

COVID-19 Updates

As of April 15, 2020

The RECA Program remains operational at this time. Please read the information below, and continue to check this website for updates.

- **RECA toll-free number:** The RECA toll-free number remains operational Monday through Friday from 9:00 a.m. – 5:00 p.m. Eastern Standard Time. Please call us at 1-800-729-7327 for more information.
- **Payment Processing:** We are continuing to process payments each day and are coordinating with our partners to minimize any delays.
- **New Claims and Incoming Correspondence:** The RECA Program continues to receive and process new claims submitted by USPS and commercial mail carriers. We do not expect any delays in the processing of incoming mail. Unfortunately, we are unable to accept electronic submissions.
- **Outgoing Correspondence:** The RECA Program continues to mail hardcopy letters on a twice-weekly basis. Some outgoing correspondence may reflect an electronic signature.
- **Deadlines:** All deadlines included in letters remain in effect. If you are unable to obtain documents that would address a deficiency please contact the RECA Program at 1-800-729-7327 and ask to speak with your claims examiner.

We appreciate your patience as we work to continue our operations while protecting the health and safety of our employees during these challenging times. If you have any questions about the RECA Program, please contact us at 1-800-729-7327.