



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

Payment Guide

**Impartial Hearing Orders and Pendency
How Payment Action Items Are Implemented**

Version Date: July 2, 2026



**IU Reference Guide
For Parents/Parents' Representatives**

Table of Contents

Payment Guide: At a Glance	4
Section 1. Purpose & Scope	5
Section 2. The Five Step Payment Process	6
Step 1. Identify Payment Action Items and Assign	6
Step 2. Notification and Outreach Process	7
Step 3. Authorization	7
Step 4. Audit and Compliance	8
Step 5. Payment	8
Self-Represented Parents (Pro Se)	8
Section 3. Registration Requirements for All Payees	9
Registration Requirements for Vendors	9
Reimbursement Requirements for Parents	10
Change of Address/Name/TIN for All Payees	11
Register for Payee Information Portal & Direct Deposit	11
Payee Information Portal	11
Direct Deposit	11
Re-issuance of Missing or Stale Dated Checks	11
Section 4. Reimbursement (Out-of-Pocket Costs)	12
1. All Reimbursements Require Proof of Payment (POP)	12
Check	12
Credit Card or Bank Payment	12
Cash	12
2. Proof of Payment by Category	13
Tuition Reimbursement	13
Services Reimbursement	13
Evaluation Reimbursement	13
Transportation Reimbursement	13
Goods Reimbursement	13
School Meal Reimbursement	14
3. Helpful Submission Practices	14
Section 5. Direct/Prospective Payments	15
Tuition Payments to a Private School	15
Payments to Private Providers for Services (Including Assistive Technology Training)	15
For Mandated Services	16
For Compensatory Services	16

Payment for Goods (e.g. Assistive Technology Equipment, Supplies)	16
Payments to a Private Evaluator	16
Payments for Transportation to and from School and Services	16
Requests for Provider Changes or Continuation of Compensatory Bank	17
Section 6. Completing the SupportHub Outreach Form.....	18
Step 1. Open the Outreach Form	18
Step 2. Complete the Form.....	18
Step 3. Review and Submit	18
SupportHub Ticket Statuses	18
• New	18
• In Progress	18
• First Outreach Completed	18
• Canceled	18
• Expired	18
• Invalidated	18
• Authorized	18
Languages Available	19
Dashboard Features for Parents' Representatives and Pro Se Parents	19
Need Help?	19
Appendices	20
Appendix 1: Who to Contact About Your Payment.....	20
Appendix 2: Sample W-9 Form & Parent Reimbursement Form	21
Appendix 3: Sample "What to Expect Next" Letter	22
Appendix 4: Sample Initial Outreach Email from Service Desk.....	23
Appendix 5: Sample First Reminder Email from Service Desk	24
Appendix 6: Sample Second Reminder Email from Service Desk	25
Appendix 7: One Time Password (OTP) Code.....	26
Appendix 8: Sample Pre-Populated Outreach Form	27
Appendix 9: Sample Multilingual Pre-Populated Outreach Form	28
Appendix 10: Eureka Chatbot & Troubleshooting	29
Appendix 11: Sample Callback Request Form.....	30
Appendix 12: Sample Dashboard View	31
Appendix 13: Flip Functionality Guide	32

Payment Guide: At a Glance

What do I need to know?	When do I need to do it?	Where/How do I submit it?	Who do I contact for help?
Register as a payee	Before NYCPS can process payment.	Upload required forms through the SupportHub outreach form.	Eureka Chat IU Hotline: (718) 233-8520
Watch for a SupportHub email	After the Implementation Unit reviews your order.	Use the secure SupportHub link provided in the email.	Technical support is available through the Eureka Chatbot or a General Inquiry ticket.
For Reimbursements	When responding to the SupportHub outreach request.	Submit invoices, receipts, and proof of payment through SupportHub.	Eureka Chat IU Hotline: (718) 233-8520
For Direct Payments	When responding to the SupportHub outreach request.	Submit required provider and service information through SupportHub.	Eureka Chat IU Hotline: (718) 233-8520
Track your ticket	After submitting your information.	Log in to SupportHub and review your ticket status.	Dashboard Eureka Chat IU Hotline: (718) 233-8520

Important Reminders

- ✓ Submit all requested documents as soon as possible to avoid delays.
- ✓ Keep copies of all forms, invoices, receipts, and proof of payment for your records.
- ✓ Receiving a SupportHub outreach email does not mean that payment has been approved. Payment can only be processed after all required information and supporting documentation have been reviewed.

 **Implementation Unit Hotline:** (718) 233-8520

 **Technical Support:** Use the Eureka Chatbot or submit a General Inquiry through SupportHub.

SECTION 1

Purpose & Scope

Federal and state law allow parents to formally resolve disputes about their child's education through special education due process. Parents can request an impartial hearing about the identification, placement, evaluation, classification, and appropriateness or timeliness of a recommended program for their child.

This step-by-step guide for families, attorneys, and advocates obtain payments for special education services awarded by **pendency** or an **impartial hearing order**.¹

The Impartial Hearing Order Implementation Unit (IU) is responsible for ensuring payments for the following:

- Pendency Agreements
- Pendency Forms
- Impartial Hearing Orders:
 - Pendency Orders
 - Interim Orders
 - Findings of Fact and Decision
 - Statement of Agreement and Order
- ❖ Refer to “Appendix 1: Who to Contact About Your Payment” for any other document types and to identify the NYC Public Schools (NYCPS) office responsible for issuing payment and their contact information.

¹ Vendors should refer to the [Implementation Unit Website - Vendors](#) and [DFO Payable Office Website - Invoicing Processing: Accounts Payables Office](#) for specific instructions about how they can submit information to the DOE to facilitate efficient payment.

“Pendency” defines the program to implement for the student while the case is being litigated. The purpose of pendency is to ensure that the student’s educational services and/or placement are not disturbed while the appropriate services are being decided at the hearing. The effective period is from the date of the filing of the due process of complaint until the conclusion of the case (20 U.S.C. §1415(j); Educ. Law §4404). Pendency can be implemented through a pendency agreement, pendency form, or pendency order. In this guide, pendency agreements, forms and orders are referred to as “pendency” or “pendency determination.” Other terms used throughout this guide include:

- **Pendency Agreement:** a form submitted by both parties during the proceedings prior to the final decision.
- **Pendency Form:** submitted by NYCPS only during the proceedings prior to the final decision.
- **Pendency Order:** an interim order issued by an Impartial Hearing Officer prior to the final decision.
- **Interim Order:** issued during the proceedings for action prior to the final decision.
- **Findings of Fact and Decision:** issued after a full hearing has been conducted; this type of decision closes the case.
- **Statements of Agreement and Order:** a final order that reflects an agreement between the parties; this is a type of decision closes the case.

SECTION 2

The Five Step Payment Process

Step 1. Identify Payment Action Items and Assign

IU reviews all interim orders, final orders, and pendency determinations to identify the actions required of NYCPS (“action items”) and the benchmarks (e.g., due date, specific requirements) for each action item.

Payment Action Items - are assigned to an Account Specialist on the IU Account Management Team to create funding parameters (an “authorization”) so that payments can be processed per the requirements of the order.

Service Action Items - for action items that require services to be provided by NYCPS, such as individualized education program (IEP) meetings, class placements, issuance of Related Services Authorizations (RSAs), and evaluations conducted by NYCPS staff, the IU Compliance Team works with the responsible NYCPS office(s) to ensure timely implementation of orders.

- ❖ Refer to “Section 6 - “Need Help?” for questions regarding implementation of Service Action Items.

Step 2. Notification and Outreach Process

Once an action item for payment is identified and entered into IU’s system (“unpacked”), parents or their representatives will receive an email from servicedesk@comms.schools.nyc.gov with a link to a pre-populated form on the SupportHub platform; the parent or representative can then submit the required payment information for the chosen vendor.

- ❖ Refer to “Appendix 4 - Sample Initial Outreach Email”.

The SupportHub is a secure online system used by NYCPS to collect information and documents needed to process payments or reimbursements that were ordered after an impartial hearing or pendency decision.

Emails from the SupportHub will be sent to the address provided in the DPC or, if different, the preferred address submitted to IU by the parent or their representative.

If the order includes multiple payment items, there will be a separate email for each action item.

After parents or their representatives complete and submit the form in the SupportHub, the form and all supporting information will be reviewed by IU for authorization.

Important:

- ❖ Refer to “Section 4: Reimbursements (Out-of-Pocket Costs)” - for guidance about the information needed for authorization of distinct types of reimbursements.
- ❖ Refer to “Section 5: Direct/Prospective Payment” - for guidance about the documents needed for direct payment items.
- ❖ Refer to “Section 6: Completing the SupportHub Outreach Form” - for guidance about how and where to submit the required information for reimbursement and/or payment.

Step 3. Authorization

Once the required vendor information and supporting documentation (if any) is received by the IU Outreach Team, it is transferred to the assigned IU Account Specialist. The Account Specialist verifies the vendor information and supporting documentation to create funding parameters for the required payment(s). This function is commonly referred to as the “authorization” process.

Once the action item is authorized, the vendor will receive an email from famis.noreply@schools.nyc.gov outlining the funding parameters in the authorization and instructions for billing and payment.

Step 4. Audit and Compliance

For audit and compliance purposes, the IU staff must ensure that all documents and complete forms are received and uploaded to IU's system.

Step 5. Payment

The IU Account Management Team processes payments for all tuition and reimbursements.

The Division of Financial Operations - Payables Office (DFO-PO) processes payments for invoices submitted from independent service providers through the Polaris system and approves payments based on the authorized funding parameters.

All payees (i.e., parent, private provider, or school) receiving payments pursuant to pendency and impartial hearings through IU will receive a monthly vendor report. The report will be sent from Cognos_noreply@FRDM.nycenet.edu and will provide a detailed overview of all payments issued for the previous month.

Self-Represented Parents (Pro Se)

You will receive a "What to Expect Next" email within two business days of the Implementation Unit's review of an order. This email will include information about the payment process and will be sent to the email address provided in the due process complaint (DPC) or, if different, the specific email address submitted to the IU.

- ❖ See "Appendix 3 - Sample 'What to Expect Next' Letter".

SECTION 3

Registration Requirements for All Payees

Registration as a city payee is required to receive payments from NYCPS resulting from impartial hearing orders and pendency determinations. This requirement applies to parents and their representatives, independent service providers, and non-approved private schools.

Registration Requirements for Vendors

- Vendors who have never been paid by NYCPS must complete the [City of NY Substitute Form W-9](#) (“**W-9 Form**”) to register as a city payee before an authorization for payment can be entered.
- The completed W-9 Form should be included with all other supporting documents and information submitted through the SupportHub.
- Once received through the SupportHub, the W-9 Form will be forwarded to the NYCPS Division of Contracts and Purchasing (DCP) for validation by the NYC Comptroller’s Office. When the validation process is complete, NYCPS DCP will notify the payee via email. The IU Account Specialist can now proceed to next steps for authorization.
- Payees with an existing DOE vendor identification number who have previously received payments from NYCPS are not required to re-register.
- **“Doing Business As” Certificate (DBA).** If a vendor is operating as a DBA and has not already submitted an “Assumed Name Certificate” to the IU, this document is required to confirm the identity of the vendor providing the services and must be entered in Section 2 of the W-9 Form.
 - ❖ Refer to “Appendix 2 - Sample W-9 Form”.

Bank Account Information

IU does not need and will not request bank account information. Do not send this information to IU.

Reimbursement Requirements for Parents

- Parents who have not previously been reimbursed by NYCPS must complete the [Parent Reimbursement Form](#) to register as a city payee before an authorization for payment can be entered in NYCPS' financial systems.
- The complete Parent Reimbursement Form should be included with all other supporting documents and information submitted through the SupportHub.
- Once received through the SupportHub, the Parent Reimbursement Form will be forwarded to the NYCPS DCP for validation by the NYC Comptroller's Office.
- When the validation process is complete, NYCPS DCP will notify the payee via email. The IU Account Specialist can now proceed to the next steps for authorization.

The W-9 Form and Parent Reimbursement Form are available on the [NYCPS Implementation Unit webpage](#) (Resources).

- ❖ See "Appendix 2 - Sample W-9 Form and Parent Reimbursement Form".

Attorney Escrow

If attorneys accept reimbursement on behalf of their clients via escrow accounts, the parent does not need to submit the Parent Reimbursement Form. Attorneys accepting reimbursement on behalf of their clients should provide the correct Taxpayer Identification Number (TIN) and/or vendor code for the appropriate escrow account. If one TIN has more than one vendor code for this purpose, our office can assist in identifying the right vendor code, so payments are directed accordingly.²

² Reimbursement payments into escrow accounts should not be confused with payments for attorney's fees.

Change of Address/Name/TIN for All Payees

If a payee (i.e., parent, private provider, or school) has a new address, name, or TIN on their account, they must send an updated W-9 Form or Parent Reimbursement Form as well as a Change Letter.

The Change Letter should be on company letterhead (if applicable) and must include the prior information, the current information, and a brief description of the modification. If the legal name and/or TIN have changed, a 147C Letter will be required or the equivalent for SSN/ITIN from the IRS.

Register for Payee Information Portal & Direct Deposit

Payee Information Portal

The NYC Payee Information Portal (PIP) was created by the City of New York to assist payees/vendors with looking up their financial transactions with the City of New York.

- All payees, including parents, are encouraged to create an account to monitor information about payments approved by the IU pursuant to impartial hearing orders.
- The link for PIP enrollment is [Welcome to NYC Payee Information Portal: Home](#)
- For additional assistance, contact the PIP Helpdesk at pip@fisa.nyc.gov or call (212) 857-1777.

Direct Deposit

Payees who want to direct payments to a single bank account may enroll in EFT/Direct Deposit using the PIP website.

- ❖ Refer to [EFT/Direct Deposit Quick Start Guide](#).

Re-issuance of Missing or Stale Dated Checks

For current checks - email vendorhotline@schools.nyc.gov. The subject line should be "Check Reissue Request" and the email should include the check number(s), the check amount(s), and the reason.

For checks six months and older (stale dated) - attach a notarized letter on your official company letterhead (if applicable) to the request for reissue to vendorhotline@schools.nyc.gov.

SECTION 4

Reimbursement (Out-of-Pocket Costs)

A reimbursement action item is one that requires payment to a parent or parent's attorney escrow account for costs associated with tuition, services, assistive technology, transportation, evaluations, school meals, and/or goods already incurred and paid³ and are subject to the authorization process outlined in "Section 2: The Five Step Payment Process".

Note: If the order contains additional documentation requirements, those requirements must also be met.

1. All Reimbursements Require Proof of Payment (POP)

Check

Legible PDF copies of the cancelled checks (front and back) payable to the provider, or school.

Credit Card or Bank Payment

Legible PDF copy of the credit card or bank statement used for the payment. Statements must include the page that shows the account holder's name, address, and the last four digits of the account number, as well as the pages that include the payments for reimbursement.

Cash

For cash payments, a legible PDF copy of the itemized receipt and a notarized statement listing the student's name, service provided, service provider details, the amount paid in cash, and dates of payment.

**If the payor is different from the parent who is being reimbursed, a statement from payee and payor explaining the discrepancy.*

³ City policy requires an SSN or ITIN to process payments. For families who either do not have or do not wish to share their SSN/ITIN, call the IU at (718) 233-8520. IU staff will provide each caller with individualized support and work with the parent to resolve the issue. For questions, contact the line supervisor. Please note that NYCPS does not collect, maintain, or track immigration status of students or family members.

2. Proof of Payment by Category

This list refers to the specific documents required for tuition, services, evaluations, transportation, goods, and meals reimbursement.

Tuition Reimbursement

Tuition costs are charged by an educational institution or specialized program for a student's enrollment in a particular school year.

- Legible PDF copies of an updated notarized affidavit from the school indicating total amounts paid and balance due; and
- Legible PDF copies supporting POP.

Services Reimbursement

Related services/therapies, academic intervention, applied behavioral analysis, compensatory awards, and other supports provided to students at a specific frequency and duration as required by an impartial hearing order.

- Legible PDF copies of provider invoices and POP.
- Invoices should be marked by provider as paid with no outstanding balances.

Evaluation Reimbursement

Assessments conducted by independent professionals to decide a student's specific needs, abilities, and requirements as defined by an impartial hearing order.

- Legible PDF copies of the provider's invoice and POP.
- Invoices should be marked by provider as paid with no outstanding balances.

Transportation Reimbursement

Transportation provided by private vendors transporting students to and from schools/evaluators/service locations as required by an impartial hearing order.

- Legible PDF copies of receipts indicating start and end locations, amounts, and dates of service; and
- Legible PDF copies of POP.

Goods Reimbursement

(i.e., Assistive Technology)

- Legible PDF copies of receipts indicating amounts and dates of purchase; and

- Legible PDF copies of POP.

School Meal Reimbursement

- Legible PDF copies of receipts indicating amounts and dates of purchase; and
- Legible PDF copies of attendance records indicating dates of attendance; and
- Legible PDF copies of POP.

3. Helpful Submission Practices

- Organize documents chronologically.
- Match invoices with corresponding POP.
- Highlight relevant payments.
- Do not submit unrelated or blank bank statements.
- Redactions for unrelated information are accepted.

SECTION 5

Direct/Prospective Payments

A “prospective payment” action item requires payments to be made directly to a private provider, agency, or school and are subject to the authorization process outlined in section 2.

Note: the following information must be submitted depending on the specific item being paid.

Tuition Payments to a Private School

- A signed contract between the school and parent; and/or
- Notarized affidavit from the school on letterhead.

These documents must include 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
- Payee name
- Business address
- Payee email address
- TIN (unhyphenated)

Payments to Private Providers for Services (Including Assistive Technology Training)

- Provider certification or licensure (as necessary)
- Agency name
- Provider name
- Business address
- Email address
- TIN (unhyphenated)
- Service type
- Dollar rate per session

- For one or multiple providers, confirm the frequency or amount of sessions
- Service start date and service end date

For Mandated Services

- Number of sessions per week/month/quarter/year
- Duration of session (minutes)

For Compensatory Services

- Total sessions/hours awarded
- Total sessions to be provided
- Duration of session (minutes)

Payment for Goods (e.g. Assistive Technology Equipment, Supplies)

- Agency name
- Business address
- Email address
- TIN (unhyphenated)
- Type of goods (e.g. equipment, applications, supplies)
- Rate or cost
- Date(s) the goods were received

Payments to a Private Evaluator

For independent professionals hired to assess a student's needs, abilities, and requirements specified in an impartial hearing order, this information is required:

- Agency name
- Evaluator name
- Business address
- Email address
- TIN (unhyphenated)
- Evaluation type (e.g., neuropsychological or speech therapy)
- Rate
- Service dates and date of report

Payments for Transportation to and from School and Services

- Agency name (if applicable)
- Transportation provider name

- Business address
- Email address
- TIN (unhyphenated)
- Service Rate
- Service rate per (day, hour, trip)
- Service start date and service end date
- Proof of attendance at school or service location

Requests for Provider Changes or Continuation of Compensatory Bank

- Previous provider's end date and total hours used.
- New provider information, including TIN (unhyphenated), hours to be authorized, rate, and start date and end date.

SECTION 6

Completing the SupportHub Outreach Form

Upon receipt of a SupportHub email, take the following steps:

Step 1. Open the Outreach Form

- Open the email and review the action item payment details.
- Gather the relevant information (listed in Sections 5 and 6 of this guide) that should be submitted to the IU.
- Click the secure link to access the pre-populated form.
- Follow the prompts to receive and enter a one-time password (OTP).

Step 2. Complete the Form

- Review the pre-populated information.
- Enter the provider details.
- Upload supporting documents.

Step 3. Review and Submit

- Double-check that all information is correct.
- Complete the CAPTCHA verification.
- Click **Submit**.

SupportHub Ticket Statuses

Definitions of SupportHub ticket statuses are as follows:

- **New** - IU has received and assigned the order; the outreach email was sent from servicedesk@comms.schools.nyc.gov to the parent or their representative.
- **In Progress** - the form was submitted and is under review.
- **First Outreach Completed** - the information submitted was sent for authorization.
- **Canceled** - the request was canceled by the parent or their representative.
- **Expired** - an initial outreach email and two reminder emails were sent. The ticket was closed after 90 days elapsed and no required response was received.
- **Invalidated** - the ticket was closed due to an administrative error.
- **Authorized** - vendor information and supporting documents (if any) received from the parent or their representative have been reviewed, and funding parameters have been entered in the system.

Languages Available

The SupportHub outreach forms are available in:

- English
- Albanian
- Arabic
- Bangla
- Chinese
- French
- Haitian Creole
- Korean
- Russian
- Spanish
- Ukrainian
- Urdu
- Uzbek

Dashboard Features for Parents' Representatives and Pro Se Parents

SupportHub also has a dashboard where you can:

- Check the status of the ticket.
- Request a change to the type of payment for a new ticket ("Flip Request").
 - ❖ Refer to "Appendix 13: Flip Functionality Guide" for more information.
- Cancel a request:
 - Locate the ticket on the dashboard.
 - Select the three-dot menu (⋮).
 - Choose "**Cancel**" and select the appropriate drop down.
 - Click "**Yes**"
 - Canceled tickets cannot be reactivated.

Need Help?

- For technical assistance with SupportHub, use the **Eureka Chatbot** to connect with a live agent or create a **General Inquiry Ticket** through the SupportHub website.
- For all other questions, call the **Hotline** at (718) 233-8520.

Appendix 1: Who to Contact About Your Payment

The Implementation Unit (IU) is only responsible for the implementation of impartial hearing orders.

Use the chart below to find the contact information for the NYCPS office responsible for issuing payments pursuant to resolution agreements, settlement agreements, or pay memos.

What are you seeking payment for?	Office Responsible for Payment	Contact Information
Resolution Agreement	The NYCPS Representative that signed the agreement. Bureau of Non-Public Schools Payables (BNPSP)	The NYCPS Representative who signed the agreement.
Special Education Teacher Support Services (SETSS)/Enhanced Rate SETSS per P3 Letter	Bureau of Non-Public Schools Payables (BNPSP)	ERSInvoices@schools.nyc.gov
Related Services Authorization (RSA)	Bureau of Non-Public Schools Payables (BNPSP)	NPSPPaymentInquiries@schools.nyc.gov
Authorization for Assessment (AA2)	Bureau of Non-Public Schools Payables (BNPSP)	NPSPPaymentInquiries@schools.nyc.gov
Settlement Agreement	DFO - Bureau of Non-Public Schools Payables	NPSPSettlements@schools.nyc.gov
Pay Memo	DFO - Bureau of Non-Public Schools Payables	PayMemoInvoices@schools.nyc.gov

Appendix 2: Sample W-9 Form & Parent Reimbursement Form

DO NOT SUBMIT TO THE IRS - SUBMIT FORM TO THE NEW YORK CITY AGENCY FMS REVISION		THE CITY OF NEW YORK SUBSTITUTE FORM W-9 REQUEST FOR TAXPAYER IDENTIFICATION NUMBER & CERTIFICATION		NYC FMS	
TYPE OR PRINT INFORMATION NEATLY. PLEASE REFER TO INSTRUCTIONS FOR MORE INFORMATION.					
Part I: Vendor Information					
1. Legal Business Name: (As it appears on IRS EIN records, IRS Letter CP575, IRS Letter 147C -or- Social Security Administration Records, Social Security Card)			2. If you use DBA, please list below:		
3. Entity Type (Check one only):					
☐ Non-Profit Corporation	☐ Corporation/ LLC	☐ Church or Church-Controlled Organization	☐ Government	☐ City of New York Employee	☐ Personal Service Corporation
☐ Joint Venture	☐ Partnership/ LLC	☐ Single Member LLC (Individual)	☐ Resident/Non-Resident Alien	☐ Individual/ Sole Proprietor	☐ Trust
☐ Non-United States Business Entity	☐ Estate				
Part II: Taxpayer Identification Number & Taxpayer Identification Type					
1. Enter your TIN here: (DO NOT USE DASHES)					
2. Taxpayer Identification Type (check appropriate box):					
☐ Employer ID Number (EIN)	☐ Social Security Number (SSN)	☐ Individual Taxpayer ID Number (ITIN)	☐ N/A (Non-United States Business Entity)		
Part III: Vendor Addresses					
1. 1099 Address:		Number, Street, and Apartment or Suite Number		City, State, and New Digit Zip Code or Country	
2. Account Administrator Address:		Number, Street, and Apartment or Suite Number		City, State, and New Digit Zip Code or Country	
3. Billing, Ordering & Payment Address:		Number, Street, and Apartment or Suite Number		City, State, and New Digit Zip Code or Country	
Part IV: Exemption from Backup Withholding and FATCA Reporting (See Instructions)					
Exemption Code for Backup Withholding		Exemption Code for FATCA Reporting			
Part V: Certification					
Under penalties of perjury, I certify that:					
1. The number shown on this form is my correct Taxpayer Identification Number, and					
2. I am not subject to Backup Withholding because: (a) I am exempt from Backup Withholding, or (b) I have not been notified by the IRS that I am subject to Backup Withholding, and					
3. I am a US citizen or other US person, and					
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.					
The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding.					
Sign Here:					
Signature		Phone Number		Date	
Print Preparer's Name		Phone Number		Contact's E-Mail Address:	
FOR SUBMITTING AGENCY USE ONLY					
Submitting Agency Code:		Contact Person:			
Contact's E-Mail Address:		Telephone Number: ()			
Payee/Vendor Code:					
DO NOT FORWARD W-9 TO COMPTROLLER'S OFFICE. AGENCIES MUST ATTACH COMPLETED W-9 FORMS TO THEIR FMS DOCUMENTS.					



PARENT REIMBURSEMENT FORM SSN/ITIN Certification

This form is intended solely for use by parents who are eligible for reimbursement from New York City Public Schools (NYCPS) pursuant to an Impartial Hearing Order issued as a result of a Special Education Due Process hearing.

The completed form must be submitted through the SupportHub along with all required supporting documents and information.

Parent Name	_____
Phone Number	_____
Address	_____
City:	_____ State: _____ Zip Code: _____
Email Address (Required)	_____
Primary Phone Number	_____
Alternative Phone Number	_____
Parent's Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN)	_____ - _____ - _____
Student's Name	_____
IHO Case Number	_____
Certification	
I hereby certify that the number shown on this form is my correct Social Security Number (SSN) or Individualized Taxpayer Identification Number (ITIN).	
Signature (Parent):	_____ Date: _____

USE OF THIS FORM FOR ANY OTHER PURPOSE IS NOT AUTHORIZED AND MAY RESULT IN CRIMINAL, CIVIL, AND/OR ADMINISTRATIVE ACTION.

Revised: 7/1/2026
Substitute W-9

Appendix 3: Sample “What to Expect Next” Letter

(From: servicedesk@comms.schools.nyc.gov)



April 1, 2026

Dear Parent(s):

We are writing to you from the Impartial Hearing Order Implementation Unit (IU). We have your Impartial Hearing Order, dated 03/26/2026 and we're working to implement it.

Here's what will happen next:

- The IU Team will check the Order and assign tasks to the New York City Public School (NYCPS) office(s) that handles that work.
- If the Order says that NYCPS will pay or reimburse for private services or school costs, you will get an email from servicedesk@comms.schools.nyc.gov asking for more information and the supporting documents that we need to make the payments.
- If the Order says that NYCPS will provide the services directly to your child, we will work with the NYCPS office(s) that handles that work and set up these services for you.

What you should do now:

- Look for an email from servicedesk@comms.schools.nyc.gov.
- Follow the instructions in the email and submit your supporting documents.

Do you need help?

- If you need help when you get the email, you can use the chatbot or ask us to call you back. We will tell you how to do that in the email.

For more information, please visit our website: [Impartial Hearing Order Implementation](#).

Thank you,

Impartial Hearing Order Implementation Unit (IU)

Appendix 4: Sample Initial Outreach Email from Service Desk

(From: servicedesk@comms.schools.nyc.gov)

MK Mayuri Kulkarni

Email sent • 2025-07-08 03:20:53 PM

 Email sent

Subject: Impartial Hearing Order (Authorization Outreach) - [REDACTED]
From: servicedesk@comms.schools.nyc.gov
To: [REDACTED]

The Implementation Unit Outreach Team is conducting outreach for the action item listed above. For your convenience, we have created this ticket so you may easily submit your information and supporting documents to start the authorization process.

Case Number: [REDACTED]
Action Item Type: Prospective Payment - Services Authorizations
Ticket Number: [REDACTED]
Student Name: [REDACTED]
NYCID number (OSIS #): [REDACTED]
Action Item Detail: Per the Final Order, the DOE shall fund a Social Skills Program 1x60 session per week, for the 12-month, 2022-2023 school year.

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

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)

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

Sincerely,
Implementation Unit Outreach Team

Appendix 5: Sample First Reminder Email from Service Desk

(From: servicedesk@comms.schools.nyc.gov)

System

Email sent • 2025-07-12 08:00:02 AM

✉ Email sent
Subject: Reminder - Impartial Hearing Order (Authorization Outreach) - [REDACTED]
From: Service Desk
To: [REDACTED]

[This is an automated reminder]

The Implementation Unit Outreach Team is contacting you regarding the action item listed below. We request your prompt response to ensure implementation. For your convenience, we have created this ticket so you may submit your information and supporting documents to start the required authorization process.

Case Number: [REDACTED]
Action Item Type: Prospective Payment - Services Authorizations
Ticket Number: [REDACTED]
Student Name: [REDACTED]
NYCID number (OSIS #): [REDACTED]
Action Item Detail: Per the Final Order, the DOE shall fund a Social Skills Program 1x60 session per week, for the 12-month, 2022-2023 school year.
Description:

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

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. Thank you for your cooperation.

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)

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

Sincerely,

Implementation Unit Outreach Team

Appendix 6: Sample Second Reminder Email from Service Desk

(From: servicedesk@comms.schools.nyc.gov)

System

Email sent • 2023-07-19 08:00:09 AM

✉ Email sent
Subject: Reminder - Impartial Hearing Order (Authorization Outreach) - [REDACTED]
From: Service Desk
To: [REDACTED]

[This is an automated reminder]

The Implementation Unit Outreach Team is contacting you regarding the action item listed below. We request your prompt response to ensure implementation. For your convenience, we have created this ticket so you may submit your information and supporting documents to start the required authorization process.

Case Number: [REDACTED]

Action Item Type: Prospective Payment - Services Authorizations

Ticket Number: [REDACTED]

Student Name: [REDACTED]

NYCID number (OSIS #): [REDACTED]

Action Item Detail: Per the Final Order, the DOE shall fund a Social Skills Program 1x60 session per week, for the 12-month, 2022-2023 school year.

Description:

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

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. Thank you for your cooperation.

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)

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

Sincerely,

Implementation Unit Outreach Team

Appendix 7: One Time Password (OTP) Code

Please enter the One Time Password

OTP has been sent on S*****@schools.nyc.gov
OTP will expire in 5 mins

Enter Verification Code

Time remaining 4:58 mins

Didn't receive OTP? **Resend OTP**

Verify OTP

Appendix 8: Sample Pre-Populated Outreach Form

Prospective and Reimbursement Payments

NYC Public Schools

Sign Out

Menu

Q How can I help you today?

Create Ticket

Service Group

Category

Catalog Item

OGG Support

Authorization

Prospective Payment - Services Authorizations

1 Case Information

Impartial hearing case number *

Action Item Detail

2 Requestor Information

First Name *

Last Name *

Requestor Email *

Requestor type *

Requestor Phone

Extension

3 Student Information

Student First Name *

Student Last Name *

Is this request for multiple school years

NYCID number (OSIS #) *

School Year

4 Service Provider Information

Will multiple agencies be providing this service? *

Agency name *

Add Service Provider Name(s)

Business Email Address *

Business address (Associated to TIN) *

City/Borough *

Zipcode *

Service type *

Length of Session (in minutes) *

Dollar rate per session *

Service Location *

Apartment Number *

State *

Tax Identification Number (TIN) (omitting hyphens) *

Award type *

Service initiation date *

5 Additional Information (if necessary)

Description

Maximum 2000 characters allowed. Any additional details you want to provide with this ticket

Before submitting this request, please ensure all the details provided are complete, accurate and corresponds to the correct ticket and action item *

Add attachment

Cancel

Submit

NYC Public Schools

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Accessibility

Privacy Policy

Appendix 9: Sample Multilingual Pre-Populated Outreach Form

1 Información del caso
Número de caso de audiencia imparcial *
123456
Detalle del elemento de acción
Per the Embedded 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.

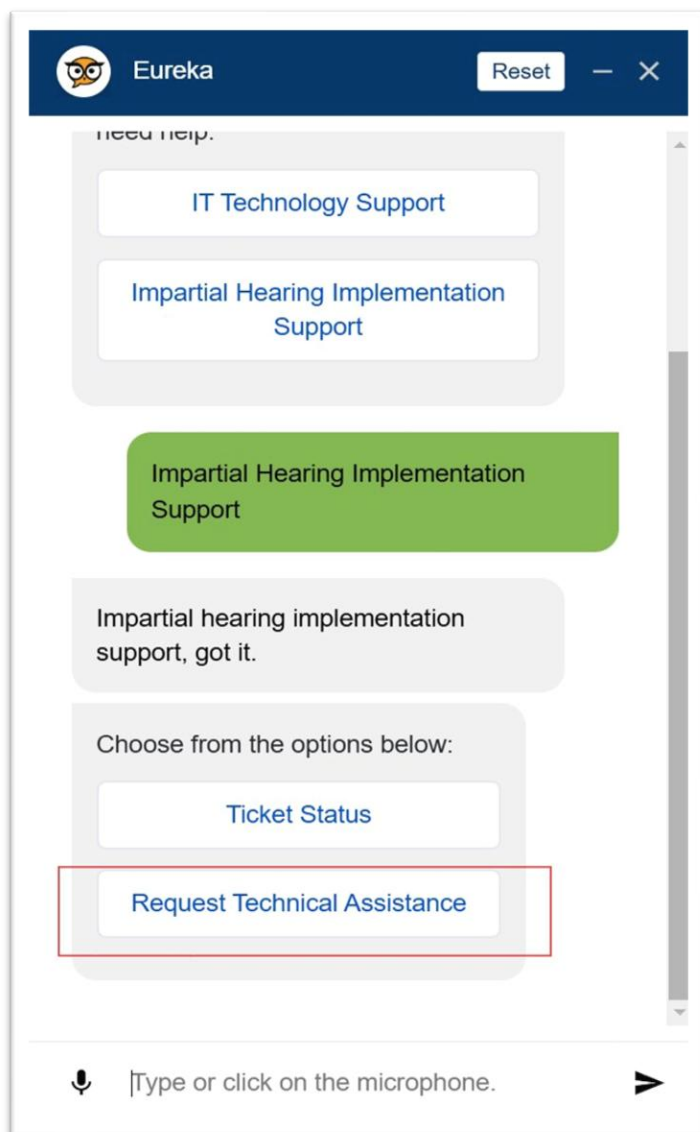
2 Información del solicitante
Nombre de pila * John
Apellido * Doe
Correo electrónico del solicitante * johndoe123testemail@gmail.com
Tipo de solicitante * Representante de los padres
Teléfono del solicitante * (123) 456-7890
Extensión Ingresar extensión
Nombre del bufete de abogados/agencia * John Doe Law Firm

3 Información para estudiantes
Nombre del estudiante *
Apellido del estudiante *

Languages

- English
- Albanian
- Arabic
- Bangla
- Chinese
- French
- Haitian Creole
- Korean
- Russian
- Spanish
- Ukrainian
- Urdu
- Uzbek

Appendix 10: Eureka Chatbot & Troubleshooting



If you need technical assistance while using the system, you can use the Eureka Chatbot, and a live agent will assist you.

Appendix 11: Sample Callback Request Form

The Implementation Unit Outreach Team is conducting outreach for the action item listed above. For your convenience, we have created this ticket so you may easily submit your information and supporting documents to start the authorization process.

Case Number: 123456

Action Item Type: Prospective Payment - Services Authorizations

Ticket Number: RITM0311635

Student Name: Jane Doe

NYCID number (OSIS #): 123456789

Action Item Detail: Per the Embedded 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 8/31/23 until the conclusion of the case.

You can view all the details 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

Callback Details

Please provide your phone number and a brief description of the reason for the callback.

Phone Number *

eg: (___) ___ - ____

Extension (Optional)

Enter extension

Reason for callback *

Reason for callback

 Maximum 150 characters allowed

Appendix 12: Sample Dashboard View

Filter ▾		Export		Search ticket ID, name or description		
Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
123456	RITM0312939 Prospective Payment - Services Authorizations	Jane	Doe	123456789	New	-
123456	RITM0312930 Prospective Payment - Services Authorizations Sample Details	Jane	Doe	123456789	First Outreach Completed	12/30/2024
123456	RITM0311643 Prospective Payment - Services Authorizations Demo details	Jane	Doe	123456789	In Progress	-

Appendix 13: Flip Functionality Guide

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

3

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 information, 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 (Direct)
-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 Schools](#)

4



SUBMIT A REQUEST

5

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

NYC Public Schools Home Dashboard

How can I help you today?

Ticket Dashboard General Inquiry Form Help Us, Help You

View and manage your tickets in the easiest way

My Tickets

Filters Export

New Clear All

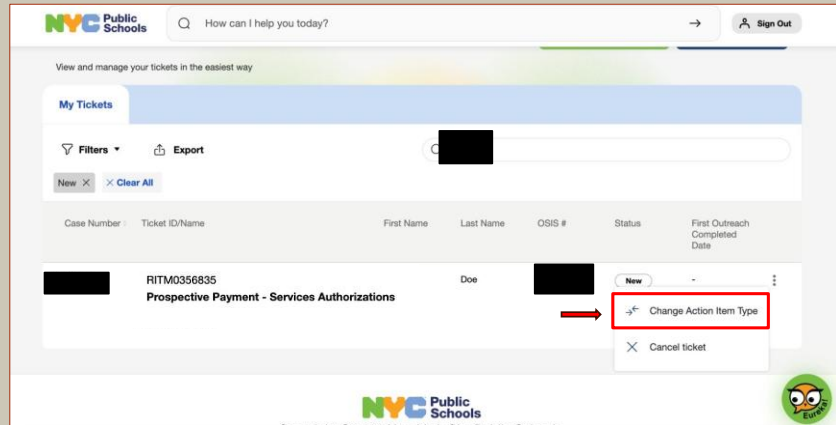
Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
[redacted]	RITM0356835	John	Doe	[redacted]	New	[redacted]

Prospective Payment - Services Authorizations

6

Step 2: Request the change

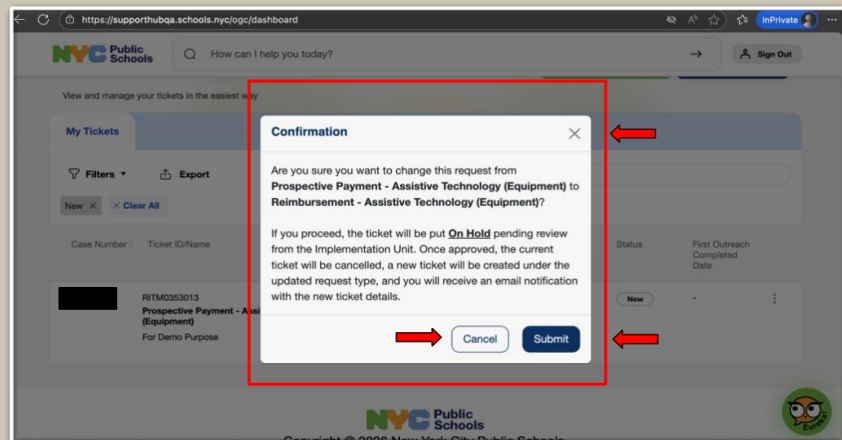
- Click "Change Action Item Type" from the drop-down menu



7

Step 3: Submit Request

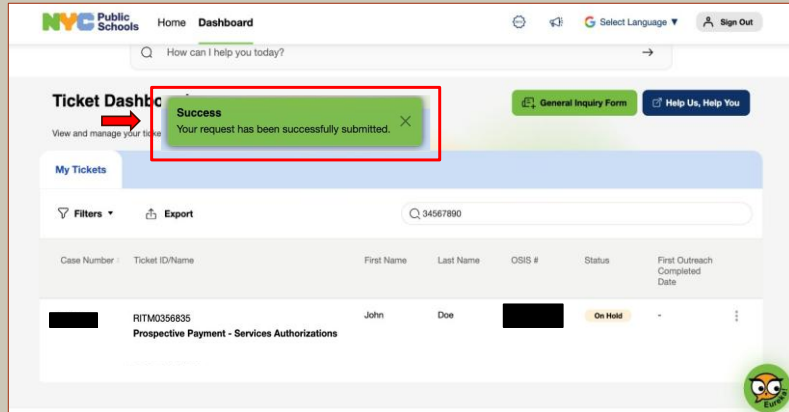
- A confirmation pop-up will appear
- Review request details
- Select **Submit** to continue or **Cancel** to stop
- You may also close the pop-up using the **X** in the top corner



8

Step 4: "Success" pop up text box.

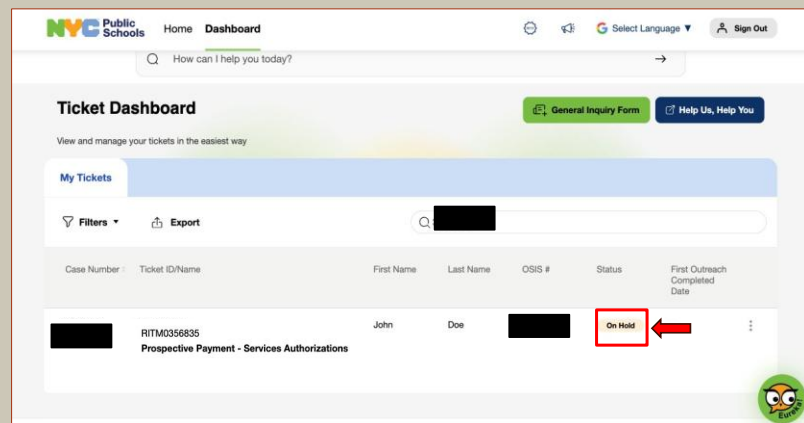
- "Success" text box will indicate "Your request has been successfully submitted"



9

Step 5: Status Update

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



10

2

NYCPS APPROVAL / NON-APPROVAL PROCESS

11

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).

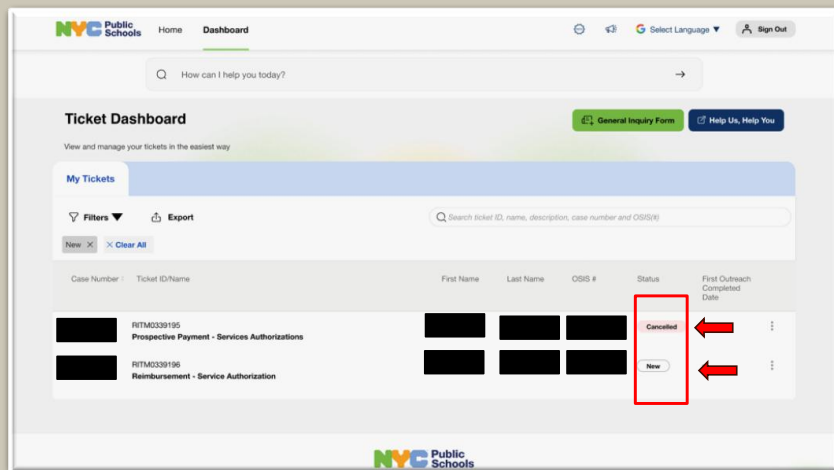
Sincerely,
Implementation Unit Outreach Team

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

12

If the Request is Approved

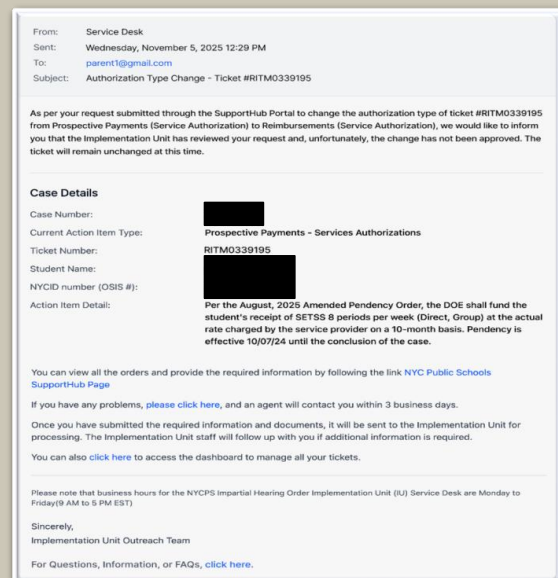
- The original ticket is canceled
- A new ticket is created with the updated Payment Type



13

If the Request is Not Approved

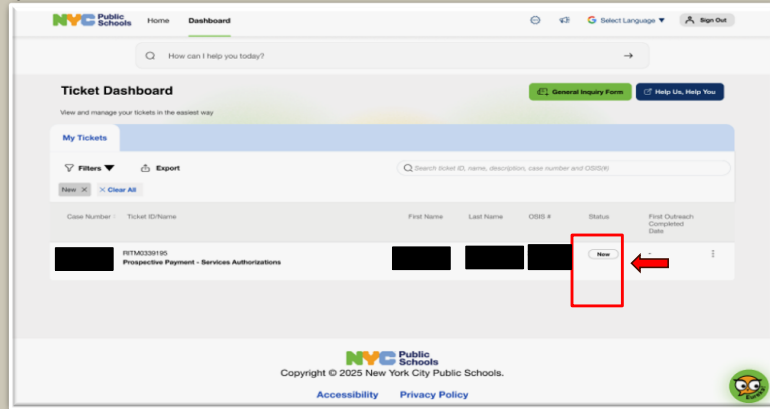
- If the Flip Request is not approved due to the limitations of the Order, you will receive an email stating the request was not approved



14

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.



15

Key Things to Remember



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>.

16