



Fund Disbursements Instructions

Our mission is to support community-based fundraising for people with unmet medical and related expenses due to cell and organ transplants or catastrophic injuries and illnesses.

Please use the following instructions to submit Fund Request Forms to Help Hope Live:

1. All Fund Request Forms should be easy to read and include supporting documentation for your request:
 - A. Requests to pay vendors directly (our preferred method) require an estimate, purchase order, or invoice. Please check the Fund Disbursement Guidelines for pre-approval requirements.
 - B. Reimbursement requests require proof that you have paid the bill.
 - C. Some requests for payment or reimbursement require a medical recommendation. Please check the Fund Disbursement Guidelines.
2. Fund Request Forms must be submitted no later than 12 months after the date of service.
3. A Form W-9 (Request for Taxpayer Identification Number and Certification) is required for all service providers, vendors, and caregivers before we will fulfill requests for payment.
4. Requests to pay caregivers must be accompanied by a signed Caregiver's Timesheet. Help Hope Live can provide a timesheet template for this purpose.
5. Please thoroughly review our Fund Disbursement Guidelines to make sure you are utilizing all disbursement opportunities, such as mileage and medication reimbursement.
6. We will make every effort to process your fund requests quickly. Approved requests will be processed within 5-8 business days. To avoid late payments (which are not covered by Help Hope Live), submit your fund requests as soon as possible.
7. Fund Request Forms for a deceased client's expenses must be submitted within 12 months of the date of death by an authorized representative with the required documentation.
8. All expenses more than \$10,000 must be pre-approved by Help Hope Live.

If you have questions about how to fill out a Fund Request Form or what documentation you need to support a request, please contact your Client Services Coordinator or the Help Hope Live Finance Department: [800.642.8399](tel:800.642.8399).