



FREQUENTLY ASKED QUESTIONS (FAQ)

The Program

What does the program provide?

The program covers lodging (room charges and applicable taxes only) for FEMA qualified individuals from designated disaster areas.

All other expenses are the responsibility of the survivor.

Who pays for the program?

The program is managed and funded by the Federal Emergency Management Agency (FEMA) www.fema.gov. CLC Lodging (CLC) acts as a paying agent on behalf of FEMA.

How does a lodging provider participate in the program?

Lodging providers wishing to participate in the Emergency Lodging Assistance (ELA) Program can enroll via the Program website (ela.corplodging.com). Upon successful enrollment, lodging providers can immediately bill for qualified survivor stays. Properties are not required to have an existing contract with CLC for business travel in order to participate.

Qualified Check-Ins

How do displaced individuals qualify for assistance?

All displaced individuals needing assistance must contact FEMA for ELA qualification. If necessary, instruct **non-qualified** individuals to call **FEMA [1-800-621-3362 or for the TTY caller at 1-800-462-7585]** for further assistance or to visit www.disasterassistance.gov online.

Reservations and Check-In

Will reservations be made for Survivors?

Survivor reservations are not required for this program and FEMA does not pay for no-shows. However, FEMA may make survivor reservations at their discretion.

The lodging provider indicates within their dedicated online account Update Room Availability section whether rooms are available or not available. Lodging Providers which reflect as having rooms available are published online at www.femaevachotels.com for FEMA and FEMA registrants seeking lodging.

During FEMA disaster activation periods, it is vital that participating lodging providers toggle the switch to No Rooms Available during sold-out periods so that survivors are not turned away.

Are additional rooms available for family use?

At FEMA's discretion, additional rooms may be provided on a case-by-case basis. CLC's ELA website alerts the lodging provider on how many rooms each registered Survivor is eligible to receive.

How long are survivors allowed to stay in a lodging provider paid by FEMA?

Each qualified Survivor is assigned a registration number with a FEMA-authorized start and end date. After the registration end date, all charges are the responsibility of the Survivor. There is **NO ADVANCE BILLING**, only billing for stays that already occurred.

Does the ELA website display the survivor's authorized length of stay?

Yes, authorized length of stay is obtainable through the **Check Survivor Qualification** process.

To complete the Check Survivor Qualification process, complete the following:

- On your **MyELA** page, select or enter a date of check in, followed by 3 approved fields of the Survivor's personal information from the FEMA Survivor completed **Transitional Sheltering Assistance (TSA) Terms and Condition Form**, in the **Check Survivor Qualification** section
- Click the **Submit** button
- Upon successful verification of the Registration ID, the ELA website displays the Survivor's qualification information, including authorized length of stay

What if a Survivor doesn't have a government-issued photo ID?

All qualified Survivors requesting lodging **must** present a **VALID government-issued** photo ID (for example, a current state-issued driver's license) at check in. If unable to present a valid photo ID, the Survivor is ineligible for lodging assistance under the terms of this program.

For further assistance, instruct the Survivor to call **FEMA [1-800-621-3362 or for the TTY caller at 1-800-462-7585.]**

Is the TSA Terms and Conditions form required?

Yes, FEMA qualified Survivors must agree to and sign FEMA's **Transitional Sheltering Assistance (TSA) Terms and Conditions Form** to receive lodging assistance in addition to any subsequent FEMA-approved Extension of Assistance Terms & Conditions Forms. Copies of all forms signed by the Survivor must be kept for 2 years by the property.

What if the Survivor refuses to sign the ELA Terms and Conditions form?

If the Survivor refuses to sign the **TSA Terms and Conditions Form**, lodging assistance cannot be provided under the terms of the program.

How do I check a Survivor in?

- On your **MyELA** page, select or enter a date of check-in, followed by 3 approved fields of the Survivor's personal information from the FEMA Survivor completed Terms and Condition form, in the **Check Survivor Qualification** section (Registration ID, Last 4 digits of SSN# are recommended)

- Click the **Submit** button
- On the **Survivor Check In** screen, enter complete lodging provider accommodation information in the fields provided and click the **Check In** button

NOTE: VALID SURVIVOR IDENTIFICATION IS MANDATORY FOR ALL QUALIFIED SURVIVORS PARTICIPATING IN THE EMERGENCY LODGING ASSISTANCE PROGRAM

Can I retroactively check in a Survivor?

Yes, ELA allows lodging providers to backdate a Survivor check in. However, ELA **strongly** recommends that lodging providers qualify and check in Survivors before lodging is provided.

Can I cancel a Survivor check in?

Yes, lodging providers may cancel a Survivor check-in. Perform the following to cancel an unbilled Survivor check in (please contact the **ELA Support Line** at 866- 545-9865 for instructions on how to correct billing errors and or how to correct Survivor stay information for Survivors already checked out in the ELA account):

- On your **MyELA homepage**, click the **Survivor Summary** link
- Locate the appropriate Survivor on the **Survivor Summary** screen and click the **Details** button
- On the **Survivor Details** screen, click **Cancel Check In** to remove the Survivor

Survivor Extensions

Are Survivors eligible to stay beyond the initial authorized date?

In certain cases, FEMA will provide extended lodging assistance to qualified Survivors or will terminate assistance early on a case-by-case basis.

A Survivors extension or termination of assistance information will be provided on CLC's ELA website.

The **Survivor Alerts** feature allows ELA to issue specific Survivor extension or termination of assistance information via the ELA website. Simply access your online ELA account to view any/all extensions issued to Survivors currently checked into your property.

Billing

How do I bill for a Survivor stay?

- On your **MyELA homepage**, click the **Submit Billing** link
- Locate the appropriate Survivor on the **Survivor Available for Billing** screen and click the **Bill** button
- On the **Bill Stay** screen, enter complete billing information in the fields provided and click the **Submit** button
 - CLC's billing system allows you to decide when to submit a bill. Bill multiple days at a time or bill daily.
 - Each Survivor stay can only be billed once per day

NOTE: BILLING IS AVAILABLE FOR PROVIDED ACCOMMODATION DATES ONLY. ADVANCED BILLING IS STRICTLY PROHIBITED.

How often will I get paid?

Currently, CLC issues ELA payments in regular billing cycles. All stays billed during a consecutive cycle are invoiced on each payment for your convenience.

How much am I allowed to charge?

Lodging rates for the ELA program are established and governed by FEMA. Survivors are responsible for any room charges exceeding the maximum lodging rate as defined by FEMA. CLC's ELA website calculates and displays any rate overages for your convenience.

How do I know CLC received my bills?

CLC's ELA website provides detailed inquiry options. To view the status of a submitted billing, complete the following:

- Click the **Billing History** link on the **MyELA** page
- The **Billing History** screen provides an overview (including status) of all billings submitted by your property

Login Information

How do I locate my ELA Username and/or Password?

To retrieve your ELA Username and/or Password, complete the following:

- Go to ela.corplodging.com
- Click the **Forgot Username/Password** link

Survivor Relations

How do I respond to a survivor who violates property rules and policies?

ELA Survivors must obey the same rules and policies that apply to normal guests. Any ELA survivor who violates your property rules and policies should be subject to the same disciplinary action as normal guests.

Does ELA pay for survivor damages?

No, ELA survivors are solely responsible for damages incurred and liable for any additional costs that may result.