

**781—9.23 (556) Approval of claims.** Each claim submitted to the division must receive two levels of approval. Claims over a cash value of \$5000 must receive three levels of approval.

**9.23(1)** Level One approval shall be obtained from the division staff person(s) who receives the claim form. This approval shall be given if it is determined that the claimant has submitted all documentation required. If any documentation is missing when a claim form is sent to the division for approval, division staff will mail a letter to the claimant explaining what documentation is missing from the claimant's submission. Level One approval shall then be applied only if all required documentation is subsequently submitted by the claimant.

**9.23(2)** Level Two approval shall be obtained from the division staff person(s) designated to approve claims at this level.

**9.23(3)** Level Three approval shall be required for claims over a cash value of \$5000 and shall be obtained from the division staff person(s) designated to approve claims at this level.

This rule is intended to implement Iowa Code section 556.19.

[ARC 9936B, IAB 12/28/11, effective 2/1/12]