

Provider Relief Fund (PRF) Reporting Portal

Frequently Asked Questions (FAQs)

Last Updated: 6/30/2021

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.

Table of Contents

General Questions	1
Registration Questions	3
Reporting Questions.....	7
Additional Resources	9

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
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

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.

7. Where can I find resources to assist me with registration and answer my questions about reporting?

Links to resources to assist you with registration and to answer your questions about reporting are available on the PRF Reporting Portal or on the 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.

Registration Questions

8. 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.

9. 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.

10. 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, five-digit 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 any one of the PRF payments received (Note: this payment information is used for identity verification purposes only)
 - 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.

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

The contact email address will be used to send a passcode required during each log in as part of the two-step authentication process required by HRSA for security purposes and should be a valid, monitored email address. A confirmation message will be sent to the contact email address 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 safelist.

12. 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 will be used during a two-step authentication process required by HRSA for security purposes during each log in and 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.

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 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.

14. 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 during a two-step authentication process required by HRSA for security purposes during each log in and should be a valid, monitored email address. The contact 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.

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.

15. 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 at the time the portal opens for reporting on the use of funds by logging into the portal using your username and password. Please note that you will need to have access to the contact e-mail address provided at the time of the registration to be able to log in successfully.

If you need to change the email address associated with your PRF Reporting Portal account before the portal opens for reporting on the use of funds, 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 during a two-step authentication process required by HRSA for security purposes during each log in. The contact email address associated with your account will also be used to communicate with you in the future.

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

If you do not remember your username, 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.

17. 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.

18. 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. Once you enter a valid username and click the 'Continue to Log In' button, you will be presented with a login screen with 'Forgot Password' link next to the 'Log In' button. Clicking the 'Forgot Password' link will send a temporary link to the email address associated with the portal account and will allow you to set a new password. This temporary link is valid for 24 hours. After 24 hours, you may click on the 'Forgot Password' link again to generate a new temporary link.

19. 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.

20. 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., 123456789,2345678900,345678900).

21. 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.

22. 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 a subsidiary TIN. The payment information is only used for identity verification purposes.

23. How do I decide what payment information I submit?

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.

24. 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.

25. 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’](mailto:PRFReporting-NoReply@hrsa.gov) to your safelist.

26. 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 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.

Reporting Questions

27. 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
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

28. 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.

29. 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.

30. 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 ET 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
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

31. 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
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 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

33. 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.

Additional Resources

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 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 8 p.m. Central Time, Monday through Friday. Hours of operation will be extended until 10 p.m. Central Time during application and reporting periods.

Other Technical Assistance: The Health Resources and Services Administration (HRSA) plans to offer a webinar and will share a recorded PRF Reporting Portal Demonstration after the PRF Reporting Portal opens for providers to report on the use of funds.