On Friday, April 10, the U.S. Department of Health and Human Services (DHHS) released the first round of the $100 billion in relief funds to hospitals and other health care providers on the front lines of the coronavirus response. This funding will be used to support health care-related expenses or lost revenue attributable to COVID-19 and to ensure uninsured Americans can get testing and treatment for COVID-19. Learn more on the CARES Act Provider Relief Fund webpage.

Ongoing Challenges with Payments

If you are experiencing challenges with grant payments, DHHS has requested that providers call the toll-free CARES Provider Relief Hotline at (866) 569-3522. CARES Provider Relief Hotline provides access to a United Health Group Call Center. The UHG representatives will be able to look up your information and either address your challenge or log it for follow up.

Attestation Portal

On April 16, 2020, DHHS updated the CARES Act Provider Relief Fund website, adding the CARES Act Provider Relief Fund Payment Attestation Portal. Providers who have been allocated a payment from the initial $30 billion general distribution must sign an attestation confirming receipt of the funds and agree to the terms and conditions within 30 days of payment.

DHHS also has added an additional clarifying statement on eligibility under “Who is Eligible for the Initial $30 billion.” The statement now reads (bold text is new):

“If you ceased operation as a result of the COVID-19 pandemic, you are still eligible to receive funds so long as you provided diagnoses, testing, or care for individuals with possible or actual cases of COVID-19. Care does not have to be specific to treating COVID-19. HHS broadly views every patient as a possible case of COVID-19.”

AHCA/NCAL anticipates this statement applying to the second and third tranches of funding as well but will provide updates on any changes in the language. However, the Provider Relief Fund Terms and Conditions remain in place and providers should development financial management systems to track and report on grant use.

While DHHS has not released detailed reporting instructions, the attestation form includes a statement on how DHHS will determine appropriate use of payments via reporting requirements including maintaining an accounting of payments, and how providers are processing payments from the Fund. Examples of how DHHS will use fund reporting information include, but are not limited to, monitor contractors (and/or to its subcontractor) who has been engaged to perform services on an automated data processing (ADP) system used in processing financial transactions and to be shared with appropriate law enforcement agencies when relevant to an investigation, to the Treasury Department, and to auditing organizations.
conducting financial or compliance audits. A complete list of routine uses may be found at here. Additional information will be shared as AHCA/NCAL and members explore the Attestation Portal.

**Additional FAQs Specific to Long Term/Post-Acute Care Providers**

**Of the $100 billion Health Care Relief Fund, how much was released on April 10 and to whom?**

DHHS released $30 billion to providers who deliver Medicare-financed services, only. Learn more from AHCA/NCAL’s Member Update regarding the first release of funds.

**How did DHHS develop the grant allocation amounts?**

DHHS calculated the amount of Medicare fee-for service (FFS) payments that were made to Medicare providers in 2019. Medicare Advantage payments, Medicaid and other revenue sources were not accounted for in the first round of $30 billion. Specifically, DHHS based each providers’ share of the $30 billion on their share of total Medicare FFS reimbursements in 2019. This means that CMS, as with calculating the Accelerated and Advance Payments, has used net reimbursement based upon claims to calculate the award amounts.

**How will I receive these funds and who deposits them?**

- DHHS contracted with three banks to distribute the funds;
- Local Administrative Contractors (MACs) were not involved;
- Round One grants were deposited using your Taxpayer Identification Number (TIN) directly into your bank account; and
- Deposit would have been labeled HHSPAYMENT

**Do I have to pay these funds back and are their terms and conditions for the grants?**

No – the CARES Act Provider Relief Fund provides grants, not loans, so they do not need to be repaid. As with any grant, DHHS does have Terms and Conditions for grant.

**Do I need to do anything with the Terms and Conditions?**

Acceptance of the grant funds and retention of those funds for 30 days indicates a provider accepts the Terms and Conditions. Providers do not need to sign and return the Terms and Conditions.

**How do I report on use of my grant funds?**

DHHS will release reporting guidance in the coming weeks. For a high-level overview of reporting, see the Terms and Conditions.
What if I did not receive my payment?

If you are experiencing challenges with grant payments, DHHS has requested that providers call the toll-free CARES Provider Relief Hotline at (866) 569-3522. CARES Provider Relief Hotline provides access to a United Health Group Call Center. The UHG representatives will be able to look up your information and either address your challenge or log it for follow up.

You can also contact DHHS at HOSPITALCOVID19@hhs.gov. In the email include:

- Company Name
- Building Name
- Certification Number (CCN) for the building (see an explanation of a CCN) and
- The building’s TIN

The agency has indicated that Medicare buildings/providers missed in Round One will receive their allocations in Round Two. For providers who continue to have problems, DHHS as noted that a web-portal will be established to support those providers.

Will more funds be available?

Yes – Round Two will address provider Medicaid payments, provider Medicare Advantage payments and providers in COVID hotspots.

Will AHCA/NCAL provide assistance with grant oversight resources?

Yes – AHCA/NCAL is developing an array of tools and resources to help you manage the CARES Act Provider Relief Fund as well as other financing opportunities. These will include:

- Lost Revenue and COVID-Related Expenses Calculator
- Grant and Loan Management Guidance and Checklist
- Billing Guidance – Ensuring Cash Flow