

FTCA for Free Clinics (old)

This page contains Frequently Asked Questions (FAQs) pertaining to FTCA for Free Clinics.

- [How do we access HRSA EHBs from the web?](#)
- [How do we login into the HRSA EHBs?](#)
- [How many logins do we have?](#)
- [Who do we call if we cannot login?](#)
- [How do we add new volunteers?](#)
- [How do we attach documents?](#)
- [How do we sign the signature page in EHB?](#)
- [How do we know if our application is incomplete and not approved?](#)
- [How do we know we've submitted the application?](#)
- [Now that we're submitting online, does that mean we can track the review process?](#)
- [How do we know that our application is approved?](#)

How do we access HRSA EHBs from the web?

Users should use the following link for direct access to the system: <https://grants.hrsa.gov/webexternal/login.asp>.

If necessary, users may also access the HRSA EHBs from the web by searching for it using your trusted search engine (Google, Bing, Yahoo, etc.) and entering "HRSA EHBs". The first result should be the login for the HRSA Electronic Handbooks for Grantees.

How do we login into the HRSA EHBs?

STEP 1: Create or verify your [Login.gov](#) account

1. Create a [Login.gov](#) (Create your account - [Login.gov](#)) account with the same email address you use to log into the EHBs.
2. If you already have a [Login.gov](#) account, verify the account is active and uses the same email address used to log into the EHBs.
 - a. If the email address used for [Login.gov](#) and the EHBs is different, you can create a new [Login.gov](#) account with the EHBs email address, or add your EHBs email address as a secondary email in [Login.gov](#).
3. For step-by-step instructions on creating a [Login.gov](#) account, refer to the [Login.gov Wiki Help page](#).

STEP 2: Register your account in the EHBs

- a. Once you create your [Login.gov](#) account, do the following:
 - i. Visit <https://grants.hrsa.gov/>
 - ii. Click on your user community to go to the login page.
 - iii. Click on the "Login" button which navigates you to [Login.gov](#).
 - iv. Provide the [Login.gov](#) credentials and two-factor authentication. On successful login to [Login.gov](#), you will be redirected to the EHBs profile creation page to create your EHBs account.

STEP 3: Register Your Account to an Organization

1. On the **User Account - Register to an Organization** page, click the [Free Clinic Number](#) link, to search for organizations using the Free Clinic Number.

For a new Free Clinic requesting FTCA coverage for the first time, click the [Organization Information](#) link and search using the listed fields.
2. Enter the required information and click the **[Search]** button.

>> A list of organizations that match your search criteria will open.
3. Click the [Register](#) link in the **Options** column for the organization to which you want to register.
4. On the **User Account - Select Organization Role** page, click the check box to select the role that you want to have within the organization.

(Most users have a role of **Other Employee**.)
5. Click the **[Save and Continue]** button.

Note: The Financial Grant Reporting role is not applicable to Free Clinics.
6. When the **Registration Results** page opens, click the **[Login to HRSA EHBs]** button.

>> The **Annual User Acknowledgment** page will open.
7. Read the page, then click the **[Accept]** button at the bottom of the page.

If technical assistance is needed during the registration process or if you have issues accessing your account at any other time please reach out to the **HRSA Contact Center for Support**.

- They can be reached by visiting: <https://help.hrsa.gov/display/CONFLUENCE/Contact+Us>
- They are open Monday through Friday from 8am to 8pm Eastern Time (ET)
- If you'd prefer to call, their phone number is 877-Go4-HRSA (877-464-4772).

How many logins do we have?

- Each user should only create one account in the HRSA EHBs. With one account you can link your account to any and all organizations you are affiliated with and any applications (Free Clinics) or grant awards associated with HRSA which are tied to your organization.
- Multiple users belonging to one organization should create individual accounts (limited to one account per user). There is no limit to the number of users per organization. However, we recommend only the Chief Executive Officer and persons responsible for creating or completing applications create EHB accounts.

Who do we call if we cannot login?

Users can reach out to the HRSA Contact Center for technical support for the HRSA EHBs.

- They can be reached by visiting: <https://help.hrsa.gov/display/CONFLUENCE/Contact+Us>
- They are open Monday through Friday from 8am to 8pm Eastern Time (ET)
- If you'd prefer to call, their phone number is 877-Go4-HRSA (877-464-4772).

How do we add new volunteers?

New volunteers can be added during the Redeeming Application process or by creating a Supplemental Application, if redeeming coverage has already been granted. New volunteers can be added to the current application through the "Individuals" section of the application using the following steps:

1. Select the [Add New Individual](#) button.
2. Complete the form with relevant information and select the [Continue](#) button.
3. Confirm the information on the page is accurate and select [Confirm and Continue](#) button.
4. Repeat steps a. - c. for each individual who requires FTCA coverage.

How do we attach documents?

- Attachments can be added to the Free Clinics application under the "Miscellaneous" section.
- A maximum of five attachments is allowed for each of the following:
 - Non-Profit documentation
 - Copy of the clinic's QI/QA Plan
 - Medical malpractice claims
 - **Other supporting documentation
- Steps for attaching document:
 1. Select the [Attach File](#) button for the appropriate section.
 2. Select the [Browse](#) button under Document section. Select the file that you wish to attach and click the [Open](#) button.
 3. Add a description for the type of document you are attaching and select the [Attach](#) button.

How do we sign the signature page in EHB?

1. Under the Certification section of the Free Clinic application select "Signatures"
2. The Free Clinics Chief Executive Officer and Medical Director should type their full names and select the [Save and Continue](#) button.
3. Typing the full name and selecting the [Save and Continue](#) button acts as an electronic signature for the Free Clinics officers.

How do we know if our application is incomplete and not approved?

- You will be unable to submit an incomplete application. If an application is incomplete the system will display error messages that the applicant will have to address before being able to submit the application to HRSA for review.
- During review, if HRSA reviewers feel that some information is missing or additional information is required, they will send the application back to you using the EHBs Change Request functionality. This will enable you to update the application with the requested information. Along with the application being available in EHBs "Pending Task" for update, you will also receive an email informing you that changes are required to the application you submitted specifying the changes requested.
- If the application is disapproved, you will be notified via email containing the reasons that the application was not approved. Reasons could include being marked as ineligible for not meeting the needs of the program.

How do we know we've submitted the application?

When a user logs into HRSA EHBs and navigates to the Recently Completed section on the [Pending Tasks](#) tab, the "Complete" status of the Free Clinic application indicates that the application has been submitted to HRSA.

Now that we're submitting online, does that mean we can track the review process?

1. Users cannot track the review process of their submitted application through the HRSA EHBs. Once the application is submitted, users for the organization will be contacted by HRSA only if additional information is needed. Otherwise, the applicant will be informed when a decision is made on the approval or rejection of their application by HRSA.
2. If rejected, the applicant organization will be notified via email along with a notice of reasons why the application was not approved. Reasons could include being marked as ineligible for not meeting the needs of the program.
3. If approved, HRSA will issue an email including the Deeming Letter. This will be sent out to the primary contacts for the organization.

How do we know that our application is approved?

If the application is approved, HRSA will issue an email including the Deeming Letter to the primary contacts for the organization.