

National Archives and Records Administration
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0512-2023-0003

Status: APPROVED
Date Approved: 10/09/2024

General Information

Agency or Establishment	Health Resources and Services Administration
Record/Scheduling Group	0512 - Records of the Health Resources and Services Administration
Records Schedule Applies To	Agency Subdivision
Major Subdivision	Provider Relief Bureau
Schedule Subject	Provider Relief Fund Case Management System
Additional Schedule Information	<p>The Coronavirus Aid, Relief and Economic Security Act (CARES Act) (Public Law (P.L.) 116- 136), Paycheck Protection Program and Health Care Enhancement Act (PPHCEA) (P.L. 116-139), and Coronavirus Response and Relief Supplemental Appropriations Act (P.L. 116-260) provide the U.S. Department of Health and Human Services (HHS) \$178 billion under the Public Health and Social Services Emergency Fund to administer a Provider Relief Fund (PRF).</p> <p>The Provider Relief Bureau (PRB) was created by the Health Resources and Services Administration (HRSA) agency on April 2020 – originally known as the Office of Provider Support (OPS). This bureau has the responsibility of administering the PRF with the purpose of supporting health care entities and eligible providers in order to provide financial support to those who experienced lost revenues and increased expenses during the pandemic. Subsequently, this financial support will help to maintain the national health system capacity. HRSA had to develop a process for using data to support the distribution of funds, but given the size, scope, and complexity of the PRF program it was required to rapidly ramp up data and technology capabilities to support the massive effort. PRF Case Management System, commonly referred to as Salesforce, provides access to details of any existing cases. A case is the consolidated information to include files, notes, contacts, and other details for a single inquiry from the provider. There are different groups that have access to parts of the case management tool based</p>

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on their user role, for example call center agent, case manager, subject matter expert, technical support, etc. Access allows the user to review/edit cases, display contact and account information, tasks, reports, and dashboards. A unique identifier and case owner is assigned to each open case. The case details section includes a resolution summary to briefly state the reason for closing the case. Salesforce creates a general location for the case management team or call center agent to assist providers with inquiries related to their receipt of PRF. The system groups cases for an individual provider in one section allowing visibility on historical content for the provider, and limits duplication of inquiries for the case management team. In addition, the Salesforce system includes PRF Reporting data containing the provider's registration, reporting data for the reporting periods, and lost revenue calculations for the reporting periods. Attributes include note sections, case comments, attachment uploads to include article searches, historical case information, email communication, automated notifications, and related case information.

Is There a Classified Version of This Schedule?

No

Is consultation and coordination with Tribal Governments required?

No - the records covered by this schedule do not implicate Tribal interests

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Item Count

Total number of disposition items: 4

Number of Temporary disposition items: 4

Number of Permanent disposition items: 0

Number of Items with Disposition Not Approved: 0

Number of Inactive disposition items: 0

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Outline of Records Schedule Items for DAA-0512-2023-0003

Item #	Title	Disposition
0001	Provider Relief Fund Account Profiles	Temporary
0002	Provider Relief Fund Provider Intake Case Inquiry	Temporary
0003	Provider Relief Fund Reporting Case Data and Summaries	Temporary
0004	Provider Relief Fund Lost Revenue Calculations	Temporary

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Records Schedule Items

DAA-0512-2023-0003-0001		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Provider Relief Fund Account Profiles	
Item Description	Accounts profiles host the details of the business. The overall purpose is used to display the company/provider's content that differentiates a business. Basic provider information is placed in the Accounts section. These profile records include general information such as Tax Identification Number, Phone, Address, and Business Name.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
MANUAL CITATION		
Agency Code	0512	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Other: Cutoff after final action is taken.	
Retention Period	Other: Destroy 10 years after the cutoff.	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

DAA-0512-2023-0003-0002		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Provider Relief Fund Provider Intake Case Inquiry	

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Item Description	<p>Related cases assigns a unique identifier, case owner, or call center agent to each communication thread from a provider. The case owner/call center agent is assigned to review the purpose of the email or phone call using the unique identifier to validate the request and decrease duplication efforts. The case owner/call center agent includes a summary, assigns a priority status, updates the status, and proceeds with an action to resolve the inquiry.</p> <p>List of some variables included in the file: Case Number Case Age Priority Notes</p>
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
MANUAL CITATION	
Agency Code	0512
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Other: Cut off after final action is taken.
Retention Period	Other: Destroy 10 years after cutoff
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0512-2023-0003-0003	STATUS: Active
ITEM GENERAL INFORMATION	
Item Title	Provider Relief Fund Reporting Case Data and Summaries

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Item Description	PRF Reporting data includes the record type and the status or file link to the record. Registration record types consists of provider details. Reporting record types list primary and subsidiary summaries, distribution payments received, tax and audit information, payment summaries, personnel, patient, and facility metrics. Reporting data is what a provider submits to HRSA through HRSA managed reporting portal along with detailed supporting documentation of how the PRF payment was spent. It is used in combination with other data to determine if any unused funds are due back to HRSA. List of some variables in the file include, subsidiary questionnaire data and information, payments to recipient, tax information, single audit information, payment summary, and lost revenues.
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
MANUAL CITATION	
Agency Code	0512
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Other: Cut off after the final action is taken.
Retention Period	Other: Destroy 10 years after cutoff.
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0512-2023-0003-0004	STATUS: Active
ITEM GENERAL INFORMATION	
Item Title	Provider Relief Fund Lost Revenue Calculations

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Item Description	Lost revenue calculations lists the lost revenues for the business for each PRF report and includes a cumulative calculation for the business. List of some variables included in the file: Total PRF Previously Applied to Lost Revenues Total Lost Revenues Eligible for Reimbursement Total PRF Returnable to HRSA Lost Revenues
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
MANUAL CITATION	
Agency Code	0512
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Other: Cut off after final action is taken.
Retention Period	Other: Destroy 10 years after cutoff.
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

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Signatory Information

Action	User	Date
Approve	Colleen Shogan	10/09/2024