

Frequently Asked Questions HHS Provider Relief Fund (PRF)

What is the current status of applications for the PRF?

Eligible dentists were able to apply for 'Phase 3' funding through November 6, 2020.

When will Phase 3 payments be made?

The Department of Health and Human Services (HHS) began issuing Phase 3 payments in mid-December 2020, and will continue making payments through the first months of 2021 as they review and validate applications received. Payments will continue to be dispersed in batches as applications are adjudicated.

Payments will be made to those providers that experienced a change in revenues or net expenses attributable to COVID-19 and that have not already received funds that equal or exceed reimbursement of 88 percent of reported losses, as well as to those that have not yet received and kept a payment that is approximately 2 percent of annual revenue from patient care as part of either Phase 1 or 2 of the General Distribution.

If you've applied and want to check the status of your application, please contact the Provider Support Line at 866-569-3522.

What expenses or lost revenues are considered eligible for reimbursement from the Provider Relief Fund?

The term "*healthcare related expenses attributable to coronavirus*" is a broad term that may cover a range of items and services purchased to prevent, prepare for, and respond to coronavirus, including:

- Supplies & equipment to provide healthcare services for possible or actual COVID-19 patients;
- Workforce training;
- Developing and staffing emergency operation centers; and
- Acquiring additional resources, including facilities, equipment, supplies, healthcare practices, staffing, and technology to expand or preserve care delivery.

The term "*lost revenues that are attributable to coronavirus*" means any revenue that you as a healthcare provider lost due to coronavirus, these could include:

- Employee or contractor payroll;
- Employee health insurance;
- Rent or mortgage payments;
- Equipment lease payments; and
- Electronic health record licensing fees.

Note: Payments cannot be used to "reimburse expenses or losses that have been reimbursed from other sources or that other sources are obligated to reimburse."

Can providers use Provider Relief Fund payment to pay taxes?

Yes. HHS considers taxes imposed on Provider Relief Fund payments to be "healthcare related expenses attributable to coronavirus" that are reimbursable with Provider Relief Fund money.

Are expenses related to securing and maintaining adequate personnel reimbursable expenses under the Provider Relief Fund?

Yes, expenses incurred by providers to secure and maintain adequate personnel, such as offering hiring bonuses and retention payments, child care, transportation, and temporary housing are deemed to be COVID-19-related expenses if the activity generating the expense was newly incurred after the declaration of the Public Health Emergency and the expenses were necessary to secure and maintain adequate personnel.

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I've seen one of the terms was on balance billing (surprise billing), does this apply to my dental practice?

The ADA worked with HHS to set the record straight and they've now clarified that:

- Dental providers who are not caring for patients with presumptive or actual cases of COVID-19 are not subject to balance billing prohibitions. 'Presumptive' is defined as a case where a patient's medical record documentation supports a diagnosis of COVID-19.
- HHS thinks few, if any, dentists are performing dental work on **active** COVID-19 patients. So, there should be very few dental patients covered by this bar.
- Qualifying for payment from the PRF has to do with **past** treatment early in 2020 when HHS broadly viewed every patient as a possible case of COVID-19. Balance billing prohibitions apply only to treating current **active** COVID-19 patients with a medical record that supports a diagnosis of COVID-19.

What are the required timelines for reporting?

All recipients of aggregated Provider Relief Fund payments greater than \$10,000 may register to report on use of funds as of December 31, 2020 starting on January 15, 2021. The opening of the portal for reporting on use of funds is being delayed past January 15. In the near future, the Health Resources and Services Administration (HRSA) will announce the window for submitting the first report on a recipient's use of funds.

Recipients with funds unexpended after December 31, 2020, have six more months from January 1 – June 30, 2021 to use remaining funds, and then must submit a second and final report no later than July 31, 2021.

Can a provider choose to have their payment data omitted from the Provider Relief Fund public list on the Centers for Disease Control and Prevention (CDC) website?

No. To ensure transparency, HHS will publish the names of payment recipients and the amounts accepted and attested to by the payment recipient.

HHS has a [public list](#) of providers and their payments once they attest to receiving the money and agree to the Terms and Conditions. All providers that received a payment from the Provider Relief Fund and retain that payment for at least 90 days without rejecting the funds are deemed to have accepted the Terms and Conditions. Providers that affirmatively attest through the Payment Attestation Portal or that retain the funds past 90 days, but do not attest, will be included in the public release of providers and payments. The list includes current total amounts attested to by providers from each of the Provider Relief Fund distributions, including the General Distribution and Targeted Distributions.

Am I be eligible to receive a payment from the Provider Relief Fund even if I received funding from the Small Business Administration (SBA)?

Yes. Receipt of funds from SBA (such as the Paycheck Protection Program, or PPP) for coronavirus recovery does not preclude a dental provider from being eligible for the Medicaid, Children's Health Insurance Program (CHIP), or Dental Providers Distribution of the Provider Relief Fund. However, PRF payments cannot be used to reimburse expenses that have already been reimbursed by PPP loans.

Where can I find help completing the application?

- Provider Support Line: 866-569-3522
 - Real-time technical support, as well as service and payment support.
 - Hours of operation are 7 a.m. to 10 p.m. Central Time, Monday – Friday.
- [Phase 3 Terms and Conditions](#)
- [Phase 2 Terms and Conditions](#)
- [HHS Reporting Requirements and Auditing](#)
 - [Post-Payment Notice of Reporting Requirements](#) (January 15)
- [HHS PRF Frequently Asked Questions](#)
- [HRSA Reporting Portal Frequently Asked Questions](#)
- [HRSA Reporting Portal Registration User Guide](#)