



FTCA Application Assistance: Navigating the EHB



FTCA Application Assistance Videos



- Refer to the 8 other videos in this series covering application technical assistance and risk management recommendations/ECRI Institute resources for each section:
 - *Risk Management Systems (2 videos)*
 - *Quality Improvement/Quality Assurance Plan (2 videos)*
 - *Credentialing Systems (2 videos)*
 - *Professional Liability History/Additional Information (2 videos)*
- Available on the HRSA FTCA website (<http://www.bphc.hrsa.gov/ftca>) and ECRI Institute Clinical Risk Management website (http://www.ecri.org/Clinical_RM_Program [log-in with username and password])



General Program Information and Requirements



- Applicants must be a Section 330 organization
- Applicants must be currently funded under the Health Center Program
- Health centers must reapply each year for deeming status using the EHB FTCA module



Types of Applications



- There are two types of applications for FTCA coverage:
 - INITIAL DEEMING APPLICATION
 - *May be submitted at any time during the year when the EHB is open to receive applications.*
 - *Will be acted upon by HRSA within 30 days after receipt of completed application*
 - ANNUAL REDEEMING APPLICATION
 - *All currently deemed health centers must file a renewal deeming application no later than **May 23rd, 2014** in order to be deemed for CY 2015*
 - *Grantees who fail to submit a renewal application for redeeming by the deadline date must reapply for coverage as an initial applicant and, as a result, put the renewal decision date at risk for CY 2015 FTCA coverage.*



Application Requirements



- Application form completed in EHB
 - *Explanations for any “no” responses*
- Separate application forms completed for any sub-recipients (as documented in the organization’s most recent approved scope from FORM 5B)
- Clinical policies and procedures for the following:
 - *Diagnostic test tracking*
 - *Hospitalization tracking*
 - *Referral tracking*



Application Requirements (cont-1)



- Quality improvement/quality assurance plan with governing board signature and approval date within the past 3 years
 - *If board signature/date not included on the plan, board minutes with signature and clear approval of QI/QA plan may be submitted in addition to the plan*
- Minutes from any six QI/QA committee meetings that took place between April 15, 2011 and the submission date of the application
 - *Combine in one document if possible*
 - *Remove patient names and other identifiers*
- Minutes from any six board meetings evidencing oversight of QI/QA activities that took place between April 15, 2011 and the submission date of the application
 - *Combine in one document if possible*
 - *Remove all information not related to QI/QA activity*



Application Requirements (cont-2)



- Credentialing and privileging policies signed and dated by the board
 - *If board signature/date not included on the plan, board minutes with signature and clear approval of QI/QA plan may be submitted in addition to the plan*
- Credentialing list (in an Excel spreadsheet) of all licensed and/or certified healthcare personnel employed, volunteers and/or contracted by the health center.

	A	B	C	D	E	F	G	H	I	J
				Professional	Specialty	Employee	Contractor	Date of Hire	Current	Next
1	First Name	Last Name	Title	Designation		Status		or Contract	Credential	Recredential
									Date	Due
2	Great	Provider	Immunization Nurse	LVN	Nursing	FTE		8/26/2002	7/24/2010	7/1/2012
3	Wonderful	Staff	HIV Medical Case Mgr	LCSW	Social Work	FTE		10/25/1999	8/28/2010	8/1/2012
4	Skilled	Provider	Relief Pharmacist	RPh	Pharmacy	PTE		10/24/2002	9/25/2010	9/1/2012
5	Toothy	Mender	Staff Dentist	DDS	General Dentistry	FTE		9/8/2008		9/1/2012
6	Bebe	Centered	Relief Pediatrician	MD	Pediatrics	PTE		11/15/2006	10/23/2010	10/1/2012
7	Great	Docford	Contract Physician	MD	Family Practice		X	9/1/2002	10/23/2010	10/1/2012
8	Friendly	Childress	Staff Pediatrician	DO	Pediatrics	FTE		11/27/2006	10/23/2010	10/1/2012
9	Smart	Gummer	Dental Director	DDS	General Dentistry	FTE		11/16/2004	12/9/2010	11/1/2012
10	Phyllis	Prescriptic	Relief Pharmacist	RPh	Pharmacy	PTE		12/5/2008		11/1/2012
11	Caring	Provider	Contract OB/GYN	MD	OB/GYN		x	2/1/2003	1/8/2011	1/1/2013



Application Requirements (cont-3)



- Summary of professional liability history for cases filed or closed within the last 5 years, if applicable, including the following information:
 - *Name of provider(s) involved*
 - *Area of practice/specialty*
 - *Date of occurrence*
 - *Summary of allegations*
 - *Status and outcome of claim*



Important Information



- Incomplete applications will not be processed until all components are submitted through the EHB FTCA Module
 - *Make sure all sections under Status say “Complete”*
 - *Deeming decision can not be finalized until all sections are complete and Deeming Notification Letter may be delayed*



Accessing the FTCA Module in EHB



- Access the EHB at <https://grants.hrsa.gov/webexternal/>.

The screenshot displays the HRSA Electronic Handbooks website interface. At the top, the HRSA logo and "Electronic Handbooks" are visible. Below the header, a navigation bar includes links for "Welcome", "New User Registration", "Funding Opportunity", and "What's New". The main content area is divided into several sections:

- Existing Users:** A login form with fields for "Username" and "Password", a "Login" button, and a "Forgot Password?" link. A red arrow points to the "Password" field.
- New Users:** A section with a "Create an Account" button and a link "Click here to get started".
- What's New:** A section with a "View All" link and two news items:
 - 10/16/2012 - Noncompeting Continuation Progress Reports Updated to New EHBs UI! The Noncompeting Continuation Progress Reports have been upgraded to the new User Interface (UI). The information collected an... Learn More
 - 08/31/2012 - HRSA has Unveiled the Next Generation BHP Performance Management Handbook (BPMH)! To provide more accurate and relevant GPRA reporting data, to better monitor the program performance, and achieve the objectiv... Learn More
- Contact Us:** A section with contact information:
 - Phone: 877-Go4-HRSA/877-464-4772
 - Time: 9:00 a.m. to 5:30 p.m. Eastern Time (E.T.) Monday through Friday
 - Email: CallCenter@HRSA.GOV For more information, Contact Us
- Learn About:** A section with links to:
 - Grant Program
 - Free Clinic Program
 - FQHC-LAL Program
- Other Links:** A section with links to:
 - Browser Requirements
 - Funding Opportunities
 - Help

At the bottom of the page, there are links for "Accessibility", "Viewers And Players", and "Contact Us".



Accessing the FTCA Module in EHB (cont-1)



- After successful login, you will be directed to EHB Home page

HRSA Electronic Handbooks

elarrier2 Support Logout

Home Tasks Organizations Grants FOHC-LALS

Welcome Recently Accessed What's New Guide Me

Getting Started with the Handbooks

- Recommended Settings
- What Would You Like To Do Today?
- Handbook Screen Elements
- Tour the Handbooks

Items We Are Tracking For You

Task with a deadline	27
Due within 30 days Tasks	3
Late	10
Tasks without a deadline	10
Unread News	0

My Recently Accessed

Y	Display 7 15 20
Grant Folder H80CS00626 H80CS00626	yesterday
Grant Other Submissions - Credentialing and Privileging Plan Tracking #00143395, BRONX COMMUNITY HEALTH NETWORK (Grant #H80CS00626)	yesterday
Grant Performance Reports - UDS Performance Report Tracking #H80CS006262012, BRONX COMMUNITY HEALTH NETWORK (Grant #H80CS00626)	yesterday
Grant Progress Report - School Based Health Center 2011 Quarterly Progress Report Tracking #C12CS21792-Q412, BRONX COMMUNITY HEALTH NETWORK (Grant #C12CS21792)	yesterday
Grant Folder C12CS21792 C12CS21792	2 weeks ago
Grant Folder H76HA00521 H76HA00521	2 weeks ago
Grant Other Submissions - QI/QA - Board Approved Plan Tracking #00143396, BRONX COMMUNITY HEALTH NETWORK (Grant #H80CS00626)	11/08/2012

View All + View More



Accessing the FTCA Module in EHB (cont-2)



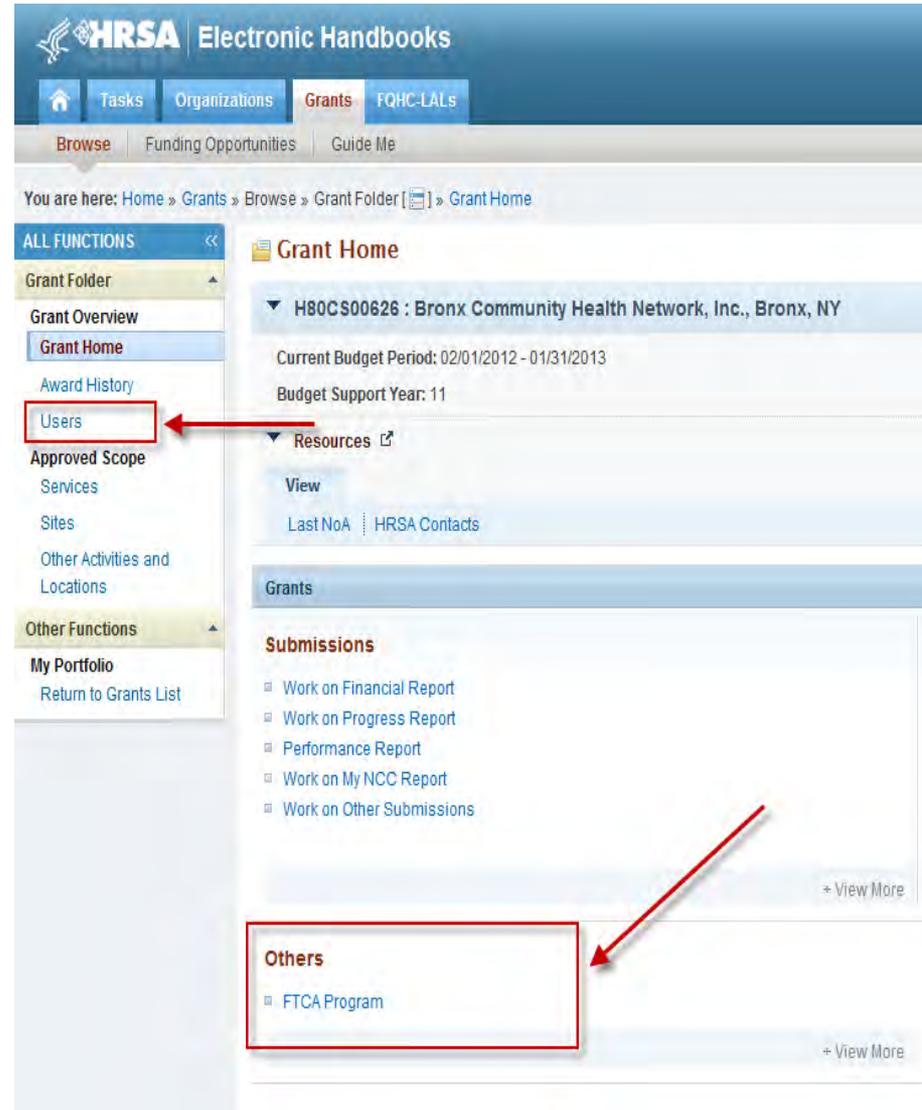
- Click on “Grants Tab”
- This will direct you to a webpage listing all of your grants.
- Locate health center grant (Section 330) and click on “Grant Folder”

My Grant Portfolio - List

My Grant Portfolio (3) | My Grant Access Requests (0)

Grant Number	Organization Name	Current Budget Period	Current Project Period End Date	CRS-EIN	Grant Role	Grant Active	Last Award Issue Date	Options
H76HA00521	BRONX COMMUNITY HEALTH NETWORK, NY	07/01/2012-06/30/2013	06/30/2015	1133905296A1	Other, FRA	Yes	07/10/2012	Grant Folder
H80CS00626	BRONX COMMUNITY HEALTH NETWORK, NY	02/01/2012-01/31/2013	01/31/2015	1133905296A1	PD, FRA	Yes	11/06/2012	Grant Folder
C12CS21792	BRONX COMMUNITY HEALTH NETWORK, NY	07/01/2011-06/30/2013	06/30/2013	1133905296A1	PD, FRA	Yes	01/02/2013	Grant Folder

- Current section 330 project director has default access to read, complete, edit, and submit the application
- The project director can click “Users” to provide access to other individuals (new users must register with EHB)
- Click “FTCA Program” to access application page



The screenshot displays the HRSA Electronic Handbooks (EHB) interface. The top navigation bar includes 'Home', 'Tasks', 'Organizations', 'Grants', and 'FQHC-LALs'. Below this, there are tabs for 'Browse', 'Funding Opportunities', and 'Guide Me'. The breadcrumb trail indicates the user is in 'Home > Grants > Browse > Grant Folder [] > Grant Home'. The left sidebar, titled 'ALL FUNCTIONS', lists various options: 'Grant Folder', 'Grant Overview', 'Grant Home', 'Award History', 'Users', 'Approved Scope', 'Services', 'Sites', 'Other Activities and Locations', 'Other Functions', 'My Portfolio', and 'Return to Grants List'. The 'Users' option is highlighted with a red box and a red arrow. The main content area shows 'Grant Home' for 'H80CS00626 : Bronx Community Health Network, Inc., Bronx, NY', with details on the current budget period and budget support year. Below this, there are sections for 'Resources', 'View', 'Last NoA', 'HRSA Contacts', 'Grants', 'Submissions', and 'Others'. The 'Submissions' section lists 'Work on Financial Report', 'Work on Progress Report', 'Performance Report', 'Work on My NCC Report', and 'Work on Other Submissions'. The 'Others' section is highlighted with a red box and a red arrow, showing the 'FTCA Program' option.



Accessing the FTCA Module in EHB (cont-4)



- Click “Work on My FTCA Application”
- Links to most recent PAL, FTCA Resources, and User Guide also available under “Program Resources”

U.S. Department of Health and Human Services

HRSA
Health Resources and Services Administration
E-HANDBOOK HOME

HRSA Electronic Handbooks for Applicants/Grantee
Test Organization, Test City, Intl

Welcome Test User (Last login date and time 1/10/2012 10:40:00 AM)

Home
[EHB home](#) | [glossary](#) | [help](#) | [questions/comments](#)

FTCA Handbook
H80CS0000

- Home
- Return to Grants Portfolio
- Home
- Manage Applications**
- Applications
- View NDAs**
- Deeming History

Logout

WHAT WOULD YOU LIKE TO DO TODAY?

- View Applications**
 - [Work on My FTCA Application](#)
- Program Resources**
 - [PAL](#)
 - [FTCA Resources](#)
 - [User Guide](#)



Accessing the FTCA Module in EHB (cont-5)



- To create a new application, go to “Create Application” in top right corner and click “Go”
- To return to an application in progress, go to the application on the list and click “Edit Application.” To simply view the application without editing, click “View Application.”
- Only those with permissions to complete an application will see the “Edit Application” link.

APPLICATION(S) LIST						
Calendar Year	FTCA Tracking#	Application Type	Application Status	Created On	Last Submitted On	Action
2012	FTCA00003005/Original	Redeeming	In Progress	12/15/11 by Test User	N/A	Edit Application View Application
2012	FTCA00002781/Original	Redeeming	In Progress	07/07/11 by Test User	N/A	View Application
2011	FTCA00001774/2	Redeeming	Submitted	07/13/10 by Test User	08/12/10 by Test User	View Application View NDA



Accessing the FTCA Module in EHB (cont-6)



- If you click to “Create Application,” the system will label the application as “Initial” or “Redeeming” based on the grantee’s current deeming status.
- If you believe your application is incorrectly labeled, you can change the system default (e.g., from “Initial” to “Redeeming”). You must provide an explanation for the change.

U.S. Department of Health and Human Services

HRSA
Health Resources and Services Administration
E-HANDBOOK HOME

HRSA Electronic Handbooks for Federal Tort Claims Act (FTCA) Program

H80CS00000: Test Organization

HELP

Welcome Test User (Last login date and time 1/11/2012 1:26:00 PM)

Applications
[EHB home](#) | [glossary](#) | [help](#) | [questions/comments](#)

Select application type and click on "Continue" button.

APPLICATION TYPE

The Application Type for this application is predetermined as follows. This information is based on the most recent information available in the FTCA System.

Initial Deeming
 Redeeming

For further assistance, please contact the BPHC Helpline at 877-974-2742 or BPHCHelpline@hrsa.gov

Logout

Continue



Accessing the FTCA Module in EHB (cont.....)



- You will be assigned a tracking number that you can use for all future correspondence about the application.
- Click “Proceed to FTCA Application” to get to application page.

U.S. Department of Health and Human Services

HRSA
Health Resources and Services Administration
E-HANDBOOK HOME

HRSA Electronic Handbooks for Federal Tort Claims Act (FTCA) Program

H80CS00000: Test Organization

HELP

Welcome Test User (Last login date and time 1/11/2012 1:26:00 PM)

Applications
[EHB home](#) | [glossary](#) | [help](#) | [questions/comments](#)

Displayed below is the FTCA Application creation result. The FTCA Application tracking number is displayed below. To continue to work on this application, click on the "Proceed to FTCA Application" ([Show Full Instruction](#))

An FTCA Application has been successfully created. Please note the tracking number below.

APPLICATION CREATION CONFIRMATION

Note the following number, and use it for all future correspondence related to this application.
FTCA Application Tracking Number: **FTCA00003009**

[Proceed to FTCA Application](#)

FTCA Handbook
H80CS00000

Home

- Return to Grants Portfolio
- Home
- Manage Applications
 - Applications
- View NDAs
- Deeming History

Logout



FTCA Application Page



FTCA: Federal Tort Claims Act Application

H80CS00000: Test Organization



Welcome Test User (Last login date and time 1/10/2012 10:40:00 AM)

Status

[EHB home](#) | [glossary](#) | [help](#) | [questions/comments](#)

The table below shows the status of the FTCA Application. The FTCA Application is currently **INCOMPLETE** and cannot be submitted in its current state.

STATUS OVERVIEW

Grantee Name: Test Organization	Application Type: Redeeming
Address: Post Office Box 0000 Test City PR 00000	Application Deadline: 7/11/2011
Grant#: H80CS00000	Funding Streams: CH
Created By: Test User on 12/15/2011 2:59:38 PM	Last Updated By: Test User on 1/11/2012 8:19:33 AM
View: Scope Required Services Scope Additional Services Scope Sites Scope Activities Resources	

FTCA APPLICATION STATUS		
Section	Status	Action
Contact		
Contact Details	In Progress	Update
FTCA Process Data		
Risk Management Systems	Complete	Update
Quality Improvement/Assurance Plan	In Progress	Update
Credentialing Systems	In Progress	Update
Professional Liability History Services and Activities	In Progress	Update
Miscellaneous		
Additional Information	In Progress	Update
Supporting Documents	In Progress	Update
Certifications		
Signatures	In Progress	Update

Tracking #
FTCA00003005/1

FTCA Application

[Return to FTCA Home](#)

Overview

[Status](#)

Contact

[Contact Details](#)

FTCA Process Data

[Risk Management Systems](#)

[Quality](#)

[Improvement/Quality Assurance Plan](#)

[Credentialing Systems](#)

[Professional Liability History](#)

Miscellaneous

[Additional Information](#)

[Supporting Documentation](#)

[Certifications](#)

[Signatures](#)

Review and Submit

[Review](#)

[Submit](#)

[Logout](#)



Sub-Recipient Applications



- The system will identify existing sub-recipient organization data based on the information provided by grantees on the approved scope of project (Form 5B)

➤ *The system will display the sub-recipient section in EHB only if the grantee has identified one or more*

sub-recipients in its Form 5B

➤ *The system will validate the grantee scope at the time of application submission*

U.S. Department of Health and Human Services
HRSA
Health Resources and Services Administration

FTCA: Federal Tort Claims Act App

Welcome System User to **HRSA EHB Mockups** (Last login date and time 5/8/2009 1:47:55 AM)

FTCA Application # FTCA0002
Sub-Recipient Application
[home](#) | [contact us](#) | [questions/comments](#)

Fill the sub-recipient application. Click the "Save and Continue" button to move onto the next section. If you are on the last page, click "Go to Previous Page".

FTCA Application
Return to FTCA Home
Overview
Status
Contact
Contact Details
FTCA Process Data
Risk Management Systems
Credentialing Systems
Professional Liability History
Miscellaneous
Additional Information
Supporting Documentation
Sub-Recipient Application
Review
Review
Submit
Submit
Logout

SUB-RECIPIENT APPLICATION

Grantee Name: East Orange General Hospital	Application Type
Address: East Orange, New Jersey, 07885	Application Deadline
Grant #: H80CS00041	Funding Stream
Created By: Diana Brewer On 05/10/09	Last Updated By
Program Resources: PAL PIN Program Requirements User Guide Program Statistics How to Submit Sub-recipient Applications	
View: Form-5B (Sites) Form-5A (Services) Form-5C (Other Activities) Sub-recipients	

Note: The table below provides the list of sub-recipient organizations currently identified in the grant. If you need to please initiate change using 'CIS Request' in grant handbook.

Sub-Recipient Organization(s)

Download Template		
Template Name	Application Type	Application Status
FTCA Deeming and Redeeming Application	Initial Deeming	Template for FTCA
Bronx Lebanon Hospital Center, Grand Concourse, Bronx, NY, 10457		
Application Type	Initial Deeming	FTCA Coverage
Application Status	N/A	
View: N/A		
Action: Begin		
Butte Rescue Mission HCH, E 2nd St, Butte, MT, 59701		
Application Type	Initial Deeming	FTCA Coverage
Application Status	Completed	
View: View Attachments		
Action: Edit Update Attachments		
Butte Silver Bow Health Center, Centennial Ave, Butte, MT, 59701		
Application Type	Initial Deeming	FTCA Coverage



Sub-Recipient Applications (cont-1)



- Health centers must indicate whether FTCA coverage is being sought for each sub-recipient listed on their most recent Form 5B.
 - *For sub-recipients that decline FTCA coverage, the grantee is required to provide an explanation or upload any appropriate attachments that support the decision to decline coverage*

The screenshot displays the HRSA EHB Mockups interface for a sub-recipient application. The page title is "FTCA: Federal Tort Claims Act App". The user is logged in as "System User" with a last login date of 5/8/2009 at 1:47:55 AM. The application ID is "FTCA Application # FTCA0002".

The left sidebar contains a navigation menu with the following items: Return to FTCA Home, Overview, Status, Contact, Contact Details, FTCA Process Data, Risk Management Systems, Credentialing Systems, Professional Liability History, Miscellaneous, Additional Information, Supporting Documentation, Sub-Recipient Application (selected), Review, Submit, and Submit.

The main content area shows the "Sub-Recipient Application" page. It includes a welcome message and instructions: "Fill the sub-recipient application. Click the 'Save and Continue' button to move onto the next step. On the last page, click 'Go to Previous Page'." Below this is a table titled "SUB-RECIPIENT APPLICATION" with the following data:

Grantee Name	Application Type
East Orange General Hospital	Application Dea
Address: East Orange, New Jersey, 07885	Funding Stream
Grant #: H80CS00041	Last Updated By
Created By: Diana Brewer On 05/10/09	
Program Resources: PAL PIN Program Requirements User Guide Program Statutes How to Submit Sub-recipient	
View: Form 5B (Sites) Form 5A (Services) Form 5C (Other Activities) Sub-recipients	

A note states: "The table below provides the list of sub-recipient organizations currently identified. Please initiate change using 'CIS Request' in grant handbook." Below the note is a table titled "Sub-Recipient Organization(s)" with a "Download Template" section. The table lists three organizations with their application types and statuses:

Organization Name	Application Type	Application Status	FTCA Coverage
Bronx Lebanon Hospital Center, Grand Concourse, Bronx, NY, 10457	Initial Deeming	N/A	FTCA Coverage
Butte Rescue Mission HCH, E 2nd St, Butte, MT, 59701	Initial Deeming	Completed	FTCA Coverage
Butte Silver Bow Health Center, Centennial Ave, Butte, MT, 59701	Initial Deeming		FTCA Coverage



Sub-Recipient Applications (cont-2)



- Health centers must submit a separate deeming application on behalf of each sub-recipient seeking FTCA coverage
 - *A single application package that includes the grantee and all appropriate sub-recipient applications should be submitted. Each sub-recipient application will be collected as an attachment in the system.*
- The system will provide a downloadable template which the grantee can send to sub-recipients to complete and return to the grantee

Download Template		
Template Name	Template Description	Action
FTCA Deeming and Redeeming Application	Template for FTCA Deeming and Redeeming Application	Download



Sub-Recipient Applications (cont-3)



- It is recommended that the grantee download the template from the system and send it to all the sub-recipients that are requesting coverage and participating in the program as soon as they begin working on their own application
- The grantee is required to upload the sub-recipient application within the system once they have received it from the appropriate sub-recipients

Download Template		
Template Name	Template Description	Action
FTCA Deeming and Redeeming Application	Template for FTCA Deeming and Redeeming Application	Download



Paper Waiver Requests



- Limited only to applicants unable to submit electronically
- These applicants must submit:
 - *Waiver Justification Letter (that should provide a detailed explanation regarding their inability to submit through EHB)*
 - *Completed application packet*
- Mailing address
 - *HRSA Health Center FTCA Program*
Attn: FTCA Branch Chief
Bureau of Primary Health Care, HRSA
5600 Fishers Lane, Mailstop 15C-26
Rockville, MD 20857
Fax: 301-594-5224
- Waiver justifications are subject to review and approval by HRSA



HRSA Resources



- *HRSA Program Assistance Letter (PAL) 2012-02: Calendar Year 2013 Requirements for Federal Tort Claims Act (FTCA) Medical Malpractice Coverage for Health Centers (access at <http://www.bphc.hrsa.gov/policiesregulations/policies/pdfs/pal201403.pdf>)*
- *HRSA Policy Information Notice (PIN) 2011-01: Federal Tort Claims Act (FTCA) Health Center Policy Manual*
- *Deeming Application Assistance Videos. Available on HRSA FTCA website (<http://www.bphc.hrsa.gov/ftca>) and ECRI Institute Clinical Risk Management Program website (http://www.ecri.org/clinical_rm_program; log in with username and password)*



ECRI Institute Resources

http://www.ecri.org/clinical_rm_program



- Provided to section 330 funded health centers and free clinics for FREE on behalf of HRSA (see next slide)
 - *Credentialing Toolkit:*
<https://members2.ecri.org/Components/HRSA/Pages/CredentialingToolkit.aspx>
 - *Quality Improvement Resource Page:*
<https://members2.ecri.org/Components/HRSA/Pages/QI.aspx>
 - *Risk Management Plan:*
<https://members2.ecri.org/Components/HRSA/Pages/PSRMPol10.aspx>
 - *Test Tracking and Follow-Up Toolkit:*
<https://members2.ecri.org/Components/HRSA/Pages/TestTrackToolkit.aspx>



Clinical Risk Management Website

http://www.ecri.org/Clinical_RM_Program



- Go to: http://www.ecri.org/clinical_rm_program
- Enter username and password under “Member Login”
- Don’t have a username and password? Contact us:
 - Clinical_rm_program@ecri.org
 - (610) 825-6000 x5200

Clinical Risk Management Program

- › Continuing Medical Education Courses
- › Web Based Resources
- › Risk & Safety E-News
- › Webinars and Audioconferences
- › Notices From HRSA
- › Important Questions About Risk Management

ECRI Institute > Clinical RM Program

Welcome Back to the FREE Clinical Risk Management Program Provided on Behalf of HRSA

Address your top risk management issues, such as:

- ▶ Special patient concerns—newborns, minors, elderly, pregnant patients
- ▶ Communication—including test results reporting and tracking; email, physician-to-physician communication, patient education
- ▶ Obstetrical risk management

These issues and many others are addressed in a clinical risk management program being provided to you at NO COST on behalf of HRSA. In this program you have access to Continuing Medical Education (CME) courses, e-mail newsletters, and web-based resources to help you save time and reduce risk in your healthcare centers. Your Executive Director will be administering the user names and passwords for your Health Center. Please contact your Executive Director to obtain access to the online resources.

- ▶ Read the notices from HRSA announcing the program to Health Centers and Free Clinics
- ▶ Get answers to your important questions like "Why is a risk management program important?"

Member Login

User Name:

Password:

LOGIN →

Remember me on this computer (Not recommended for shared computers.)

[Forgot Password?](#)



Questions on Deeming/Application Process?



- Contact BPHC helpline at 1-877-974-BPHC (877-974-2742) or BPHChelpline@hrsa.gov
 - *9:00AM to 5:30PM (ET)*
- FTCA website: <http://www.bphc.hrsa.gov/ftca>
- For EHB technical support (e.g., registration, username and password), contact HRSA Call Center at 1-877-464-4772 or CallCenter@hrsa.gov.
 - *Monday-Friday (except federal holidays) 9:00AM to 5:30PM (ET)*