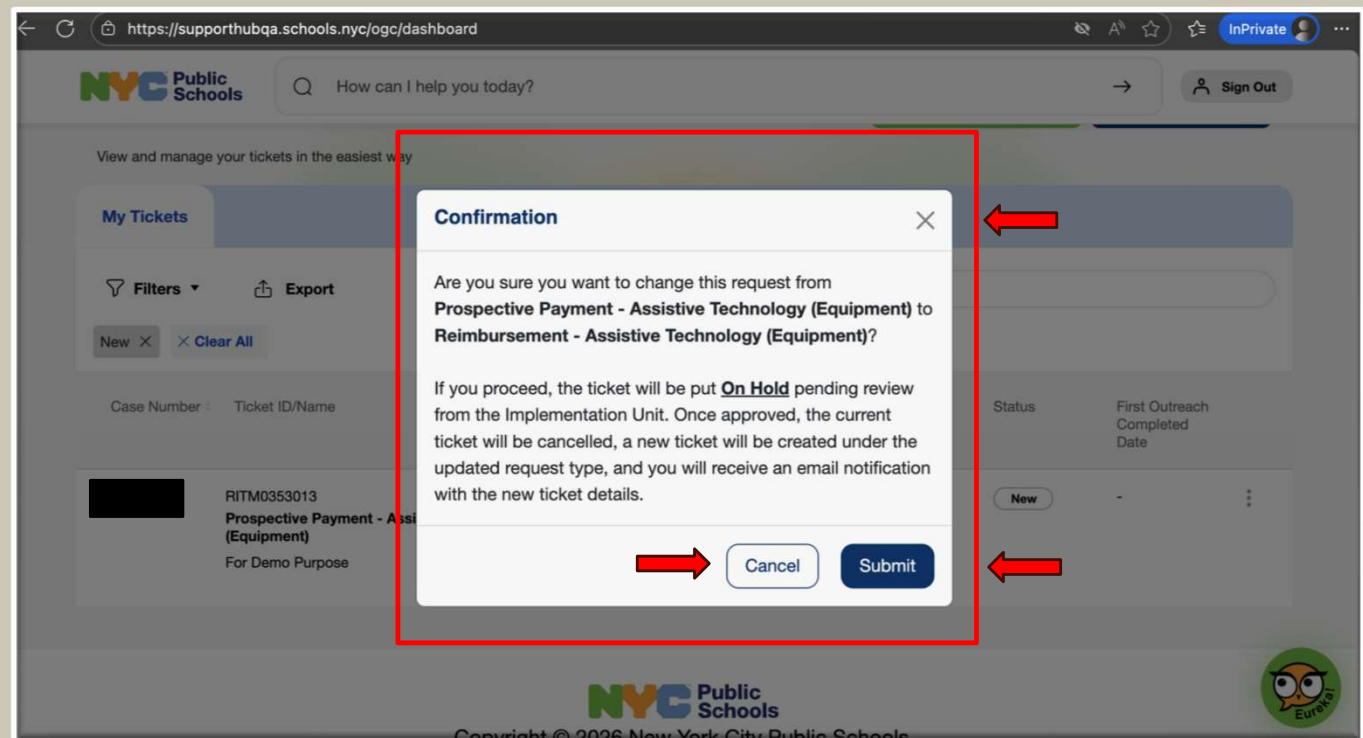


The screenshot shows the 'My Tickets' page in the NYC Public Schools system. At the top, there is a search bar with the text 'How can I help you today?' and a 'Sign Out' button. Below the search bar, there is a section titled 'View and manage your tickets in the easiest way'. The main content area is titled 'My Tickets' and includes a 'Filters' dropdown and an 'Export' button. A table lists tickets with columns for Case Number, Ticket ID/Name, First Name, Last Name, OSIS #, Status, and First Outreach Completed Date. A ticket with ID RITM0356835 is highlighted, and a dropdown menu is open next to it, showing the option 'Change Action Item Type' (highlighted with a red box) and 'Cancel ticket'.

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[Redacted]	RITM0356835 Prospective Payment - Services Authorizations	Doe	[Redacted]	[Redacted]	New	-

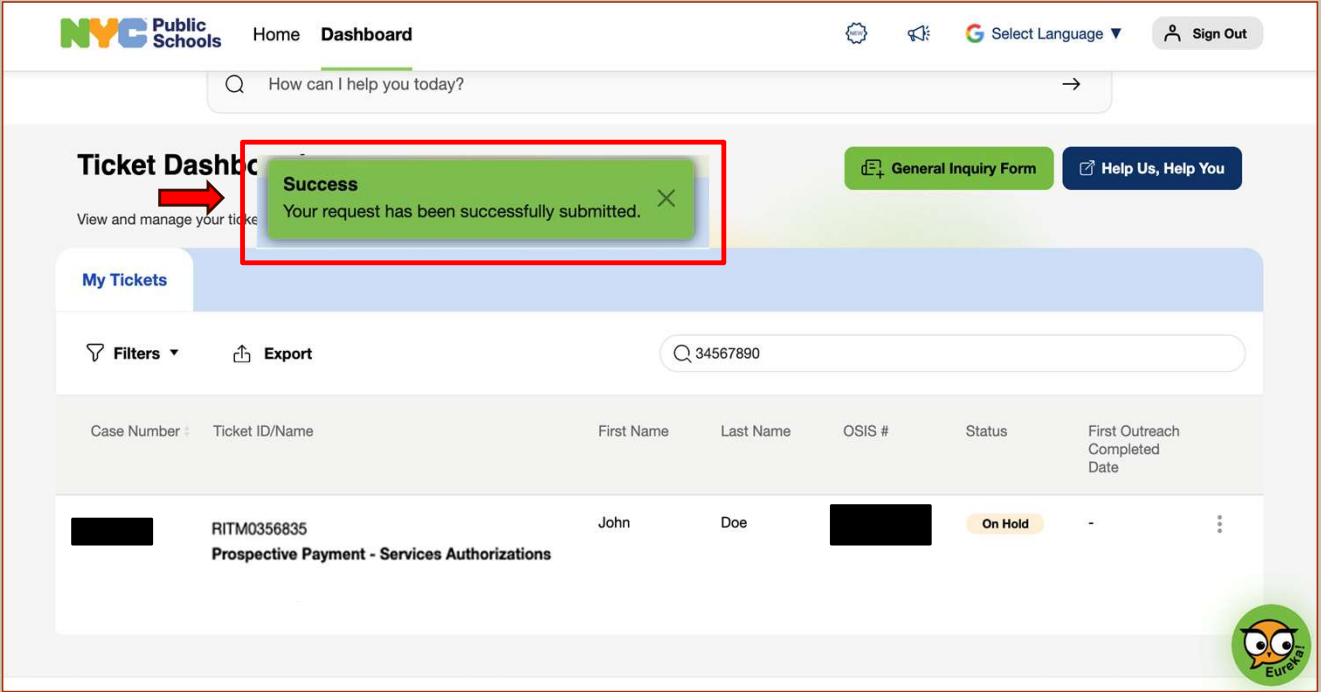
Step 3: Submit Request

- A confirmation pop-up will appear
- **Review** request details
- Select **Submit** to continue or **Cancel** to stop
- You may also close the pop-up using the **X** in the top corner



Step 4: "Success" pop up text box.

- "Success" text box will indicate "Your request has been successfully submitted"

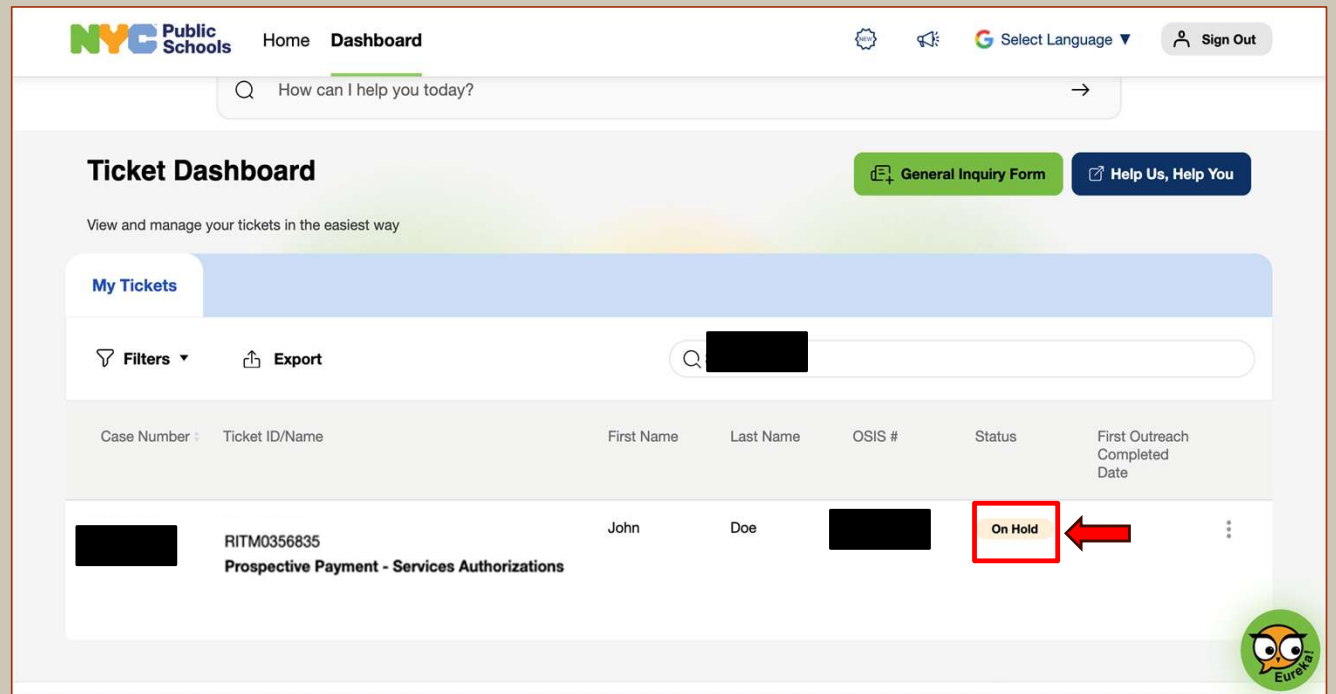


The screenshot shows the NYC Public Schools Ticket Dashboard. A green success message box is highlighted with a red rectangle and a red arrow pointing to it from the left. The message reads: "Success Your request has been successfully submitted." Below the message box, there is a section titled "My Tickets" with a search bar and a table of tickets. The table has columns for Case Number, Ticket ID/Name, First Name, Last Name, OSIS #, Status, and First Outreach Completed Date. A single ticket is listed with the status "On Hold".

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[REDACTED]	RITM0356835 Prospective Payment - Services Authorizations	John	Doe	[REDACTED]	On Hold	-

Step 5: Status Update

- The ticket status will change to **On Hold**



The screenshot shows the NYC Public Schools Ticket Dashboard. At the top, there's a navigation bar with the NYC Public Schools logo, 'Home', 'Dashboard', a search bar with the text 'How can I help you today?', and links for 'Select Language' and 'Sign Out'. Below the navigation bar, the 'Ticket Dashboard' section is visible, with a subtitle 'View and manage your tickets in the easiest way'. There are two buttons: 'General Inquiry Form' and 'Help Us, Help You'. A 'My Tickets' tab is selected. Below the tab, there are 'Filters' and 'Export' options, and a search bar. A table lists tickets with columns: Case Number, Ticket ID/Name, First Name, Last Name, OSIS #, Status, and First Outreach Completed Date. One ticket is listed with the status 'On Hold', which is highlighted by a red box and a red arrow. The ticket details are: Case Number [redacted], Ticket ID/Name RITM0356835 Prospective Payment - Services Authorizations, First Name John, Last Name Doe, OSIS # [redacted], and Status On Hold. A small 'Eureka!' logo is in the bottom right corner.

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[redacted]	RITM0356835 Prospective Payment - Services Authorizations	John	Doe	[redacted]	On Hold	



NYCPS APPROVAL / NON-APPROVAL PROCESS

Review Process

Once submitted:

- The Flip request is automatically routed to the IU team for review.
- You will be notified via email that the request is under review.
- The Original Ticket will then move to "On Hold" while the request is reviewed.
- You will receive an email notification once a decision has been made.

From: Service Desk
 Sent: Wednesday, November 5, 2025 12:29 PM
 To: parent1@gmail.com
 Subject: Authorization Type Change - Ticket # RITM0339195

As per your request submitted through the SupportHub Portal to change the authorization type of ticket #RITM0339195 from Prospective Payments (Service Authorization) to Reimbursements (Service Authorization), we are pleased to inform you that the change has been approved by the Implementation Unit. Ticket #RITM0339195 is canceled and a new ticket has been created for you with the updated authorization type. Please find the details of the new ticket below:

Case Details

Case Number:	[REDACTED]
Current Action Item Type:	Prospective Payments - Services Authorizations
Ticket Number:	[REDACTED]
Student Name:	[REDACTED]
NYCID number (OSIS #):	[REDACTED]
Action Item Detail:	Per the August, 2025 Amended Pendency Order, the DOE shall fund the student's receipt of SETSS 8 periods per week (Direct, Group) at the actual rate charged by the service provider on a 10-month basis. Pendency is effective 10/07/24 until the conclusion of the case.

You can view all the orders and provide the required information by following the link [NYC Public Schools SupportHub Page](#)

If you have any problems, [please click here](#), and an agent will contact you within 3 business days.

Once you have submitted the required information and documents, it will be sent to the Implementation Unit for processing. The Implementation Unit staff will follow up with you if additional information is required.

You can also [click here](#) to access the dashboard to manage all your tickets.

Please note that business hours for the NYCPS Impartial Hearing Order Implementation Unit (IU) Service Desk are Monday to Friday(9 AM to 5 PM EST)

Sincerely,
 Implementation Unit Outreach Team

For Questions, Information, or FAQs, [click here](#).

If the Request is Approved

- The original ticket is canceled
- A new ticket is created with the updated Payment Type

The screenshot shows the 'Ticket Dashboard' for NYC Public Schools. It includes a search bar, filters, and a table of tickets. The table has columns for Case Number, Ticket ID/Name, First Name, Last Name, OSIS #, Status, and First Outreach Completed Date. Two tickets are listed: one with status 'Cancelled' and one with status 'New'. Red arrows point to these status changes.

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[Redacted]	RITM0339195 Prospective Payment - Services Authorizations	[Redacted]	[Redacted]	[Redacted]	Cancelled	[Redacted]
[Redacted]	RITM0339196 Reimbursement - Service Authorization	[Redacted]	[Redacted]	[Redacted]	New	[Redacted]

If the Request is Not Approved

- If the Flip Request is not approved due to the limitations of the Order, you will receive an email stating the request was not approved

From:

Service Desk

Sent:

Wednesday, November 5, 2025 12:29 PM

To:

parent1@gmail.com

Subject:

Authorization Type Change - Ticket #RITM0339195

As per your request submitted through the SupportHub Portal to change the authorization type of ticket #RITM0339195 from Prospective Payments (Service Authorization) to Reimbursements (Service Authorization), we would like to inform you that the Implementation Unit has reviewed your request and, unfortunately, the change has not been approved. The ticket will remain unchanged at this time.

Case Details

Case Number:

Current Action Item Type:

Prospective Payments - Services Authorizations

Ticket Number:

RITM0339195

Student Name:

NYCID number (OSIS #):

Action Item Detail:

Per the August, 2025 Amended Pendency Order, the DOE shall fund the student's receipt of SETSS 8 periods per week (Direct, Group) at the actual rate charged by the service provider on a 10-month basis. Pendency is effective 10/07/24 until the conclusion of the case.

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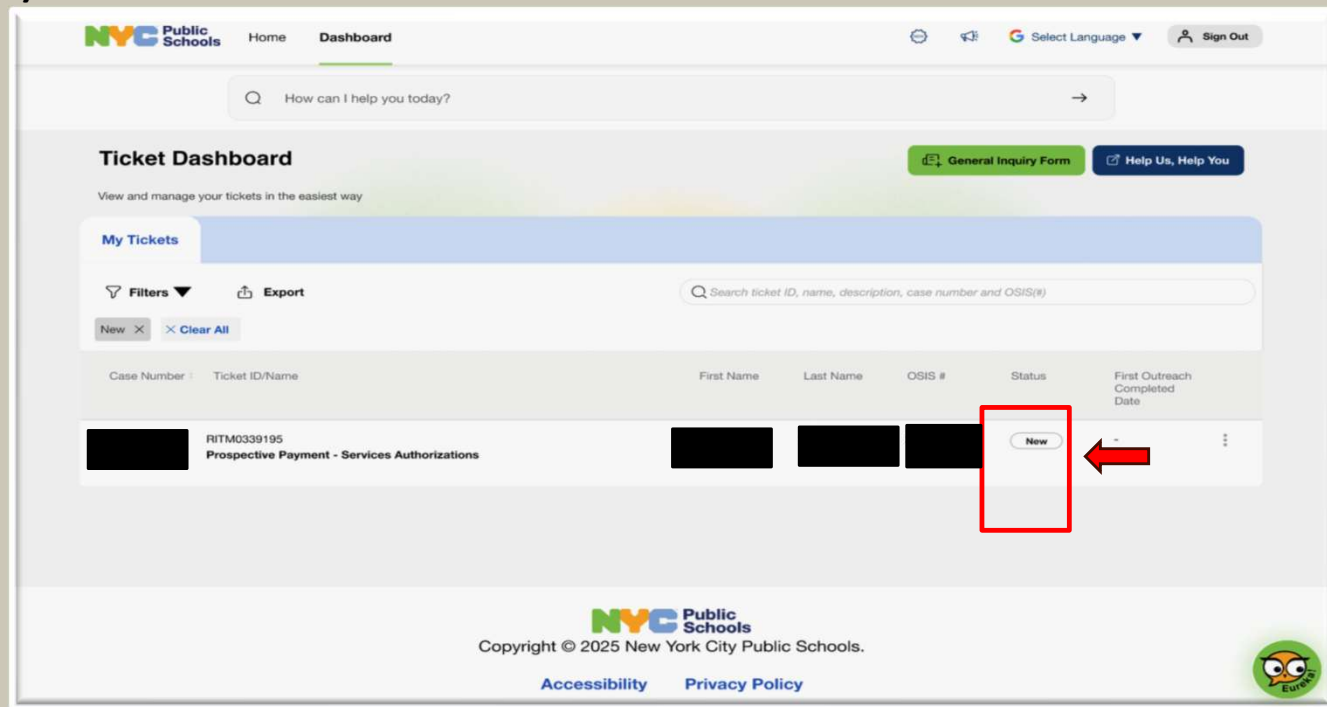
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Sincerely,
Implementation Unit Outreach Team

For Questions, Information, or FAQs, [click here](#).

If the Request is Not Approved (continued)

- The original ticket will move from **On Hold** back to **New** status
- No new ticket will be created.



The screenshot shows the NYC Public Schools Ticket Dashboard. At the top, there's a navigation bar with the NYC Public Schools logo, 'Home', 'Dashboard', and a 'Sign Out' button. Below this is a search bar with the placeholder text 'How can I help you today?'. The main section is titled 'Ticket Dashboard' and includes a 'General Inquiry Form' button and a 'Help Us, Help You' button. Under 'My Tickets', there's a 'Filters' dropdown and an 'Export' button. A search bar for tickets is also present. The ticket list shows one ticket with the following details:

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[Redacted]	RITM0339195 Prospective Payment - Services Authorizations	[Redacted]	[Redacted]	[Redacted]	New	[Redacted]

A red box highlights the 'New' status button, and a red arrow points to it from the right. The footer contains the NYC Public Schools logo, copyright information for 2025, and links for 'Accessibility' and 'Privacy Policy'.

Key Things to Remember



3

Flip Requests can only be submitted for outreach tickets in **New** status.

You will be notified by SupportHub email if your request is approved or not approved.

The SupportHub email is:
servicedesk@comms.schools.nyc.gov.

*Don't forget to add this email address to your known contacts to ensure that it does not go to spam.

For more information and to access all support tools, please visit:
<https://supporthub.schools.nyc/ogc/home>.

<https://supporthub.schools.nyc/ogc/home>



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