

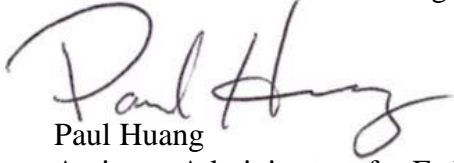


FEMA

W-20024

October 1, 2020

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the  
National Flood Insurance Program (NFIP) Direct Servicing Agent

FROM:   
Paul Huang  
Assistant Administrator for Federal Insurance  
Federal Insurance and Mitigation Administration

SUBJECT: April 1, 2021, System and Data Changes

This memorandum provides notification of the system and data changes to the Pivot system of record that will be implemented effective April 1, 2021. The change will require modifications to the Pivot Application as well as WYO and Vendor systems to supply information as requested in the Reporting Requirements Updates Supplemental document.

System and Data Changes effective on April 1, 2021, include the following:

- FEMA is clarifying the requirement for reporting rejected transactions in the monthly financial reconciliation process and for resubmitting transactions resulting from a rejected transaction. Pivot provides a Universal Unique Identifier (UUID) for all rejected transactions. In the monthly financial reporting, FEMA requires that rejected transactions not accepted at the time of the monthly reconciliation be reconciled at the individual policy level, providing the UUID for each transaction being reconciled for the month provides the direct link to the rejected transaction that was submitted to Pivot, along with its financial impacts. For Pivot to track the resubmission of those transactions reconciled in the financial reporting, FEMA continues to require that the UUID be included with all resubmissions of rejected transactions to Pivot to close the reconciled rejected transaction.
- FEMA will now be requiring that all rejected transactions on or after April 1, 2021, be resolved either through correct resubmission or indication that the rejected transaction won't be resubmitted to Pivot. If a rejected transaction will not be resubmitted, WYOs, NFIP Direct and Vendors will be required to submit the associated UUID from the rejected transaction with a value indicating that the identified transaction won't be resubmitted as it was an error that shouldn't be corrected. The Pivot Use Procedures (PUP) dictate the required response timeframes for these transactions. For rejected transactions associated

with policy eligibility issues (e.g.1316), please submit an exception request to Pivot. FEMA understands that all documentation may not be available at the time an exception is requested, however Pivot allows for the additional documents and/or information to be added later.

- For any additional transactions that cannot be resubmitted or indicated they can't be resolved on or after April 1, 2021, WYOs please email the Pivot help desk and Industry Management Branch and NFIP Direct please email the Pivot help desk and coordinate with the NFIP Direct Branch to identify these transactions and the reason for delay.
- FEMA is changing how WYOs, NFIP Direct and Vendors submit Increased Cost of Compliance (ICC) claims to Pivot on or after April 1, 2021. The previous claims API required information about an ICC claim that isn't available at the opening of a claim. The new ICC Claim Open API is intended to give WYOs, NFIP Direct and Vendors an additional API option to reopen a claim for ICC only content. The following ICC specific fields will be available to populate as WYOs/Direct/Vendors are able to provide at the time of an ICC Open. Current APIs are to be used for remaining ICC and base claim changes as needed post ICC Claim Open.

Example: /api/claim/icc/open

- Transaction Date
  - Policy Number
  - Date of Loss
  - ICC Claim Type
  - ICC Actual Expense
  - ICC Flood Damage Amount - Prior
  - ICC Mitigation Indicator
  - ICC Prior Date of Loss
  - ICC Property Value - Current
  - ICC Property Value - Prior
  - ICC Non-Payment Reason
  - ICC Close Date
  - ICC Open Date
  - ICC specific Claim Payment fields
  - ICC specific Change Reserve fields
- FEMA is requiring the remote adjusting field be added when submitting claims data to Pivot. The field will be a string field with four possible values. As required by the Pivot Use Procedures, the field is to be reported by the following business day from when it is known and/or changed within the WYOs/Direct system.
  - Please note that this will supersede the COVID-19, W-20004, requirement to report remote adjusting in the cause of loss field. The cause of loss should be reported as it has been previously required and as defined in the TRRP manual.
  - Acceptable remote adjusting field values (4 Values):
    - A – Null
    - B – Remote without site inspection

- C – Remote with planned site inspection
- D – Remote, but had follow up site inspection (any time after a claim is opened or closed)
- FEMA is requiring that certain claims fields be updated more often through the claims lifecycle in order to give FEMA a more real-time understanding during disaster events. Any field below that has been updated or changed on an open claim needs to be reported to Pivot within one business day of that change occurring on or after April 1, 2021. Please utilize the loss correction API or other Pivot APIs to update these fields.
  - Claims Fields
    - Remote adjusting
    - Cause of Loss
    - Proof of Loss Date
    - Date Loss Assigned to Adjuster
    - Date Insured Contacted
    - Date Loss Inspected by Adjuster
    - Adjuster FCN
    - Mentored Adjuster FCN
    - Adjusting Firm Flood ID
    - Claim Process Delay Reason
    - Date Adjuster Estimate Received by WYO

**FEMA requests all WYO Companies and the Direct, do the following to ensure the necessary system changes are completed to meet the April 1, 2021, deadline:**

- Implement all system changes at least 60 days prior to April 1, 2021.
- Submit sample data that demonstrate the implementation of the program change by February 1, 2021 to the Pivot Beta Testing environment. FEMA will provide guidance within the Pivot CAP API document located within the Pivot system on the help page <https://sso.fema.net/pivot/cap/help>.

## Questions

**Please direct any questions regarding this bulletin to [FEMA-NFIP-IAP@fema.dhs.gov](mailto:FEMA-NFIP-IAP@fema.dhs.gov).**

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: Claims, Systems, Data Analytics, Underwriting