



FHA INFO 2023-10

February 16, 2023

FHA Now Accepts Electronic Submissions for All Title II Single Family Mortgage Insurance Claim Types

Today, the Federal Housing Administration (FHA) published [Mortgagee Letter \(ML\) 2023-04, Electronic Filing of all insurance claims on FHA Title II Single Family Mortgages](#). The ML eliminates paper-based filings and informs mortgagees of the digital claim submission options for all insurance benefit claims on FHA single family forward mortgages.

In recent years, FHA has provided mortgagees with multiple options for filing electronic claims as paper claim filings are rarely received. Through the electronic submission options, mortgagees and FHA can increase operational efficiency and reduce costs by processing and storing claim information and documentation in a shared, transparent digital platform. This effort supports FHA's ongoing technology enhancements and aligns with industry standards.

Mortgagees are required to file all insurance claims through the FHA Catalyst: Claims Module, FHA Connection (FHAC), or the Electronic Data Interchange (EDI) as outlined in the ML.

The provisions of this ML must be implemented no later than March 1, 2023, and will be incorporated in a future version of the [Single Family Housing Policy Handbook 4000.1](#).

For guidance on submitting claims, mortgagees should review the updated [Claim Filing Technical Guide](#) on the [Single Family Housing Policy Handbook 4000.1 Supplemental Documents web page](#).

Need Support? Contact the FHA Resource Center.

- Visit our knowledge base to obtain answers to frequently asked questions 24/7 at www.hud.gov/answers.
- E-mail answers@hud.gov. Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.

About FHA INFO

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