

USER GUIDE

***HEALTH RESOURCES AND
SERVICES ADMINISTRATION
(HRSA) PROVIDER RELIEF
BUREAU (PRB) COMMERCIAL
AUDIT REPORTING PORTAL***

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1 OVERVIEW AND GETTING STARTED

1.1 PURPOSE

HRSA developed the [PRB Commercial Audit Reporting Portal](#) (also referred to as “portal” or “home page” throughout this document) to allow For-Profit Provider Relief Fund (PRF) recipients (also referred to as “Commercial Entities” or “Commercial Entity” throughout this document) to comply with mandatory [audit submission requirements](#). All other PRF recipients (e.g., non-profit organizations) should continue to submit their audit reports to the Federal Audit Clearinghouse.

1.2 USERS

To access the portal, Commercial Entities must have registered with the [PRF Reporting Portal](#). For any questions or concerns related to the PRF Reporting Portal, please visit their [website](#) or contact the Provider Support Line at (866) 569-3522.

The portal has two user groups: 1) Providers and 2) Audit Report Submitters.

The Provider user group contains all PRF Reporting Portal users that registered on behalf of their respective Commercial Entities. Providers will use the same login credentials (i.e., username, password, two-factor authentication) as the PRF Reporting Portal to access the PRB Commercial Audit Reporting Portal.

The Audit Report Submitters user group contains users created by Providers to allow audit report submissions on their Commercial Entity’s behalf. Audit Report Submitter users do not have access to the PRF Reporting Portal.

NOTE: Commercial Entities can ONLY submit their audit reports using the Audit Report Submitters user group login credentials.

1.3 BEFORE STARTING

Portal users will receive email notifications from ‘PRFReporting-NoReply@hrsa.gov’ and should add this email address to their safe sender list before portal use. For instructions on adding ‘PRFReporting-NoReply@hrsa.gov’ as a safe email sender, users should follow the instructions of the email provider associated with their email accounts. [As an example, instructions for Outlook users may be found here.](#) Please note that the ‘PRFReporting-NoReply@hrsa.gov’ account is not monitored and should not be used to communicate with HRSA staff.

1.4 RESOURCES

Links to key resources are available to users on the portal home page. Users can access the resources by navigating to the bottom left of home page under the “Resources” section. The following URLs are available:

- [PRB Commercial Audit Reporting Portal User Guide \(PDF\)](#)
- [Reporting Resources](#)
- [Terms and Conditions](#)

2 PRB COMMERCIAL AUDIT REPORTING PORTAL HOME PAGE

The Provider and Audit Report Submitter users can access the home page through the following URL: <https://commercialaudit.hrsa.gov/>. When accessing the portal, please note that the portal is only compatible with the most current versions of the following web browsers: Microsoft Edge, Google Chrome, and Mozilla Firefox.

For technical questions regarding the use of the portal or questions regarding reporting that cannot be answered by this user guide or other available resources, users should email ProviderReliefContact@hrsa.gov. The home page's footer also provides weblinks to standard government websites and language assistance.

3 USING THE PORTAL – PROVIDER USER GROUP EXPERIENCE

3.1 LOGIN

In the center of the home page, Providers are prompted for their login credentials and must use the same login credentials as their PRF Reporting Portal to access the portal. Providers should populate the “Username” and “Password” fields, check the ‘I’m not a robot’ box, complete the reCAPTCHA, and click the ‘Log In’ button to access the portal.

3.2 PASSWORD RESET

Providers that do not remember their password or would like to update established passwords can reset their password using the ‘Forgot Password?’ link. Clicking the link will redirect users to a screen called ‘Password Reset’ where they can follow the screen prompts to reset their password.

3.3 TWO-FACTOR AUTHENTICATION PREFERENCE

After completing the login process, Providers will be required to complete a Two-Factor Authentication (also referred to as 2FA) process. In the event the user has not previously set up their 2FA, the portal will redirect users to the 2FA setup screen. After following the screen prompts, users will be sent back to the portal home page, from where they will repeat the login steps to gain access to the portal.

Providers can edit their Two-Factor Authentication preference by logging into the portal and clicking the “Edit Two-Factor Authentication Preference” button. The landing page contains the “Edit Two-Factor Authentication Preference” button on the top right.

3.4 TERMS AND CONDITIONS PAGE

The Terms and Conditions (also referred to as ‘T&C’) page will display the T&C related to the use of the portal. The T&C will display to Providers following a successful login to the portal. Users must certify that they have read and accepted the T&C related to the use of the portal. Users can accept the T&C by clicking on the radio button next to “I have read and accept the T&C”. Once clicked, the ‘Next’ button will appear and can be clicked to take users to the landing page.

3.5 STEP 1 – CHECK COMMERCIAL AUDIT REPORTING REQUIREMENTS

The portal landing page can be used by Providers to check if they may be required to submit an audit report, manage their Audit Report Submitter assignments, and edit their Two-Factor Authentication Preference.

On the landing page, Providers must complete the “Check Commercial Audit Reporting Requirements” questionnaire to continue navigating through the portal. The questionnaire can be started by clicking the button “Check Commercial Audit Reporting Requirements”. The purpose of the questionnaire is to aid Providers in determining whether they are required to submit an audit.

NOTE: The questionnaire should not be used as a definitive answer to determine whether Commercial Entities need to submit a commercial audit; Commercial Entities are strongly encouraged to check their submission requirements utilizing the resources in [Section 1.4](#) above. The questionnaire can be answered multiple times, as needed.

Depending on how a Provider responds to the “Check Commercial Audit Reporting Requirements” questionnaire, the portal will display a custom message with additional information. If the portal displays that an audit submission may not be required, the following message will appear, and the Provider can click “Close” to exit out of the portal message:

“Check Commercial Audit Reporting Requirements

The Commercial Audit Portal was designed only for non-federal, commercial (for-profit) entities that expended more than \$750,000 in federal funding during your fiscal year. Based on your answer(s), you may not be required to report through this portal; Please confirm requirements through the Federal Audit Clearinghouse.”

If the portal displays that a commercial audit submission is required, the following message will appear:

“Check Commercial Audit Reporting Requirements

Based on your answer(s), you are required to submit a Commercial Audit. Please click on “Manage Audit Report Submitter Assignment” to assign an Audit Report Submitter and start the process.”

Providers should click “Close” to exit out of the portal message and continue to the next step.

3.6 STEP 2 – MANAGE AUDIT REPORT SUBMITTER ASSIGNMENT

After completing the ‘Check Commercial Audit Reporting Requirements’, Providers should click the “Manage Audit Report Submitter Assignment” button in the top right of the landing page. To add an Audit Report Submitter user, the Provider should click the “Add Audit Report Submitter” button on the bottom left of the screen.

NOTE: A Commercial Entity must create an Audit Report Submitter user account to submit an audit report on behalf of themselves and should follow the instructions to create their Audit Report Submitter user account below using their contact information and a new email address (i.e., an email address not used previously for PRF reporting purposes).

Providers will enter the contact information for the Audit Report Submitter account created. Upon completing all required fields, Providers should click “Submit”. The portal will then email the Audit Report Submitter user associated with the profile created with instructions on how to access the portal.

To remove an Audit Report Submitter user, Providers should click the “X” button in the end of the row. The button will change the status of the Audit Report Submitter user account to “Inactive”, removing the Audit Report Submitter’s ability to access the Commercial Entity’s audits. The Audit Report Submitter record will continue to exist in the portal to document who had access to the Commercial Entity’s account at a point in time. To re-activate the Audit Report Submitter to the Provider’s record, just click the checkmark button in the end of the Audit Report Submitter row.

NOTE: Providers making an Audit Report Submitter user inactive will only remove the association to the Commercial Entity assigned to the Provider user account. Audit Report Submitter users associated with multiple Commercial Entities will continue to be associated with those Commercial Entities.

NOTE: Providers making an Audit Report Submitter user inactive will cancel in-progress report(s) in the portal by the user and move the in-progress report from the “In-progress Reports” tab to the “Cancelled Reports” tab. In the event the Audit Report Submitter user is reactivated, the cancelled submissions cannot be reactivated. The Audit Report Submitter user will need to restart the submissions from the landing page.

Providers can create multiple Audit Report Submitters user accounts, though each user must have a unique email address. Additionally, Audit Report Submitters assigned to the same Commercial Entity are not able to review each other’s user account profile and activities in the portal (e.g., Audit Report Submitter A submits an audit for Fiscal Year 2019 for Commercial Entity A, Audit Report Submitter B accesses the portal and cannot see the submitted Fiscal Year 2019 for Commercial Entity A). Upon completing the Audit Report Submitter creation, Providers can either click “Return to Home” to return to the landing page or “Logout” to leave the portal.

3.7 MONITOR AUDIT SUBMISSION

Providers can review audit information in read only format unless they are logged in with Audit Report Submitter log in credentials, in which case they will be able to edit the information. All in-progress audit submissions can be reviewed in the “In-progress Reports” tab of the landing page. Submitted audits can be viewed by clicking the “Submitted Reports” tab. Cancelled audits can be viewed by clicking the “Cancelled Reports” tab. All submitted audits can be downloaded as PDF documents by clicking the “Export Report to PDF” button once a submitted audit report is opened.

Providers should verify that any/all information entered in the portal is accurate/correct. Providers will have the ability to update their submission at any time by working with their Audit Report Submitters user to make changes/update information by following the instructions in the following section.

4 USING THE PORTAL – AUDIT REPORT SUBMITTER USER GROUP EXPERIENCE

4.1 ACCESSING THE PORTAL

First-time Audit Report Submitter users cannot directly register in the portal and must follow the instructions in this section below before using the portal.

An email notification from ‘PRFReporting-NoReply@hrsa.gov’ will be sent to the Audit Report Submitter user email associated with the profile created by the Provider. Audit Report Submitter users should follow the instructions in the email notification within 24 hours of receipt to set up their account in the portal. If the account is not created within 24 hours, follow the instructions in the [Password Reset](#) section below to enable you to access the portal.

4.1 LOGIN

In the center of the home page, Audit Report Submitter users should populate the “Username” and “Password” fields, check the ‘I’m not a robot’ box, complete the reCAPTCHA, and click the ‘Log In’ button to access the portal.

4.2 PASSWORD RESET

Audit Report Submitter users that do not remember their passwords or would like to establish or update established passwords can reset their passwords using the ‘Forgot Password?’ link. Clicking the link will redirect users to a screen called ‘Password Reset’ where they can follow the screen prompts to reset their passwords.

4.3 TWO-FACTOR AUTHENTICATION PREFERENCE

After completing the login process, Audit Report Submitter users will be required to complete a Two-Factor Authentication (also referred to as 2FA) process. In the event the user has not

previously set up their 2FA, the portal will redirect users to the 2FA setup screen. After following the screen prompts, users will be sent back to the portal home page, from where they will repeat the login steps to gain access to the portal.

Audit Report Submitters can edit their Two-Factor Authentication preference by logging into the portal and clicking the “Edit Two-Factor Authentication Preference” button. The landing page contains the “Edit Two-Factor Authentication Preference” button on the top right.

4.4 TERMS AND CONDITIONS PAGE

The Terms and Conditions (also referred to as ‘T&C’) page will display the T&C related to the use of the portal. The T&C will display to Audit Report Submitters following a successful login to the portal. Users must certify that they have read and accepted the T&C related to the use of the portal. Users can accept the T&C by clicking on the radio button next to “I have read and accept the T&C”. Once clicked, the ‘Next’ button will appear and can be clicked to take users to the landing page.

4.5 SUBMITTING AN AUDIT REPORT

Audit reports can only be submitted using the Audit Report Submitters user group login credentials. If no audit report has previously been started or submitted, the “In-progress Reports”, “Submitted Reports”, and “Cancelled Reports” tabs will be blank on the landing page. Audit reports will display in the “In-progress Reports” tab until submitted for those audit reports that have been started but not submitted. Upon submission, the audit will be accessible within the “Submitted Reports” tab, from where a copy of the audit can be exported as a PDF file. All cancelled submissions will be accessible within the “Cancelled Reports” tab.

Audit Report Submitters click the “Create a new Commercial Audit” button to start an audit submission. Once the report submittal process starts, the portal will require a Commercial Entity be selected from the dropdown list. All Commercial Entities associated with the Audit Report Submitter user account will be available for selection, but only one can be selected at a time. The Audit Report Submitter should then click “Continue” to proceed to the data entry fields.

The following screen will consist of screen flow covering the following sections: General Information > Auditee Contact Information > Auditor Contact Information > Federal Awards > Audit Findings > Audit Info > Upload Documents > Review & Submit.

Each section consists of required and optional fields, which can be better understood by clicking the tooltip next the field name. As needed, the portal will trigger input validations to guide the audit report submitter through the submission process.

As an Audit Report Submitter completes each screen, the portal requires the submitter to click the “Save & Next” button to proceed. As needed, Audit Report Submitters can choose to stop working on a submission by clicking “Return to Home” or “Logout”. The portal allows submitters to resume work by clicking on the desired in-progress audit in the “In-progress Reports” tab, which will open the General Information screen of the selected audit report.

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Audit Report Submitters should verify that any/all information entered in the portal is accurate/correct before the final submission of the audit information to HRSA. Audit Report Submitters will have the ability to revise a submission at any time to make changes/update information by repeating the steps outlined in this section of the user guide. Each submission will update the “Versioning” field, indicating that changes have been made.