

Bureau of Health Professions

Health Resources and

To: Lenders, Holders and Servicers Participating in the Health Education Assistance Loan (HEAL) Program

Subject: Amendment to the Total and Permanent Disability Process Memorandum L-96-8  
Lender Policy Memorandum L 1998-13

The purpose of this policy memorandum is to notify HEAL Lenders/Holders/Servicers that the Physician's Certification of Borrower's Total and Permanent Disability Form (HRSA 539) has been modified and received official clearance from the Office of Management and Budget through April 30, 2001. The notable changes to the form are as follows:

1. Instructions For Physician.

A. The note to the physician saying that if documentation is inadequate to support the claim, additional documentation would be requested was **eliminated**.

B. The physician is now **required** to submit a current medical evaluation (not more than 4 months old) and supporting documentation (history of the illness, medical examinations, inpatient/outpatient treatments, current medications, past medical records, and a prognosis and rehabilitation plan) with the form.

2. Section II of the form.

A. Items 4, 5 and 6 are no longer optional. They **must** be completed by the physician.

B. Item 6 includes a notation to include any treatment which has not been accepted by the borrower.

All other portions of the form and process remain the same. Lenders are reminded to forward all disability claim packages to the Secretary for the Department's determination. However, if inadequate documentation is submitted, it will be returned with a transmittal letter stating determination was not made due to submission of inadequate documentation.

We have attached copies of the revised "Physician's Certification of Borrower's Total and Permanent Disability" form. Please begin using the revised form immediately.

If you have any questions concerning the disability process, please contact Ms. Lorraine Evans of the Office for Campus Based Programs, Division of Student Assistance at (301) 443-0785.

Stephen J. Boehlert  
Associate Division Director for HEAL

## Division of Student Assistance