Provider Relief Fund (PRF) Reporting Portal
Frequently Asked Questions (FAQs)

Last Updated: 1/15/2021

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 information on the PRF [webpage](#) *and the most recently issued* 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 who received one or more payments exceeding $10,000 in the aggregate are required to report on several required data elements as part of the post-payment reporting process and therefore must register for an account.

2. **I only received funds from the Rural Health Clinic Testing Distribution. Am I required to register in the PRF Reporting Portal?**

   If your only PRF payment was the Rural Health Clinic Testing Distribution, you do not need to register in the PRF Reporting Portal. You should contact 'RHCCOVID-19Testing@hrsa.gov' for information about the Rural Health Clinic Testing reporting requirements and learn more at the Rural Health Clinic Testing [website](#).

3. **I am a recipient of a Nursing Home Infection Control Distribution and we have not been informed of the reporting requirements. Should I register in the PRF Reporting Portal?**

   Recipients that meet the conditions for reporting on use of funds must register in the PRF Reporting Portal before they can begin reporting. Although HRSA has not yet announced the reporting requirements for the Nursing Home Infection Control Distribution, providers that otherwise meet reporting eligibility should complete registration. More information will be made public as soon as it becomes available.

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 browser to access the PRF Reporting Portal?**

   The PRF Reporting Portal is **only** compatible with the most current version of Edge, 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?' and click on 'Register' 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 can also access these resources at any time during registration by clicking the 'Resources & FAQs' button on the top right-hand corner of each portal screen.

Registration Questions

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

   There is not yet a due date for the completion of the registration process, however, registration must be completed before you can report on the use of funds. Please monitor the website for further information regarding the due date for reports.

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

   You will need at least 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?**

    Information required to register is as follows:

    - Tax ID Number (TIN) (or other number submitted during the application process (e.g., Social Security Number, Employer Identification Number (EIN))
    - Business name (as it appears on a 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 a 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 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 ACH)
  - Check number or ACH settlement date

You will need to create a username (in the form of an email) and a password during the registration process.

11. **How will the email address I submit with my registration be used?**

A confirmation message will be sent to the email address submitted during the registration process when registration is successfully completed. **Please make sure to check your junk mail or spam folder and add 'PRFReporting-NoReply@hrsa.gov' to your safe list.** The 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.

12. **Does my email address and username need to be the same?**

No, your email address and username do not need to be the same. The contact email address will be used for future communications and should be a valid, monitored email address. 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 form of an email address and the username created must be unique for each non-consolidated report being submitted, even if the contact email address is the same for each entity. Communications will 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 form of an email address and the username created must be unique for each non-consolidated report being submitted, even if the contact email address is the same for each entity. Communications will 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 for future communications and should be a valid, monitored email address. 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 can 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 username or email address associated with my PRF Reporting Portal account?**

   If you need to change the username or email address associated with your PRF Reporting Portal account, you must call the Provider Support Line at (866) 569-3522; for TTY dial 711. Support is available from 7:00 a.m. to 10:00 p.m. Central Time, Monday through Friday.

   You must keep the email address associated with your account up to date because it will be used to communicate with you in the future. The email address will also be used for security purposes to verify your identity every time you log into the PRF Reporting Portal.

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. Support is available from 7:00 a.m. to 10:00 p.m. Central Time, Monday through Friday.

17. **How do I reset my password?**

   In the future, providers will be able to reset their passwords from the PRF Reporting Portal home screen. A 'Forgot Password' button will be available on the home screen when reporting goes live. Clicking the 'Forgot Password' button will send a temporary link to your email address on file which will allow you to set a new password. This temporary link is valid for 24 hours. After 24 hours, you will have to click on the 'Forgot Password' button again to generate a new temporary link.

18. **Some of my TINs are not nine digits. What should I do?**

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

19. **I am a parent reporting on behalf of many subsidiaries. Do I need to submit TINs for each of these subsidiaries?**

   A parent entity reporting on behalf of subsidiaries must provide all of their subsidiaries' TINs in a list delimited by commas.

20. What if I realize after I submit my registration that I did not submit subsidiary TINs for all of my 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?

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

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

You can enter payment information for any one of the PRF payments you (or a subsidiary on whose behalf you are reporting) received. HHS requires five 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. The payment information is used to verify identification and you will not be able to successfully complete the registration process without accurate payment information.

23. Where can I find my payment information?

Please check your banking records or inquire with your accountant. If you received your PRF payment by ACH the deposit, the addenda description will include *HHS.GOV*866-569-3522. The settlement date is the day of the deposit. The amount must match the exact amount.

If you received and deposited a Paper Check, you will need the exact amount and the check number.

If you received a payment within the last five business days please try an earlier payment, see question 20 for more information.

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!**' 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. Please make sure to check your junk mail folder or spam folder if you do not receive the message and add 'PRFReporting-NoReply@hrsa.gov' to your safe list.

25. Can I make updates to my registration profile?

Providers who have already registered a TIN will not be allowed to register that TIN again or update previously submitted information until the PRF Reporting Portal is open

for the submission of reports on the use of funds. Information submitted during registration is pre-populated when the provider starts the reporting process, and updates can be made to this pre-populated information at that time.

Reporting Questions

26. How can I report on the use of funds?

Providers will be notified when they should complete the second step of the process and report on the use of funds. This functionality is not currently available. You will be able to log into the PRF Reporting Portal at *https://PRFReporting.hrsa.gov* when the system is ready for providers to start reporting on the use of funds.

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

The operability of the PRF Reporting Portal for reporting on use of funds has been delayed. HRSA will announce the timeline for submission of these reports when it is available.

28. How will HRSA communicate to providers when the PRF Reporting Portal is open for the submission of reports on the use of funds?

HRSA will communicate via broadcast email to the email address that was provided during registration. Providers can also check the Reporting Requirements and Auditing webpage for the latest updates about the PRF Reporting Portal.

Additional Resources

If you still have questions after reviewing this document, please review the following resources:

PRF Reporting Portal User Guide - Registration

PRF website

Terms and Conditions

Frequently Asked Questions (FAQs)

Reporting Requirements and Auditing

Provider Support Line: Assistance via phone is limited to basic questions about the registration process at this time. For those basic inquires, call the Provider Support Line at (866) 569-3522; for TTY dial 711. Hours of operation are 7 a.m. to 10 p.m. Central Time, Monday through Friday. Additional provider support will be available in the future.