Provider Relief Fund (PRF) Reporting Portal

Frequently Asked Questions (FAQs)

Last Updated: 9/17/2021

Disclaimer: Some PRF recipients may not need to report on the use of their funds. Only PRF recipients who need to report must register in the [PRF Reporting Portal](#). PRF recipients should refer to the [PRF webpage](#) and the June 11, 2021 [Post-Payment Notice of Reporting Requirements](#) for additional information.

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General Questions

1. Do I need to register for an account in the PRF Reporting Portal?

PRF recipients that received one or more payments exceeding $10,000 in the aggregate during a Payment Received Period are required to report on several required data elements as part of the post-payment reporting process and therefore must register for an account in the PRF Reporting Portal. Reporting must be completed and submitted to HRSA by the last date of the Reporting Time Period in accordance with the following table.

	Payment Received Period (Payments Exceeding $10,000 in Aggregate Received)	Reporting Time Period
Period 1	April 10, 2020 to June 30, 2020	July 1, 2021 to September 30, 2021
Period 2	July 1, 2020 to December 31, 2020	January 1, 2022 to March 31, 2022
Period 3	January 1, 2021 to June 30, 2021	July 1, 2022 to September 30, 2022
Period 4	July 1, 2021 to December 31, 2021	January 1, 2023 to March 31, 2023

2. **I only received funds from the Rural Health Clinic (RHC) COVID-19 Testing Program and/or RHC COVID-19 Testing and Mitigation Program. Am I required to register in the PRF Reporting Portal?**

No. If your only payment was from the RHC COVID-19 Testing Program and/or RHC COVID-19 Testing and Mitigation Program, you do not need to register in the PRF Reporting Portal. Recipients of RHC COVID-19 Testing Program and/or RHC COVID-19 Testing and Mitigation Program funding are required to report data through the RHC COVID-19 Reporting Portal at https://www.rhccovidreporting.com/. If you have additional questions you may email 'RHCcovidreporting@narhc.org.'

3. **I am a recipient of a Nursing Home Infection Control Distribution (formally known as Skilled Nursing Facility and Nursing Home Infection Control Distribution) payment and we have not been informed of the reporting requirements. Should I register in the PRF Reporting Portal?**

Yes. Reporting Requirements for this distribution were announced in the June 11 Post-Payment Notice of Reporting Requirements available on the PRF website. Nursing Home Infection Control Distribution payments are included in the threshold for reporting. PRF recipients who received one or more payments exceeding $10,000 in the aggregate during a Payment Received Period are required to report on several required data elements as part of the post-payment reporting process and therefore must register for an account in the PRF Reporting Portal.

Reporting must be completed and submitted to HRSA by the last date of the Reporting Time Period in accordance with the following table.

	Payment Received Period (Payments Exceeding $10,000 in Aggregate Received)	**Reporting Time Period**
Period 1	April 10, 2020 to June 30, 2020	July 1, 2021 to September 30, 2021
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4. **How do I access the PRF Reporting Portal?**

The PRF Reporting Portal is accessible at https://prfreporting.hrsa.gov/.

5. **Can I use any web browser to access the PRF Reporting Portal?**

The PRF Reporting Portal is only compatible with the most current version of Microsoft Edge, Google Chrome, and Mozilla Firefox.

6. **Can I use my Optum ID and password to log into the PRF Reporting Portal?**

No. You cannot use your Optum ID and password to log into the PRF Reporting Portal. You must create a new registration in the PRF Reporting Portal. The first time you navigate to the PRF Reporting Portal webpage, you should click the blue 'Register' button below 'First Time User?' to create an account. This will take you through the steps necessary to create a username and password and complete the registration process.

Registration Questions

7. **What is the due date for the completion of the registration process in the PRF Reporting Portal?**

While a due date for the completion of the registration process has not been established, registration must be completed before you can report on the use of funds. We recommend you complete the registration process before the system opens for reporting on the use of funds. A large number of PRF recipients will need to register and early registration will ensure that the registration process goes smoothly for all PRF recipients.

8. **How long will it take me to complete the registration process in the PRF Reporting Portal?**

It will take approximately 20 minutes to complete the registration process in the PRF Reporting Portal. The registration process must be completed in one session as it is not possible to save partial information. Providers should ensure the information required to register is easily accessible before they begin.

9. **What information do I need to complete the registration process in the PRF Reporting Portal?**

The following information is required to register in the portal:

- Tax ID Number (TIN) or other identification number submitted during the application process (e.g., Social Security Number (SSN), Employer Identification Number [EIN])
- Business name (as it appears on IRS Form W-9 of the reporting entity)
- Contact information (name, phone number, email address) of the person responsible for submitting the report
- Address (street, city, state, zip code) of the reporting entity as it appears on IRS Form W-9
- TIN(s) of subsidiaries, (if a provider is reporting on behalf of subsidiary(ies) - in a list delimited by commas [e.g., 123456789,987654321,135791357])
- Payment information for <u>any one</u> of the PRF payments received (Note: this payment information is used for identity verification purposes only). For parent entities reporting on behalf of subsidiaries, the payment information may be for any one of the subsidiaries on whose behalf you are reporting.
  - TIN of entity that received the payment
  - Payment amount
  - Mode of payment [check or direct deposit Automated Clearing House (ACH)]
  - Check number or ACH settlement date

You will also need to create a username in the format of an email address and a password during the registration process.

10. How will the contact email address submitted with my registration be used?

The contact email address will be used to send a confirmation message a password is changed or when registration and reporting are successfully completed.

The contact email address associated with your PRF Reporting Portal account may also be used for any other communications that are necessary in the future including, but not limited to, questions about your registration, announcement of the opening of the portal for reporting, and questions about your report on the use of funds. If you do not receive a confirmation message upon initial registration, please make sure to check your junk mail or spam folder and add 'PRFReporting-NoReply@hrsa.gov' to your safe sender/trusted addresses list.

For instructions on adding 'PRFReporting-NoReply@hrsa.gov' as a safe email sender, portal users should follow the instructions of the email provider associated with the email account. As an example, instructions for Outlook users may be found here. Please note that the 'PRFReporting-NoReply@hrsa.gov' account is not monitored and should not be used to communicate with HRSA staff.

11. Do my contact email address and username need to be the same?

No. Your contact email address and username do not need to be the same. The contact email address should be a valid, monitored email address. The email address will also be used for future communications. If one individual is responsible for registering and submitting reports for multiple entities, the same contact email address may be used.

A unique username must be created for each entity that is reporting. The username must be in the format of an email address and must be unique for each non-consolidated report being submitted, even if the contact email address is the same. The username does not need to be a valid, monitored email address as email communications will always be directed to the contact email address, not the username.

12. I am the person responsible for submitting reports on behalf of multiple entity organizations that are not reporting on a consolidated basis. Can I use the same username to submit each of the reports?

No. A unique username must be created for each entity that is reporting. The username must be in the format of an email address and must be unique for each non-consolidated report being submitted, even if the contact email address is the same. Communications will always be directed to the contact email address, not the username.

13. I am the person responsible for submitting reports on behalf of multiple entity organizations that are not reporting on a consolidated basis. Can I use the same contact email address for multiple PRF Reporting Portal accounts?

Yes. The contact email address will be used for future communications. If one individual is responsible for registering and submitting reports for multiple entities, the same contact email address may be used.

Please remember that while your contact email address may be the same for multiple PRF Reporting Portal accounts, the email address used for each username must be unique for each account.

14. How do I change the contact email address associated with my PRF Reporting Portal account?

You will be able to change the contact email address associated with your PRF Reporting Portal account during the times the portal remains open for reporting on the use of funds by logging into the portal using your username, TIN, and password. Please note that once you submit the report successfully, you can only log in and view the information and will not be able to change the contact information.

If you need to change the email address associated with your PRF Reporting Portal account after successful submission or when the portal is not open, you must call the Provider Support Line at (866) 569-3522; for TTY dial 711. The Provider Support Line will confirm your identity with your name, business information, and payment information before assisting you with your account.

You must keep the contact email address associated with your account up-to-date because it will be used for all communications.

15. What should I do if I have forgotten my username?

If you do not remember your username, check the 'Registration Successful!' email you should have receive upon successful registration. Your username is listed in it. If you cannot find the email, you may reach out to the Provider Support Line at (866) 569-3522; for TTY dial 711. The Provider Support Line will confirm your identity with your name, business information, and payment information before assisting you with your account.

16. How do I change the username associated with my PRF Reporting Portal account?

You are unable to change the username associated with your PRF Reporting Portal account once your registration has been submitted and your account is created.

17. How do I reset my password?

To reset your password, click on the 'Log In' button on the home screen of the PRF Reporting Portal at https://prfreporting.hrsa.gov. You will be prompted to enter your username and verify you are not a robot. On the next screen, click the 'Forgot Password?' link. Once clicked, you will be will redirected to a new screen called 'Password Reset' where you will be prompted to enter the username associated with your portal account and TIN. Click 'Continue.' Then, enter a valid password that complies with the password policy, confirm the new password and click 'Submit.' After the password is successfully reset, a pop-up window will appear with the message indicating a successful reset. An email will also be sent to you for confirmation.

18. My Tax Identification Number (TIN) is not nine digits. What should I do?

Each TIN must be comprised of nine digits. Please verify that you are not missing some zeros at the beginning or end of the TIN before registering.

19. I am a parent reporting on behalf of many subsidiaries. Do I need to submit Tax Identification Numbers (TIN)s for each of these subsidiaries?

Yes. A parent entity reporting on behalf of subsidiaries must provide all of their subsidiaries' TINs in a list delimited by commas (e.g., 123456789,2345678900).

20. What if I realize after I submit my registration that I did not submit subsidiary Tax Identification Numbers (TIN)s for all of the subsidiaries on whose behalf I will report?

You will be able to update your list of subsidiary TINs when you return to the portal to report on the use of funds.

21. I am a parent reporting on behalf of many subsidiaries. Do I need to submit payment information for each of these subsidiaries during the registration process?

No. A parent reporting on behalf of many subsidiaries will only be required to submit payment data for one of the payments made to their own Tax Identification Number (TIN) or one of their subsidiaries. The payment information is only used for identity verification purposes.

22. How do I decide what payment information I submit during registration?

You may enter payment information for any one of the PRF payments you (or a subsidiary on whose behalf you are reporting) received. The Health Resources and Services Administration requires five (5) business days to update payment data in the reporting system. If your payment was received within the last five business days, please use an earlier payment (if applicable) or wait five days from the date your last payment was received to complete your registration. Payment information must be accurate to the penny because it will be used to verify your identity. You will not be able to successfully complete the registration process if this information is inaccurate.

23. Where can I find my payment information?

Please check your banking records or ask your accountant. If you received your PRF payment by Automated Clearing House (ACH) deposit, the addenda description will include *HHS.GOV*866-569-3522. The ACH settlement date is the day of the deposit.

If you received and deposited a paper check, you will need the exact payment amount and the check number.

24. How do I know if my registration was successful?

Registration is completed immediately after clicking 'Submit' during the Profile Submission step of the registration process. When you click 'Submit,' you will receive a popup message with the words 'Registration Successful!' (Note: you may not see the message if popups are blocked on your computer). You will also receive an email from 'PRFReporting-NoReply@hrsa.gov' confirming your registration. If you do not receive the email message, please make sure to check your junk mail or spam folder and add 'PRFReporting-NoReply@hrsa.gov' to your safe sender list.

For instructions on adding 'PRFReporting-NoReply@hrsa.gov' as a safe email sender, portal users should follow the instructions of the email provider associated with the email account. As an example, instructions for Outlook users may be found here. Please note that the 'PRFReporting-NoReply@hrsa.gov' account is not monitored and should not be used to communicate with HRSA staff.

25. Can I make updates to my registration profile?

Yes. You will be able to update your registration profile at the time the portal opens for reporting on the use of funds. Information submitted during registration is pre-populated when providers start the reporting process, and updates may be made to this pre-populated information at that time. You are unable to change the username and TIN associated with your PRF Reporting Portal account once your registration is submitted and your account is successfully created. Please note that once you successfully submit the reporting data, you can only view the information in read-only mode. In the future, HRSA will enable you to update your profile outside of the reporting period.

26. My account is locked. What should I do?

Your account will be locked after 3 invalid password attempts. The account lock will last for 15 minutes. Please log in again after 15 minutes. If you were locked out because you do not know your password, you should reset the password by clicking 'Forgot Password?' after entering your username.

27. What should I do if I receive an error message upon log in that indicates that the password associated with the username is incorrect?

If you are receiving an 'invalid password/TIN' error, please verify your TIN is accurate and if accurate, reset your password by clicking 'Forgot Password?' after entering your username and TIN and following the prompts.

If you continue to experience issues after following these steps, please contact the Provider Support Line at (866) 569-3522; for TTY dial 711.

Reporting Questions

28. When will I be able to begin reporting on the use of funds?

The PRF Reporting Portal will open for reporting on the use of funds on July 1, 2021. Providers will report on PRF payments exceeding $10,000 in aggregate received during each specific Payment Received Period as specified in the table below.

Reporting must be completed and submitted to HRSA by the last date of the Reporting Time Period in accordance with the following table.

	Payment Received Period (Payments Exceeding $10,000 in Aggregate Received)	Reporting Time Period
Period 1	April 10, 2020 to June 30, 2020	July 1, 2021 to September 30, 2021

Period 2	July 1, 2020 to December 31, 2020	January 1, 2022 to March 31, 2022
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29. Will HRSA communicate to providers when the PRF Reporting Portal is open for the submission of reports on the use of funds?

Yes. HRSA will communicate to providers via broadcast email to the contact email addresses that were provided during registration. Providers can also check the [Reporting Requirements and Auditing webpage](#) for the latest updates about the PRF Reporting Portal.

30. After PRF recipients complete their reporting on the use of funds, will HRSA send a notification that indicates acceptance or agreement with the report?

No. HRSA will not provide notification that states agreement with reporting. PRF recipients are responsible to maintain supporting documentation per the requirements of 45 CFR §75.361 Retention requirements for records.

31. Can I request an extension on the submission of my report?

No. Extensions to the reporting period will not be granted. Providers that are required to report and do not submit a completed report by 11:59 pm on the last day of the Reporting Time Period as specified in the table that follows will be deemed out of compliance with PRF Terms and Conditions and may be subject to recoupment.

	Payment Received Period (Payments Exceeding $10,000 in Aggregate Received)	**Reporting Time Period**
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Period 2	July 1, 2020 to December 31, 2020	January 1, 2022 to March 31, 2022
Period 3	January 1, 2021 to June 30, 2021	July 1, 2022 to September 30, 2022
Period 4	July 1, 2021 to December 31, 2021	January 1, 2023 to March 31, 2023

32. If I spent all of my PRF payments before the end of the period of availability of funds, am I able to report early?

No. You are not able to report early. Recipients must report during the Reporting Time Period that corresponds to the Payment Received Period in accordance with the following table.

	Payment Received Period (Payments Exceeding $10,000 in Aggregate Received)	Reporting Time Period
Period 1	April 10, 2020 to June 30, 2020	July 1, 2021 to September 30, 2021
Period 2	July 1, 2020 to December 31, 2020	January 1, 2022 to March 31, 2022
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Period 4	July 1, 2021 to December 31, 2021	January 1, 2023 to March 31, 2023

33. If I received multiple payments across multiple time periods, do I report multiple times?

Yes. You must report during each Reporting Time Period which corresponds to a Payment Received Period in which you received one or more payments exceeding $10,000 in the aggregate in accordance with the following table.

	Payment Received Period (Payments Exceeding $10,000 in Aggregate Received)	Reporting Time Period
Period 1	April 10, 2020 to June 30, 2020	July 1, 2021 to September 30, 2021
Period 2	July 1, 2020 to December 31, 2020	January 1, 2022 to March 31, 2022
Period 3	January 1, 2021 to June 30, 2021	July 1, 2022 to September 30, 2022
Period 4	July 1, 2021 to December 31, 2021	January 1, 2023 to March 31, 2023

34. Can parent entities report on behalf of their subsidiaries?

Parent entities may report on behalf of subsidiaries for any General Distribution payments received by their subsidiaries. At the time of registration and at the time of reporting, a parent entity must add TINs of subsidiaries on whose behalf they will report. The system is designed to pull in General Distribution payments of those subsidiaries and the report will be completed in a consolidated manner. The original recipient of a Targeted Distribution payment is always the Reporting Entity. A parent entity may not report on the behalf of a subsidiary's Targeted Distribution payment.

35. Can a parent entity register in the reporting portal if they are not the recipient of a PRF payment?

Yes. Parent entities may register in the reporting portal to report on behalf of the General Distribution payments of their subsidiaries. The parent entity must verify their identity during the registration process by providing complete payment information for one of their subsidiaries.

36. How can I determine if there is an inaccuracy in my Payment Summary Screen?

There are several different scenarios on the Subsidiary Questionnaire screen of the reporting portal that affect proceeding screens. Please refer to the Reporting Portal User Guide- Reporting, Section 4.3, Step 2 Subsidiary Questionnaire to ensure you are entering information about the subsidiaries on whose behalf you are reporting correctly.

For further information, you may also refer to the Reporting Portal User Guide- Reporting, Section 4.7, Step 6 Payment Summary. If the payment inaccuracy does not fall into these categories, please contact the Provider Support Line at (866) 569-3522; for TTY dial 711.

Additional Resources

Links to resources to assist you with registration and to answer your questions about reporting are available on the PRF Reporting Portal and PRF website. You may also access these resources at any time during registration by clicking the 'Resources & FAQs' button on the upper right-hand corner of each PRF Reporting Portal screen.

If you still have questions after reviewing this document, please review the following Provider Relief Fund (PRF) resources:

- [PRF Reporting Portal User Guide – Reporting](#)
- [PRF Reporting Portal Data Entry Workbook](#)
- [PRF website](#)
- [June 11 Post-Payment Notice of Reporting Requirements](#)
- [PRF Reporting Requirements and Auditing](#)
- [PRF Terms and Conditions](#)
- [PRF July 8, 2021 Webinar slides](#)
- [PRF July 20, 2021Webinar slides](#)
- PRF Frequently Asked Questions (FAQs)

Provider Support Line: For questions regarding registration and reporting, please contact the Provider Support Line at (866) 569-3522; for TTY dial 711. Hours of operation are 8 a.m. to 10 p.m. Central Time, Monday through Friday. Hours are subject to change.