HEALTH RESOURCES AND SERVICES ADMINISTRATION

HRSA

# Calendar Year (CY) 2014 Federal Tort Claims Act (FTCA) Free Clinics Program

# Electronic Handbooks (EHBs) User Guide

# Contents

## 1. Document Purpose

The Calendar Year (CY) 2014 Federal Tort Claims Act (FTCA) Free Clinics User Guide will provide guidance and instructions for initiating and managing your Free Clinic application through the Health Resources and Services Administration (HRSA) Electronic Handbooks (EHBs).

For further information about the FTCA Free Clinics program, including eligibility requirements and application deadlines, please refer to the contact information at the end of this guide.

## 2. HRSA EHBs Registration

If this is your first time using the HRSA EHBs, you will have to complete a one-time registration process before starting your Free Clinics application. EHBs Registration allows HRSA to collect consistent information, avoid duplicate accounts, and identify each unique user. This process also ensures that only authorized individuals have access to the information related to organizational applications and grants.

<u>You are required to register with HRSA EHBs only once. You may use the same username and password to represent multiple organizations.</u>

### 2.1 Register a New Free Clinic (Initial Request for FTCA Coverage)

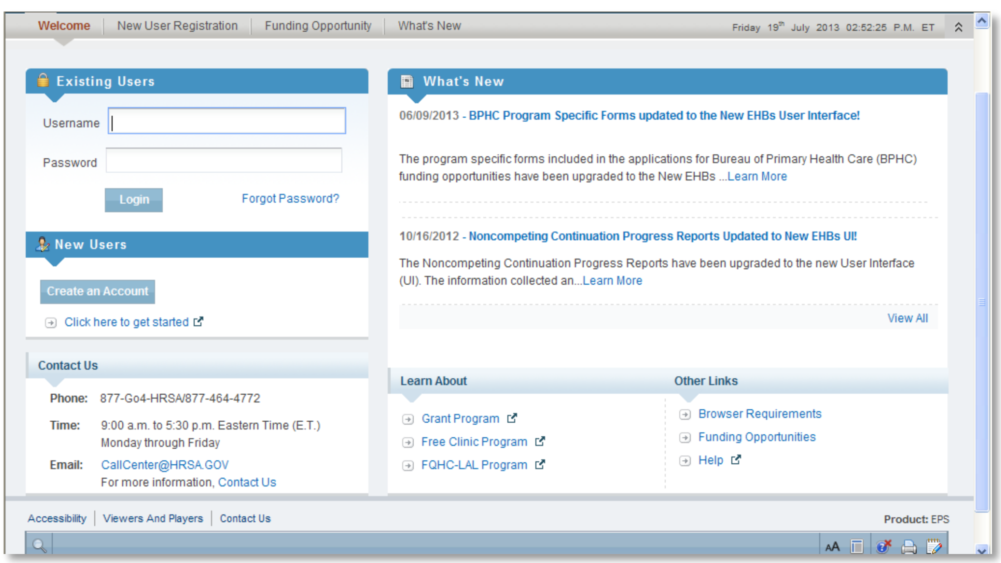
**a.** Please contact the Bureau of Primary Health Care (BPHC) Helpline to request a Free Clinic information spreadsheet. The Helpline's contact information can be found at the end of this Guide.

**b.** Complete the spreadsheet and return it to the BPHC Helpline by email.

**c.** Once you have been notified that your organization has been added to EHBs, you may create a user account.

**d.** Go to https://grants.hrsa.gov/webexternal and click the *Create an Account* button. You will access the **Registration – Have an Account?** page. (Figure 1)

**Figure 1. Login Screen**



e. Click the "I have never had an account: Create an Account" link.
f. Click the *Create an Account* button. You will access the **User Account-Create** page.
g. Enter all the required information.
h. Click the *Save and Continue* button. (Responses to the questions marked with asterisks (*) are required.) You will access the **User Account-Create Confirm** page.
i. Review the information and click the *Register* button. You will access the **User Account-Register to an Organization** page.
j. Click the "Organization Information" link and search using the listed fields.
k. Click the "Register" link in the Options column for your organization. You will access the **User Account-Select Organization Role** page.
l. Select your role within the Organization. (Figure 2) Click the *Save and Continue* button. (The Financial Grant Reporting role is not applicable to the Free Clinics.) You will access **Registration Results** page.
m. Click *Login to HRSA EHBs* button. You will access the **Annual User Acknowledgement** page.
n. Review and click the *Accept* button.

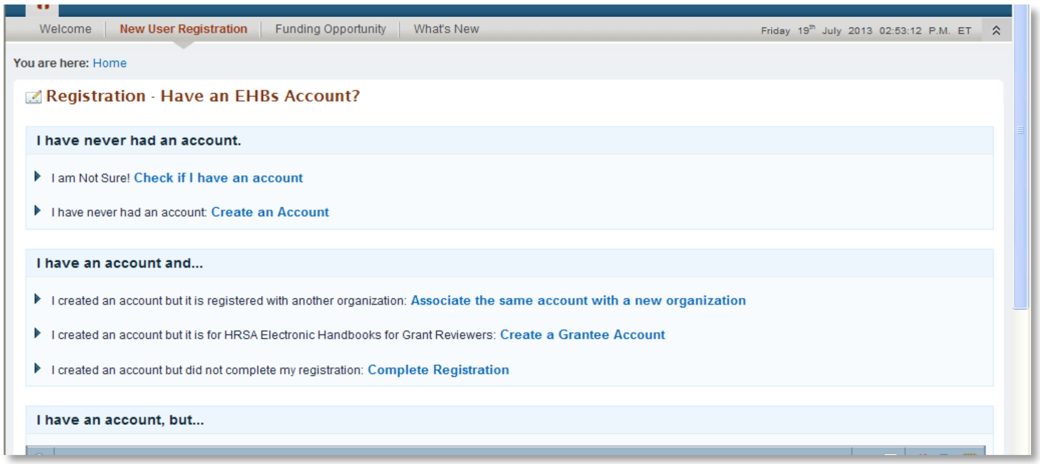
**Figure 2. Role Description**

| Title | Description |
|---|---|
| **Authorizing Official** | Authorized to act for the Free Clinic and assumes the obligations imposed by the Federal laws, regulations, requirements and conditions that may apply. |
| **Other** | All other participating Free Clinic members. (Functional roles may include Communications Contact, Project Director, Applications Preparer, etc.) |

### 2.2 Register an Existing Free Clinic (Prior FTCA Coverage)

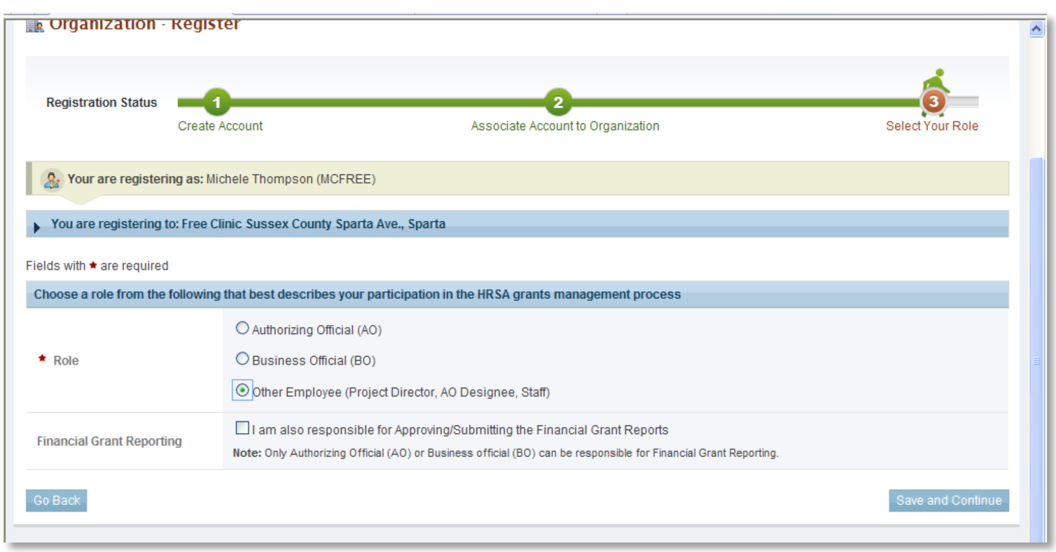
a. Go to https://grants.hrsa.gov/webexternal and click the *Create an Account* button. You will access the **Registration – Have an Account?** page.
b. Click the "I have never had an account: Create an Account" link. (Figure 3)

**Figure 3. Register EHBs Account**




c. Click the *Create an Account* button. You will access the **User Account-Create** page. Enter all the required information.
d. Click the *Save and Continue* button. (Responses to questions marked with asterisks (*) are required.) You will access the **User Account-Create Confirm** page.
e. Review the information and click the *Register* button. You will access the **User Account-Register to an Organization** page. Select the "Free Clinic Number" link.
f. Enter your organization's Free Clinic Number and click the *Search* button. Please do not enter any spaces or symbols. (i.e. FC0224).
g. Click the "Register" link in the Options column for your organization. You will access the **User Account-Select Organization Role** page. (Figure 4)

**Figure 4. Select Roles.**



h. Select your role within the Organization. Click the *Save and Continue* button. (Please note that the Financial Grant Reporting role is not applicable to the Free Clinics.) You will access the **Registration Results** page.
i. Click *Login to HRSA EHBs* button. You will access the **Annual User Acknowledgement** page.

### 2.3 Free Clinics Folder (Prior FTCA Coverage)

The Free Clinics folder is a placeholder for all Free Clinics-related activities. This is where you create applications and view program resources. To access the Free Clinics Folder, you must first add the Free Clinic to your Portfolio. To access the Free Clinics Portfolio, click the Free Clinics tab. You will see the Free Clinics Portfolio page.

a. To add a Free Clinic to the Portfolio, click the *Add Free Clinic to My Portfolio* button on the **Free Clinics Portfolio** page.
b. Select *Register as Project Director* or *Register as Other* and click the *Continue* button. You will access the **Register as a Project Director/Other-Select Free Clinic** page.
c. In the Options column, click the "Register" link for the Free Clinic you'd like to add to your portfolio.
d. Enter the Free Clinic number and click the *Save and Continue* button.
e. A message, "You have successfully added the following Free Clinics to your portfolio," will be displayed.
f. To view the registered users:
    i. Click the "Free Clinics Folder" link for the correct Free Clinic.
    ii. Click the "View List" link, under the Users heading in the left navigation pane.

## 3. Free Clinics Application Navigation

### 3.1 Creating an Application

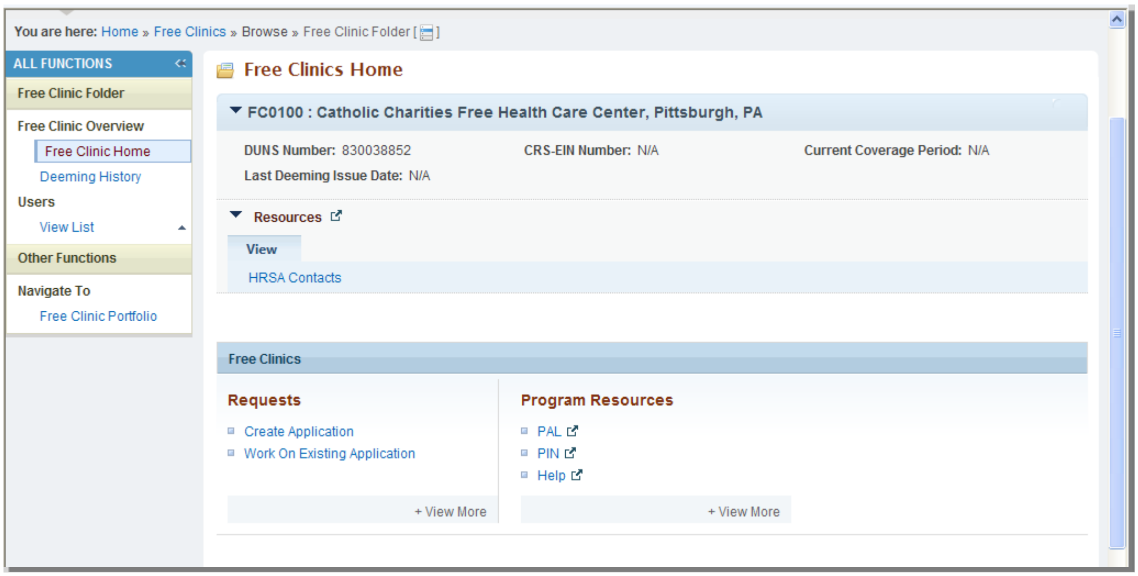
There are 3 application types that may be created:

- The Initial Deeming Application – submitted when an organization has never before received FTCA coverage through the Free Clinic Program.
- The Redeeming Application – submitted when an organization is applying for its annual coverage.
- The Supplemental Application – submitted when an organization wants to add additional eligible individuals to its existing list of covered individuals.

a. To create an Initial Deeming Application (Figure 5):
    i. To access the Free Clinics Portfolio, click the **Free Clinics** tab. You will access the **My Free Clinics Portfolio** page.
    ii. Click the *Add Free Clinic to My Portfolio* button and select an appropriate role. Click *Continue*.
    iii. Click the **Organizations** tab. You will access the **My Registered Organizations-List** page.
    iv. Click the Organization "Folder" link. You will access the **Free Clinics Home** page.
    v. Scroll down to **Free Clinics–Requests**, and click the "Create Application" link.
    vi. Select the **Initial Deeming** option. Click the *Continue* button to create an Initial Deeming application.
        i. To access an existing Initial Deeming Application, on the **Free Clinics Home** page, click the "Work on Existing Application" link
b. To create a Redeeming Application:

i. Click the **Free Clinics** tab. You will access the **Free Clinics-Portfolio** page.
ii. Click the “Free Clinic Folder” link. You will access the **Free Clinics Home** page.
iii. Under **Free Clinic–Requests**, click the “Create Application” link. (Figure 5)
iv. Select the **Redeeming** Option, and click the *Continue* button, to create the application. (You may only create one redeeming application in a calendar year).

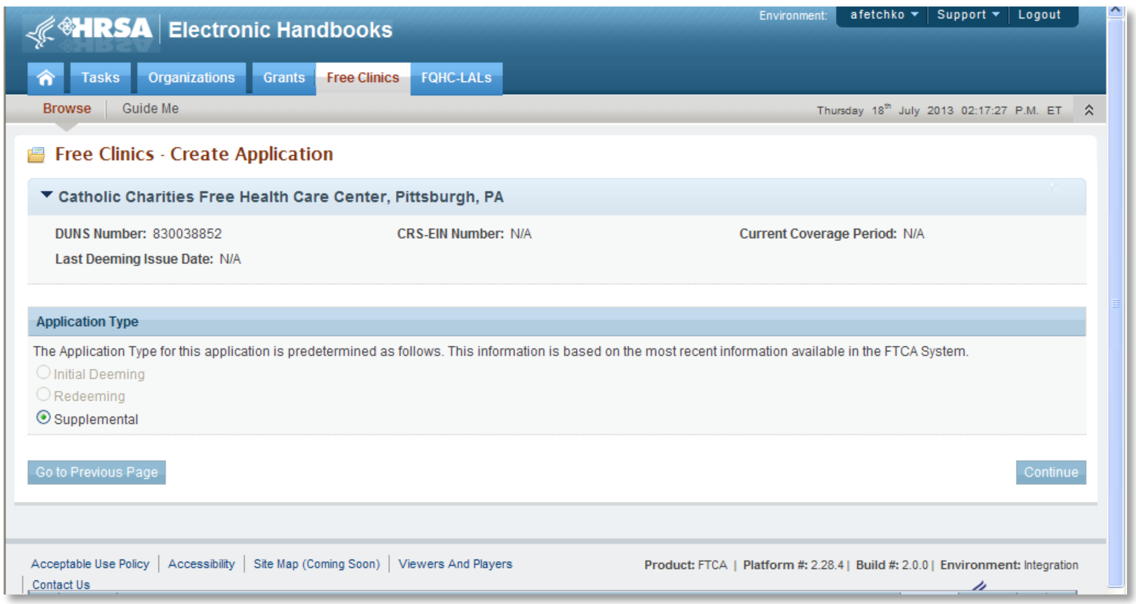
**Figure 5. Initial Application**




c. <u>To create a Supplemental Application (Figure 6):</u>

i. Click the **Free Clinics** tab. You will access the **Free Clinics-Portfolio** page.
ii. Click the “Free Clinic Folder” link. You will access the **Free Clinics Home** page.
iii. Under **Free Clinic – Requests**, click the ***Create Application*** link.
iv. Select the **Supplemental** option, and click the *Continue* button to create a Supplemental application. (You may create as many Supplemental applications as necessary in a calendar year).

**Figure 6. Supplemental Application**




## 3.2 Editing an Application

**a.** Click the **Tasks** tab at the top of EHBs **Home** page. You will be able to view all the applications you are currently working on.

**b.** Click the “Edit” link in the context menu for the application that you want to edit.

## 3.3 Completing an Application

**a.** Access all the pages in an application through the left navigation panel.

**b.** There are *Save*, *Save and Continue*, and *Continue* buttons within the application:

- Click *Save* to save the data and stay on the current page.
- Click *Save and Continue* to save the data and go to the next page.
- Click *Continue* to go to the next page in the application.

### **3.3.1** The Free Clinic Status-Overview Page

This page displays the completion status of each section of the FTCA Free Clinic application. The **Free Clinics Status** table within the **Free Clinics Status–Overview** page lists all the forms included in the application. The completion status is displayed on the right. Click the “Update” link, under **Action**, to open the corresponding form for editing.

There are three completion statuses for an application:

- **Not Started**: You have not accessed this form before. All the forms are initially in the **Not Started** status. Accessing the page changes the status to **In Progress**.

- **In Progress**: The form remains in this status until all the data has been entered and saved. The data will be saved as long as there are no critical errors.
- **Complete**: Once all the data is entered and there are no errors, the form status becomes Complete.

### 3.3.2 The Contact Information Section (Figure 7)

You need to provide details for the following roles on the **Contact Information** page: Executive Director, Medical Director, Risk Management Coordinator, and FTCA Contact.

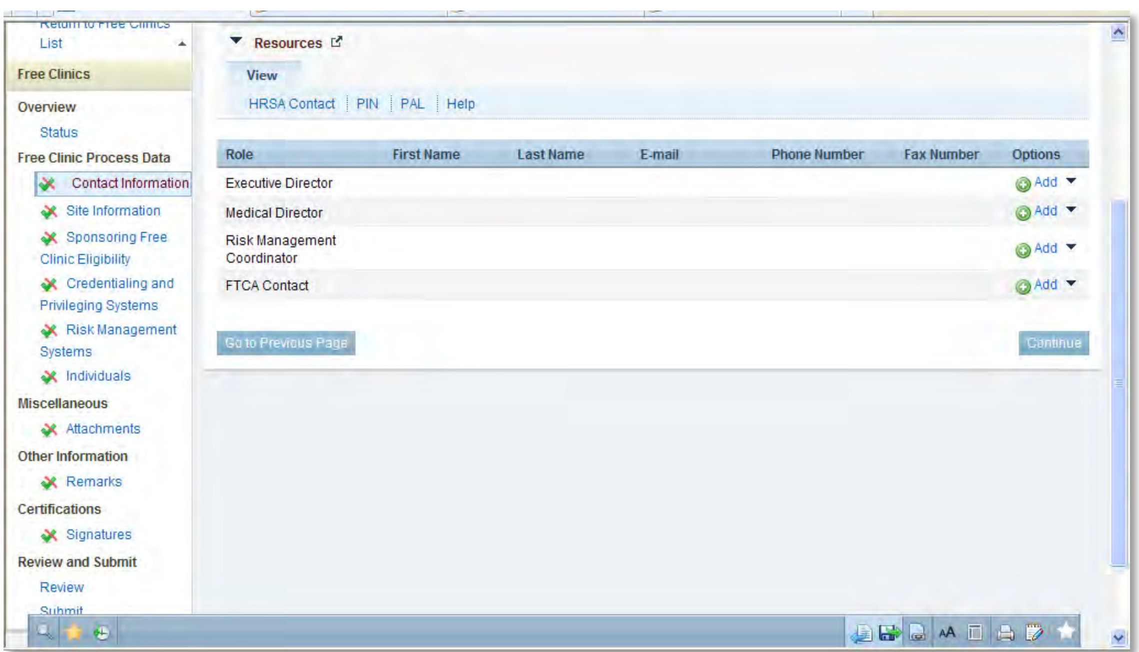
**a.** Click the "Update" link for Contact Information on the **Free Clinics Status–Overview** page, or click the "Contact Information" link in the left navigation panel.

**b.** Click the *Add* button for each role and enter the requested information.

**c.** Click the *Save and Continue* button. You will see the read-only version of the contact information.

**d.** Click the *Continue* button to return to the **Contact Information** page.

**Figure 7. Contact Information**




### 3.3.3 The Site Information Section

A Free Clinic must have at least one Main site. You may access the **Free Clinic Site Information** page using one of the following methods:

- Click the *Continue* button at the bottom of the **Contact Information** page OR
- Click the "Update" link in the **Site Information** section on the **Free Clinics Status – Overview** page OR

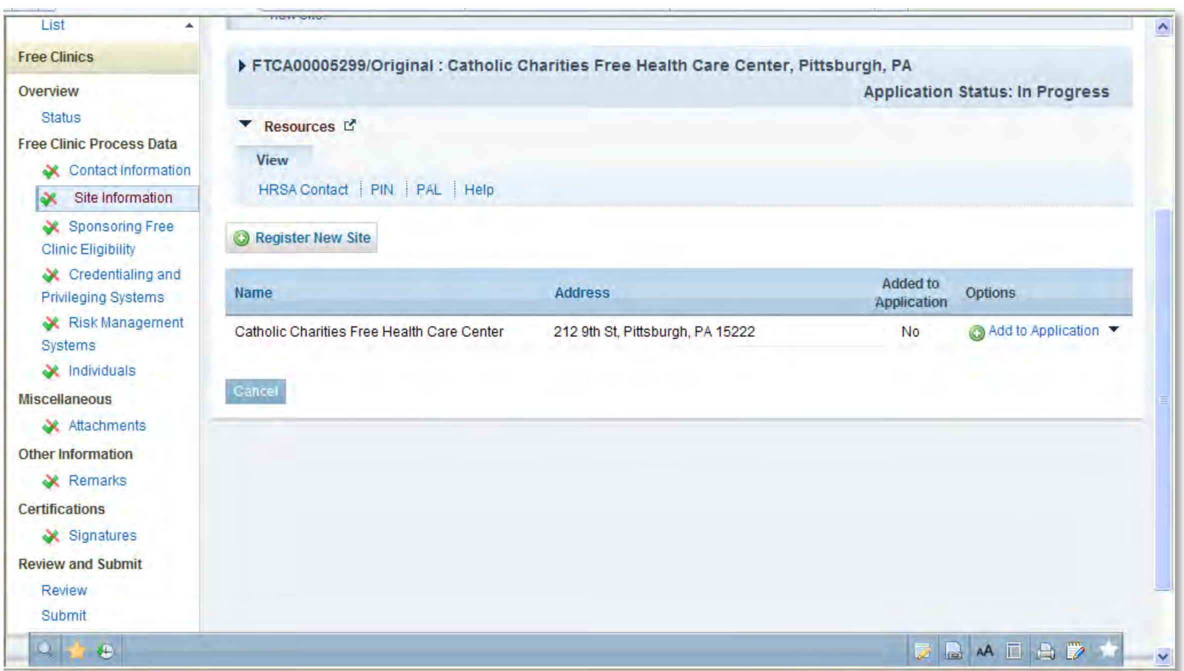
- Click the “Site Information” link in the left navigation panel.

When starting the **Site Information** section, the section will state “No records found”.

### 3.3.3.1 Adding a New Site

a. Click the *Manage Sites* button to load the **Manage Site–List** page.
b. The **Manage Sites–List** page lists all the sites that have been registered in the past.
c. Click the *Register New Site* button to start the process to register a new Free Clinic site. (Figure 8)

**Figure 8. Site Information**




d. Enter the requested Site Information in the **Enterprise Site Repository** and click the *Continue* button.
e. Enter the site address information and click the *Next* button.
f. Once the site has been successfully created, click the *Finish* button. You will access the **Free Clinics Sites Information – Update** page.
g. Scroll down to the **Additional Information** section and enter the requested information.
h. Entering the Executive Director and Medical Director information is optional and should be completed only if it is different than the Free Clinic information you completed in the **Contact Information** section.
i. Click the *Continue* button to return to the **Free Clinic Site Information** page.

### 3.3.3.2 Deleting a Site

a. On the **Site Information** page, find the site you'd like to delete.
b. Click on the Down arrow, to the right of the specific site name, under Options and select Delete.

**3.3.3.3 Adding a Previously Registered Site**

a. Click the Manage Sites button to load the Manage Site–List page.
b. The **Manage Sites–List** page lists all the sites that have been registered in the past.
c. Click the "Add to Application" link in the context menu for the Site you would like to add.
d. Verify that the **Free Clinics Sites Information – Update** page is loaded, and that the Site Name and Address that are displayed on the page are correct.
e. Scroll down to the **Additional Information** section and enter the requested information.
f. Entry of the Executive Director and Medical Director information is optional and should be completed only if it is different than the Free Clinic information you completed in the **Contact Information** section.
g. Click the *Continue* button to return to the **Free Clinic Site Information** page.

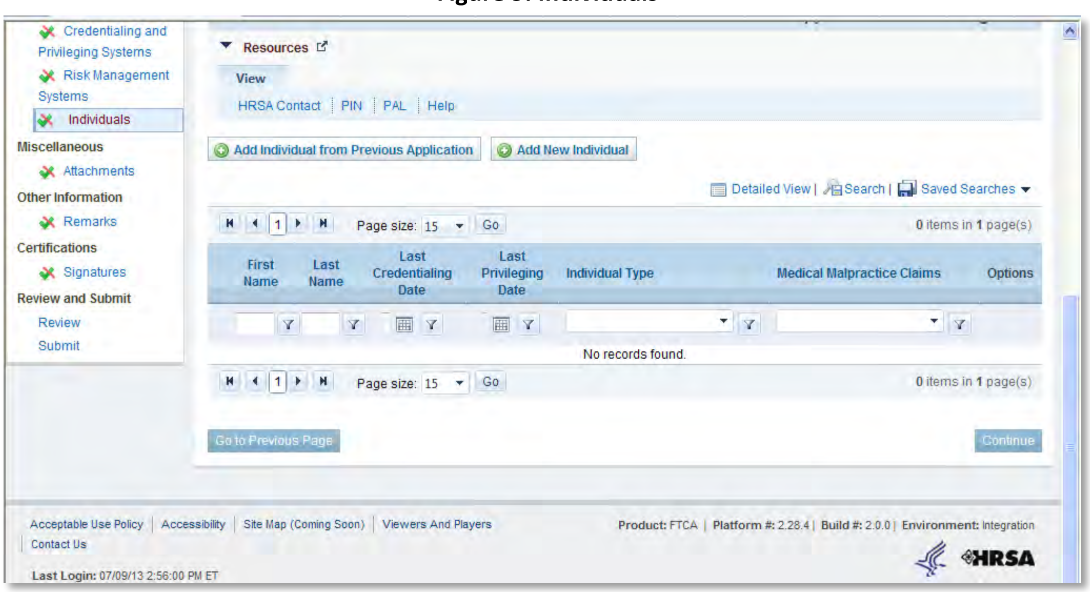
### 3.3.4 Sponsoring Free Clinic Eligibility; Credentialing & Privileging Systems; and Risk Management Sections

a. These sections contain a series of **Yes/No** questions, with an option to provide comments for a **No** answer.
b. Enter your responses to the questions. (Responses to questions marked with an asterisk (*****) are required.)
c. When asked to provide an explanation, enter your comments in the comments box.
d. Click the *Save and Continue* button to proceed to the next section.

### 3.3.5 The Individuals Section (Figure 9)

When starting the **Individuals** section, the section will state "No records found".

**Figure 9. Individuals**



### 3.3.5.1 Adding an Individual from a Previous Application

All the Individuals included in the previous year's Initial Deeming, Redeeming, or Supplemental application will be available in the system for you to select and add to the current application.

**a.** On the **Individuals** page, click the *Add Individuals from Previous Application* button to view a list of all the Individuals included in the previous year's application(s).

**b.** Click the check boxes to select the Individuals that you would like to include in the application. (Figure 10)

**c.** After selection of the Individuals, click the *Add to Application* button at the bottom of the page.
You can also add the individuals one at a time by clicking the "Add to Application" link in the context menu for each listed individual. (You can only select Individuals to add from one page at a time).

**d.** The selected individuals will be added to the **Individual** section of the application.

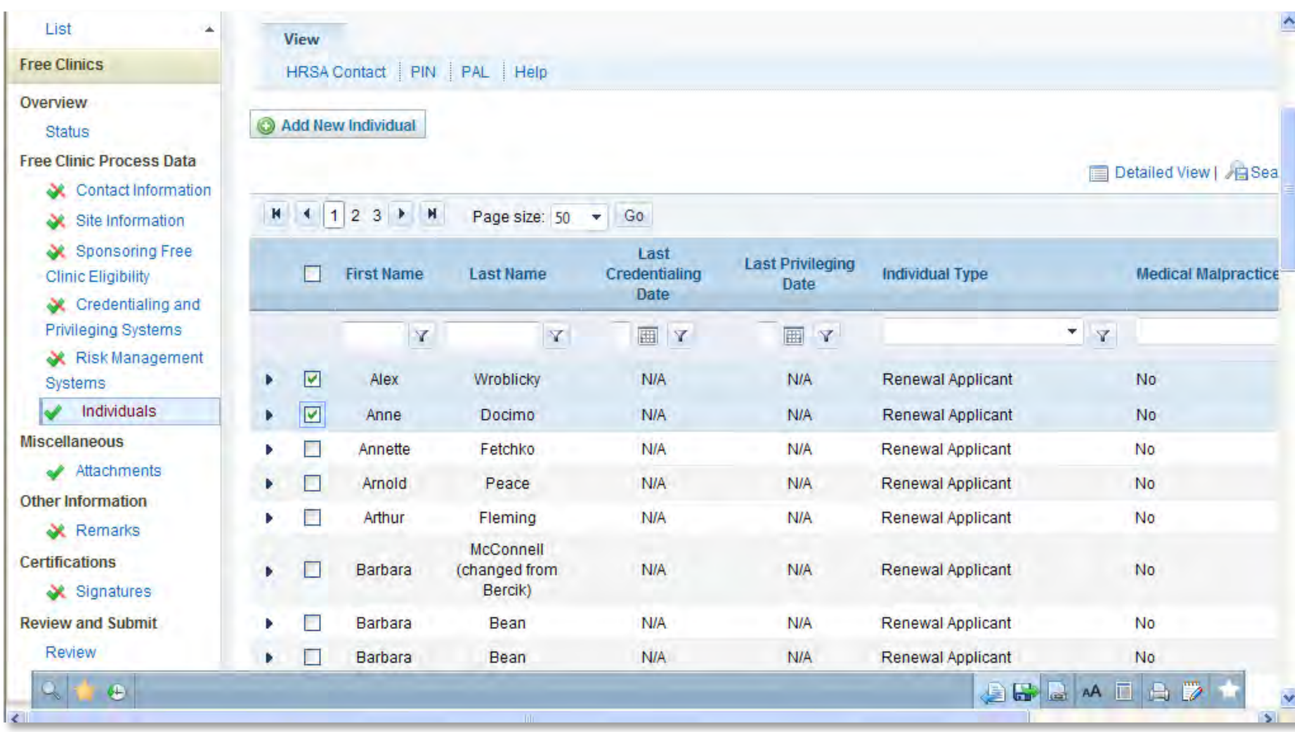
**e.** Repeat steps b-d to add additional individuals listed on other pages.

**f.** Click the "Update" link in the context menu for each addition to verify that the information is correct.

**g.** If any information is incorrect or missing, enter the appropriate values and click the *Continue* button.

**h.** Verify the details of the recently changed individual in the read-only version and click the *Confirm and Continue* button to return to the **Individuals** page.

**Figure 10. Selecting Individuals**




### 3.3.5.2 Adding a New Individual

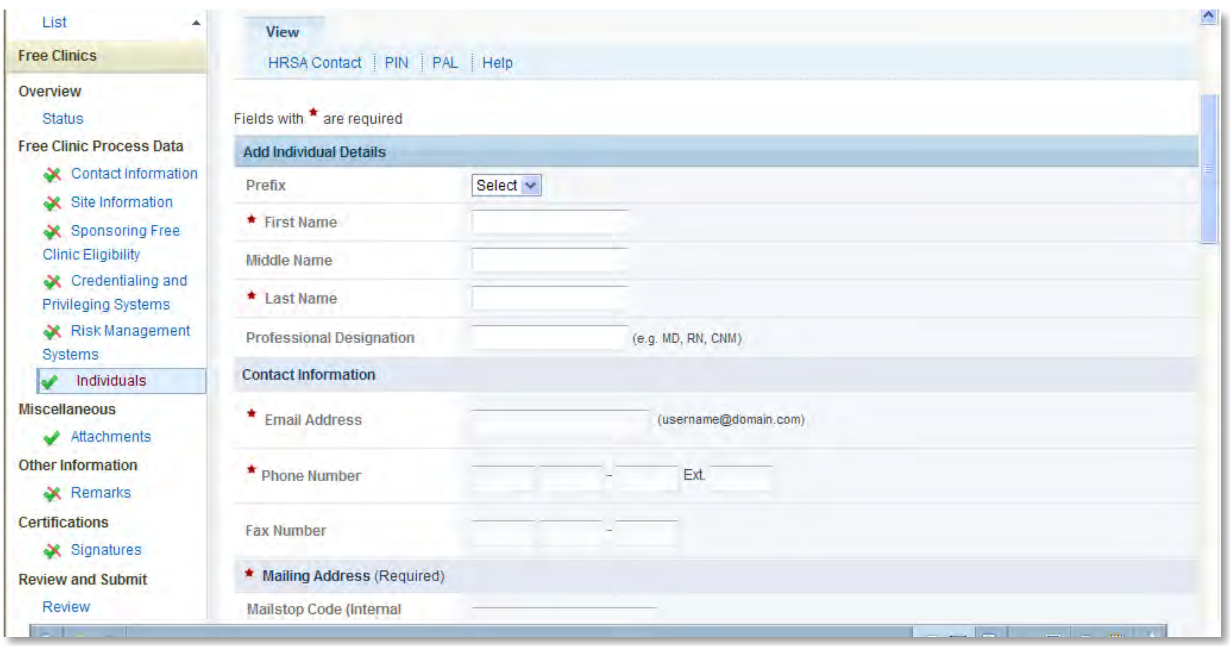
Any Individuals not included in the previous year's Initial Deeming, Redeeming, or Supplemental application(s) should be added to the system using the *Add New Individual* button.

**a.** On the **Individuals** page, click the *Add New Individual* button. You will access a blank form to enter the data for a new Individual (Figure 11).

**b.** Enter the requested information in this form.

**c.** Specify the **Roles and Specialty** for the new Individual. Select all the roles applicable to the individual, click the *Load Specialty* button, and select the specialty. (If you select the role of **Other Service Provider**, you must enter a **Specialty**.)

**Figure 11. Adding a New Individual**




**d.** Complete the rest of the form and click the *Continue* button.

**e.** Verify the read-only version of the Individual's information. After verifying the information, you can perform the following:

**i.** <u>To Add an Additional Individual:</u>

a. Click the *Confirm and Add More* button. You will access a blank form for the **Add Individuals** page and may enter the data for a new individual.

b. Repeat steps b-e, as necessary.

**ii.** <u>To Return to the **Individuals** Page:</u>

a. Click the *Confirm and Continue* button. You will access the Individuals page, listing the recently added individuals.

b. If you still need to add additional Individuals, repeat steps a-e, as necessary.

**iii.** To Update Information for an Existing Individual:

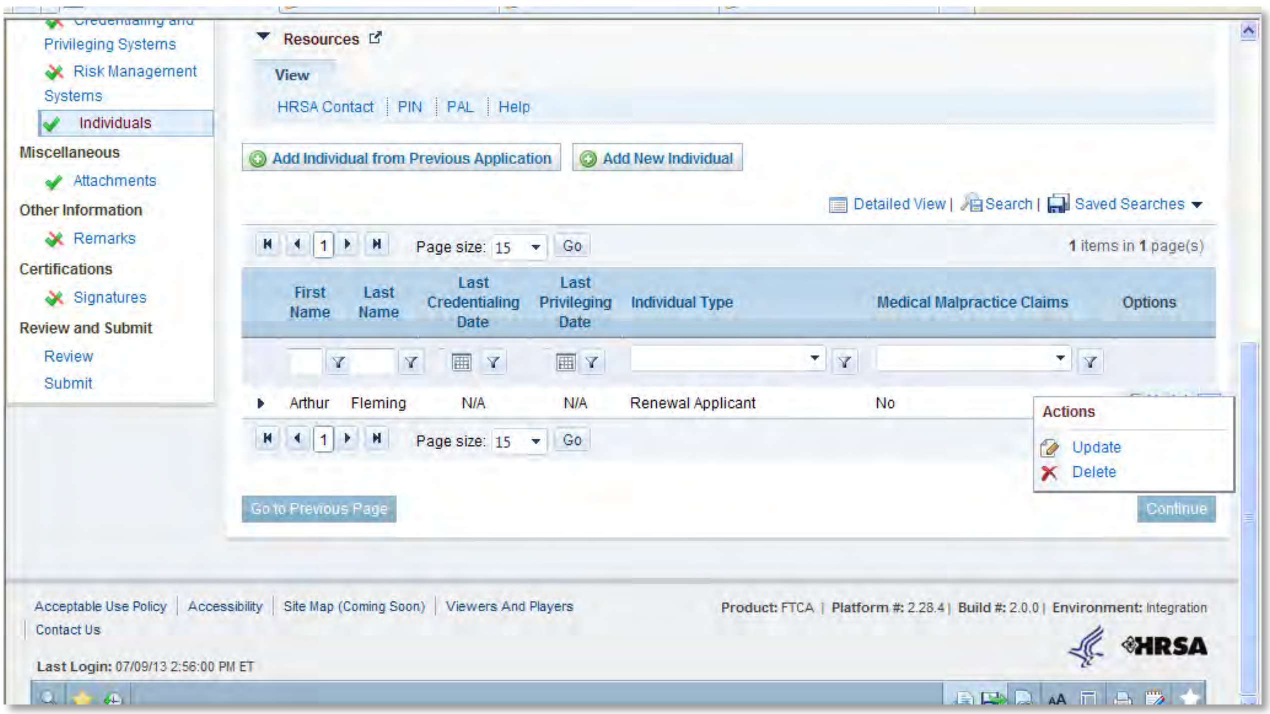
a. Click the “Update” link in the context menu for the Individual and enter the information.

**iv.** To Delete an Individual (Figure 12):

a. Click the “Delete” link in the context menu for the correct individual. You will access a confirmation screen.

b. Confirm the deletion of the individual.

**Figure 12. Deleting an Individual**

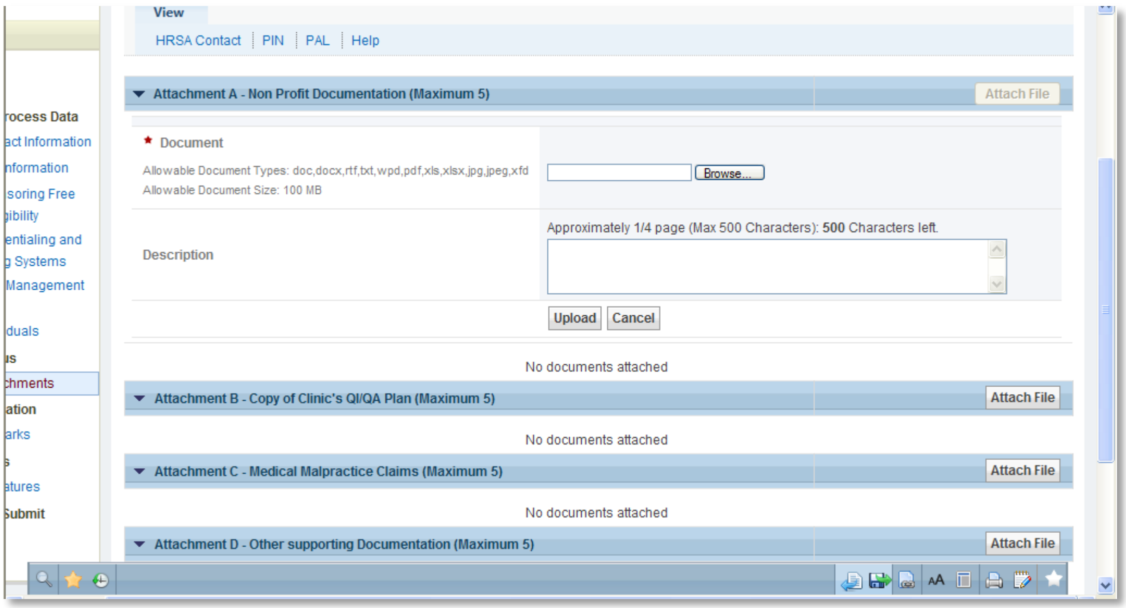



### 3.3.6 The Attachments Section (Figure 13)

This section lists all the documents that you may have to upload as a part of your application.

- Attachment A: Copy of nonprofit documentation (Initial Application Only)
- Attachment B: Copy of clinic’s Quality Improvement / Quality Assurance (QI/QA) plan
- Attachment C: Descriptions of all medical malpractice claims occurring within 10 years prior to the submission of this deeming application for initial applications or 5 years prior for renewal applications.
- Attachment D: Other supporting documentation

**Figure 13. The Attachments Section**




**a.** Click the *Attach File* button to open the Attachment dialog box.

**b.** Click the *Browse* button to open the **Choose File to Upload** Windows dialog box.

**c.** Browse to the file to be uploaded, select it, and click the *Open* button.

**d.** Enter a short description of the attachment, if necessary, and click the *Upload* button.

**e.** To delete an existing attachment, click on the Down arrow under "Options", to the right of the attachment. Click *Delete*.

### 3.3.7 The Remarks Section

This section is used to enter narrative text about the application or an off-site event.

**a.** Enter text in the comments box of the **Remarks** section.

**b.** Click the on the *Save and Continue* button to proceed to next section.

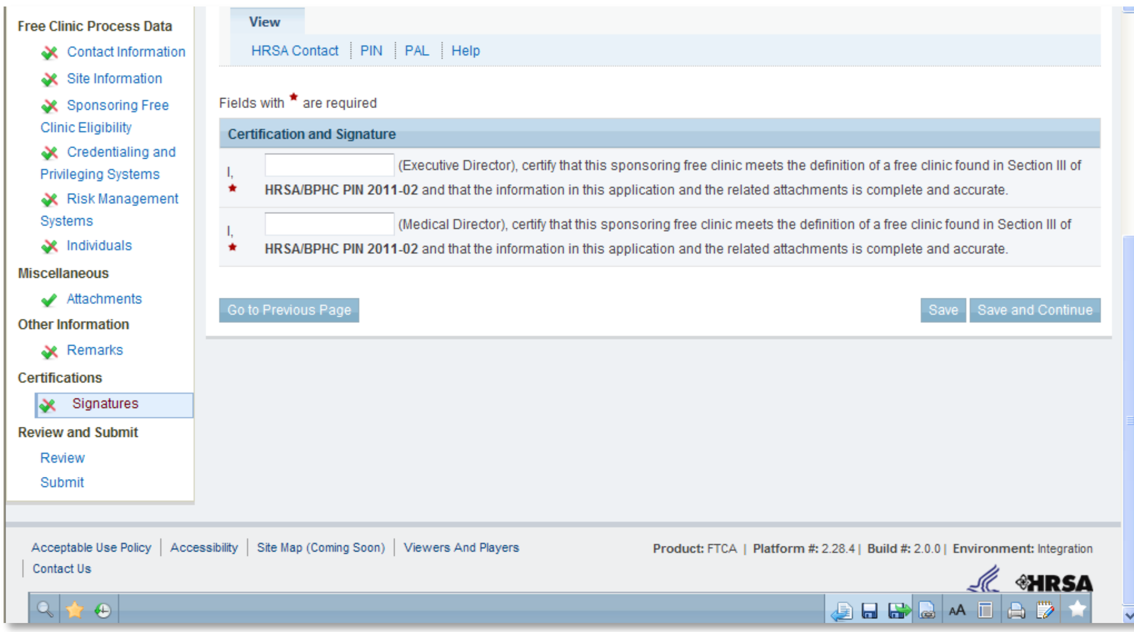
### 3.3.8 The Signatures Section (Figure 14)

You may access the **Signatures** page using one of the following methods:

- Click the *Save and Continue* button at the bottom of the **Remarks** page OR
- Click the "Update" link in the **Signatures** section on the **Free Clinics Status – Overview** page OR
- Click the "Signatures" link in the left navigation panel.

c. Enter the names of the Free Clinics officers (the Executive Director and the Free Clinic Medical Director) in the text boxes of the **Certification and Signature** section. (Please note that this action constitutes an electronic signature.)

**Figure 14 The Signatures Section**




### 3.4 Reviewing an Application

The **Review** page displays and allows you to view and/or print all the sections of the FTCA Free Clinic application. You can access this page in one of two ways:

- Click the *Save and Continue* button at the bottom of the **Signature** page OR
- Click the "Review" link in the left navigation panel.

a. Click the "View" link next to any section of the application to view a read-only version of that section.

b. Click the *Print All* button to print all HTML-format forms.

c. Click the "View" link to open a document that is not in HTML format. (The document will open in its original format (e.g. Microsoft Word).)

d. Use your computer's print functionality to print the document.

### 3.5 Submitting an Application

The application submission process begins on the **Submit** page. The sections of the application, displayed in a table format, must be **Complete** before you can submit the application.

a. Verify that the Free Clinic Application Status for all the sections is listed.

b. Click the *Proceed to Submit* button and verify that the page loads the FTCA Certification. (Please note that the button only appears if all sections are **Complete**. If an application is incomplete, the system will display error messages to address before submitting the application to HRSA for review.)
c. In the space provided, type "I Agree" and click the *Submit Application* button.
d. A confirmation message will appear, containing the Submission Date and Time as well as the FTCA Application Number.

### 3.6 Checking an Application's Submission Status

Once an application is complete, you may access it in the **Recently Completed** tab of the **Pending Tasks - List** page.

a. Click the **Tasks** tab at the top of the **EHBs Home** page.
b. Click the "Free Clinic" link in the left navigation panel.
c. Click the "Applications" link under the **Requests** heading in the left navigation panel.
d. Click the **Recently Completed** sub tab OR the **All** tab. The submitted application will be listed.

### 3.7 Completing a Change Request for an Application

While reviewing your application, HRSA reviewers may require additional information. They will send the application back to you using the EHBs Change Request function. This will allow you to update the application with the requested information. The application will be made available on the EHBs Tasks page; you will also receive an email informing you that changes are required and specifying the changes that need to be made.

a. Click the **Tasks** tab on top of the **EHBs Home** page.
b. Click the "Free Clinic" link in the left navigation panel.
c. Click *Application* under **Requests,** to load the **Application – Not Completed List** page. (The applications with a **Change-Requested** status will be listed in this page.)
d. Click the "Start" (or Edit) link in the context menu for the application.
e. Edit the application as indicated in the change request email that was sent to you.
f. When complete, follow the steps above in **Submitting an Application** to re-submit the application. Re-submission is necessary.

### 3.8 Tracking the Review Process

<u>The HRSA EHBs do not allow a user to track the review process of a submitted application.</u>

The primary contact(s) for your organization will be informed by email when HRSA makes a decision for the approval, rejection, or change-request of the application.

- If the application is <u>rejected,</u> HRSA will issue an email stating the reasons for rejection.
- If the application is <u>approved</u>, HRSA will issue an email containing the Deeming Letter.
- If the application is <u>change-requested</u>, HRSA will issue an email stating that a change has been requested for the application.

## 4. Customer Support

### 4.1 BPHC Helpline

For assistance with EHB and navigating the Free Clinic application forms, please contact the BPHC Helpline:

- By Phone: 1-877-974-BPHC (2742) (8:30 am to 5:30 pm ET) OR
- By Email: BPHCHelpline@hrsa.gov

### 4.2 Visit HRSA EHBs for Additional Online Help

- For additional help, please visit https://grants.hrsa.gov/webexternal/home.asp.
- Click *Support* on the top right of the Top Navigation Panel.
- Click *EHBs Help.*

### 4.3 HRSA Program Support

For any programmatic questions that you may have when completing your Free Clinic applications, please contact the Program Point of Contact, April Fields within the Bureau of Primary Health Care (BPHC) Office of Quality and Data (OQD).

- By Phone: 301-594-0818 OR
- By Email: FreeClinicsFTCA@hrsa.gov

## 5. Software and Compliance Requirements

### 5.1 Software Requirements

The developed functionality will be compatible with the browser(s) recommended within the Browser Requirements section of the HRSA EHBs portal. The information can be found at https://grants3.hrsa.gov/2010/WebEPSInternal/Interface/common/BrowserSettings.aspx.

### 5.2 Section 508 Compliance

HRSA EHBs is compliant with Section 508 requirements for the visually impaired.

### 5.3 Document Types

The following document types are supported in HRSA EHBs:

- .DOC - Microsoft Word
- .DOCX - Microsoft Word
- .RTF - Rich Text Format
- .TXT - Text
- .WPD - Word Perfect Document
- .PDF - Adobe Portable Document Format
- .XLS - Microsoft Excel
- .XLSX - Microsoft Excel