



Mortgage Insurance Claims Portal

Servicer Billing Enhancement - SERVICER JOB AID

v. 1.0





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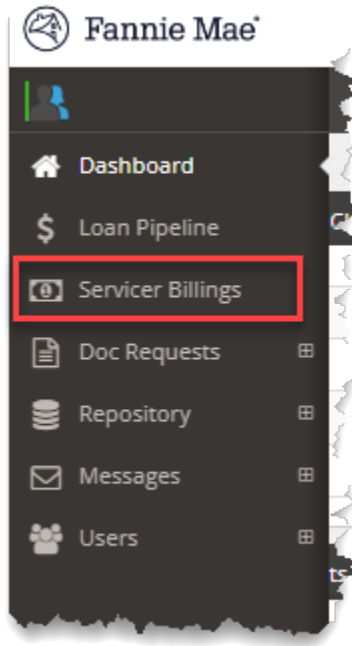


Overview

Effective November 16, 2023, Fannie Mae will introduce appeals functionality through the Mortgage Insurance Claims Portal (MICP). This new functionality will allow the Servicer to appeal Mortgage Insurance claims through the portal and receive real-time responses.

Servicer Billings

The servicer can view pending appeals through the Servicer Billing tab, located in the Main Menu on the left side of the screen.



Open Servicer Billings

The list of loans with servicer billing and appeals will display, providing pertinent details related to the reason for the bill/appeal, the MI company on the loan, the status and dates associated with the bill.


Loans List																
	Serv Loan #	FNMA Loan #	MI Co	Cert #	MI Cov %	Bill Reason	Settlement Type	Bill Date	Initial Bill Amt	Initial Appeal Date	Current Appeal Date	Lqd Type	Loan Status	Last Update Date	Assigned User	Actions
<input type="checkbox"/>	99999999	999999999	MICO	999999999	12.00	Intent to Bill	Canceled in Error	11/03/2023	\$33,246.64	11/03/2023	11/03/2023	TPS	Servicer Billing	11/13/2023		
<input type="checkbox"/>					25.00	Intent to Bill	Canceled in Error	11/03/2023	\$8,826.38	11/06/2023	11/06/2023	REO	Appeal to MICO	11/06/2023		
<input type="checkbox"/>					30.00	Intent to Bill	Option No-Money	10/25/2023	\$37,600.21	10/25/2023	11/07/2023	REO	Appeal to MICO	11/07/2023		
<input type="checkbox"/>						Intent to Bill	Option No-						Appeal to			

Actions

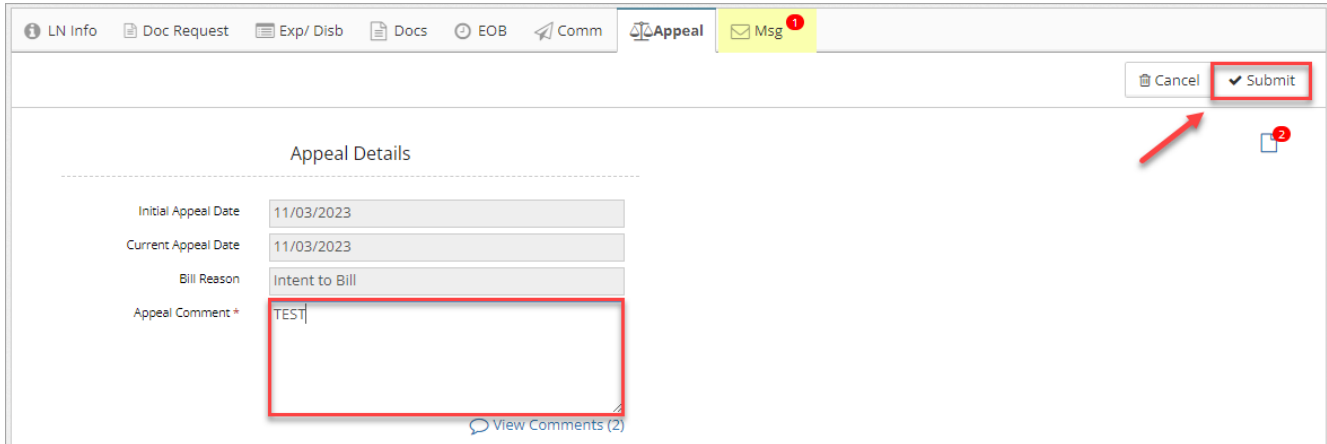
The **Actions** column icons will allow users the ability to appeal to the MICO and will notify users when messages associated with this loan have been received.



Appeals

The Appeal icon  allows the servicer to appeal a billing.

1. Click the Appeal icon. The Appeal tab will open.
2. Enter a comment to support the appeal.
3. Click Submit to forward the appeal to the MI company.



LN Info Doc Request Exp/ Disb Docs EOB Comm Appeal Msg 1

Cancel Submit

Appeal Details

Initial Appeal Date 11/03/2023


Current Appeal Date 11/03/2023





Bill Reason Intent to Bill

Appeal Comment* TEST


View Comments (2)

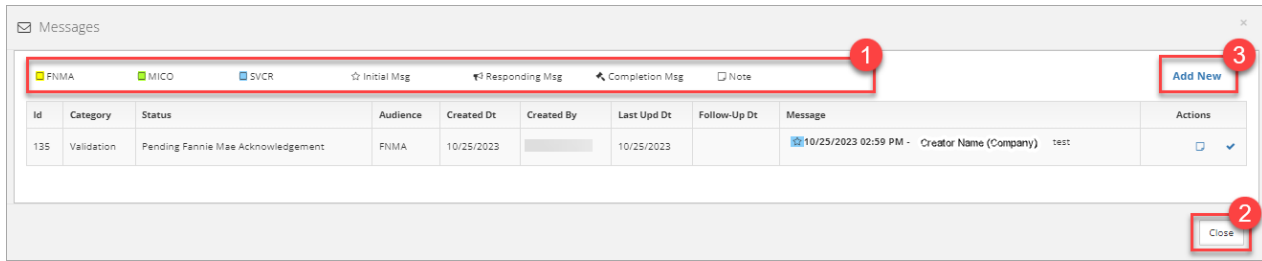
Messages

A red bubble over the Messages icon  will indicate the number of interactions which have occurred on this claim. Click the icon to open the message history.

Ad type	Loan Status	Last Update Date	Assigned User	Actions
S	Servicer Billing	11/13/2023		  1
D	Appeal to MICO	11/06/2023		
D	Appeal to MICO	11/07/2023	Karthik G	 1

Review Messages

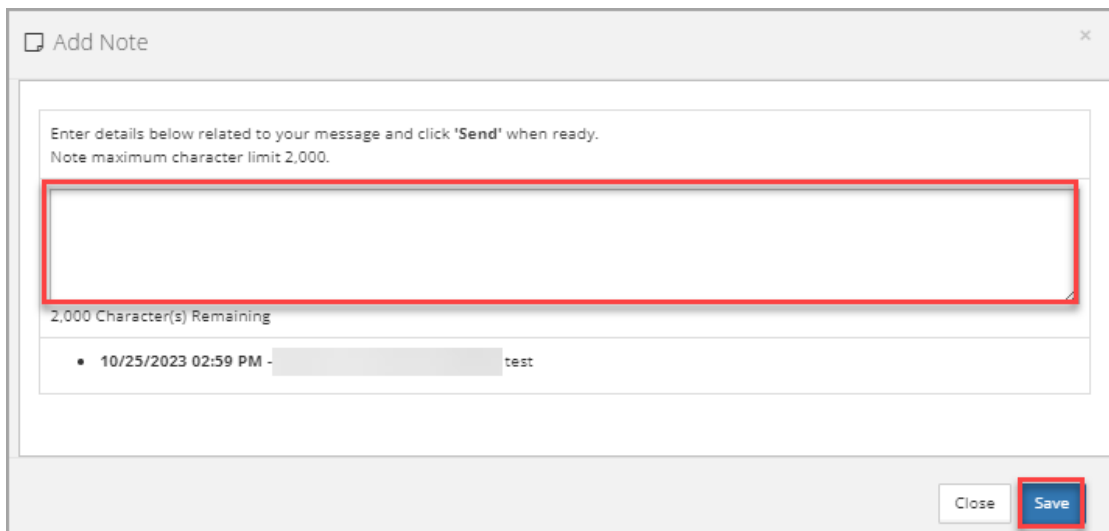
1. Use the key at the top of the message pop-up box to determine if a message was sent by Fannie Mae, the MI company or the servicer and if it was an initial message, a response or a notification of completion.
2. Click **Close** to collapse the pop-up box.
3. Click the  icon in the **Actions** column to add a note OR click **Add New** to initiate a new message.



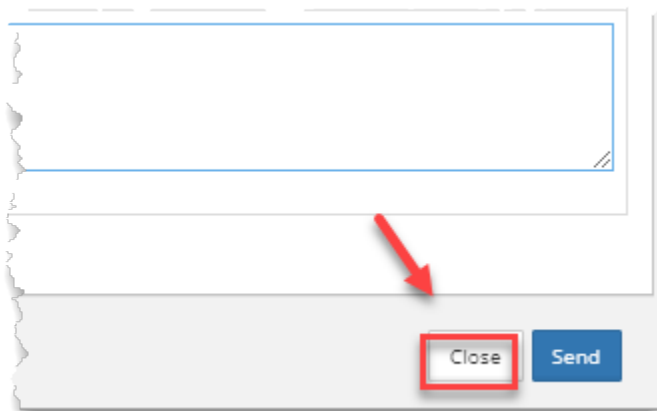
Add Note

The **Notes** feature allows users to provide pertinent information related to the message for all parties to view.

1. Click the icon in the **Actions** column. The pop-up box will display. This field is limited to 2,000 characters.
2. Enter the note content.
3. Click **Save**.



4. Click **Close** to exit without sending.





Add a new message

Users can initiate a new message by clicking **Add New** in the top-right corner of the pop-up box. A new messaging pop-up box will open.

1. Select intended audience.

The screenshot shows the 'Add New' pop-up box. The 'Intended Audience' dropdown menu is open, displaying 'Pick One', 'Fannie Mae', and 'MICO'. 'Fannie Mae' is highlighted in blue. Below the dropdown, there is a 'Category' dropdown menu with 'Pick One' selected. A text area for the message content is visible, with a character limit of 2,000.

2. Select category.

The screenshot shows the 'Add New' pop-up box. The 'Intended Audience' dropdown menu is now closed and shows 'Fannie Mae'. The 'Category' dropdown menu is open, displaying a list of categories: 'Pick One', 'Validation', 'Doc Request Follow-up', 'Denials', 'Recessions', 'Correction File', 'Missing 259 Receipt', 'Claim Follow-up', 'Acquisition Review', 'ALO Review', 'Appeal', 'Reconciliation', 'Supplemental Claim Follow-up', and 'General Questions'. 'Appeal' is highlighted in blue. The message content area is empty, and the character limit is 2,000.

3. Enter message details. The field is limited to 2,000 characters.
4. Click **Send**.

The screenshot shows the 'Add New' pop-up box. The 'Intended Audience' dropdown menu is closed and shows 'Fannie Mae'. The 'Category' dropdown menu is closed and shows 'Appeal'. The message content area is highlighted with a red border and contains the text 'Enter details related to your message.' Below the text area, the character limit is 1,961. At the bottom right of the pop-up box, there are two buttons: 'Close' and 'Send'. A red arrow points to the 'Send' button.

5. Click **Close** to exit without sending.

