

WELCOME!

- We'll get started momentarily.
- Your microphone, video, and chat features are not needed and will remain deactivated.
- To view closed captioning, select the *Show Captions* icon in the meeting controls toolbar.
- Please submit questions at any time in the Q&A feature.
- If you still have questions at the end of this session, please contact Health Center Program Support.





Bureau of Primary Health Care Program Updates

July 21, 2026

Vision: Healthy Communities, Healthy People



Health Center Program Updates

AGENDA

- ☐ Welcome, Acting Associate Administrator, Tonya Bowers
- ☐ CMS Essential Community Providers
- ☐ World Hepatitis Day
- ☐ National Health Center Week and 2025 UDS Data Release
- ☐ Change in Scope Systems Updates
- ☐ Customer Experience
- ☐ Funding Updates
- ☐ Bureau Updates
- ☐ Mark Your Calendar
- ☐ Q&A



CMS Essential Community Providers

Tennille Erby and Samantha Nguyen-Kella, CMS



Essential Community Provider (ECP) Application and Annual Renewal Form Process

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HAVE YOU FILLED OUT THE ECP APPLICATION AND ANNUAL RENEWAL FORM YET?

CMS strongly encourages qualified Essential Community Providers (ECPs) to complete the [ECP Application and Annual Renewal Form](#) to be included on the ECP List. Issuers seeking certification of qualified health plans (QHPs) on the Marketplace use the ECP List to identify and partner with ECPs to include within their networks.



To qualify as an ECP, providers must meet the following standards*:

- ✓ Have an agreement to accept patients regardless of ability to pay
- ✓ Offer a sliding fee schedule
- ✓ Have facilities that are open year-round
- ✓ Not be in an exclusivity contract that prohibits contracting with any other QHP issuers
- ✓ Can attest to being eligible for at least one of the following criteria*: 340B program participant, located in a Health Professional Shortage Area (HPSA), or located in a low-income zip code

**Certain exceptions may apply.*



BENEFITS OF APPLYING AND RENEWING



Remain a participating ECP by renewing your submission at least **annually!**

Marketplace issuers are incentivized to offer contracts in good faith to participating ECPs, so ECP facilities may receive an increased number of contract offers from issuers to participate in their provider networks. Regularly filling out the ECP form ensures providers are included in CMS's most up-to-date list of qualified ECPs.

SUBMITTING A FORM IS SIMPLE



All you need is
15 - 30 minutes!

Just navigate to the [form](#) after gathering required facility data. CMS will review your submission for eligibility to appear on the ECP List within 4 - 6 weeks.

What will you need?

- ✓ Provider site and services offered information
- ✓ Eligibility status and relevant program IDs (HPSA, 340B, etc.)
- ✓ Opioid and telehealth services offered
- ✓ Organization information
- ✓ Point of contact information



LEARN MORE



If you have any questions, please contact EssentialCommunityProviders@cms.hhs.gov.

World Hepatitis Day

Hepatitis Webinar Series

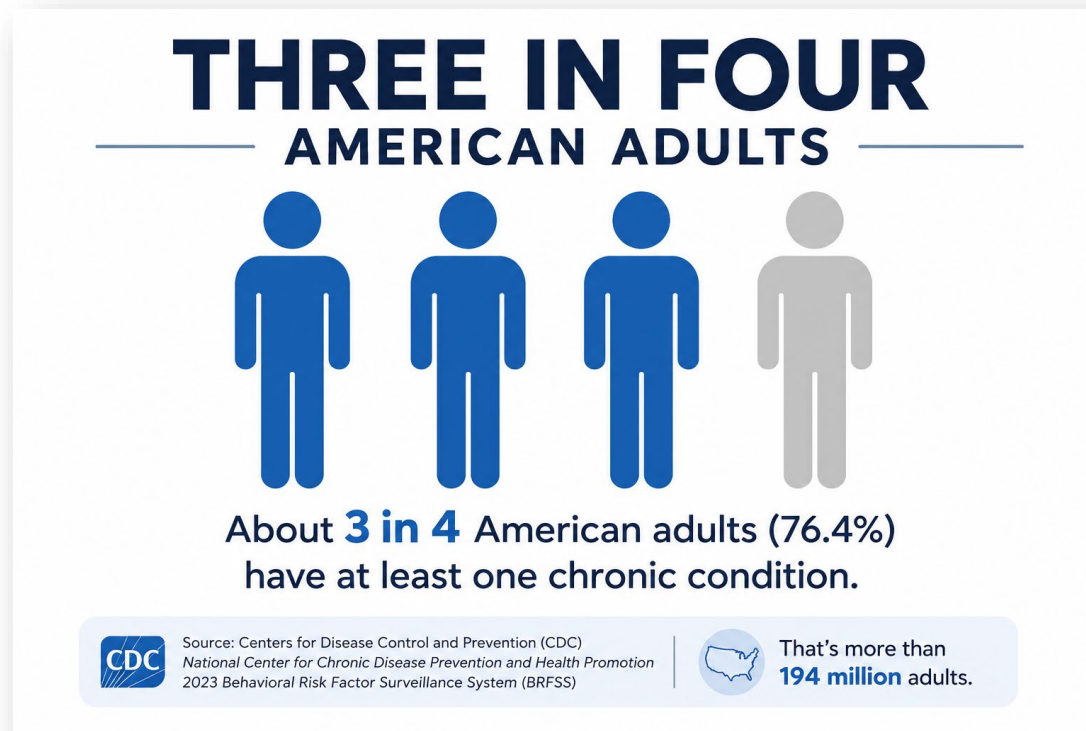
- [Hepatitis C \(HCV\) Management: Point of Care Testing](#)
- [Hepatitis C Testing and Treatment Practices in Health Centers: Idaho Findings and Introduction to a National Survey](#)

Upcoming Webinar:

- [Introducing the Hepatitis B Toolkit and Hepatitis C Telehealth Toolkit for Health Centers](#) (August 19, 12:00 – 1:00 p.m. ET)
 - Learn about the newly updated Hepatitis B Toolkit and Hepatitis C Telehealth Toolkit developed to support health centers in strengthening viral hepatitis prevention, screening, diagnosis, treatment, and linkage to care.



Chronic Disease Awareness Month

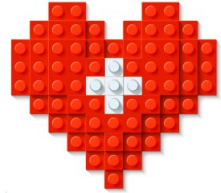


- Heart Disease
- Diabetes
- Cancer
- COPD
- Asthma
- Arthritis
- Depression
- Obesity
- High Blood Pressure
- High Cholesterol
- Chronic Kidney Disease
- Stroke

National Health Center Week 2026



Building Innovative Care
Where It Matters Most.



- 8/2: Theme Day
- 8/3: Staff Appreciation Day
- 8/4: Patient Appreciation Day
- 8/5: Health Conditions Focus
- 8/6: Population Focus
- 8/7: Partner Appreciation Day
- 8/8: Gratitude & Future Vision

Thank you, health centers!

Accessing UDS Data and CHQR Badges:

- 2025 UDS data will be available on data.hrsa.gov and in the Electronic Handbooks (EHBs) at the start of National Health Center Week.
 - Find national, state and health center summary reports, trends reports, and dashboards.
- 2026 CHQR Badge information will be available on the [CHQR Dashboard](#) and announced in EHBs.
- Questions? Visit the [BPHC Contact Form](#) under “UDS Reporting” for EHB Report and CHQR information.



Change In Scope (CIS) Module System Improvements

Why The System Improvements?

Simplify the CIS Request Process

- Reduce administrative burden
- Make requests easier to prepare and submit
- Reduce requests for additional information

Strengthen the CIS Review Process

- Streamline review workflows
- Support more consistent and timely reviews
- Modernize internal review processes

These enhancements are designed to create a simpler, clearer, and more efficient Change in Scope process—from request preparation and submission through final review and approval.



Upcoming CIS Module System Improvements

Checklist Enhancements: All CIS checklists will offer a more streamlined experience.

Other Sites: Health centers will be able to classify non-service sites as Administrative Sites, Patient Support Services Site, or Pharmacy-Only Sites.

More Scope Adjustment Checklist Options: The Form 5B Scope Adjustment checklist will contain new options

More Self-Update Options: Self-updates do not require any HRSA review or approval.



CIS Module System Improvements

Health centers will **not be able to submit CIS requests from October 20, 2026, through November 19, 2026.** The CIS module will **reopen November 20, 2026.**

HRSA will close:

- New in-progress CIS requests not submitted to HRSA by 11:59 p.m. ET on October 19.
- CIS requests returned for clarifying information not resubmitted to HRSA by 11:59 p.m. ET on October 24.

If a CIS request is closed, health centers may create and submit a new request when the CIS module reopens on November 20, 2026.



Preparing for the CIS System Closure

- **Plan ahead** for anticipated CIS request needs before the system closure.
- **Consult** your Project Officer early to discuss planned requests and timelines.
- **Submit** requests early to allow time for review and any needed revisions.
- **Monitor** request status and respond promptly to requests for additional information.
- **Complete** and resubmit draft and returned requests before the module closes.

Early planning and proactive communication can help minimize delays and support timely processing before the system pause.



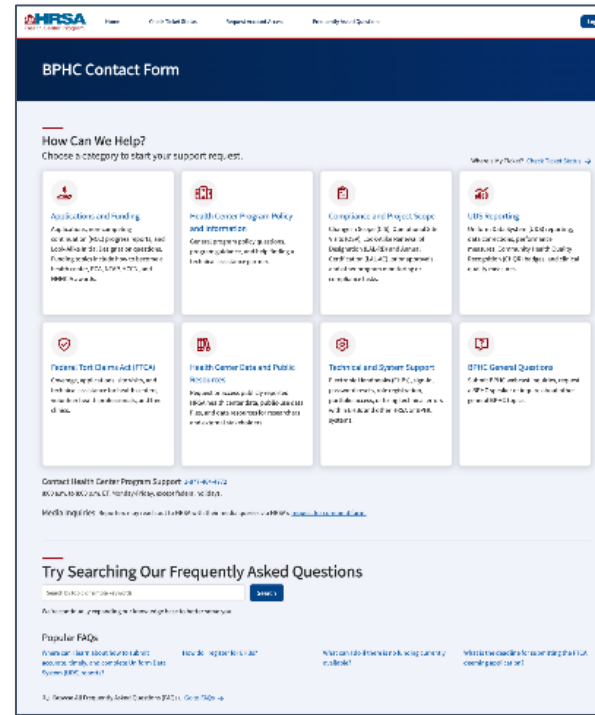
CX Update: BPHC Contact Form Redesign

PHASE I | Contact Form Quick Win



- Light clean-up of topics
- Introduction of self-service with FAQs
- Visual improvements

PHASE 2 | Contact Form Redesign



- Full redesign of the user experience
- Streamlining of topic selection and ticket flow options
- Expansion of self-service with additional FAQs in the library
- Pilot of Search FAQs feature

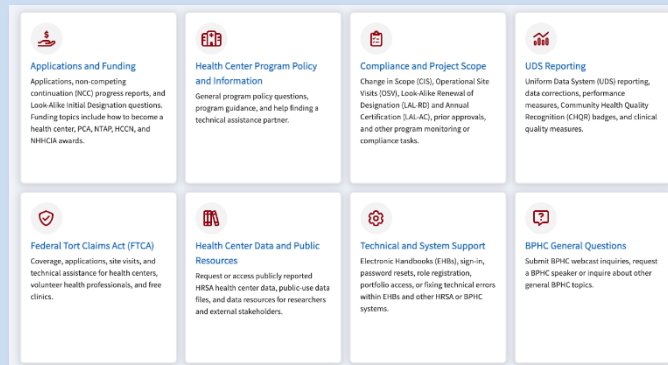
Quick Win Sept – Nov '25

Redesign Dec '25 – Jun '26

CX: Contact Form | Redesigned Features

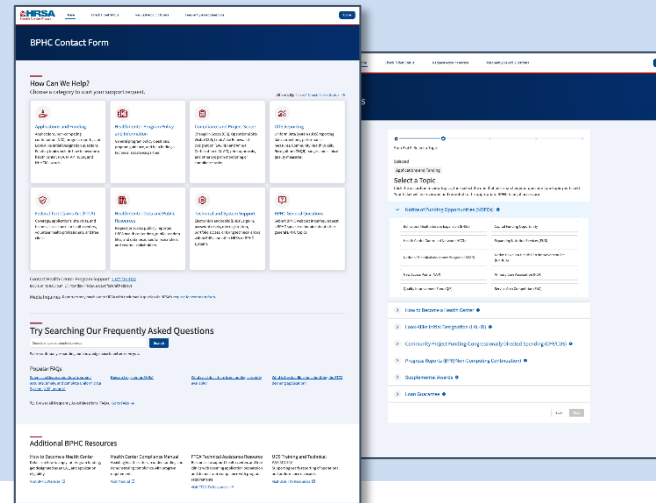
Reorganized Topics

- Reduced homepage categories from 10 to 8
- Combined duplicate topics and subtopics
- Removed out of date topics and subtopics across all categories



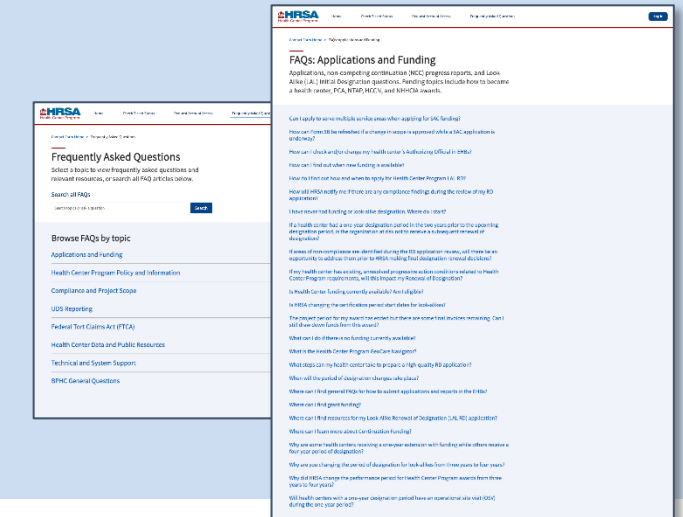
Improved UX & Visuals

- Reformatted form to align it with User Experience best practices
- Added more consistent styling (typefaces, colors) and streamlined the interface



Expanded FAQs & Search Pilot

- Expanded FAQ questions across all topics
- Added search functionality to allow users to find specific FAQs



Funding Updates

Open Funding Opportunity

FY 2027 Expanding Nutrition Services

- \$125 million for approximately 357 awards
- Applications due in Grants.gov on September 9
- [Applicant TA materials](#) are available now

Upcoming Funding Opportunity

FY 2027 Service Area Competition



Updates from the Acting Associate Administrator



Mark Your Calendar

BPHC Program Updates

- No webcast in August – See you at NACHC CHI!
- Tuesday, September 29, 2 – 3 p.m. ET



Questions?



Thank You!

Bureau of Primary Health Care (BPHC)

Health Resources and Services Administration (HRSA)



[Health Center Program Support](#)



877-464-4772, 8 a.m. – 8 p.m. ET, Monday – Friday (except federal holidays)

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