


General Information			
PTA / PIA Name:	HRSA - CARES - PRF - QTR3 - 2025 - HRSA1446272	PTA / PIA ID:	3845039
Component Name:	HRSA - CARES Provider Relief Fund Payment Portal	ATO Boundary Name:	CARES Provider Relief Fund Payment Portal
Overall Status:	Complete 	# of Days - Open:	159
Submitter:		Submit Date:	10/20/2025
Next Assessment Date:	12/15/2028	Expiration Date:	12/15/2028
Office:		OpDiv:	HRSA
Security Categorization:	Moderate		
Make PIA available to Public?:	Yes	PIA Required:	Yes
General 01:	Identify the Enterprise Performance Lifecycle Phase of the system.		Operations and Maintenance
General 02:	Is this a FISMA-Reportable system?		Yes
General 03:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?		Yes
General 04:	ATO Date or Planned ATO Date.		9/12/2027
General 05:	Is the system or electronic information collection, agency or contractor operated?		Contractor
History Log:	View History Log		

Privacy Threshold Analysis			
Privacy Threshold Analysis			
PTA 01:	Point of Contact (POC) Name		Philip McKoy
PTA 01A:	POC Title and Organization		United Health Group
PTA 01B:	POC Email Address		Philip.McKoy@uhc.com
PTA 01C:	POC Phone Number		000-000-0000
PTA 02:	Indicate the following reason(s) for this PTA. Choose from the following options.		PIA Validation (PIA Refresh)
PTA 02A:	Describe in further detail any changes to the system that have occurred since the last PIA.		No changes has been made to the PIA. Guidance was provided from the HRSA Privacy team to update PTA/PIA to the new combined module.

PTA 03:	Is the data contained in the system owned by the agency or contractor?	Contractor
PTA 04:	Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.	To determine eligibility for payments from the Public Health and Social Services Fund, maintain an accounting of payments, process payments from the Fund, and collect attestation from providers regarding payments.
PTA 05:	List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.	Names, Taxpayer ID numbers, drivers license numbers, DUNS, Email addresses (personal/Business), Phone number (personal/business)
PTA 05A:	Are user credentials used to access the system?	Yes
PTA 05B:	Please identify the type of user credentials used to access the system.	HHS User Credentials HHS Username Non-HHS User Credentials Username Password Email Address CAC Card
PTA 06:	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	The system intakes data files from HHS that identify providers, performs analytics on the data file to determine if a provider has electronic payment information already on file, and uses the resulting data to process payments to providers via ACH. Providers also must visit a website to complete an attestation related to their payment which requires the provider to input certain demographic information and Taxpayer ID information. Providers may also have to register on a separate portal if they do not already have payment information on file with the contractor.
PTA 07:	Does the system collect, maintain, use, or share PII?	Yes
PTA 08:	Does the system include a website or online application?	Yes
PTA 08A:	Provide the URL(s).	https://covid19.linkhealth.com/
PTA 08B:	Are any of the website or online applications accessible by the public (including publicly accessible log in pages)?	Yes
PTA 09:	Describe the purpose of the website, who has access to it, and how users access the web site (via public URL, log in, etc.). Please address each element in your response.	To help providers register, apply for Provider Relief fund, and attest to relief fund payments made for healthcare-related expenses or lost revenue attributable to COVID-19 and submit related documents. The general public have access to the website. Providers have to enroll and create an account for access to the system
PTA 10:	Does the website have a posted privacy notice?	Yes
PTA 11:	Does the website contain links to non-federal government websites external to HHS?	No
PTA 12:	Does the website use web measurement and customization technology?	No

PTA 13:	Does the website have any information or pages directed at children under the age of thirteen?	No
PTA 14:	Does the system have a mobile application?	No
PTA 20:	Are any third-party websites or applications (TPWA) associated with the system?	No
PTA 21:	Does this system use artificial intelligence (AI) tools or technologies?	No

Privacy Impact Assessment

Privacy Impact Assessment

PIA 22:	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Identifying Numbers Taxpayer ID Number (TIN) Driver's License Number DUNS Biographical Information Name Contact Information Email Address (Personal) Phone Numbers (Personal) Email Address (Business) Phone Numbers (Business)
PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Business Partners/Contacts (Federal state, local agencies) Members of the public
PIA 24:	Indicate the approximate number of individuals whose PII is maintained in the system.	500 – 4,999
PIA 25:	For what primary purpose is the PII used?	To process and distribute claims reimbursement, provide customer service education and outreach, project and program management, compliance and dispute resolution support, provider outreach, and data support for the COVID-19 Claims Reimbursement to Health Care Providers for providing testing, treatment, and vaccine administration for uninsured patients.
PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	N/A
PIA 27:	Describe the function of the SSN, Truncated SSN, and/or Taxpayer ID. If the Taxpayer IDs collected are only for businesses include that in your response.	These are used to verify and validate identify of providers.
PIA 27A:	Cite the legal authority to use the SSN, Truncated SSN, and/or Taxpayer ID. If the Taxpayer IDs collected are only for businesses, you may respond N/A.	31 U.S.C. 3512, 3711, 3716, 3721, 1321 note; E.O. 13520.
PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	31 U.S.C. 3512, 3711, 3716, 3721, 1321 note; E.O. 13520.
PIA 29:	Are records in the system retrieved by one or more PII data elements?	Yes

PIA 29A:	Please specify which PII data elements are used to retrieve records.	Contact Person Name Contact Person Phone Number Contact Person Email Provider Tax Identification Number (TIN) Provider Name Provider Address
PIA 29B:	Provide the number, title, and URL of the Privacy Act System of Records Notice (SORN) that is being used to cover the system or indicate whether a new or revised SORN is in development.	09-15-0093, Provider Support Records https://www.federalregister.gov/documents/2021/11/26/2021-25760/privacy-act-of-1974-system-of-records
PIA 30:	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains Online Non-Government Sources Private Sector
PIA 31:	Is there an Office of Management and Budget (OMB) information collection approval number?	Yes
PIA 31A:	Provide the information collection approval number(s) and expiration date(s).	OMB Number (0906-0069); expiration date 2/28/2025. (CARES PRF team will provide an updated expiration date once it is publicly available)
PIA 32:	Is the PII in the system shared directly with other organizations outside the system's Operating Division?	No
PIA 33:	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
PIA 34:	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	Providers have an option to opt out of providing PII information but doing so could limit their ability to participate in the program and get re-imbursment from Uninsured Program.
PIA 35:	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). If they cannot be notified or have their consent obtained, explain why.	In case of changes in the permitted disclosures or use, the corresponding Privacy Act Statement, Privacy Act System of Records Notice, and/or website Privacy Policy would be updated. Those updates would put individuals on notice of the additional uses and disclosures, but no additional consent would be captured.
PIA 36:	Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not.	The Provider Relief Fund (PRF) System of Records Notice contains a contact for questions about the Privacy Act system and that contact would route concerns to the appropriate PRF officials. The website Privacy Policies contain customer service numbers that individuals may call to make a complaint and the contractor has internal processes to route that to their Privacy Office for triage, remediation, and response.

PIA 37:	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	To ensure integrity of data, the contractor conducts periodic vulnerability and penetration test scans and data is encrypted at rest and in transit. To ensure availability of data, the contractor has disaster recovery processes, backups of data, and does load testing. Accuracy of data is checked throughout the process. There are data validations done on incoming data from HHS and reconciliations of TINs and amounts paid are done during and after funds are disbursed.
PIA 38:	Identify who will have access to the PII in the system.	Contractors
PIA 38A:	Select the type of contractor.	Third-Party Contractor (Contractors other than HHS Direct Contractors)
PIA 38B:	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	They need access to process claims.
PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Contractor privileges are formally authorized and controlled, allocated to users on a need-to-use and event-by-event basis for their functional role (e.g., user or administrator), and documented for each system product/element. Provisioning is managed through enterprise managed solution (i.e. Secure) and requires a multi-level approval process, which is captured within the provisioning system. Access within applications is managed through roles which are commensurate with PII and PHI.
PIA 41:	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	User provisioning is managed through enterprise managed solution (i.e. Secure) and requires a multi-level approval process, which is captured within the provisioning system. Access within applications is managed through roles to ensure users can get only the minimum access required to perform their job.
PIA 42:	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	All contractor employees and subcontractors must complete a computer-based training course on privacy and security requirements within 30 days of hire and an annual refresher course thereafter.
PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	In customer or provider-facing business processes, additional training is provided prior to direct engagements with customers or providers.

<p>PIA 44:</p>	<p>Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).</p>	<p>Procedures for Record retention and destruction are documented in the PRF SORN.</p> <p>The records are not currently scheduled, so are retained indefinitely pending scheduling with the NARA. HRSA anticipates proposing a retention period of at least 6 years to NARA for the records, for consistency with General Records Schedule 1.1, Financial Management and Reporting Records, which provides for such records to be retained for 6 years after final payment or cancellation, or longer if required for business use.</p> <p>https://www.federalregister.gov/documents/2021/11/26/2021-25760/privacy-act-of-1974-system-of-records</p>
<p>PIA 45:</p>	<p>Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.</p>	<p>Procedures to secure the system using administrative, technical, and physical controls can located in the PRF SORN as well as the Uninsured Program System Security Plan.</p> <p>These safeguards include protecting the facilities where records are stored or accessed with security guards, badges and cameras; controlling access to physical locations where records are maintained and used by means of combination locks and identification badges issued only to authorized users; limiting access to electronic databases to authorized users based on roles and either two-factor authentication or password protection; using a secured operating system protected by encryption, firewalls, and intrusion detection systems; and training personnel in Privacy Act and information security requirements</p> <p>https://www.federalregister.gov/documents/2021/11/26/2021-25760/privacy-act-of-1974-system-of-records</p>

Review and Comments

OpDiv Privacy Analyst Review

<p>Privacy Analyst Review Decision:</p>	<p>Approved</p>	<p>Privacy Analyst Review Date:</p>	<p>10/27/2025</p>
<p>Privacy Analyst Review Comments:</p>		<p># of Days - PA Review:</p>	<p>7</p>

SOP Review

<p>SOP Review Decision:</p>	<p>Approved</p>	<p>SOP Review Date:</p>	<p>10/27/2025</p>
<p>SOP Review Comments:</p>		<p># of Days - SOP Review:</p>	<p>0</p>

Agency Privacy Analyst Review

Agency Privacy Analyst Review Decision:	Approved	Agency Privacy Analyst Review Date:	12/10/2025
Agency Privacy Analyst Review Comments:	<p>Reviewer: Nestor Villafuerte/Shanai Shobowale</p> <p>12/10/2025 All comments have been addressed. This PIA is ready for SAOP review and approval.</p> <p>9/25/2025 Please see comments and update accordingly.</p> <p>PTA-5: Per PTA-6 and PIA-22, Please lists the type of banking information and type of identifying providers information collected. Also list the following PII elements "name, taxpayer ID number, driver license number, DUNS, email address (personal), phone numbers (personal), and demographic information.</p> <p>Is taxpayer ID a business ID or individual person because sometimes an individuals taxpayer ID can be the Social Security Number(SSN)? May need to list SSN as PII elements being collected.</p> <p>While we know personal email and phones are collected what about the business email address and phone numbers of the providers? May need to also list Email address (Business) and Phone numbers (Business).</p> <p>PIA-22: Please ensure that the PII elements listed in PTA-5 mirrors the PII elements listed in PIA-22.</p> <p>According to PIA 25, please verify if testing, treatment, and vaccine administration PII information will be maintained, collected or stored and update PTA-5 and PIA-22 accordingly.</p> <p>PIA-31A: Please provide the expiration date (2/28/2025), and include in your response if the OMB number will be updated with a new expiration date.</p> <p>PIA-44: Please include the following in your response "The records are not currently scheduled, so are retained indefinitely pending scheduling with the NARA. HRSA anticipates proposing a retention period of at least 6 years to NARA for the records, for consistency with General Records Schedule 1.1, Financial Management and Reporting Records, which provides for such records to be retained for 6 years after final payment or cancellation, or longer if required for business use."</p> <p>PIA-45: Please include the following in your response "These safeguards include protecting the facilities where records are stored or accessed with security guards, badges and cameras; controlling access to physical locations where records are maintained and used by means of combination locks and identification badges issued only to authorized users; limiting access to electronic databases to authorized users based on roles and</p>	# of Days - APA Review:	44

either two-factor authentication or password protection; using a secured operating system protected by encryption, firewalls, and intrusion detection systems; and training personnel in Privacy Act and information security requirements."

SAOP Review

SAOP Review Decision:	Approved	SAOP Review Date:	12/16/2025
SAOP Review Comments:		# of Days - SAOP Review:	6

SAOP Signature

Date	User	Type	Name	Original Value	New Value
12/16/2025 3:57 PM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments

Question Name	Submitter	Date	Comment	Attachment
PIA 22	Data Feed Service, pta_pia_HSRSA_Release	7/10/2025	Provider Address	
PTA 01	BLAND, CRYSTAL	9/24/2025	See attached PIA from 2024	(3-12-2024) HRSA CARES PIA_PIM_JL.rtf
PTA 05	BLAND, CRYSTAL	9/24/2025	<p>Per PTA-6 and PIA-22, Please lists the type of banking information and type of identifying providers information collected. Also list the following PII elements "name, taxpayer ID number, driver license number, DUNS, email address (personal), phone numbers (personal), and demographic information.</p> <p>Is taxpayer ID a business ID or individual person because sometimes an individuals taxpayer ID can be the Social Security Number(SSN)? May need to list SSN as PII elements being collected.</p> <p>While we know personal email and phones are collected what about the business email address and phone numbers of the providers? May need to also list Email address (Business) and Phone numbers (Business).</p>	
PIA 22	BLAND, CRYSTAL	9/25/2025	Please ensure that the PII elements	

listed in PTA-5 mirrors the PII elements listed in PIA-22.

According to PIA 25, please verify if testing, treatment, and vaccine administration PII information will be maintained, collected or stored and update PTA-5 and PIA-22 accordingly.

PIA 31A	BLAND, CRYSTAL	9/25/2025	Please provide the expiration date (2/28/2025), and include in your response if the OMB number will be updated with a new expiration date.
PIA 44	BLAND, CRYSTAL	9/25/2025	Please include the following in your response "The records are not currently scheduled, so are retained indefinitely pending scheduling with the NARA. HRSA anticipates proposing a retention period of at least 6 years to NARA for the records, for consistency with General Records Schedule 1.1, Financial Management and Reporting Records, which provides for such records to be retained for 6 years after final payment or cancellation, or longer if required for business use."
PIA 45	BLAND, CRYSTAL	9/25/2025	Please include the following in your response "These safeguards include protecting the facilities where records are stored or accessed with security guards, badges and cameras; controlling access to physical locations where records are maintained and used by means of combination locks and identification badges issued only to authorized users; limiting access to electronic databases to authorized users based on roles and either two-factor authentication or password protection; using a secured operating system protected by encryption, firewalls, and intrusion detection systems; and training personnel in Privacy Act and information security requirements."
PTA 01	VILLAFUERTE, NESTOR	11/3/2025	Q3 states that the system has an ATO, however, the listed ATO date is in 2027. Please verify if the ATO date provided is accurate.
PTA 01	BLAND, CRYSTAL	12/10/2025	ATO Date is 9/13/2024 ATO Expiration Date is 9/12/2027.