

General Information

PTA / PIA Name:	HRSA - DSG - PRF - QTR3 - 2025 - HRSA1446274	PTA / PIA ID:	3845037
Component Name:	HRSA - DocuSign (COVID-19)	ATO Boundary Name:	CARES Provider Relief Fund Payment Portal
Overall Status:	Complete 	# of Days - Open:	365
Submitter:		Submit Date:	6/29/2026
Next Assessment Date:	07/09/2029	Expiration Date:	7/9/2029
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.		9/18/2027
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	Ravi Padmalatha
PTA 01A:	POC Title and Organization	System Owner, HRSA OIT
PTA 01B:	POC Email Address	pravi@hrsa.gov
PTA 01C:	POC Phone Number	301.332.3048
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 was made to the previous PTA/PIA. Guidance was provided by the HRSA Privacy team to update to the new PIA/PTA Module.

PTA 03:	Is the data contained in the system owned by the agency or contractor?	Agency
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.	DocuSign Federal is a SaaS application oriented towards federal government entities. Operated and managed as a government community cloud, DocuSign Federal provides government customers with an enterprise signing service to facilitate paperless workflow management. The DocuSign application will be used for processing of Care Act Provider Relief Funds to Health Care Providers (https://www.hhs.gov/provider-relief/index.html).
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.	DocuSign Federal will collect, maintain, and/or share the following PII elements and non-PII data elements. These data are used to support program eligibility determination, payment processing, reporting, and oversight activities. Information is retained in accordance with applicable federal records retention schedules, typically for a minimum of six (6) years after final payment or program closeout, unless longer retention is required for audit, litigation, or enforcement purposes. Acronym Definitions (first use): • TIN – Taxpayer Identification Number • SSN– Social Security Number • FTE – Full-Time Equivalent • SBA – Small Business Administration • PPP – Paycheck Protection Program • ABA – American Bankers Association (routing number standard) PII and Related Data Elements Collected: DocuSign Federal will collect, maintain, or share the following PII elements: Contact Person Name; Contact Person Title; Contact Person Phone Number; Contact Person Email; Mailing address; Account Holder Name; and Account Number. Additional Data Elements (may include PII and/or organizational data): 1. Contact Person Name 2. Contact Person Title 3. Contact Person Phone Number 4. Contact Person Email 5. Applicant Type 6. Number of facilities 7. Beds for all facilities 8. Total number of FTE 9. CMS Certification Number (CCN), if applicable 10. Gross Revenues 11. Fiscal year of Gross Revenues 12. Percentage of Gross Revenue from Patient Care 13. Lost Revenues due to COVID-19 14. Increased Expenses due to COVID-19 15. Upload Gross Revenues Worksheet (if required) 16. Upload Federal Tax Form 17. Medicare Part A + B 18. Medicare Part C

		19. Medicaid 20. Commercial 21. Self-Pay 22. Other Government Payer 23. Other 24. Total 25. Total Amount received from Treasury, SBA / PPP for filing TIN and subsidiary TINs as of 5/31/2020 26. Total payments received from FEMA for filing TIN/SSN and subsidiary TINs/SSNs as of 5/31/2020 27. Primary Provider FTE under filing TIN/SSN as of 5/31/2020 28. Non-Primary Provider FTE under filing TIN as of 5/31/2020 29. Other FTE under filing TIN/SSN as of 5/31/2020 30. Number of Locations as of 5/31/2020 31. Upload FTE Worksheet 32. Upload IRS Form 941 for Q1 2020 33. Bank Name 34. ABA Routing Number 35. Account Holder Name 36. Account Number All collected information is used strictly for authorized purposes, including identity verification, eligibility determination, payment disbursement, fraud prevention, and program integrity. Data sharing is limited to authorized federal agencies and contractors with a need to know, and all handling complies with federal privacy and security requirements
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.	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.	HRSA's Office of Information Technology (OIT) facilitated Coronavirus Aid, Relief, and Economic Security (CARES) Act Provider Relief Fund payments to healthcare providers leveraging DocuSign and a rapidly developed Enterprise DataMart payment solution. The process enabled the distribution of \$20B to health care providers in a fast and transparent manner
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://account.docusign.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.	DocuSign COVID-19 has a website to allow Organizational users to access the provider submitted information. It is integrated with HRSA Okta to authenticate Organizational users and allow them access to DocuSign. Non-organizational users do not have accounts in DocuSign COVID-19 system. Users access the website via public URL. DocuSign Federal is a SaaS application oriented towards federal government entities. Operated and managed as a government community cloud, DocuSign Federal provides government customers with an enterprise signing service to facilitate paperless workflow management. The DocuSign application will be used for processing of Care Act Provider Relief Funds to Health Care Providers (https://www.hhs.gov/provider-relief/index.html).
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 Social Security Number Taxpayer ID Number (TIN) Financial Account Information (e.g., account numbers, credit card numbers) Biographical Information Name User Credentials Contact Information Email Address (Personal) Mailing Address (Personal) Phone Numbers (Personal) Mailing Address (Business) Other Other
PIA 22A:	Identify the "other" type(s) of personally identifiable information (PII) not mentioned in the above list.	Title

PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Business Partners/Contacts (Federal state, local agencies) Employees/HHS Direct Contractors
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?	DocuSign only targets PII data fields related to the CARES Act Provider Relief Fund Application. PII is used to validate financial eligibility to be accepted to receive federal grants funding.
PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	DocuSign does not use PII for testing training or research
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.	Applicants must enter their Tax ID Number/Social Security Number (TIN/SSN) for validation in the Provider Relief Fund Application and Attestation Portal Up to 20 Business TINs will automatically populate in the application. This is based on the Providers entry of Business TINs in the Microsite.
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. E.O. 9397
PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	the applicable authorities supporting this collection and use of information include 31 U.S.C. §§ 3512, 3711, 3716, 3721, and 1321 note, as well as Executive Order 13520. These authorities establish the legal framework for financial management, debt collection, and accountability of federal funds, and support the program's implementation and oversight activities.
PIA 29:	Are records in the system retrieved by one or more PII data elements?	No
PIA 30:	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains Email Online
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).	Form Approved OMB #0990-0379 Expiration Date 11/30/2026 per reginfo.gov.
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.	It is not possible to opt-out. All PII information collected is necessary as part of the HRSA CARES Act Provider Relief

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.	When a HRSA CARES Act Provider subscribes to the DocuSign Federal system, the Provider is consenting to the collection and use of their information. Noted in DocuSign Privacy Policy.
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.	There is no process, as individuals are notified at the time they submit the information stored in DocuSign that it will be used for legitimate purposes and it will not be disclosed unless authorized by law.
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.	Daily review is used to maintain accuracy of data.
PIA 38:	Identify who will have access to the PII in the system.	Users Administrators
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	Users: Users require access to PII data in order review and analysis HRSA CARES Act Provider request Administrator: DocuSign provides limited PII-level access to DocuSign personnel authorized to access the DocuSign Federal system for operational, maintenance, security, and customer support purposes. DocuSign roles that have access to the DocuSign Federal system include Product Security, Security Operations, Technical Operations, and Customer Support. DocuSign personnel only have access to PII relating to eDocument transactional information for customer support purposes.
PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Provider completes the UnitedHealth Group Web Form and are redirected to the CARES Act Provider Relief Fund Application in DocuSign Providers enter their name and email in the designated fields. The Providers are moved to the next step DocuSign COVID employs multiple mechanism to prevent the misuse of PII by those having access. The only accessible PII information is eDocument transaction records which include information regarding the sender and recipients (name and email address). This eDocument transaction record is only accessible by HRSA DocuSign administrator who are given the eDocument Transaction ID by the HRSA Human Resources system owner . All PII information within a DocuSign Envelope (eDocument) is encrypted with DocuSign staff not having physical or logical access
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.	DocuSign provides limited PII-level access to DocuSign personnel authorized to access the DocuSign Federal system for operational, maintenance, security, and customer support purposes.
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.	DocuSign does not require all DocuSign COVID users to undergo annual awareness and security training

PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	System users receive training related to their job responsibilities in addition to security and privacy awareness training. Security and privacy awareness training is conducted annually. Job training is provided as needed.
PIA 44:	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).	DocuSign establishes retention periods for PII within the DocuSign Federal system. PII within DocuSign envelopes and envelope-transactional data is stored as long there is a business purpose within the system for audit, legal, and customer use.
PIA 45:	Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.	DocuSign Federal system is considered restricted, confidential, and sensitive, in accordance with DocuSign information classification standards. DocuSign Federal provides consistent information flow protections for all customer data permitted within DocuSign Federal, regardless of sensitivity level. Federal user entities are responsible for ensuring that no information with a security impact level greater than moderate is stored, processed, or transmitted via the services provided to them.

Review and Comments

OpDiv Privacy Analyst Review

Privacy Analyst Review Decision:	Approved	Privacy Analyst Review Date:	7/1/2026
Privacy Analyst Review Comments:		# of Days - PA Review:	2

SOP Review

SOP Review Decision:	Approved	SOP Review Date:	7/6/2026
SOP Review Comments:		# of Days - SOP Review:	5

Agency Privacy Analyst Review

Agency Privacy Analyst Review Decision:	Approved	Agency Privacy Analyst Review Date:	7/8/2026
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Agency Privacy Analyst Review Comments:	Reviewer: Crystal Bland 7/8/2026 All comments have been addressed. This PIA is now ready for SAOP review and approval. 6/29/2026 Per HRSA's EMail PIA was return to addressed comment PIA-27A: Please include citation "E.O. 9397" your response. 6/26/2026 All comments addressed. This PIA is ready for SAOP review and approval. Reviewer: Nestor Villafuerte 12/10/2025 Please address comment for PIA-28 by listing the following authorities in your response "31 U.S.C. 3512, 3711, 3716, 3721, 1321 note; E.O. 13520. Please be advise your response cannot be "N/A." 9/25/2025 Please see comments and update accordingly. PTA-5: Please add this statement to the beginning of your response: "DocuSign Federal will collect, maintain or share the following PII elements:" Per PIA-22, please include "Mailing address." Please define the following acronyms on their first instance: TIN, FTE, SBA, PPP, ABA. PTA-9: Can you clarify when you say there is no website for DocuSign COVID because it conflict with PTA-8 and PTA-8A when you say "Yes" there a website and provide url https://account.docusign.com? PTA-10: The website has a posted privacy notice, please select "Yes". PIA-22: Please select name, user credentials, and "Other" and include in the textbox "title." PIA-27A and PIA-28: If TIN is used then you need to list citations. Please list the following authorities in your response "31 U.S.C. 3512, 3711, 3716, 3721, 1321 note; E.O. 13520. " PIA-31A: Please include the expiration date - 11/30/2026 per reginfo.gov. PIA-40: Please define UGH in its first instance.	# of Days - APA Review: 2
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SAOP Review				
SAOP Review Decision:	Approved	SAOP Review Date:	7/10/2026	
SAOP Review Comments:	Please see comments and update accordingly: Per HRSA's Email: PRF Docusign currently prompts providers to enter a Taxpayer Identification Number (TIN) when submitting their application. Depending on the provider type, the TIN entered may vary, as individual providers may use a different taxpayer identification number (such as SSN) than organizational providers. PTA-5: Please include SSN in your response. PIA-22: Please select SSN. PIA-27: Please include SSN in your response. PIA-27A: Please include citation "E.O. 9397" your response.	# of Days - SAOP Review:	2	

SAOP Signature

Date	User	Type	Name	Original Value	New Value
7/10/2026 4:42 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 28	VILLAFUERTE, NESTOR	4/10/2026	the applicable authorities supporting this collection and use of information include 31 U.S.C. §§ 3512, 3711, 3716, 3721, and 1321 note, as well as Executive Order 13520. These authorities establish the legal framework for financial management, debt collection, and accountability of federal funds, and support the program's implementation and oversight activities.	
PIA 28	VILLAFUERTE, NESTOR	4/10/2026	the applicable authorities supporting this collection and use of information include 31 U.S.C. §§ 3512, 3711, 3716, 3721, and 1321 note, as well as Executive Order 13520. These authorities establish the legal framework for financial management, debt collection, and	

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PIA 28	BLAND, CRYSTAL	4/10/2026	the applicable authorities supporting this collection and use of information include 31 U.S.C. §§ 3512, 3711, 3716, 3721, and 1321 note, as well as Executive Order 13520. These authorities establish the legal framework for financial management, debt collection, and accountability of federal funds, and support the program's implementation and oversight activities.
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PTA 05	BLAND, CRYSTAL	6/29/2026	Per HRSA's Email: PRF Docusign currently prompts providers to enter a Taxpayer Identification Number (TIN) when submitting their application. Depending on the provider type, the TIN entered may vary, as individual providers may use a different taxpayer identification number (such as SSN) than organizational providers. Please include SSN in your response.	RE_ HRSA - DSG - PRF - QTR3 - 2025 - HRSA1446274.pdf
PIA 22	BLAND, CRYSTAL	6/29/2026	Per HRSA's Email: PRF Docusign currently prompts providers to enter a Taxpayer Identification Number (TIN) when submitting their application. Depending on the provider type, the TIN entered may vary, as individual providers may use a different taxpayer identification number (such as SSN) than organizational providers. Please select SSN.	
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providers may use a different taxpayer identification number (such as SSN) than organizational providers.

Please include SSN in your response.

PIA 27A

BLAND, CRYSTAL

6/29/2026

Please include citation "E.O. 9397" your response.