



Dear Valued Provider:

Processing of vaccine administration claims through the Health Resources and Services Administration (HRSA) COVID-19 Coverage Assistance Fund (CAF) is on hold while the program makes updates to its administrative and contract support.

You are receiving this email because you have been identified as an organization participating in the HRSA CAF and may be impacted by this update.

Update

As HRSA updates its administrative and contract support for the CAF program, the program will be temporarily unable to enroll new providers after November 12, 2021. The program will also not be able to receive, process, or reimburse claims for several weeks, starting November 26. However, the CAF portal will still be available for the retrieval and viewing of EDI acknowledgements, and the checking of claims status.

Please note this announcement only affects vaccine administration claims for the *underinsured* submitted to the HRSA COVID-19 Coverage Assistance Fund, not claims for the uninsured submitted to the [HRSA COVID-19 Uninsured Program](#).

Next Steps

No additional action is needed by you at this time. New enrollments and claims processing will resume. We will notify enrolled providers by email and provide notice on the CAF [website](#) and other relevant websites when these activities resume. We anticipate eligible claims submitted on or before November 26 will be processed and paid by December 13, 2021. We will post the date that new enrollments and claims processing will resume as soon as it becomes available.

Questions

If you have any questions concerning this matter specifically or the HRSA COVID-19 Coverage Assistance Program generally, please 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 EST, Monday through Friday. Service staff members are available to provide real-time technical assistance, as well as service 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