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## Ordering Over the Counter Tests from HRSA

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### SPEAKERS

Nathan Baugh, Director of Government Affairs @ NARHC  
Sarah Hohman, Deputy Director of Government Affairs @ NARHC

Sarah Hohman 00:06

Hi everyone, thanks for joining us this afternoon we will get started in just a minute or so.

Nathan Baugh 01:25

All right, hello, everyone. Good afternoon slash Good morning to our west coast friends. My name is Nathan bond, the director of government affairs for the National Association rural health clinics. I want to thank you all for joining us today for our webinar. Today's topic is the COVID-19 tech testing supply program. And our speaker for today is Sarah Holman who is the deputy director of government affairs for the National Association of rural health clinics. This webinar series is sponsored by HERSA and the Federal Office of Rural Health Policy, and it's done in conjunction with the National Association of rural health clinics. Were supported by this cooperative agreement, as you can see on your screen, through the Federal Office of Rural Health Policy, and that allows us to bring these webinars to you all for free. The purpose of the series is to provide IT staff with viable technical assistance and RHC specific information and in this case, are at COVID-19 specific information. Please help us spread the word about these free webinars by encouraging anyone who may benefit from this information to sign up to receive announcements regarding dates, topics and speakers at the NAR HC website. When we get to the q&a portion, we'll open up the q&a, although it might be open already. And we'll start going through the q&a and answer your questions. However, there won't be a chat box function open at any point. As with all webinars, we are at the mercy of good bandwidth for all parties. And we we all know that connectivity can go up and down. So if you have any audio or visual freezes, we suggest refreshing the page, as that usually fixes the issue. However, if you continue to have issues, please do not worry because of a recording of today's presentation will be posted on the NRAC website with links to the slides and transcripts. So without any further ado, I'm just gonna hand it over to Sarah Holman who is been our expert and has been in the weeds from day one on the RHC COVID-19 testing program, Sara.

Sarah Hohman 03:44

Thanks, Nathan, as we will go ahead and get started. Like Nathan said, today we'll be talking about that at home test supply program. First, we're going to go over how to get enrolled in the program, we know that everyone's at a different point in this process. But if you're not enrolled yet, we want to give you the tools and resources to get there if you're interested. Next, we'll go over how to order tests, manage inventory, navigate the order and inventory portal in general. And then we'll go over best practices in terms of program policy distribution and things like that. And then like

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Nathan said, we will try to answer as many of your questions as possible. Okay, so there are three main steps if you're interested in enrolling in this program. And after we walk through kind of enrollment and the steps on this side for written instructions, I will flip over and share kind of what all of these forms and things look like through through the forms themselves. So first, this step is really important confirm that you're listed as an RHC on cue core. So if you're not familiar with Q core Q core is a CMS database and it lists all RH C's in there along with your CCN. So it's really important that you confirm that you're listed appropriately. On cuecore. First, specifically, that you're listed as an RHC. And not incorrectly as a lab or your, your listing is missing for some reason. Once you've confirmed that, you'll need to complete the online readiness assessment, you need to do this one time per RHC that you intend to enroll in the program. So you can certainly enroll multiple RH C's in your system, but you need to complete one of these every time. And it's also important to note that the point of contact that you list on this online readiness assessment is the person that will receive the welcome email with login instructions from the ordering portal. So at a later point, you can add additional points of contact and kind of share that ordering responsibility in the portal certainly, but the person that you've listed on the online readiness assessment will receive those instructions first. The third step is to complete and sign the program Conditions of Participation, and email that to the HERSA inbox. At this stage, you can complete just one Conditions of Participation for several RH C's, you'll you'll see on that form that you need to list your CC ends. And so that's how you can kind of include multiple in step three. But for step number two, you need to complete that once per RC. And Nathan jump in if I'm missing anything at any point. Okay, so after you complete those three steps, HERSA is going to process your enrollment. Typically, the time estimate for this is seven to 10 days, and you'll get a welcome email with login information from the ordering portal. So if it's been 10 days, and you took all those steps, please reach out to us and I promise I will stay with your case until you're fully enrolled in the program. After you receive that email from Depop, you have 72 hours to log in for that first time. If for some reason, you miss this email, or it goes to your spam folder, make sure you're monitoring that just reach out to us as well. And we can resend that to you. Also, when you log into Depop for the first time, you'll need to verify your address and your receiving hours that you initially had indicated on the online readiness assessment. Once you see a green checkmark, that means you're verified and can go ahead and place an order. Okay, so just a couple notes about the ordering portal, I've been saying Depop. That's the diagnostics provider ordering portal. But it's under a larger umbrella system called H pop the health provider ordering portal. If you're participating in the direct vaccine distribution program for our HDS, you may, you would probably use V pop, which is the vaccine module of the system. And so if you participate in the vaccine distribution program, you already kind of understand the system a little bit, you'll use the same login info, but you need to be given access to the diagnostics module to order here. And so you still need to go through the same steps for enrollment. But just when you hear this lingo being thrown around, it's it's good to get kind of an understanding of the concept behind it. Okay, now to order test kits in Depop. So once you've been fully enrolled in the program, and you're interested in placing your first order, these are the steps that you'll go through HERSA at this point does not accept orders for test kits through email. And so you'll need to be fully enrolled before you can place these orders. But these are the steps to go through once you're at that point. So you'll log in, you'll click Create New Order to the diagnostic order section. And again, we will walk through the portal in just a second to see this book click on quidel. When you see the pop up, fill indicate your desired quantity of test kits. You'll review and confirm and click Submit. And just a quick note orders must be placed by 11:59pm your local time on Mondays. So this week's ordering window closest tonight at midnight to be included in that week's order. A quick note on ordering quantities. So a shipper contains 45 test kits, and a pallet is 30 shippers. The minimum order right now is five shippers. The maximum orders will fluctuate each week, but those will be reflected in Depop. So when you log in each week to place an order so you'll see the maximum

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that you're allowed to order if interested. But the minimum is currently five shippers. And there are two tests per kit intended to be used by the same individual. Okay, so now in terms of reporting for these tests that you receive, so again, inventory is managed through Depop, the same place that you're ordering test kits from, you'll log in, in the diagnostics Inventory section, you'll click on Diagnostics stock on hand, you'll add your diagnostic stock, just based on the quantity of kits. Click Create and repeat this process on a weekly basis. You are not required to report diagnostics administered by who receives them? Or are you required to report this specific a lot number, just need to report stock on hand on a weekly basis. Okay, we're going to leave these slides for just a second and go on over to kind of what the steps are to get enrolled, first of all, and then we'll walk through the portal really quickly. So this is Q core. And I'll show you in a sec, where you can access all of these links, as well through through the slides, but this is your core. Yep.

**Nathan Baugh 11:24**

Hey, we're still seeing the PowerPoint. Oh,

**Sarah Hohman 11:27**

okay. I guess have to stop sharing. Sorry about that. Okay, can you see cuecore? Sure. Yep, we're good now. Perfect. Okay, so this is cuecore. Like I said, CMS database, you will navigate to this link. And all you need to do is to a search, you can search by your RHC name, or your CCN, or your city, state and zip. And you just need to confirm that, again, you're listed as an RHC, not as a lab or other facility type, or that for some reason, you're not listed. If you're not listed, reach out. And we can work through that. But it's important that you check this before trying to enroll in the program. Next, this is the online readiness assessment. Again, you'll complete one of these per rural health clinic. And then finally, this is the conditions of participation that you'll complete. This is where you'll list your RH CCC ends. And again, you can complete this once if you're enrolling multiple RHC is just by listing them all here. Okay, so those are the three steps, then you will be able to receive your login information and login to Depop.

**Nathan Baugh 12:56**

Hey, sir, yep. Can you can you show in the readiness assessment? Can you hit next and show them? The fields?

**Sarah Hohman 13:06**

Yeah. So this is just general information about your, your clinic. And again, this is where I mentioned, the point of contact that you list here is who will receive that login information to Depop. You'll also indicate here, if you can receive an 18 Wheeler at the delivery address that you indicated. If you indicate no if you're not able to, to receive a delivery truck, you can still order through this program. HRSA just asks that you request one pallet less than a pallet of tests at an individual order. Yeah, just then,

**Nathan Baugh 13:50**

just one we wanted to emphasize the email address listed here is the email address that is going to get the login I know sir already said that. But it's very important that you put the person that you want to get that login to Depop on the online readiness assessment. Now theoretically, it

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could also be the same person on it Conditions of Participation. But this is the email that really really matters in terms of getting the registration link.

Sarah Hohman 14:20

And then I'm not going to fill this all out and go to the next page. But if I were to that's where you would list your the hours that you are to use or the delivery address is able to accept deliveries. So do that for every day that

Nathan Baugh 14:37

so one last one last request can use Zoom In just on all these screen or the page here. Just so people can see it a little easier. Like yeah, do a few more times.

Sarah Hohman 14:55

Doesn't look like it's moving on my side. So okay, I think getting bigger.

Nathan Baugh 14:59

Yeah, don't worry about Got it. Okay, sorry about that.

Sarah Hohman 15:03

No, that's okay. Um, and all of these, all of these links, so if you go to an rhc.org and you go over under the COVID, tab, to COVID-19, at home tests. This has all of the links for the steps you need to take to enroll. There's also some quick how to videos about placing orders, and enrollment and changing shipping addresses and everything. So this is all on the NRA, HC website. And you can use this, however often you need to. Okay, so now, this is when you receive your login information and you log in to Depop. And you verified your diagnostics address. A quick thank you to the medical center of Alberta and for allowing us to share their login briefly so that we can see what our agencies are seeing. And so this is what you'll see when when you log in and have verified that I wanted to quickly walk over walk through creating a new order. So that's located under the diagnostics order section. Like I said, you'll just click on guidel. Click your desired number of shippers. Review this, and then click Submit. And then for reporting, diagnostic inventories, you're going to be in this section, you're going to flip to the diagnostics stock on hand tab. Click Add diagnostic stock. All you need to do is enter the quantity of kits that you have on hand. In this section. You don't need to enter a lot number, a date or anything like that. And then click Create. And that is ordering and managing inventory. indiepop. Flip back to the Nathan, anything I'm missing at this point.

Nathan Baugh 17:16

No. But when you flip back to the PowerPoint, I want you to go back a slide I think. Sure. This is a common question that we get. Yeah, go to that. So Brooke sent us a message directly asking us she she's having issues with the login page and the login that she or the URL that she is using says at the end it says account slash signup. That's the one that she's using that will cause issues. And I believe I don't know where godson I think it got incorrectly sent out at some point. And people got confused. The the it's very important that you use forward slash provider forward slash sign in then that should work. So I know it's kind of you see the V pop, CDC and you think

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it's all the same. If you have account in there, it won't work. And I'm actually so I broke my own rule. And I started answering questions out of the chat. So unless you're having, like very technical issues, please let's keep the q&a in the q&a. Back to you, Sarah.

**Sarah Hohman 18:42**

Thanks. Okay, so a question we get frequently is contest kits be delivered to another location? The answer is yes, they can be delivered to a hub and distributed between different RFCs if they're earmarked for those Archie's specifically, so long as someone from your organization is there to receive them and you can reach out to us with any questions about hubs or things like that. And again, like I mentioned, looking at the online readiness assessment, if your facility cannot accommodate a trailer, you should order less than a pallet of tests at one time, but you're still welcome to participate in this program. Okay, so now we're going to get into a little bit about program best use and things like that. People are choose to reach out and ask who should the test be given to this program is intended to increase your community's testing supply. So that looks a little bit different for every RHC HERSA has no specific testing distribution requirements. As I said, you know your community's best introduce your best discretion in distribution of these test kits. A very important piece though, is that you may not sell these test kits, you're getting them for free. And so please do not sell them to anyone but you're welcome to share them with other organizations, we'll get to that in a second partner with other organizations certainly just not sell them.

**Nathan Baugh 20:17**

And anyone you give the test to shouldn't resell them either.

**Sarah Hohman 20:25**

So like I said, this looks a little bit different for everyone. But patients, staff community members can receive tests directly from you, or through, you can partner with schools and businesses provide them to events, things like that. Person has stated that he needs to typically avoid making long term arrangements with local employers to provide an ongoing supply of at home test kits, specifically to you know, secure long term there. Testing needs for employees and things like that. That's something you should typically stay away from. Okay, so I know there's a lot of text on this screen. But this is specifically the FDA emergency Youth use authorization requirements for the at home test kits. So this states, I'll just read it verbatim. Individuals should provide all test results obtained with this product to their healthcare provider for public health reporting. All health care providers will report all test results they received from individuals who use the authorized product to relevant public health authorities in accordance with local state and federal requirements. So an important piece here is in accordance with local state and federal requirements. So HERSA has no requirement that positive test results be reported as part of this program. In this instance, they defer to local and state requirements on this. And that's something that we can in some cases help you to understand. But typically, a Google search will help you to identify any local or state requirements to submit test results through that. So Nathan, do you have anything to add before we go to the next slide?

**Nathan Baugh 22:30**

Um, no, no, I don't.

**Sarah Hohman 22:37**

Okay, so what instructions should RHCs provide to test kit recipients. So it is recommended in order to follow the UI that we just went over on the last page that you provide information about how and when to use these test kits. And you should also provide information on what an individual should do if a test is positive. So and he recommends that you keep these instructions as generic as possible. So for patients that need to seek care, if necessary, that they're referred to a healthcare provider, but not explicitly directed back to your RHC providers. And you should direct recipients to report positive results. If like I said, your state or locality has a requirement in place, that providers or individuals need to submit test result data, although that's not a requirement of the HERSA program.

**Nathan Baugh 23:48**

Yeah, I just can't emphasize, emphasize that enough that it's our recommendation to keep it generic. So do not say give called this number, don't list your number. Just say reached out to your primary care provider last instruction for people who are positive and who are, you know, symptomatic and need to come back in. So yeah, keep it generic. Do not put your specific clinics stuff, logo information, etc.

**Sarah Hohman 24:24**

And then in terms of policy and procedure, like nice, Nathan said, again, we really encourage you to keep these generic although you should have internal policies. brief and simple, but reflect how you will store and distribute at home tests. General information about how you won't be selling or reselling these test kits. The pace and distribution mechanisms you intend to use partnerships you intend to develop things like that. Again, none of these pieces are requirements of have a policy, but it's just things that we that we recommend. Again, these are entirely separate from the policies and procedures, you need to have as part of the vaccine mandate, or other required PNPs used by surveys surveyors, these are specifically for these programs, this program and just internal policies for distribution and things like that. Then we wanted to talk about at home test kits being used in the RHC itself. So while at home tests can supplement your testing supply in your RHC, they're generally intended to be used for distribution, and use by individuals and their homes as needed. If used in the RHC, your overhead and administrative costs need to be carved out because you can't be reimbursed in any way for these test kits or the use of these test kits. And like I mentioned earlier, there are two tests that come per test kit. And the second test in the test kit, if the first is used in your RHC should be sent home with the patient. Okay, and just to flip real quick, before we flip to q&a, just a reminder about the RHC COVID-19 testing program. So a thorough reminder, I know this is a quick switch but the \$49,461 that RHCs received in 2024 COVID testing, RHCs could we could spend this money until December 31 of 2021. And those are ETS were required to complete a closeout process on our at COVID reporting.com. The date for that to be due was January 31. Of this year. So please just check that your RHC your organization is compliant with this requirement and has returned any unspent funds. If you have any questions, please don't hesitate to reach out. But we are we are hopeful that this will catch a few additional people who have not yet completed this close up.

**Nathan Baugh 27:27**

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Yeah, if you if you come in now and do that close out, you'll be good. Like you should be able to log in you should be able to get to the close out etc. Okay, good job Sarah. Do we want to do want to put our contact information up just for now for a little bit? And then we'll get to the CRA HCP code at the very end. Um Let's see. Real quick Sarah the webs or the email to send the conditions of participation to sorry, that is RFC test. care@hrsa.gov. Correct? Correct. Okay. What is can you say and I'll type out our email that we've created as well.

Sarah Hohman 28:21

Yes, that is alright. See COVID supplies at nar hc.org and for specific enrollment questions, things like that. That's definitely the best email to use. So apologies for not mentioning that earlier but that's the that's the best one.

Nathan Baugh 28:44

If you are one of the questions we got was someone who was having some issues getting it to Archie test care hrsa.gov that is the correct email but if you are having trouble you can also go through us and we can try to get it to the right people. Alright, so with that, I'm going to start getting to the questions here. I'm going to start with the ones that have the most upvotes Medina Tipton at is asking you, Sarah to repeat what information we are to report weekly. Also, does this coordinate with the question we are asked for monthly RHC COVID test reporting, and how many home tests were distributed.

Sarah Hohman 29:33

Okay, so I will answer the first first part of this. Okay. And then you can answer the second part.

Nathan Baugh 29:41

Second part yeah, that's fine. Okay,

Sarah Hohman 29:43

so the reporting that you should do weekly through V pop, D pop the pop is to just report your diagnostic stock on hand. So the number of test kits that you have and just the number. You don't need to report any specific information about who they're given out to or amounts given out to who just adding your diagnostic stock on hand is the weekly requirement.

Nathan Baugh 30:15

Yes. And the second part of your question, it's a great catch and correlation in the website RFC COVID reporting comm. We have a page where you're asked to enter in the monthly number of over the counter tests that you have distributed. Go ahead and do that on a monthly basis. For now, there may or may not be a decision coming to to eliminate that page as it's as it's a bit duplicative, but nothing formal has has been decided yet. So yes, it's weekly stock on hand in the Depop system, monthly totals of over the counter test distributions on RHC COVID reporting.com, for now. And guess that is the the policy, but we might make it a little easier in the near future.

Sarah Hohman 31:22

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And as a reminder that at home test reporting on RHC COVID reporting comm is optional. It was especially helpful to us when individuals were purchasing those using the testing or testing and mitigation money, which you're still certainly welcome to do. But that page is optional for reporting. Just one

**Nathan Baugh 31:43**

term very, very true. And you know, just to explain what's going on here is that we added that as a page on Archie COVID reporting calm before we knew that there would be a testing supply distribution, portal and process so now, now that there is one with this inventory management system, and we're getting good data there, you know, we might take a look at the reporting processes and make sure it's not too duplicative. Alright, next question is from Trisha. She says, What does the quote transmitted status under ordering mean? She says that she has a canceled order that I never cancelled and a transmitted order. Can you explain that please?

**Sarah Hohman 32:33**

Absolutely. So transmitted means that it's been, it's been processed by by HERSA. And that it's been sent to your order has been sent to the manufacturer for processing and and shipping to you. canceled when, when you yourself did not cancel the the order typically is a temporary status. When HERSA is adjusting orders based on their weekly allocation. Sometimes they'll they'll actually increase the the number of test kits that you are able to get in a week, from what from what you ordered, just based on kind of how how an allocation shakes out in a week. So if you see that it's been canceled, and that wasn't, that wasn't a request that you made. Just please just give it a little bit of time, because typically, that is a temporary status.

**Nathan Baugh 33:39**

That was nothing. There's nothing really to do on their end, if they see canceled, like it was understanding that it was canceled for a reason by the government, or by HERSA I should say not because they don't want you to get tests, but just logistically and usually, it was just a step that we had to take within the system in order to get the test to all the RFCs that requested so it was it was logistics base steps and there's nothing really You didn't do anything wrong on your end or anything like that. Okay. Next question is from Kendra. She says if you have zero kits on hand, because you distribute them all on the day that they arrived, do you need to add anything to the diagnostic stock on hand?

**Sarah Hohman 34:32**

That's a good question. Personally, I would make two entries of diagnostic stock on hand and just do what you what you had that morning when you started and then where you were at at the end of the day. You can date them the same but that would be my recommendation. We don't have explicit guidance on on that type of scenario yet that I'm aware of.

**Nathan Baugh 35:02**

Okay, yeah, that's a good question, though that some people are saying that when they try to download the slides from my link, that their access is blocked. If that's the case, we apologize, surely not supposed to be locked behind any sort of sign up on our website. However, without a

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shred of doubt, I can promise that on our resources tab, under the TA webinars, we post the slides, the recording the transcript, everything there within 24 hours. So if it is blocked for you, apologies for that the all of this will be available to download within 24 hours or sooner. Okay, going to next question here. How can we check the status of our delivery, they noted that it was shipped on February 5.

**Sarah Hohman 36:03**

I believe that the the typical shipping time right now is 10 to 14 days. So I would, again, encourage patients, and thank you for your patience so far, sometimes. And I will go over to the portal. And typically you will see shipping information populate in the portal. But sometimes this, again, is not a perfect system. So sometimes you'll see this sometimes you will not I will, I can share the portal. So under diagnostics orders, if you see that the status is shipped, and you you click on that down to under shipping, you can see a ship date. And if the shipping information populates, you'll see a carrier and a shipping number. And you can track it that way. But shipping information does not always populate. So if you're not seeing this, and it's been a little bit of time, sometimes it's just not in the system yet. And please, again, just be patient, reach out if you've exceeded that 10 to 14 day, Mark. But that's what that's what we're hearing as estimates right now.

**Nathan Baugh 37:29**

Okay, great. Thank you, Sara. Next question is from Brooke, do you have any examples of the instructions to provide to patients?

**Sarah Hohman 37:43**

i Not at this time, I'd be interested if, if maybe other RHC is had had developed something similar along these lines, but we don't have an example of this.

**Nathan Baugh 38:00**

Yeah, I'm sure that's something that a lot of people might like to see, especially one, as we mentioned, that is really de identified or generic, like I like I recommend it. So probably something that we can work on and, you know, put out publicly soon here. But now we don't have something ready to go right now. Hey, sir, do you want to? It's just showing us you might want to throw up the PowerPoint again right now. All right. Next question is from Denise, can you discuss the difference between the delivery statuses in the portal, transmitted, shipped, etc. I think you've covered a lot of this. Is there any other status that folks might see outside? Transmitted shipped? What are the other statuses

**Sarah Hohman 38:56**

transmitted ships cancelled. If it's like a temporary cancellation. And then submitted, I believe I could be wrong, but I believe submitted is when you've created another order and submitted it HERSA hasn't yet processed it once they process it. It will show up as transmitted. But I believe what you'll see when you submit an order is submitted until they process it.

**Nathan Baugh 39:28**

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Perfect. So Barbara asked when reporting inventory do we have to adjust our inventory as we give out the test? I think she's going for like How frequently do you have to update the inventory?

Sarah Hohman 39:40

Weekly is what's required. Certainly you could do this more if you wanted to. But that's that's the expectation is that you enter stock on hand weekly, so not as you give out individual test kits, although to keep track of that sometimes Archie's have doubled spreadsheets and things like that. But all that's required for you to upload is stock on hand on a weekly basis.

Nathan Baugh 40:08

Correct. So when Teresa asks, When doing the diagnostic inventory, do we click on the diagnostic stock on hand tab first? Do you want to pull that up? Sure. I'm not sure.

Sarah Hohman 40:29

I think I understand. Okay. So question. Yeah, so it will kind of default when you log in to this diagnostics administered sort of tab, you'll flip to the diagnostic stock on hand tab, and then click Add diagnostic stock. Okay, perfect.

Nathan Baugh 40:54

All right. So let lay Miller says that I stated not to put our logo on the tests. And then she says that question 32 on the RFC test kit, distro FAQ, states if RFCs wish to add their logo to test kit prior to distributing to the community may do so please do not make any changes to the instructions and documentation that is included in the test kits. Has the guidance now change? I might have? You might have caught me they sir, helped me out here. So there is an FAQ. That was emailed out. I don't it's not published. And I believe this is the FAQ she's referring to do you have that pulled up? Sarah?

Sarah Hohman 41:39

I can. Okay.

Nathan Baugh 41:46

The so I think the concern is that when we were before the testing supply program, we had very clear direction, that if we use the testing and testing and mitigation money to buy over the counter tests, it could not sort of serve as advertising to lead to visits. In terms of adding the logo in this situation, I believe this was more about if you look at the full FAQ, it was more about blocking out the the barcode so that it couldn't be resold. But I acknowledge that this is a bit tricky. Sarah, do you have that on hand? No, yeah.

Sarah Hohman 42:44

Yeah, I do. So it's the languages that if RFCs wish to add their logo to the test kit, prior to distribution, they may do so they're not to make any changes to the instructions and documentation included with the test kits. And then there's, there's also language about if you'd like to strike out the barcode information on the test kit box, to avoid reselling, etc. I agree with

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Nathan, on kind of the the challenges associated with this and that, you know, when we originally were talking about language for at home test kits, it was in regards to those that you'd purchased with the testing and testing mitigation money. And you're doing everything possible to avoid referring back to your RHC. So

Nathan Baugh 43:41

I have to take I have kind of a gray area, here's what I'll say, I'll take it back, you can use a logo as long. I mean, I would just keep it, you know, modest. And then certainly in the written instructions in the written instructions, don't say contact us, they're likely going to contact you as perhaps one of the only providers in the area, right? But don't list your specific contact information and don't say reach back out to us. In the instructions, the logo, you can put it if you want. Alright, so sorry about the good catch. Lay. That's that's that's a really good catch. And yes, I have to revise myself there. Next question from Megan. She just wants to confirm that. So the weekly reporting is just the balance of how many tests we have on hand, not how many we've received are given out. Okay. Okay. Okay, so that's done. Amy asks, I have ordered and received test kits in our main rec site, can I distribute some of these tests or some of the kits to our three smaller satellite clinics? Or do I need to order Then for each site

Sarah Hohman 45:04

sorry, Nathan, can you repeat that?

Nathan Baugh 45:06

She She's received the kits at her main site, and she wants to know if she can distribute to three smaller satellite clinics, or does she have to order for each of the three smaller clinics.

Sarah Hohman 45:19

So you are welcome to share test kits with other Archie's that aren't officially participating in, in this program, as in getting them getting test kits themselves. That's increasing test supply, in underserved areas, certainly, you should just adjust your stock on hand accordingly, if you if you share test kits like that, although you, you do have the option to also officially enroll those RH C's. And then you know, order a quantity. If you're interested in in more test kits, for example. And we're hitting your max with your main, your main site, you can enroll other RH C's in order for them as well.

Nathan Baugh 46:11

Perfect. And sorry, I don't know if that you you tell me if this is possible. And then if it's possible, how do you do this? Kyle wants to know, how do you change the point of contact name? Once you've completed the readiness assessment? Is that possible? Or is how do you do it?

Sarah Hohman 46:32

It is possible once you are enrolled in Depop. And once you've accessed the system, so if you've submitted that online readiness assessment and the rest of your enrollment, that person on there will receive that initial email and login information. I can show you how you change that primary point of contact once you're in the system now.

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**Nathan Baugh 47:01**

But changing it before you're in the system is not possible, correct?

**Sarah Hohman 47:08**

Well, I think that we could reach out to HERSA and HERSA, we'd have to do that. Yeah, so HERSA would cancel their original line readiness assessment, they'd have to submit another one that would be way to handle it that way. But I will show you what it looks like. Okay, so you're in the portal, that primary contact has gained access. In this contacts section down here, you can add with this little green plus sign, add a contact by entering their email and then they'll receive login instructions from the portal itself. Or you can click on an individual name and kind of change. Change the information here and you can toggle to making that person the primary contact once they've been added. Just click Apply Changes. Hopefully that helps.

**Nathan Baugh 48:17**

Sharon is noting that every time she logs in, she has to select a new password. Sarah is that's not your experience, right? I mean, it might be that she's going to the to the link that like automatically prompts you to select a new password.

**Sarah Hohman 48:35**

Yeah, that that's not my experience, you typically have the two factor authentication activated and so you need to enter that, that new code every time that's that's normal, but not typically normal to reset your have to reset your password. So make sure you're using the like the provider sign in, make sure this is the the sign in you're using. And then if you're still having issues, please please reach out. I'm happy to take a look. Okay,

**Nathan Baugh 49:18**

great. Thank you. Next question is from Donna McDaniel. I keep seeing that I have to answer weekly questions and have a link to a quote help slash how to for the questions but can't find a link on how to get to the questions themselves. Um, that sounds to me like the FQHC is

**Sarah Hohman 49:37**

yes, yeah. So this will be helpful to just talk about really quickly because of how closely these these programs are intertwined. So FQHCs and health centers more broadly. also have the option to order test kits directly through HERSA and a lot of website language and FAQs and things like that will refer to health centers and RHC FQHCs. And Archie's FQHCs have some some different reporting responsibilities, as they already complete a weekly or bi weekly survey. That's not a requirement of this program for RHC. So if you see something on that, it's probably for health centers responsibility. And they also have an online community where they complete things like that complete their initial enrollment. So if you're seeing things like that, that's FQHCs does not apply to RH C's, but we certainly understand where some of that confusion may come from.

**Nathan Baugh 50:42**

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Okay, and I wanted to just clarify something so HERSA. So for some of the orders that were placed in the January five to January 18, window, that is where you may have seen some of the cancelled things that you that you didn't initiate. And so HERSA saying in light of significant demand for at home tests, we will be setting aside orders from the last cycles, which and by the time they send out this email was the January 11, and January 18 cycle. So any orders submitted basically, from January five to January 18, were set aside, they have not already been shipped by the vendor to ensure equitable distribution of supply, new orders can be placed by the effective RFCs for next week cycle. So I hope that is clarifying. But that's that's probably the window of time that you might have seen the cancellation.

Sarah Hohman 51:50

And if you placed an order in that, in that time period and haven't yet done this, just place another, another order, and it will, it will be processed and shipped to you. But yeah, because of demand for the program. They set aside orders from certain weeks. So if you haven't seen progress on orders from those weeks, and you can go ahead and just submit another one.

Nathan Baugh 52:15

Yeah. Tammy asks, or says when we create an order, okay, now, I'm sorry, we already? We already answered this. Okay, here's a good question from Beverly, she says, How many can we hand out per family member?

Sarah Hohman 52:36

That is entirely at your rhaps discretion exam, I would just have a standard policy in terms of how what that number is going to be, or a range or something like that. But that's something you can include in your, in your simple policy for your RFC, but it's there's no distribution requirement from hearses end on that.

Nathan Baugh 53:02

And yeah, I would just say that that's something that you should address in your own policies, if you're something about how many per person per patient per family member, just so you know, you're not given a bunch to one family and then not the same amount to another. So I would address that, you know, in your policies and procedures, and then follow whatever you say in your policies and procedures. All right. I'm going to try to find another good question here. Samantha, this is on the using these kits, sort of on their own patients. Samantha asks, can we use these on our own patients? Yes, I know, we can't charge, just wondering if this can bolster supplies of tests for patients. Do you want to circle back on that, Sarah?

Sarah Hohman 54:04

Yeah, I mean, certainly, they can be your patients are eligible to receive these. These tests, these distributions, patients, staff, community members, that can be patients, they don't have to be patients. If you're asking about using them, instead of point of care tests in your clinic. That's where we kind of talked about, again, you can't charge for them. If you're if you're supplementing your supply, if you're also having, you know, a higher demand, then you can supply in these

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cases, these can supplement that supplied but they're just not intended to replace it. And but certainly, I mean, Patients are eligible recipients of these.

**Nathan Baugh 54:50**

Yeah. And I would just say, you know, it's the her use of the word charge here. So she knows we can't charge, we definitely can't bill for RHC tests to arm sorry for tests, COVID-19 test and Medicare, it's not an encounter for point of care tests, those would get added into the cost report at home tests. If you're using those, then those need to be carved out of the cost report. So hopefully that is distinct, you're not going to put it on that line in the cost report or in the cost reporting costs. So you do have to do carve if you're going to be using our home tests in the office. Okay. I'm going to try to find the next good question, Sarah. I don't know if you want to address anything.

**Sarah Hohman 55:53**

I haven't been really looking at the q&a, but I can.

**Nathan Baugh 56:06**

Yeah, sorry, a lot of repetitive questions. So I'm just trying to find new stuff, guys. Can you change the delivery address for test kits? Or? I don't know if you've got did you go over that? I just missed it.

**Sarah Hohman 56:19**

I you can? I did not. Okay, let's do that. Go for that. But I Yeah. Okay, so you log into the portal and you in this provider Details section, you'll switch to the receiving address slash hours tab. And you'll click on where it says physical next to the address. And you can edit here, you can toggle back and forth for whether you can handle an 18 Wheeler delivery, your delivery address information or your delivery hours information can all be changed here. And then he'll click apply changes right down here.

**Nathan Baugh 57:18**

She says so this person seeing the H pop does not allow you to change the hub address. I'm not sure what she means by that. I mean, I understand the concept of a hub. But if you had more than one address, is there a way to like indicate which one's the hub?

**Sarah Hohman 57:42**

Yes, I'm going to have to follow up with an answer on that question. I I know that that. That is a question. I just don't have an answer on it yet. So I will I will have to follow back up with an answer on that.

**Nathan Baugh 57:56**

And I'm being a little guy. Oh, yes. Yeah, I'm being told that if they email, the HERSA inbox that, that they do have an answer. Okay, for that for that specific

**Sarah Hohman 58:09**

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question about the hub. And that email is right here. I

**Nathan Baugh 58:11**

feel looking for it. Alright, see test kit are hrsa.gov. Alright, we're gonna keep going. It's still 390 of you. So we're just going to try to get through as many questions as we can about 315 Our time and we'll call it and thank you all for staying with us. But before we do that, just for folks that do need to jump off Sarah, why don't you pull up the CRH CP code real quick. For our CR HCPs the CU for today's call is Pw for LV, that is P W for LV. And with that, we'll get back to the q&a. And again, I gotta find a good and new question here.

**Sarah Hohman 58:57**

Yeah. If you haven't received your order yet, I saw a question about reporting inventory. You don't need to enter anything yet. Just start entering stock on hand when you receive your your first order.

**Nathan Baugh 59:16**

One thing just a small note when you're emailing the IC test cat@hrsa.gov email address. You cannot they are unable to accept encrypted emails. So so so don't try to do that. However, we can accept encrypted emails and then forwarded on to them like download whatever the messages and forwarded on to them so if your hat if you have to do encrypted emails, go to the narc email address. If you Yeah, don't, don't go to the@hrsa.gov address. All right. Let's see. So, Amy Schumacher asked, Is it recommended that people receive these kits, report their results, both negative and positive to their PCP or only recommend them to them to report positive results? Can you pull up the FDA? EUA? Does it say both? Or does it say?

**Sarah Hohman 1:00:52**

It says, All test results gone under this? Um,

**Nathan Baugh 1:00:59**

yeah. Well, yeah, you know, I think the guidance Well, I'm not gonna comment that that is, let's just say in reality, I think everyone is aware that a lot of these our over the counter testing results are not getting reported. And I don't think that there's like a massive plan to like really force every patient that ever took one of these testing kits to, you know, report it to their providers, but that is what the USS so Okay,

**Sarah Hohman 1:01:39**

mean, all that all that you can do in your distribution is provide, you know, that, that recommendation or that instruction to the recipients of the test kits, you are not, you know, following these recipients around to ensure that, that they do that, so,

**Nathan Baugh 1:01:56**

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okay, next question is from Armando who mentions that he received a partial order about three fourths of his order. Should he do anything about that? Should he hold off on recording his stock on hand for the time being, or simply input what he's already received?

**Sarah Hohman 1:02:17**

If you give me just a minute, I will, I will have an answer to that question. So you can move.

**Nathan Baugh 1:02:23**

Okay. Next question is from Emily, if you have placed information on the box about the providing clinic, can we say contact your primary care provider or you can contact a listed clinic, we will not place these with future clips kits. But do we need to remove the current information? This is I would advise you to remove the contacts for for your clinic directly and keep it at just primary care provider. But I wouldn't I would say that this is part of that guidance area that is a little bit I don't know it's changed a little bit over time now is the concerns early, we're anti kickback. The concerns now, early before the testing kit distribution program. We're all about anti kickback. Now the concerns with over the counter are just really are like selling it and reselling it. So the sort of the guidance on this changed a bit I would say in your your situation. As long as it's not. You're not railroading the patients to having to contact you, you're probably okay. But I think it's best if you could remove going forward contact information for you specifically. That's that's my advice. Did you find the answer to the partial order? Sara?

**Sarah Hohman 1:04:06**

Yeah, so I'm going to put some information in, in the chat about like product issues. And you can reach out to quidel directly with that. So that's for product damage and things like that. I do want to say in terms of like receiving a partial order, first check in, in Depop. There were, you know, a few weeks where orders were being adjusted based on supply that that HERSA had and they were kind of adjusted that way. So if your if your order was adjusted because potentially you placed over over the max and HERSA had to adjust accordingly. Then in that case, you don't need to contact quidel and you can just move forward Placing your next order, if you're in need of more. But if it was an issue where you were, your order was was transmitted with a certain number of test kits, and then you didn't receive that amount in that event. You You're more than welcome to reach out to

**Nathan Baugh 1:05:17**

them. Yeah, and just I'm pretty sure on these on the, to answer some of your question on the partial order, you do want to log what you have. Don't wait until you get like your full order and a thing. You do want to input what you've received. And then you can contact quidel for for the missing cuts. Okay. Let's see. gonna answer a few more questions, guys. Thank you for sticking with us. Hopefully, this has been helpful, again, trying to find some questions that we haven't answered. Lisa asks, Can we share the link to the FAQ, the FAQ is not online. So we don't have a link. But it has been sent out to the email list. The official email list by HERSA.

**Sarah Hohman 1:06:26**

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For those that were enrolled for that, okay, it's as of Thursday or Friday of last week, it was those that were enrolled. So I'm sure that they'll be sending that again, in future emails to that list. So if you're, if you're just now getting enrolled, then we'll receive that and hopefully it will be published soon, but it's not online for us.

**Nathan Baugh 1:06:48**

And we can, and we can send you it as well via email, but just can't share the link. Okay. Emily asked if you have partnered with the local health department, can they list our clinic as to providing clinic in their advertising of the clinic? What do you think on this? Sara?

**Sarah Hohman 1:07:16**

Um, I would say yes. i

**Nathan Baugh 1:07:23**

Okay. Um, I don't know. Yeah, I don't know, advertising makes me queasy. I mean, just think about this, like you're building up goodwill you at by giving out tests for free to your community. So, you know, try to not sort of, I don't know, at add in, like marketing materials, as a general rule of thumb when you can. Alright, I'm just gonna look for a few more here Okay, so Teresa triber mentions that she was told that she cannot order for each RHC and that she had to share them for each RHC organization. Do you want to address that Sara? Um, sir, certainly you can you can order for each RHC. Correct. Correct. Correct. You also can share them for across an organization? Correct? Correct. So I'm not sure where you're getting that restriction or why you were told that Teresa, but you can order per RHC and and you can have them shipped to a single site. You can distribute accordingly to other RFCs in that organization, or either even non RHC facilities. So there's not like a restriction like that. So perhaps I'm missing something. But that that's not our understanding. Let's see here. Does Is there a day of the week that they have to do the reporting? Or is it just No Okay, perfect. The UAE factsheets come with the test kits. Do you know?

**Sarah Hohman 1:09:41**

I don't believe so.

**Nathan Baugh 1:09:46**

Yeah, it might be in the kit in like the papers like you know, the papers that are in the kit, but we'd have to verify that okay, Let's see I think we've handled most of them, there's probably a few themes that I'm just missing here. So apologies if I didn't get to your specific question or the theme of your question. I am being told that the US are inside the kits. So there you go. And with that, do you have any final closing thoughts, just overall sentiment of maybe for people who are just interested in starting what's what's the best place to go to?

**Sarah Hohman 1:10:43**

Yeah, so the best place to go to, for the instructions to start would be@rhc.org. And I can briefly share how to get to, to this again. And this is where we'll continue to post resources and information as as we get it. And as we understand this program better. So if you're on nmhc.org,

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and you go to the COVID-19, tab, go to COVID-19 at home tests. On this page, there's the information, the steps to walk through to enroll. If you haven't done that yet, there's a video about updating your inventory, ordering test kits, verifying site address, a walkthrough of enrollment, again, changing shipping address, things like that. So those are the resources here now and will continue to update with additional things. Some things that we we talked about creating for you today. And things like that will all be on this webpage. And I guess my other sentiment would just be that we are committed to working through these issues, along with HERSA. And along with all of you to help you better understand this program, and to make sure that you can keep doing what you do best, which is which is serving your patients. So we are here to help walk through the weeds on this. And we'll continue to share things with you as we as we develop them.

**Nathan Baugh 1:12:20**

Yes, and thank you so much for sticking with the program. We appreciate all the work that you guys are doing. And I think that as we go forward, you'll start to get hopefully, good and nice consistent pace of testing kits coming in. And we're here to help if there are issues throughout the process. So thank you for your patience as we we get this program really going and into full full speed here. So with that, Sir, do you want to close it? Any other last thoughts?

**Sarah Hohman 1:12:55**

Nope. That's it. Thank you for joining us today for sticking with us in this program. For specific questions. You can email RHC COVID supplies at an [rhc.org](http://rhc.org). And yeah, thanks again for joining us.

**Nathan Baugh 1:13:13**

When we schedule the next webinar, just be on the lookout for an email. And those of you that are registered, you'll you'll get all the details for the next webinar. We don't have one currently scheduled but I assume that we will do something in the next four to five weeks for sure. So thank you all. Thank you all for your participation. That concludes today's presentation.