

# COVID-19 Outreach, Education, and Counseling:



## Allowable Uses of Provider Relief Fund Payments for Primary Care Providers

Primary care providers are a trusted resource within their communities. They play a key role in patient education, which has been critical during the COVID-19 pandemic.

If not directly associated with a scheduled patient encounter, provider services such as patient education, community outreach, expanding partnerships to support various priorities (e.g., identifying unvaccinated patients, expanding behavioral health services, etc.) may go unreimbursed.

### Did you know?

Healthcare providers who received Provider Relief Fund (PRF) payments can be reimbursed for their time and resources related to COVID-19 prevention outreach, education and counseling. Communicating with patients about vaccines, social distancing, hand-washing and avoiding crowds are key in slowing the spread. These encounters may be in-person, virtual, or electronic.

### How does it work?

During the PRF reporting process, recipients will list their expenses. As long as the expenses were to prevent, prepare for, and respond to coronavirus, they are eligible. Expenses must be those that another source has not reimbursed and is not obligated to reimburse.

Providers should document the time they use to conduct outreach and patient education so that it may be applied as an official expense during the PRF reporting process.



### Outreach Tools

- [How to Protect Yourself and Others](#)

Information on staying safe during the pandemic.

- [Recipient Education from the CDC](#)

Primary care providers play a critical role in helping vaccine recipients understand the importance of vaccination.

### PRF Resources

- For more information, visit [hrsa.gov/provider-relief](https://hrsa.gov/provider-relief)
- Provider Support Line at (866) 569-3522; for TTY dial 711, 8 a.m. to 10 p.m. CT, Monday through Friday