



Program Assistance Letter

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DOCUMENT TITLE: Federally Qualified Health Center Look-Alike Program Registration for Implementation of Electronic Information Systems

TO: Federally Qualified Health Center Look-Alikes
Primary Care Associations
Primary Care Organizations
National Cooperative Agreements

I. BACKGROUND

Program Assistance Letter (PAL) 2010-02¹, issued on May 19, 2010, describes how the Health Resources and Services Administration (HRSA) is enhancing the Federally Qualified Health Center (FQHC) Look-Alike Program by streamlining and simplifying application and data reporting processes by integrating FQHC Look-Alike applications into the HRSA Electronic Handbooks (EHB). These enhancements will better support health centers with improved processes for applying for FQHC Look-Alike designation, recertification, and renewal of designation, facilitating submissions for requesting changes in scope of project, and enhancing communications. This important effort will substantially improve HRSA's ability to oversee and provide support/assistance to FQHC Look-Alike organizations.

As a part of this initiative, on June 2, 2010, HRSA sent all FQHC Look-Alikes a list serve notice requesting verification of information about their organization and its Primary Point of Contact (POC)/Authorizing Official (AO). To further support this effort, HRSA will be contacting each POC/AO to provide necessary information to facilitate registration within EHB. This is an important activity in a series of steps that will be completed in the coming months as HRSA prepares to transition FQHC Look-Alike program application submission, review, designation and other project monitoring activities into EHB.

Upon completion of this activity, FQHC Look-Alikes will have accurate and reliable information about their organization and its POC/AO available in HRSA's EHB. In addition, FQHC Look-Alikes will benefit from the pre-population of this data for baseline scope

¹ PAL 2010-02 is available online at <http://bphc.hrsa.gov/policy/pal1002/>.

verification, future recertification and renewal of designation applications, and related electronic submissions, thereby reducing work duplication.

II. IMPLEMENTATION OF EHB REGISTRATION

A. Timeframe for EHB Registration

On June 16, 2010, HRSA will conduct a Technical Assistance (TA) call for FQHC Look-Alikes to provide general orientation on registration in EHB.

Starting June 16, 2010, all current FQHC Look-Alikes will be required to register their organization within HRSA's EHB. The POC/AO of each FQHC Look-Alike will be provided individual authentication information, which will provide them with default access to verify critical information about their FQHC Look-Alike pre-populated by the EHB system. Registration with HRSA's EHB is an essential step for FQHC Look-Alike participants that do not already have an account.

B. Information to be Verified During EHB Registration

To support this effort, FQHC Look-Alikes will be required to verify information provided in response to the HRSA list serve notice dated June 2, 2010, specifically:

Organizational Information

- Organization's Name (*Complete Legal Name*)
- Organization's Address (*Street, City, State, Zip*)
- Organization's Employer/Entity Identification Number (*9-digits*)

Information on POC/AO

- POC/AO's Name (*First Name, Last Name*)
- POC/AO's Phone
- POC/AO's Email (*This is very important, as all future communication from HRSA will be sent to this email address*)
- POC/AO's Title

C. Training and Technical Assistance for Registration and Authorizing Official Verification in EHB

In order to assure the success of this effort, HRSA is committed to providing the following TA and training to support FQHC Look-Alikes:

- Conduct a TA conference call for FQHC Look-Alikes to provide a general orientation to registration in EHB on June 16, 2010 from 2:00 PM to 4:00 PM EDT. The dial-in telephone number and pass code are 888-323-9687 and FQHC, respectively.
- Contact all FQHC Look-Alike POC/AOs via e-mail to provide authentication information so that they have access to HRSA's EHB.
- Post information regarding registering in EHB and TA materials on the BPHC Web site. TA resource links on the Web site will also include the BPHC Help Line at 301-443-7356.

III. NEXT STEPS FOR FQHC LOOK-ALIKES TO PREPARE FOR REGISTRATION

To prepare to the EHB registration process, HRSA encourages all FQHC Look-Alikes to take the following steps:

1. Assure that FQHC Look-Alike organizational information and information on the officials identified to act on behalf of the FQHC Look-Alike Program (POC/AO) is up to date.
2. Look for e-mails from HRSA that contain important information about EHB registrations.
3. Participate in the TA conference call scheduled for June 16, 2010 from 2:00 PM to 4:00 PM EDT. Replay of the conference call will be available until December 16, 2010. To access the replay, please call 866-489-2847 and provide pass code 68221.
4. Contact the BPHC Help Line or your FQHC Look-Alike Project Officer with any questions or problems.
5. Go to the EHB portal starting June 16, 2010 to review and/or enter data for EHB registration.
6. Contact your Project Officer if you have questions.

HRSA is committed to assuring a smooth and successful transition of the FQHC Look-Alike program into the EHB. We look forward to working with you on this transition. If you have systems-related inquiries and/or questions about EHB, please contact the BPHC Help Line at (301) 443-7356 from 8:30 AM to 5:30 PM EDT Monday through Friday. If you have programmatic questions, please contact Twyla Adams or Esther Paul at 301-594-4300 or submit any questions to the OPPD e-mail box OPPDGeneral@hrsa.gov.

/s/

James Macrae
Associate Administrator