



Dear Clearinghouse partner,

We recently reached out to let you know of a temporary lapse in enrollment and claims processing in the Health Resources and Services Administration (HRSA) COVID-19 Coverage Assistance Fund (CAF) as we updated administrative and contract support. This update has now concluded and the portal has been reopened for new enrollments and claims processing.

**Next Steps**

Now that processing has resumed, and in accordance with program policy, CAF is accepting claims for COVID-19 vaccines administered on or after December 14, 2020. Providers may submit claims via the CAF portal at: <https://covid19coverageassistance.ssigroup.com/>.

**Questions**

For questions, contact the provider support line at 833-967-0770 or TTY dial 888-970-2920. Hours of operation are 8:00 am to 8:00 pm ET, Monday through Friday. Service staff members are available to provide real-time technical assistance and payment support.

Thank you for your participation in the program.

Provider Relief Bureau  
Health Resources and Services Administration  
United States Department of Health and Human Services