



Delaware Department of Health & Social Services

CARES Act

DHSS Health Care Relief Fund - Frequently Asked Questions

Program Eligibility

1. Who is eligible to apply?

To be eligible, an applicant must meet all the following criteria and must include documentation of such in their application:

- Health care organization or provider who serves patients or clients in Delaware
- In operation on or before February 1, 2020;
- Hold a Delaware business/nonprofit license
- Holds an active license from the Division of Health Care Quality (DHCQ) or from the Division of Professional Regulation (DPR) or be an authorized provider of the Division of Developmental Disabilities Services (DDDS) or Division of Substance Abuse and Mental Health (DSAMH).
- *If applicant is a hospital*, only acute care medical hospitals who have the Delaware Medicaid Disproportionate Share Hospital (DSH) designation and received a DSH payment in Calendar Year 2020 are eligible to apply. Standalone psychiatric hospitals and Institutions for Mental Disease (IMDs) are also eligible.
- Agrees to the terms & conditions of the grant.

2. What provider types are eligible to apply?

Examples of eligible provider categories include:

- Intellectual/Developmental Disabilities;
- Home Health Care Agencies;
- Long-Term Care;
- Behavioral Health; and
- DSH Hospital Systems.

Additionally, providers licensed by the Division of Professional Regulations (DPR) in the below categories are also eligible:

- Acupuncture
- Acupuncture Detox
- Art Therapy
- Audiology
- Chemical Dependency Professionals
- Chiropractic
- Counselors of Mental Health
- Dental
- Dieticians
- Eastern Medicine Practitioner

- Genetic Counselor
- Marriage and Family Therapy
- Massage and Bodywork
- Medical Practice
- Mental Health
- Midwife (non-Nursing)
- Nursing
- Nutritionist
- Occupational Therapy
- Optometry
- Paramedic
- Pharmacy
- Physical Therapy
- Physician
- Physician Assistant
- Podiatry
- Polysomnographer
- Psychology
- Respiratory Care
- Social Workers
- Speech Pathology

3. I'm a health care worker (paramedic, nurse, physician) working for a provider organization. Am I eligible to apply for relief?

Only health care organizations/agencies (nonprofits or businesses) or providers are eligible to apply. This is not a grant to individuals within an agency.

4. Am I eligible to apply if I am a sole proprietor with my own business license, professional license and business insurance

If you are an individual who is licensed in one of the areas above AND you own your business, you may be eligible to apply. You will need to provide your professional license number (from the Division of Professional Regulation) to prove that you a health care provider AND your Tax Identification Number (TIN) for documentation of your business.

5. I received Health Care Relief Funds (HCRF) during the first round of funding in 2020. Am I eligible to apply for this round of HCRF?

Possibly. Participation in the first round of the Health Care Relief Fund does not necessarily exclude an applicant from applying for funds in this round.

However, requests are subject to the same requirements as the previous round: requests must be related to COVID-19 expenses and not have been reimbursed from another source of funding.

6. I received relief funds from another CARES Act source (HHS Provider Relief, Delaware Relief Funds, or Non-Profit Relief Funds). Am I eligible to apply for DHSS Health Care Relief Funds (HCRF)?

Possibly. Applicants who receive funds from another CARES Act source *may* be eligible to apply for the Health Care Relief Fund *if they are not receiving relief funds for the same expenses*.

For instance, if a provider purchased PPE in September of 2020 and then allocated other CARES Act funds from HHS Provider Relief, Delaware Relief Funds, or the Non-Profit Relief Funds to cover that cost, they cannot receive funds for the same expenses.

However, they can apply for other expenses or future expenses that occur prior to 10/31/21. The grantee must retain all documentation of these purchases and follow all CARES Act purchasing rules.

7. What is the difference between the Health Care Relief Fund and the Delaware Nonprofit Support Program? Can I be eligible for both?

To be eligible for the Health Care Relief Fund you need to be a health care organization or provider in Delaware. Both nonprofit and for-profit health care providers/organizations are eligible to apply.

The [Delaware Nonprofit Support Program](#) is for all Delaware 501(c)3 organizations that do not qualify for the Delaware Relief Grants Program.

8. What if I received a Medicaid retainer payment?

Providers who received a Medicaid retainer payment should consider how those payments may overlap with CARES funds, including but not limited to this Health Care Relief Fund. In the event that a provider is overpaid across relief sources, accepts payment for ineligible expenses, and/or receives funding for the same expense more than one, repayments may be due from the provider to the State and/or other funders.

9. What are eligible expenditures for awards?

Eligible expenses for the Health Care Relief Fund must comply with all terms of the application and Terms & Conditions set by DHSS.

In addition, the federal guidance requires that funds only be used to cover costs that are necessary expenditures incurred due to the public health emergency with respect to COVID-19. The expenditures must occur between March 1, 2020, and October 31, 2021, and cannot be in any budget approved as of March 27, 2020.

Expenditures for health care organizations eligible for awards may cover a broad range of items and services that were purchased to prevent, prepare for, and respond to the coronavirus pandemic. All expenditures must follow the federal guidance, and *could* include :

- supplies used to provide health care services for possible or actual COVID-19 patients;
- equipment used to provide health care services for possible or actual COVID-19 patients;
- workforce training (i.e. infection control training) related to the COVID-19 pandemic;
- developing and staffing emergency operation centers;
- reporting COVID-19 test results to federal, state, or local governments;
- building or constructing temporary structures to expand capacity for COVID-19 patient care or to provide health care services to non-COVID-19 patients in a separate area from where COVID-19 patients are being treated; and

- acquiring additional resources, including facilities, equipment, supplies, health care practices, staffing, and technology to expand or preserve care delivery related to the COVID-19 pandemic.
- costs associated with vaccinating staff or clients/patients against COVID-19

10. What is “network adequacy and integrity”?

Network integrity may cover the following:

- Expenditures related to the costs of business interruption caused by required closures related to the COVID-19 pandemic; AND
- Expenditures necessary to ensure that capacity to provide services post-pandemic is preserved; AND
- Services and items for which your organization did not already receive any State or Federal grant or relief funding for COVID-19 related expenses; AND
- Meet all other requirements for Delaware’s Health Care Relief Fund for industry-specific grants.

Fixed and indirect costs (such as rent, utilities, etc.) not related to the direct cost of care *may* be eligible; however, grantees must be able to demonstrate that the impact of the business interruption on these cost (i.e. provide financial statements and proof of payment upon audit) and that the purchase occurred in the required time frame.

11. What kind of payroll expenses are eligible?

The following may be eligible:

- New staff or overtime needed to respond to the COVID-19 pandemic; AND
- Staff whose salaries & benefits were not included in the most recent budget prior to March 27, 2020; AND
- Time & effort can be documented as related to the pandemic response; AND
- The organization has retained payroll records.

If the reimbursement is related to network adequacy, payroll may be eligible; however, those expenses must be documented in line with all requirements for network adequacy payments.

12. Can I use my award to replace lost revenue?

No. The Health Care Relief Fund is not a provider relief payment and cannot be used to replace lost revenue. However, providers can use these awards to support efforts to maintain network adequacy and integrity that may be jeopardized due to COVID-19.

Eligible Expenditures & Revenue

13. Will I need to provide receipts and/or proof of purchase?

Receipts and/or proof of purchase and/or proof of payment will not be a required part of the application. However, these will be required documentation as part of a post-grant audit. If

recipients cannot provide documentation for their grant-related expenditures they will be required to repay the State.

14. What if I do not have the receipts from purchases earlier in the fiscal year?

If your agency does not have sufficient documentation to support that this is a COVID-19 related expense, then do not use the grant funding for this expense. If recipients cannot provide documentation for their grant-related expenditures, they will be required to repay the State.

15. Can I apply for funds to pay down another state or federal loan program related to COVID-19?

No.

Application Process

16. When is my application due?

Applications are due no later than July 16, 2021 and will be reviewed on a rolling basis.

17. What is required in the application?

The application consists of:

1. Application with basic organizational information
2. Certification agreeing to the Terms & Conditions of receiving Delaware CARES Act funds
3. Line item budget of request for relief funds
4. 12-month financial statement listing the applicant's Calendar Year (CY) 2019 operating budget.

18. What is a line item budget?

A specific line item budget format is not required but the state must be able to understand what the funding will be used for to ensure expenses align with federal guidance and allow for a reference upon audit at a later date. The budget should fulfill that requirement.

If you do not have a preferred format, a template is available on the HCRF homepage <https://dhss.delaware.gov/dhss/dms/caresact> , [Sample Budget] button is at the bottom of the page.

19. Do I need to report federal assistance already received?

Not at this time. However, applicants shall not use these funds to pay for expenses where federal or state assistance has already been received. If expenses are found to have already been reimbursed by state or federal assistance, applicants may be required to repay the State.

20. Can I submit my application, attestation, and supporting documentation separately?

No. Submit the information together in a single email to DHSS_CaresAct@Delaware.gov to prevent your application as being marked “Incomplete”. Incomplete applications will not receive funding.

21. What is the FSF supplier ID? What if I don’t have one?

An FSF supplier ID is the vendor number your organization has in order to initiate payment from First State Financials (FSF), the State’s accounting System. All payments will be processed via FSF.

If your organization does not have one, please register [here](#). You will need to register in order to receive payment if your application is approved. Failure to do so may delay receipt of your award. Additional information is available at the [State of Delaware eSupplier Portal](#). The eSupplier Portal is only for securely registering for a new supplier or updating an existing supplier record.

The eSupplier portal does not have payment information or status of any payments, grant applications, etc. Please allow 4-5- weeks for review & processing of applications and awards. If you have questions about the status of your award, please contact DHSS_CaresQuestions@delaware.gov

22. I started the process to get an FSF supplier ID, but don’t have it yet. Can I still submit?

Yes! Please continue along the process. It is currently taking 7-10 days for a new registration to be approved because of all the internal steps necessary to ensure information is accurate.

23. How can I find out if I have an FSF supplier ID?

You can call the FSF Supplier Maintenance team (302-526-5600) at the Department of Finance. Typically, organizations have identified individuals within their financial and/or accounting offices to work with the State. The individual calling in will need to know the organization’s Tax ID number (Social Security Number or Employer Identification Number), Business Name and/or the “Doing Business As” name, and an address currently listed on the supplier record. Information will only be released to those identified as a “responsible party” in State accounting records.

You may need to leave a voicemail due to high call volume. If leaving a voicemail, clearly provide the name of the business and spell it.

24. Are electronic signatures sufficient or does it need to be a “wet” signature?

An electronic signature, via DocuSign or other technology, is appropriate. Wet signatures will also be allowed, but all submissions must be electronic via email.

25. How will I know if my application has been received?

When you submit applications to DHSS_CaresAct@delaware.gov (DHSS underscore CaresAct), you will receive an autoreply message indicating that your application has been received. Any questions can be sent to DHSS_CaresQuestions@delaware.gov (DHSS underscore CaresQuestions).

26. Will I be notified if additional information is needed for my application?

Yes. If any information is missing, incomplete, or if clarifications are needed you will receive a message from DHSS staff using the DHSS_CaresAct@delaware.gov email address. These requests will have a 2-business day turnaround that will be uniformly applied to all applicants.

Awards & Funding

27. When will I receive my award?

Applications will be reviewed in the order in which they are received. If the application is complete and eligible for funding, your organization will then receive an approval letter and additional terms & conditions. Once you have received a letter, please allow for 10 business days for DHSS financial staff to process your payment in the First State Financials (FSF) accounting system. You must be a registered vendor (supplier) in FSF to receive your award.

We anticipate that this process will take 4-5 weeks from the date of application.

For this second round of HCRF, if approved for funding, organizations may begin receiving notification of awards as early as July 16th, 2021.

28. Once approved, how will I receive my check?

Grant awards will be processed in the First State Financials (FSF) accounting system. Please make sure you are signed up as a [vendor/supplier](#) in FSF ([State of Delaware eSupplier Portal](#)).

29. What can delay my check?

The most common reasons causing delays and ineligibility of award include:

- a. omitting required data on the application
- b. not sending the required components (application, attestation, or supporting documentation)
- c. not completing enrollment in the First State Financials (FSF) accounting system. If you submitted your information through the FSF portal ([State of Delaware eSupplier Portal](#)), you would have received a confirmation email that included a reference #. That

reference # is important to track those situations if you cannot successfully complete enrollment.

- d. submitting an address on the application that differs from the address in FSF. If the payment is not ACH, then a physical check will only be mailed to the address provided in FSF; this may differ from the original address provided on the application. If your agency has multiple locations with a single Federal Employer Identification Number (EIN), it is recommended that you contact your corporate fiscal office to notify them of the award as they may either receive the physical check or be in receipt of an ACH deposit from the State of Delaware in the amount of your award.

Please also refer to questions 21, 22 and 23 above.

30. What reporting must I submit to the State after I receive my award?

More information on this topic will be forthcoming. However, in order to be prepared, please prepare all documentation in line with the Terms & Conditions.

31. What are the terms & conditions of this award?

Any expenses used for this funding must be in compliance with the U.S. Treasury Department CARES Act [guidance](#) and [FAQ](#). In addition, applications must be submitted with an attestation to be considered complete.

32. Is this award taxable?

Yes.

33. I have a question not listed here- who can I contact?

Please email your question to DHSS_CARESQuestions@delaware.gov