**CARES Act Provider Relief Fund Payment Portal User Guide**

<https://chameleoncloud.io/review/3016-5ec704315a620/prod>

1. Sign In in the portal with your OPTUM ID.
2. ENTER YOUR TIN in the PORTAL! It indicates that “recognized TINs” will be automatically validated so it would seem that once you enter your TIN you should be able to immediately access the application. However, the instruction guide says that validation may take up to 1 or 2 days.
3. The provider will receive an email from HRSA CARES Act Provider Relief via DocuSign. The subject line will be: “Email Validation: CARES Act Provider Relief Fund”. The provider should copy the Signing Validation Code and paste it into the Authentication Page in their web browser.
4. The provider will be redirected to the Authentication page where they will enter the access code that they received in their email.
5. The provider should keep this browser open, go check their email, then come back to this page to enter the access code and click Validate.
6. It should take you back to your ORGANIZATION TIN DASHBOARD.
7. In the REVENUE AND TAX INFORMATION screen, click on “SUBMIT NEW INFORMATION” Operating revenues and expenses from patient care.
8. The application will open and the provider will need to select Continue in the upper righthand corner to access the document.

**FILLING OUT THE APPLICATION (see “examples” of form on next 2 pages)**

* Several fields will automatically populate on the form. This is based on information completed in previous steps of the program. They are un-editable.
* Applicant/Provider Type is editable in the event a change is needed.
* The provider will be required to complete all items in RED.
* Fields with GRAY boxes are optional.
* Tooltips with additional instructions appear to the provider as they hover over each field.
* Continue entering the requested information.
* After the Provider enters their Account Number, a flag appears as a reminder to enter the correct routing and account numbers in order to receive payment.
* Once all actions are completed, click Finish at the end of the document or the top right of the page.
* The provider will see a pop-up that gives the option to Download or Print the completed documents.
* The provider should click Close to exit.
* A completed copy of the documents will appear.
* The provider should click Continue and will be redirected to their Organization TIN Dashboard.
* After the application is finished, a completion email will be sent.
* The completed application can be seen by click the **View Completed Application** link in the email.



