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Some Phase 2 Provider Relief applicants Will Have Until Jan 6 to Apply

REGULATION | DECEMBER 23, 2020 | BY NICOLE FALLON, NICOLE FALLON

Providers who previously submitted their Tax Identification Numbers (TINs) for validation to receive Phase 2 Provider Relief Funds (PRF) should watch their email inboxes and spam folders for an email from HHS/HRSA/Optum that will give them one last opportunity to complete their application for payments. The deadline to apply is short and must be completed by Wed., January 6.

What we learned is that Optum, who is assisting HHS with the PRF application and distribution processes, encountered a glitch so more than 5,700 assisted living providers whose TINs were validated did not receive a communication with information about how to complete an application. HHS is now seeking to remedy this situation. Either today or Monday, December 28, HHS will be sending an email notice to these self-identified assisted living providers indicating that they have one last opportunity to apply. However, those applications must be completed by Wednesday, January 6. Members are encouraged to watch for this email to arrive over the next few days in their inbox, junk mail or spam folder and know that it is legitimate. We do not know if other provider types were impacted by the glitch.

This latest glitch represents just one of a number of challenges that providers and HHS encountered with the Phase 2 application process, which was particularly challenging for those providers newly eligible to apply – predominantly, assisted living and behavioral health providers. For assisted living

providers, HHS needed to identify these properties through outreach to states and with the assistance of associations like LeadingAge.