



PROVIDER RELIEF FUND

Phase 3 General Distribution

Information for stakeholders/associations

Apply between October 5 – November 6, 2020

Quick start guide

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This toolkit contains content that can be easily shared with your members to promote the Phase 3 General Distribution of the Provider Relief Fund. Additionally, we have included general promotional resources for the COVID-19 Uninsured Program

HHS plans to host a webcast on **Oct. 15, 2020 at 3 p.m. ET** for potential applicants on to review the application process and have their questions answered. [Register here](#).

For more resources, please visit hhs.gov/providerrelief.

Template email to send to members

Subject: New funding available! Receive COVID-19 relief payments

Healthcare providers, including members of our association, may receive financial assistance for COVID-19 related expenses and lost revenues. The U.S. Department of Health and Human Services (HHS) announced the allocation of up to \$20 billion from the Provider Relief Fund (PRF) in the Phase 3 General Distribution. Applications are now being accepted through Friday, November 6 at 11:59 p.m. ET. [Apply here.](#)

You may be eligible for Phase 3 funding regardless of whether you previously were eligible for, applied for, received, accepted, or rejected PRF payments.

Funding will be allocated to providers who experienced lost revenues and/or expenses attributable to COVID-19. Visit hhs.gov/providerrelief to learn more and get started with an application.

What should you know about Phase 3?

- Eligible providers will receive payments based their change in operating revenues and expenses from patient care attributable to COVID-19
- Additionally, providers will receive approximately 2% of annual revenue from patient care, if they have not previously received this amount
- You should submit your application as soon as possible to expedite the review process and payment calculations, and ultimately accelerate distribution of funding

HHS will host a webcast on Oct. 15, 2020 at 3 p.m. ET for potential applicants to review the application process and have their questions answered. [Register here.](#)

How to apply?

- Follow the [6-step provider guide](#)
- Go to the [Provider Relief Fund Application and Attestation Portal](#)
- Visit hhs.gov/providerrelief to learn more

Sample content for your newsletter

New Phase of Provider Relief Fund Opens for Applications

You can apply to receive funds based on assessed revenue losses and expenses attributable to COVID-19. The opportunity to receive up to 2% of annual revenue from patient care remains active.

At our association, we know how much our members have been impacted by the devastating effects of the COVID-19 pandemic, and we want to direct you to resources that may help.

The U.S. Department of Health and Human Services (HHS) has announced the allocation of up to \$20 billion from the Provider Relief Fund in the Phase 3 General Distribution. You are eligible to apply for funding between October 5, 2020 and November 6, 2020.

You can apply regardless of whether you previously were eligible for, applied for, received, accepted, or rejected prior PRF payments. Funding will be allocated to providers based on financial losses and changes in operating expenses attributable to COVID-19.

Apply [here](#) through November 6. Visit hhs.gov/providerrelief and [register here](#) for the webinar on October 15, 2020 at 3 p.m. ET to learn more.

Step-by-step provider guide

Phase 3 General Distribution

Learn about the Provider Relief Fund



COVID-19 financial assistance for providers of health care services and support in a medical setting, at home, or in the community

October 5, 2020

Phase 3 General Distribution

The Provider Relief Fund is currently allocating Phase 3 General Distribution funding

- **Nov. 6, 2020 at 11:59pm ET** is the deadline to submit both Tax Identification Number (TIN) and all financial information. Please submit applications quickly to expedite the calculation and distribution of payments
- Phase 3 supports providers who have experienced **expenses and/or lost revenues attributable to COVID-19** that have not been reimbursed by other sources
- HHS has allocated **up to \$20 billion**, making Phase 3 one of the largest PRF distributions to date

6 actions for providers interested in receiving Phase 3 General Distribution funding



Pre-payment process

1. Determine eligibility
2. Validate Tax ID Number (TIN)
3. Apply for funding

Post-payment process

4. Receive payment
5. Attest to payment
6. Report on use of funds

[Provider Relief Fund website](#)



Direct your members to this quick how-to document by sharing the link below or use the presentation to host your own webinar

[Step-by-step provider guide - PDF](#)

Provider fact sheet

Provider Relief Fund

October / November 2020

NEW funding available! Healthcare providers can now apply for additional payments from the **Phase 3 General Distribution**

Provider Relief Fund offers financial support to healthcare providers who have experienced lost revenues and/or expenses attributable to COVID-19.

Up to \$20 billion

in payments to be distributed in the Phase 3 General Distribution

[Click here to apply!](#)

Applications open Oct. 5, 2020



Application & Payment

Nov. 6, 2020 at 11:59 p.m. ET is the deadline to submit both your Taxpayer Identification Number (TIN) and all financial information.

Please submit your application quickly to expedite payment process

Payment is based on:

- Assessed revenue losses and expenses attributable to COVID-19
- 2% of annual patient care revenue (if not previously received)
- Prior Provider Relief Fund distributions

Recipients must attest to [terms & conditions](#) within 90 days of payment

Distributions do not need to be repaid if providers comply with terms & conditions

For additional information, please call (866) 569-3522

Eligibility

Apply for Phase 3 if you experienced a decrease in operating income attributable to COVID-19

You are eligible to apply whether you were eligible for, applied for, received, accepted, or rejected prior PRF payment

You may be eligible if you are a:

- Behavioral health provider
- Dental provider
- Home and community-based services
- Primary care or specialty practice
- And many others
- [See if you're eligible](#)

Download:

- [Step-by-step provider guide](#)
- [Application instructions](#)
- [Sample application form](#)
- [HHS.gov/providerrelief](https://www.hhs.gov/providerrelief)



Use the links below to download the provider fact sheet

[Provider fact sheet - PDF](#)

Social media posts

Week 1: Oct. 5-9

Please see sample content below for your social media posts. We encourage you to post weekly between now and the Phase 3 application deadline on Nov. 6.



General Healthcare

New funding available! Healthcare providers should apply for financial support for COVID-19 expenses & lost revenues through [#ProviderReliefFund](#). Register for the webcast Oct. 15, 2020 at 3 p.m. ET to learn more and apply now at hhs.gov/providerrelief

[Download this image](#)



Dental providers

New funding available! Healthcare providers should apply for financial support for COVID-19 expenses & lost revenues through [#ProviderReliefFund](#). Register for the webcast Oct. 15, 2020 at 3 p.m. ET to learn more and apply now at hhs.gov/providerrelief

[Download this image](#)



Behavioral health

New funding available! Healthcare providers should apply for financial support for COVID-19 expenses & lost revenues through [#ProviderReliefFund](#). Register for the webcast Oct. 15, 2020 at 3 p.m. ET to learn more and apply now at hhs.gov/providerrelief

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Social media posts

Week 2: Oct. 12-16

Please see sample content below for your social media posts. We encourage you to post weekly between now and the Phase 3 application deadline on Nov. 6.



General Healthcare

Apply for financial relief by November 6 through the Phase 3 General Distribution of the [#ProviderReliefFund](#). Get support for your COVID-19 expenses & lost revenues. Attend the Oct. 15 webcast to learn more. Apply now. hhs.gov/providerrelief

[Download this image](#)



Dental providers

Apply for financial relief by November 6 through the Phase 3 General Distribution of the [#ProviderReliefFund](#). Get support for your COVID-19 expenses & lost revenues. Attend the Oct. 15 webcast to learn more. Apply now. hhs.gov/providerrelief

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Behavioral health

Apply for financial relief by November 6 through the Phase 3 General Distribution of the [#ProviderReliefFund](#). Get support for your COVID-19 expenses & lost revenues. Attend the Oct. 15 webcast to learn more. Apply now. hhs.gov/providerrelief

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Social media posts

Week 3: Oct. 19-23

Please see sample content below for your social media posts. We encourage you to post weekly between now and the Phase 3 application deadline on Nov. 6.



General Healthcare

Don't miss your chance for funding! Submit your application to [#ProviderReliefFund](#) for financial support for COVID-19 expenses and lost revenues. Phase 3 General Distribution closing soon! Apply now.

hhs.gov/providerrelief

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Dental providers

Don't miss your chance for funding! Submit your application to [#ProviderReliefFund](#) for financial support for COVID-19 expenses and lost revenues. Phase 3 General Distribution closing soon! Apply now.

hhs.gov/providerrelief

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Behavioral health

Don't miss your chance for funding! Submit your application to [#ProviderReliefFund](#) for financial support for COVID-19 expenses and lost revenues. Phase 3 General Distribution closing soon! Apply now.

hhs.gov/providerrelief

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Social media posts

Week 4: Oct. 26-30

Please see sample content below for your social media posts. We encourage you to post weekly between now and the Phase 3 application deadline on Nov. 6.



General Healthcare

Time's running out! Apply for financial relief by Nov. 6!. Get support for your COVID-19 expenses & lost revenues from Phase 3 General Distribution of the [#ProviderReliefFund](#) Apply now. hhs.gov/providerrelief

[Download this image](#)



Dental providers

Time's running out! Apply for financial relief by Nov. 6!. Get support for your COVID-19 expenses & lost revenues from Phase 3 General Distribution of the [#ProviderReliefFund](#) Apply now. hhs.gov/providerrelief

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Behavioral health

Time's running out! Apply for financial relief by Nov. 6!. Get support for your COVID-19 expenses & lost revenues from Phase 3 General Distribution of the [#ProviderReliefFund](#) Apply now. hhs.gov/providerrelief

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Social media posts

Week 5: Nov. 2-6

Please see sample content below for your social media posts. We encourage you to post weekly between now and the Phase 3 application deadline on Nov. 6.



General Healthcare

Applications for financial relief closes this Friday, 11/6!
Get support for your COVID-19 expenses & lost revenues from Phase 3 General Distribution of the [#ProviderReliefFund](#). Apply now. hhs.gov/providerrelief

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Dental providers

Applications for financial relief closes this Friday, 11/6!
Get support for your COVID-19 expenses & lost revenues from Phase 3 General Distribution of the [#ProviderReliefFund](#). Apply now. hhs.gov/providerrelief

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Behavioral health

Applications for financial relief closes this Friday, 11/6!
Get support for your COVID-19 expenses & lost revenues from Phase 3 General Distribution of the [#ProviderReliefFund](#). Apply now. hhs.gov/providerrelief

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Top 10 questions

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You can use these Top 10 questions as a reference guide to answer provider questions or distribute to your members

1. How does Phase 3 differ from the previous phases of the General Distribution?

Phase 3 of the General Distribution will take into account documentation of financial impact of COVID-19, as reported by applicants. The payment methodology will ensure a provider has received 2% of annual revenue from patient care either as part of the previous phases of the General Distribution or under a Phase 3 payment. Phase 3 will also take into account a provider's change in operating revenues from patient care, minus their operating expenses from patient care. Phase 3 payment will also take into account funds received and kept under prior General and Targeted Distributions. While HHS has made payments on a rolling basis under the previous general distributions, Phase 3 final payment amounts for applicants who have already received payments equaling 2% of annual patient care revenue will be determined once all applications have been received and reviewed.

2. When is the deadline to submit an application?

The deadline to submit an application under Phase 3 – General Distribution is November 6, 2020.

3. Why am I required to re-enter information previously submitted as part of Phase 1 and/or Phase 2 General Distribution applications?

In order for HHS to make payments as part of Phase 3, the Department needs the most recent financial information available.

4. What is the payment amount that an applicant should expect to receive from Phase 3 General Distribution?

If an applicant has not yet received and kept a payment that is approximately 2% of annual revenue from patient care as part of either Phase 1 or 2 of the General Distribution, then they will receive at least that amount in Phase 3 payment. Payments will also take into account funds received as part of previous Targeted Distributions. HHS will determine final payment amounts above 2% of annual patient care revenue for applicants after the deadline once all applications have been received and reviewed.

Top 10 questions

Page 2 of 4

5. What will be the methodology/formula used to calculate provider payments?

Providers will be paid a percentage of their change in operating revenues from patient care minus their operating expenses from patient care. HHS will calculate payments for providers that began providing patient care partway through 2019 or in 2020, and, therefore, do not have data from all of the requested quarters, based on the applicant's financial information that is available and data from the same type of provider as the applicant.

The actual percentage paid to providers will be in part dependent of how many providers apply in Phase 3, and will be determined after the application deadline. Payments will also take into account funds received as part of previous Provider Relief Fund distributions. Providers that have not yet received and kept a payment that is approximately 2% of annual revenue from patient care as part of the General Distribution will receive at least that amount as part of their Phase 3 payment. Providers that began providing patient care in 2020 will be paid approximately 2% of patient care revenue based on the applicant's reported financial information for those months in 2020 that they were in operation.

6. When will Phase 3 payments be made?

HHS intends to issue Phase 3 – General Distribution payments as soon as practical following the Phase 3 application deadline for those entities that have not yet received 2% of annual revenue from patient care.

7. Are providers that received payments under Phase 3 of the General Distribution limited to using these funds to cover coronavirus-related losses or increased expenses experienced during the first two quarters of calendar year 2020?

No. The Terms and Conditions require payment recipients to certify that funds will only be used to prevent, prepare for, and respond to coronavirus, and will only reimburse the recipient for health care-related expenses or lost revenues that are attributable to coronavirus. The Terms and Conditions do not place limits on which quarters these funds must be applied to cover eligible losses or expenses provided that funds are expended by July 31, 2021, per reporting guidelines. HHS is collecting information on the losses and expenses associated with the first two quarters of 2020 for purposes of making additional General Distribution payments to those providers with demonstrated financial need.

Top 10 questions

Page 3 of 4

8. Who is eligible for Phase 3 – General Distribution?

All providers eligible for a previous PRF distribution plus new 2020 providers and behavioral health providers may apply.

Providers are eligible to apply regardless of whether they were eligible for, applied for, received, accepted, or rejected payment from prior PRF distributions.

To be eligible to apply, the applicant must meet at least one of the following criteria:

- Billed Medicaid / CHIP programs or Medicaid managed care plans for health-related services between Jan. 1, 2018-Mar. 31, 2020; or
- Be a licensed dental service provider as of Mar. 31, 2020 who has billed a health insurance company or who does not accept insurance and has billed patients for oral healthcare-related services; or
- Billed Medicare fee-for-service during the period of Jan. 1, 2019-Mar. 31, 2020; or
- Be a Medicare Part A provider that experienced a CMS approved change in ownership prior to Aug. 10, 2020; or
- Be a state-licensed / certified assisted living facility as of Mar. 31, 2020; or
- Be a behavioral health provider as of Mar. 31, 2020 who has billed a health insurance company or who does not accept insurance and has billed patients for healthcare-related services as of Mar. 31, 2020
- Received a prior targeted distribution

Additionally, to be eligible to apply, the applicant must meet all of the following requirements:

- Filed a federal income tax return for fiscal years 2017, 2018, 2019 if in operation before Jan. 1, 2020 or quarterly tax returns for fiscal year 2020 if operations began on or after Jan. 1, 2020; or be exempt from filing a return; and
- Provided patient care after Jan. 31, 2020 (Note: patient care includes health care, services, and support, as provided in a medical setting, at home, or in the community); and
- Did not permanently cease providing patient care directly or indirectly; and
- For individuals providing care before Jan. 1, 2020, have gross receipts or sales from patient care reported on Form 1040 (or other tax form)

Please note: Receipt of funds from SBA and FEMA for coronavirus recovery or of Medicaid HCBS retainer payments does not preclude a healthcare provider from being eligible

Top 10 questions

Page 4 of 4

9. What are the reasons that I would not be eligible for a Phase 3 – General Distribution payment?

You must meet the five eligibility requirements for the Phase 3 – General Distribution; must not be currently terminated from participation in Medicare or precluded from receiving payment through Medicare Advantage or Part D; must not be currently excluded from participation in Medicare, Medicaid, and other Federal health care programs; and must not currently have Medicare billing privileges revoked. In addition, your billing TIN must be included in the State-provided list of eligible Medicaid and CHIP providers, the HHS-created list of dental providers, the list of providers who received a General or Targeted Distribution payment, the list of Medicare Part A providers that experienced a change in ownership in 2019 or 2020, or your application must pass additional validation by HHS. If you received payment under previous Targeted Distributions, these funds will be factored into whether you will receive any further payments under Phase 3.

10. I am a provider who is newly eligible for Phase 3 General Distribution. Should I submit an application as part of Phase 3 or will there be another opportunity to receive a General Distribution Payment?

Providers that are newly eligible should submit their TIN for validation as soon as practical in order to ensure that they can submit an application before the deadline. HHS has not yet determined whether there will be additional General Distribution phases. Providers should not have the expectation that they will be advantaged by applying for funds from one distribution over another. Providers should apply for a Provider Relief Fund payment in the first distribution in which they are eligible.



PROVIDER RELIEF FUND

COVID-19 Uninsured Program

COVID-19 Uninsured Program

Template email content

Subject: Get Reimbursed for Your Vital Service: HRSA COVID-19 Uninsured Program

You play a critical role in the health of our nation and at no time has your role been clearer. That's why we'd like you to join the more than 126,000 providers who have enrolled in the HRSA COVID-19 Uninsured Program to be reimbursed for providing COVID-19 testing and treatment services to uninsured patients. More than \$1 billion in claims have been paid to date, and reimbursement funds may be available to you too.

The program is for health care professionals (e.g., long-term acute hospitals, hospitals, free clinics, large health systems, physician practices) who provide COVID-19 treatment and testing services to uninsured individuals and it has been designed with busy providers in mind.

Get started today

The program's online portal, on-demand training, and call center support help to simplify participation. To get started:

1. Visit <https://coviduninsuredclaim.linkhealth.com/>.
2. Review important program information and resources about:
 - Who's eligible
 - What's covered
 - How to sign in to the HRSA COVID-19 Uninsured Program Portal
3. Access the Program Portal to validate and upload information such as your provider roster, uninsured patient rosters, and your direct deposit/ACH information.

Receive timely reimbursement

Once you've completed these steps, you'll receive temporary member IDs for your uninsured patients. You'll use the IDs to submit claims for your uninsured patients so you can receive payment for COVID-19 testing and treatment services eligible for reimbursement under this program. Claims that are eligible for reimbursement are typically processed and paid within 30 business days.

Questions?

If you have any questions about getting started with the HRSA COVID-19 Uninsured Program, please contact the provider support line at (866)-569-3522; for TTY dial 711. Hours of operation are 8 a.m. to 8 p.m. Monday – Friday in the caller's local time zone.

COVID-19 Uninsured Program

Social media posts

Please see sample content below for your social media posts about the COVID-19 Uninsured Program.



HRSA COVID-19
Uninsured Program

Get your eligible claims reimbursed in ~30 business days

COVIDUninsuredClaim.HRSA.gov

HRSA
Health Resources & Services Administration

[Download this image](#)

Uninsured Program (1)

Providing COVID-19 testing or treatment for uninsured individuals? Submit eligible claims for reimbursement and be paid in about 30 business days. To date, \$1 billion+ in claims were paid for COVID-19 care of uninsured individuals. Visit COVIDUninsuredClaim.LinkHealth.com



HRSA COVID-19
Uninsured Program

Get reimbursed with our simple process

COVIDUninsuredClaim.HRSA.gov

HRSA
Health Resources & Services Administration

[Download this image](#)

Uninsured Program (2)

Get reimbursed with our simple process. More than \$1 billion have been paid for claims covering COVID-19 treatment and testing services provided to 6+ million uninsured individuals. On-demand training, call center support and electronic payment help to simplify the process. Visit COVIDUninsuredClaim.LinkHealth.com



HRSA COVID-19
Uninsured Program

Your role is critical. Ensure you are reimbursed.

COVIDUninsuredClaim.HRSA.gov

HRSA
Health Resources & Services Administration

[Download this image](#)

Uninsured Program (3)

Your role is critical. Ensure you are reimbursed. As a provider, you are a critical asset to the health of our nation. At no time has your role been more important. We want to make sure you get reimbursed for your heroic work in COVID-19 testing and treatment for uninsured individuals. Visit COVIDUninsuredClaim.LinkHealth.com

COVID-19 Uninsured Program

Social media posts

Please see sample content below for your social media posts about the COVID-19 Uninsured Program.



[Download this image](#)

Uninsured Program (4)

Take advantage of the reimbursement you've earned. Join the 126,000+ providers who have taken advantage of the HRSA COVID-19 Uninsured Program. If you provide COVID-19 testing or treatment services to uninsured individuals, you may be eligible for reimbursement. Get started today at COVIDUninsuredClaim.LinkHealth.com



[Download this image](#)

Uninsured Program (5)

Caring for COVID-19 uninsured individuals? Get reimbursed. Get reimbursed for the COVID-19 testing or treatment services you have provided to uninsured individuals. Use the online portal to enroll. Eligible claims are typically reimbursed in about 30 business days through the HRSA COVID-19 Uninsured Program at COVIDUninsuredClaim.LinkHealth.com