CARES ACT PROVIDER RELIEF FUND – Key Facts and Application Deadline Extended!

Qualified health care service and support providers have access to relief funds for appropriate expenses, lost revenue due to COVID-19, or to help uninsured Americans get testing and treatment for COVID-19.

Through the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the Paycheck Protection Program and Health Care Enhancement Act (PPPCE), the federal government has allocated $175 billion in payments to be distributed through the Provider Relief Fund (PRF).

These payments do not need to be repaid to the US government, assuming providers comply with the terms and conditions.

Applications are currently open for Phase 2 General Distribution funding for Medicaid, Medicaid managed care, Children’s Health Insurance Program (CHIP), dental providers, and certain Medicare providers. To be eligible to apply, the applicant must have either:

- Billed Medicare fee-for-service during the period of Jan.1, 2019-Dec. 31, 2019; or
- Be a Medicare Part A provider that experienced a change in ownership and billed Medicare fee-for-service in 2019 or 2020 that prevented the otherwise eligible provider from receiving Phase 1 General Distribution payment
- Billed Medicaid / CHIP programs or Medicaid managed care plans for health-related services between Jan.1, 2018-Dec.31, 2019; or
- Billed a health insurance company for oral healthcare-related services as a dental service provider; or
- Be a licensed dental service provider who does not accept insurance and has billed patients for oral healthcare-related services

Please check out https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund/for-providers/index.html#enhanced-provider-relief for more information on how you may qualify and other applicable eligibility requirements. All groups have until Friday, August 28, 2020 to apply.

HOKU PROVIDER ENROLLMENT SYSTEM

Federal guidelines require that providers who participate in the Medicaid program enroll with the State Medicaid program they participate in. If a contracted provider does not register and enroll, then Federal and State requirements may result in AlohaCare not being able to pay the provider for covered services rendered to an AlohaCare member. The Medicaid requirements are available here:

MQD has stressed the importance for participating providers to enroll before they impose penalties, including withholding payment for services. **If you have not yet enrolled, we urge you to do so as quickly as possible, preferably by 12/31/2020.** We will provide assistance to contracted providers who need help with registration and enrollment.

To help practitioners register and enroll as Medicaid providers, on August 3, 2020, the Med-QUEST Division (MQD) launched a new web-based provider enrollment system called HOKU, which stands for Hawaii’s Online Kahu Utility, and is an alternative to the current paper application provider enrollment process. With this new system, providers can enroll, update, and make changes to their information quickly and easily online, thereby reducing the administrative load and paper processing time for both providers and the State.

MQD will be holding webinar-based provider training sessions on the use of HOKU. Training information can be found on their website: [https://medquest.hawaii.gov/en/plans-providers/Provider-Management-System-Upgrade.html](https://medquest.hawaii.gov/en/plans-providers/Provider-Management-System-Upgrade.html). Please note that some of the training sessions will be enrollment type specific, and some will be provider type specific; please read the training descriptions carefully. Simply click on the ‘Training’ tab from the link provided above to view which enrollment type each provider type is in and view HOKU Provider Instructional Slides. You will also be able to register for training sessions when they are available. HOKU Provider Training Videos will be available at a future date.

**FREE PPE AND OTHER HELPFUL INFORMATION**

If you are a private or independent medical or dental practice, small hospital, child, adult or foster care facility, small business, or non-profit in Hawaii, you can obtain free PPE provided by the Hawaii State Government (using Hawaii CARES Act funding as allocated under SB126). To apply, go to [https://hawaii-medical-alliance.myshopify.com/](https://hawaii-medical-alliance.myshopify.com/) to register. You will get a password via email a few days after registering; you can set up your account and submit your order from the same website. It may take up to 2-3 months to receive your order, but the State may also be able to provide some PPE from locally available supplies if you have an urgent need.

If you need Fit testing for N95’s, email: HIN95fit@gmail.com. More helpful information is available in the Provider section of our website at [www.alohacare.org](http://www.alohacare.org).

**EXPANDED TELEHEALTH SERVICES STILL IN EFFECT**

As the COVID-19 pandemic continues and infection rates remain at high levels, the State is once again considering implementing stricter “Better at home” guidelines. During this time, expanded telehealth options can help you deliver care to your patients, especially those who are at-risk or are more vulnerable, and should continue to stay at home. Telehealth services can ease a patient’s concerns about receiving medical care without increasing exposure to COVID. The relaxed telehealth requirements include coverage for services delivered through telephone calls. Telehealth CPT codes and billing instructions are available in our April Provider Advisory, [Updated List of Covered Telehealth Services and Other Important Notifications Related to COVID-19](https://www.alohacare.org/ContentProviderAdvisor/UpdatedListCoveredTelehealthServicesAndOtherImportantNotificationsRelatedToCOVID19).

AlohaCare is also able to offer some assistance. If you need a tool to connect with your patients. AlohaCare has a limited number of Zoom licenses that we can offer to our contracted providers. You can obtain more information or make a request by sending an email to jmather@alohacare.org.

**WE ARE HERE TO HELP**

Have questions or need assistance? Reach out to Provider Services and one of our knowledgeable staff will connect with you. Call us at 973-1650 on Oahu or toll free at 1-800-434-1002. Or send us your questions via our webpage at [https://www.alohacare.org/ContactUsForm](https://www.alohacare.org/ContactUsForm).

Stay Safe. Stay Healthy.