MANE **EMS**

In an effort to assist agencies with completing the Emregency Funding Application Maine EMS is collecting questions at <u>https://forms.office.com/g/m7rRT0HpKf</u>.

Questions that are submitted will receive an email response and be published each Friday on the Maine EMS web site.

Application Questions

Who can apply on behalf of the Chief Executive?

This could be the service director, fire chief, or another individual who is authorized to sign contracts on behalf of the service (e.g., city manager, etc.). This person is legally responsible for the agency and can enter into binding agreements on behalf of the EMS entity.

Does the lead contact person have to be the Chief Executive Officer?

No, This could be the service director, fire chief, or another individual who is authorized to sign contracts on behalf of the service (e.g., city manager, etc.). This person is legally responsible for the agency and can enter into binding agreements on behalf of the EMS entity.

What is an income statement?

An income statement is one of the three major financial statements, along with the balance sheet and the cash flow statement, that report a company's financial performance over a specific accounting period.

The income statement focuses on the revenue, expenses, gains, and losses of a company during a particular period.

An income statement provides valuable insights into a company's operations, the efficiency of its management, underperforming sectors, and its performance relative to industry peers.

What is a balance sheet?

A balance sheet is a financial statement that reports a company's assets, liabilities, and shareholder equity.

The balance sheet is one of the three core financial statements that are used to evaluate a business. It provides a snapshot of a company's finances (what it owns and owes) as of the date of publication. The balance sheet adheres to an equation that equates assets with the sum of liabilities and shareholder equity.

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How do you calculate benefits for employees?

To calculate benefits for employees you should add up all of the monetary costs of the benefits provided to employees. This may include such costs as medical insurance, vision insurance, and retirement as examples.

What is the difference between Labor Costs – Actual and Labor Cost – Adjusted?

Labor Costs - Actual are the actual labor-related expenses incurred by the agency, inclusive of benefits that the agency recognizes as a monetary expense.

Labor Costs - Adjusted allows for the consideration of volunteer time and compensation rates below the average, including benefits.

Example 1: An Agency has one (1) volunteer EMS clinician who is not monetarily compensated. The Agency may use the rate of \$28.89 for volunteer hours.

Example 2: An Agency has one (1) paid EMS clinician who is compensated at a rate of \$26.00, including benefits. The Agency may use the rate of \$28.89 for those hours.

What are Non-Labor/Equipment Costs?

Non-Labor/Equipment Costs are costs for material goods used for the provision of services provided. It excludes labor, contracted services, and purchased services. You may include costs of depreciation of capital assets provided such depreciation is included in your financial statements.

What are purchased service costs?

Purchased Services means those services and activities provided by a vendor to accomplish routine, continuing, and necessary functions as set forth in a resulting Contract or a Statement of Work.

Example: A service has a contract with a physician for medical direction.

What is the definition of transport revenue?

Transport revenue is the gross total dollar amount earned from the provision of transporting a patient prior to any subtraction for expenses or other deductions.

What if the agency has the average number of responders change, in their opinion, and believes the calculation is wrong?.

The average number of clinicians is provided as a pre-calculated value using data your agency documented within MEFIRS for your EMS activations. The patient care reports in MEFIRS are medical-legal records and considered records of fact. Therefore the values provided must be used for reporting purposes.

How do I select a staffing model?

Last updated 01/26/2024 Page 2 of 25 When selecting a staffing model choose the model that most closely aligns with how you deliver services the majority of the time. The choices are:

- Volunteer (No pay, stipend, per call pay, etc.)
- Augmented Volunteer Staffing (Stipend, per call pay, etc.)
- Paid Staffing (Per diem, part-time, full-time)

Example:

If you provide paid staffing Monday through Friday 8-5 and rely upon volunteers the remainder of the time, then you would choose volunteer as the number of hours covered by volunteers are greater than the number of hours covered by paid staff.

What training is allowed?

Any training that is for EMS purposes and is for the Provision of Clinical Care, Leadership, or Management of EMS.

Example 1: An agency wants to use a portion of the funds to pay for training intended to address substance use stigma within their agency. This training would be an allowable use of funding.

Example 2: An agency wants to use a portion of the funds to pay for training on refilling SCBA bottles. This training would NOT be an allowable use of funds.

What do I do if I make a mistake on my application and I have already submitted it?

If you discover a mistake on your application after submitting please send an email to Grants.EMS.Maine.Gov explaining what has occurred so that office staff may provide you with the appropriate steps to take.

I am wondering if the form will submit after going into sleep mode and coming back to it the next day

Maine EMS has tested the form by starting the form one day, letting the form sit idle, putting the computer to sleep overnight and then finishing the form the following day. It submitted without error.

Are licensed Ambulance Operators "EMS Clinicians" for purposes of paragraph 39? If we supplement the compensation of our EMTs, we would not want to leave our drivers out.

Yes, for the purposes of paragraph 39 the term "EMS clinicians includes all persons licensed by Maine EMS for an emergency response role, specifically:

- Ambulance Operators
- Emergency Medical Responders
- Emergency Medical Technicians
- Advanced Emergency Medical Technicians
- Paramedics

In section 14 Labor costs does this actual cost include our share of FICA plus our workers compensation?

Any benefits, stipends, and incentives that have a monetary cost to the agency may be included. This would include FICA, insurance, retirement benefits, etc.

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The rule references using grant proceeds for capital expenditures, but the Application Guide does not. Can proceeds be allocated to capital expenditures? If so, where does one indicate that expenditure in the application?

From our Stabilization Program Overview Document at: https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

The Legislature has determined that funds distributed through this program may only be used for up to \$50,000 of capital expenditures. Maine EMS recognizes the U.S. Office of Management and Budget Guidance regarding the definition of capital expenditures and sets the value at \$5,000 or higher. Therefore, program recipients shall not expend more than \$50,000 in aggregate for purchases of items costing \$5,000 or more.

For example, if the applicant seeks to purchase a stretcher loading device for \$45,000 and three medication pumps for \$6,000 each, they will not be able to do so. However, if they purchase medication pumps for \$4,000, they could do so because they wouldn't be considered capital expenditures.

What is our application deadline?

On December 13, 2023, we announced that the initial funding period will be open for 45 days. This would make the currently established deadline of the application for the Maine EMS Stabilization Program, January 27, 2024.

As found here: https://www.maine.gov/ems/node/1607

What is considered an "income statement"?

An Income Statement is one of a company's core financial statements that shows their profit and loss over a period of time. The profit or loss is determined by taking all revenues and subtracting all expenses from both operating and non-operating activities.

A more detailed explanation can be found at https://corporatefinanceinstitute.com/resources/accounting/income-statement/

What is the deadline for this application? If awarded money, when does it need to be spent by?

On December 13, 2023, we announced that the initial funding period will be open for 45 days. This would make the currently established deadline of the application for the Maine EMS Stabilization Program, January 27, 2024.

As found here: https://www.maine.gov/ems/node/1607

Is there a deadline when this application is due?

On December 13, 2023, we announced that the initial funding period will be open for 45 days. This would make the currently established deadline of the application for the Maine EMS Stabilization Program, January 27, 2024.

As found here: https://www.maine.gov/ems/node/1607

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When entering financial info, what FY should we use? Our FY is Jan-Dec. We have 2022 complete year data or partial 2023 data.

Fiscal information entered should represent a completed fiscal year. In your case, Jan.-Dec. 2022.

However, when submitting supporting documentation, the applicant must submit Balance Sheets and Income Statements for the current and previous fiscal years.

Under scope of work section, there is no area to document capital purchases as a use of the grant money. We read in other areas of the project documentation that the funds can be used up to \$50,000 for capital purchase. How and where can we document this use.

We have added an additional question to the application to allow applicants to apply for funding to be used for capital expenditures. We have also updated our guidance document available here: https://www.maine.gov/ems/Stabilization

It would appear that the ability to use some of the money to purchase equipment was left off the Application Guide under the "Scope of Work" section. It is clearly allowed under the rule that was adopted, but it looks like that section was inadvertently left off the Application Guide. Can a service use some of the money to purchase equipment within the parameters outlined in the emergency rule?

We have added an additional question to the application to allow applicants to apply for funding to be used for capital expenditures. We have also updated our guidance document available here: https://www.maine.gov/ems/Stabilization

The physical balance sheets and income statements. When I requested these documents I received a printout of essentially the budgeted line items with expenditures And a bank statement showing income received. From what I have read about balance sheets this is not what you are looking for and it should be something That paints a bigger, financial picture with assets, etc. I was getting some pushback, requesting any further documents So I just wanted verification before I reached out to the auditor To see if it is something they can provide.

As noted in the program overview, page 8, "Entities applying for monies under this program must provide a copy of their balance sheet and income statement from the most recent fiscal year and current fiscal year to date. These documents must support the determination of risk calculations described in the previous section."

A balance sheet is a financial statement that reports a company's assets, liabilities and shareholder equity (or net position). The following link shows an example of a balance sheet for the US government. https://www.fiscal.treasury.gov/reports-statements/financial-report/balance-sheets.html

An income statement, or statement of activities in the government sector, focuses on the revenue, expenses, gains, and losses reported by a company during a particular period. The following link provides an example of a statement of activities for the US Government. https://fiscal.treasury.gov/reports-statements/financial-report/statements-of-operations-changes.html

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Question 33 asks how many response vehicles the agency operates for at least 60 hours per week.

We are a primarily paid per call department. Two full time salaried staff work 40 hours/week, and at least two personnel are on call 24/7/365. We have two amublances.

I am unclear on whether or not we operate 1 or 2 response vehicles for the purpose of this question? Is this question asking if we have 60 hours worth of call time per week with each vehicle? Or is it asking if we have a minimum of two staff designated to operate each vehicle for 60 hours per week?

Could you clarify what is being asked?

Question 33 asks "How many response units (ambulance or first response vehicle equipped with medical equipment for response at the entity's licensure level. This does not include supervisor vehicles or other response vehicles) does your agency operate for at least 60 hours per week?"

This would be the number of vehicles that are considered to be "in service" or "available" for response. Please note that the ambulance(s) or first response vehicle(s) must be equipped with medical equipment for response at the entity's licensure level, and excludes supervisor vehicles or other response vehicles.

Is there a specific due date for submission of the stabilization grant fund application?

On December 13, 2023, we announced that the initial funding period will be open for 45 days. This would make the currently established deadline of the application for the Maine EMS Stabilization Program, January 27, 2024.

As found here: https://www.maine.gov/ems/node/1607

Non-Labor/Equipment cost. Would this include Ambulance maintenance and ambulance base utilities?

Yes, Non-Labor/Equipment cost would include any costs not reported in Labor Costs (Questions 14/15 and Purchased Services Costs (Question 17).

Our service operates in both Maine and New Hampshire. Understandably the grant monies, if awarded, should be restricted for use in our Maine-based operations. Should the financial information required on our application apply only to our Maine-based operations or should it include financials for the entire company? Thank you.

Maine EMS recognizes that some EMS entities provide services outside of the State of Maine. For those services we provide the following guidance: APPLICATION GUIDANCE:

Reporting of fiscal information for EMS agencies that have bases or stations and provide emergency service both in Maine and outside of Maine should report for their organization as a whole when answering questions on the funding application, including fiscal information. Should this apply to your organization please report the following additional information (note: For the following emergency EMS)

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activations are those activations having a NEMSIS eReponse.05 value of 2205001, 2205003, or 2205009):

• If the agency intends to use funding to supplement wages, benefits, stipends and incentives for EMS clinicians please report in Question 39 the percentage of your organization's clinicians who responded to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the EMS clinician has a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time.

• If the agency intends to use funding to training directly related to the Provision of Clinical Care, Leadership, or Management of EMS please report in Question 40 the percentage of your organization's clinicians who responded to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the EMS clinician has a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time.

• If the agency intends to use funding to supplement wages, benefits, stipends and incentives for administrative support staff please report in Question 41 the percentage of your organization's clinicians who report to the administrative staff where the emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the EMS clinician has a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the administrative staff overseeing EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time.

• If the agency intends to use funding to implement programming directly related to Maine EMS Plan for a Sustainable EMS System in the State of Maine: A Vision for 2035 please report in Question 42 the percentage of your organization's emergency EMS activations having a scene location in Maine during 2022.

• If the agency intends to use funding for capital expenditures please report in Question 46 the percentage of your organization's emergency EMS activations having a scene location in Maine during 2022.

FUNDING USE GUIDANCE:

Use of funding by EMS agencies that have bases or stations and provide emergency service both in Maine and outside of Maine may use the funding as limited below. Should this apply to your organization please report the following additional information (note: For the following emergency EMS activations are those activations having a NEMSIS eReponse.05 value of 2205001, 2205003, or 2205009):

• If the agency intends to use funding to supplement wages, benefits, stipends and incentives for EMS clinicians the funding may only be used on your organization's clinicians who responded to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the EMS clinician has a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the EMS clinician has a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time.

If the agency intends to use funding to training directly related to the Provision of Clinical Care, Leadership, or Management of EMS the funding may only be used on your organization's clinicians who responded to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the EMS clinician has a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time.
If the agency intends to use funding to supplement wages, benefits, stipends and incentives for administrative support staff the funding may only be used on your organization's administrative staff who oversee clinicians who responded to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time during 2022 or the administrative staff oversee EMS clinician having

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a primary station assignment as of your application date and the EMS clinicians assignment would be expected to result in the EMS clinician responding to emergency EMS activations having a scene location in Maine at least fifty percent (50%) of the time.

• If the agency intends to use funding to implement programming directly related to Maine EMS Plan for a Sustainable EMS System in the State of Maine: A Vision for 2035 the funding may only be used for programming that directly impacts operations serving the State of Maine.

• If the agency intends to use funding for capital expenditures the funding may only be used for capital equipment placed in service for use on emergency EMS activations having a scene location in Maine until January 1, 2025.

Winthrop Ambulance is a department of the Town of Winthrop. The Town does not utilize traditional private sector balance sheets and income statements. We are able to produce annual expense summary reports for the department, and transaction summary report from our EMS Billing Service. Are these equivalent and/or acceptable? The Treasury link was not clear on this, and there is no indication where this information is submitted (attachment, etc.)

The income statement focuses on the revenue, expenses, gains, and losses of a company during a particular period. Often for governmental entities these are referred to as a Statement of Activities. For the income statement, please submit what your agency uses to report revenue, expenses, gains, and losses.

Balance sheets are used to report an entities assets, liabilities and net position. For the balance sheet please submit what your agency uses to report assets, liabilities, and net position.

We are a combination department with Full Time, Per diem and Call Company classifications. Should I include my non-ems providers in the labor costs calculations? Should I include my call company members?

If your agency does not account for the separation of EMS in your accounting practices, then the method to identify the share of costs that are attributable to EMS should be the same method used by CMS for the CMS ground ambulance data collection.

Two references that explain how to do this further: https://www.cms.gov/files/document/tip-sheet-allocating-costs-and-revenues.pdf

https://www.cms.gov/files/document/medicare-ground-ambulance-data-collection-instrument-allocating-expenses-and-revenue.pdf

Labor Cost-We do not have auditor reports for 2023 and will not until late 2024. Can we use 2022 financial statements? Or can we use our own inhouse treasurer reports for 2023?

Last updated 01/26/2024 Page 8 of 25 Please use your in-house treasurer reports that are the best representation of the statements requested.

The income statement focuses on the revenue, expenses, gains, and losses of a company during a particular period. Often, for governmental entities, these are referred to as a Statement of Activities. For the income statement, please submit what your agency uses to report revenue, expenses, gains, and losses.

Balance sheets are used to report an entity's assets, liabilities, and net position. For the balance sheet, please submit what your agency uses to report assets, liabilities, and net position.

Curious on when we will hear about funds and also if we need to submit something more than what we did submit?

We have received numerous applications and are working through them as quickly as possible. Many of the applications have issues and when we find an issue we are notifying the agency.

We are to use financial information from 2022 and 2023?

When answering questions pertaining to expenses and revenue on the application the answers should be for the last completed fiscal year.

For the submission of the requested financial statements provide copies of your agency's balance sheets and income statements from the most recent fiscal year as well as the current fiscal year to date. This must be submitted as separate PDFs to Grants.EMS@maine.gov.

We use a calendar year, January 1-Dec 31. With that in mind, would we need 2022 and 2023 information since we're only 3 weeks into 2024?

The application requests that you complete the expense and revenue questions using the last full fiscal year.

For the submission of the balance sheets and income statements, the application requests the current fiscal year and last completed fiscal year. For a service using a calendar year for it's fiscal year and submitting their application in January 2024 that would mean submitting a balance sheet and income statement for the full year of 2023 and for year to date for 2024.

As noted in the program overview, the 131st Legislature specifically defined, "The purpose of the program is to provide financial assistance... to emergency medical services entities at immediate risk of failing and leaving their communities without access to adequate emergency medical services...". If you believe that providing two prior years of financial statements demonstrates, as required by statute, that your emergency medical service is at immediate risk of failing and leaving its community without access to adequate emergency medical service of adequate emergency medical services due to employee recruitment or retention issues or an inability to finance daily operations then please submit the additional financial statements.

Our EMS service is part of a municipality - regarding the financial statement submissions, while it appears you would like the revenue and expense report for only the ambulance service operation, is the same true for the balance sheet? That is, are we to submit a balance sheet for only the assets and liabilities attributable to the EMS department, or should that be for the whole town?

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We prefer that the financial statements are for the EMS agency however understand that is not always possible. WHen it is not possible to do so please submit for the closest parent organization that have such financial statements available.

For answering the revenue and expense questions in the application, if your agency does not account for the separation of EMS in your accounting practices, then the method to identify the share of costs that are attributable to EMS, and reported in the application, should be the same method used by CMS for the CMS ground ambulance data collection.

Two references that explain how to do this further: https://www.cms.gov/files/document/tip-sheet-allocating-costs-and-revenues.pdf

https://www.cms.gov/files/document/medicare-ground-ambulance-data-collection-instrument-allocating-expenses-and-revenue.pdf

Our department corporation/association is separate from our operational department. The Corp. acquires donations, sells swag, and operates BINGO annually. These funds are not operational, they at times are used to purchase and donate tools/equipment to the department however the majority of the funds are used to support association members and are managed by the trustees of the association. Do all of the donations and income to the Corp. need to be included in the application?

We do not need fiscal statements from entities other than the organization, unless the agency is part of a parent entity and the agency does not have its own fiscal statements.

Without further details, please include the amount the EMS agency receives from the association in Question 25 and describe as "contribution from association" in question 26.

You had previously confirmed that the application deadline is 1/27/24. Is the actual deadline a specific time on 1/27/24?

The deadline has been extended. The new final date for submission will be Friday, 3/29/2024. Applications must be submitted by COB on that Friday to be considered.

I submitted an application for my agency. How long should it take before I recieve an email to upload the rest of the information.

Thanks

Once you submit the form you should receive an email nearly immediately, to the email address you provided within the form. If the email address is incorrect then you will not receive an email.

If you do not receive an email with an hour please contact our office.

Last updated 01/26/2024 Page 10 of 25 I submitted my application today pushed by the immediate closing date and helped by my accountant. We used the proper dollar amounts but I am concerned about the balance sheet and the income statement. They are included in the 2022 audit I sent. How many people are getting this wrong and will we have a chance to send if proper documents if we are wrong. Also I am over 10% because of an overdue rise in town appropriations and an awkward town funding arrangement. We are regional and serve 4 towns.

Once submitted the application will be reviewed. If there are any questions or concerns someone from the office will reach out to you for additional information.

Calculations in Application Questions

What if the agency uses the calendar year for fiscal records?

When reporting the financial information requested in the application, the information should be based on your agency's fiscal period. If your agency uses a calendar year as the fiscal period, then the information reported should be for the last completed fiscal period beginning January 1st and ending December 31st.

What benefits, stipends, and incentives are appropriate to use?

Any benefits, stipends, and incentives that have a monetary cost to the agency may be included.

I am a fire-based EMS agency; how do I discern my costs for EMS vs. my fire costs?

If your agency does not account for the separation of EMS in your accounting practices, then the method to identify the share of costs that are attributable to EMS should be the same method used by CMS for the CMS ground ambulance data collection.

Two references that explain how to do this further: https://www.cms.gov/files/document/tip-sheet-allocating-costs-and-revenues.pdf

https://www.cms.gov/files/document/medicare-ground-ambulance-data-collection-instrument-allocating-expenses-and-revenue.pdf

The app is asking for a plan and budget for how the money will be spent; but, there is no way (that I can find) to determine the amount of the grant without trying to complete the application. We would need to attempt to complete the app and get the amount then leave to get the rest down and complete the app again. It would be helpful to have a spread that we could use to get our data ready and know how much we will receive. We could then copy/paste this to the online application, as a suggestion.

The amounts agency's are eligible to receive are listed on the Maine EMS website and accessible by clicking the EMS Agency Funding Eligibility button on the Emergency Medical Services Stabilization Program page.

A direct link is https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20231213-EMS-Agency-Funding-Eligibility.pdf

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Currently our fire departments staffs day coverage with per diem ff. Not all days can be covered with EMS providers due to staffing issues, my question is when we are able to provided staffing with ems license are those day eligibly for this grant?

The authorizing language in the statute states that EMS entities receiving funding may only utilize the funds for the following activities:

- Supplementing wages, benefits, stipends, and incentives for EMS clinicians;
- Supporting training directly related to the provision of clinical care, leadership, or management of EMS;

• Supplementing wages, benefits, stipends, and incentives for administrative support staff (e.g., service-level medical director, quality assurance and improvement officer, infection control officer, and training officer);

• Implementation of programming directly related to Maine EMS Plan for a Sustainable EMS System in the State of Maine: A Vision for 203516; and

• Investment in capital expenditures not to exceed \$50,000 in the aggregate

For a full explanation please review the Funding Limitations section of the Stabilization Program Overview document found at https://www.maine.gov/ems/sites/maine.gov.ems/files/inlinefiles/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

When our department responds outside of our pre diem coverage as a first responder agency, non transport are those calls eligibly as well?

EMS Activations are elgibile provided that they are one of the following types of service: Code Description 2205001 Emergency Response (Primary Response Area) 2205003 Emergency Response (Intercept) 2205009 Emergency Response (Mutual Aid)

What is the definition of transport revenue?

Transport revenue is the gross total dollar amount EARNED from the provision of transporting a patient prior to any subtraction for expenses or other deductions."

I would like to verify that I am to use our reimbursement on a transport AFTER our contractual adjustments from insurance companies have been applied.

Your transport revenue would be the gross revenue recognized prior to any deductions for expenses. For ambulance transports this would generally be the total amount initially billed for the provision of the service prior to any deductions or writeoffs incurred.

Such deductions and write-offs may be included in your Non-Labor/Equipment Costs provided they are recognized on your financial statements in the calculation of your net income.

Does item 16 Non-Labor/Equipment Costs include ambulance and other equipment depreciation costs, liability insurance costs or bad debt write offs?

Question 16 Non-Labor/Equipment Costs includes all expenses recognized on your financial statements as a deduction against revenue in the calculation of net income and where those expenses are not included in the responses to the expense questions pertaining to labor costs and purchased services costs.

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Question 18 Total annual expenses- does this include all utility bills, mortgages. and insurances?

Question 18 would be for all expenses that would be included in your income statement, or similar accounting document, that is used in calculating the net income for your agency.

What about ARPA money received?

ARPA funds received should be reported on question 23 Grant Funding.

If we have written grants specifically for equipment and it is ear marked for such do we include this?

Yes, amounts received from grants should be reported on Question 23 Grant Funding.

What is the difference between Grants/donations/fundraising letters?

The difference between grant and donation is that:

• A donation is a gift of funds, usually for charitable purposes and with no or few restrictions, given by anyone.

• A grant is a fund awarded for a specific project or purpose, with guidelines and conditions, given by a specific party, such as the government, foundations, or corporations.

• A donation does not require an application process, while a grant does.

Fundraising letters would be a form of solicitation for a donation.

Is rent money received included in Revenues?

Yes, rent money received by the agency would be revenue and should be reported on question 25 Additional Revenue Streams with a description provided in question 26.

Are grants included in Revenues?

Yes, grants are included in revenue and should be reported on question 23 Grant Funding

I have a question regarding total revenue and local subsidy, specifically tax revenue. We are a municipal FD and all income from transports is directed to the city's general fund. Our budget is made largely from taxes. My question is, should our local subsidy be transport revenue - our annual budget?

The transport revenue reported in the application should include all revenue that results from ambulance transports for your agency. This would be without regard to how those monies are accounted for by your fiscal agent.

I am wondering about what should be placed under local subsidy because we are a municipal agency whose budget is made from mostly tax revenue. Should the local subsidy equal transport revenue - annual budget or be the annual budget?

Last updated 01/26/2024 Page 13 of 25 The local subsidy would be the amount of money your agency receives from taxation or other local assessments.

Transport revenue would be the amount of money your agency receives from payments for transport services without regard to a specific payor or the fund that payments are deposited into.

Gardiner Ambulance is an enterprise account. We split wages and benefits 65% ambulance 35% fire. For the purpose of this grant, would you like us to use just the Ambulance numbers or both?

"The purpose of the program is to provide financial assistance... to emergency medical services entities at immediate risk of failing and leaving their communities without access to adequate emergency medical services..."

If resources of your agency that are funded by the fire budget in whole or in part are utilized in the provision of emergency medical services, then fiscal information should be for the enterprise agency and the method to identify the share of costs that are attributable to EMS should be the same method used by CMS for the CMS ground ambulance data collection.

Two references that explain how to do this further: https://www.cms.gov/files/document/tip-sheet-allocating-costs-and-revenues.pdf https://www.cms.gov/files/document/medicare-ground-ambulance-data-collection-instrumentallocatingexpenses-and-revenue.pdf

How are departments that respond to hundreds more calls then other comparable depts getting less funding? The funding allocations make 0 sense. Can you please explain?

Details on how the allocation of funds were determined can be found in the Program Overview document starting on Page 9 at https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf.

When I use just the expenses asked for on the application it show we do not qualify for funding but if all of the expenses paid during the fiscal year are included, we qualify.

My questions is, expenses paid during the fiscal year included to determine if the service qualifies.

Please let me know at your earliest convivence.

All expenses should fall into one of the categories listed; Labor Costs, Purchased Services Costs, or Non-Labor/Equipment Costs and be included in the total expenses.

In question 20, our local funds allotted to fire/ems via local taxes in the form of annual personnel and operations budgets. We are a combination call and per diem department, do we only show funds allotted to strictly our EMS side of the house?

Last updated 01/26/2024 Page 14 of 25 If your agency does not account for the separation of EMS in your accounting practices, then the method to identify the share of costs that are attributable to EMS should be the same method used by CMS for the CMS ground ambulance data collection.

Two references that explain how to do this further: https://www.cms.gov/files/document/tip-sheet-allocating-costs-and-revenues.pdf

https://www.cms.gov/files/document/medicare-ground-ambulance-data-collection-instrument-allocating-expenses-and-revenue.pdf

It appears that I am supposed to add my Ambulance Billing revenue and Tax Payer funding together. Our system is that 100% of the revenue goes to the general fund, and we utilize the operating budget raised from taxes. If I interpret this correctly both of these sources are revenue which then shows a large + calculation. Thoughts? What am I missing?

Please report Transport Revenue earned by your agency in Question 19 Transport Revenue.

Report the amount the agency receives from taxpayer funding in question 20 Local Subsidy.

Any amounts, such as transport revenue, which are taken from your agency into another entities account, such as the towns general fund, should be reported as an expense, preferably in question 17 Purchased Services Costs as this would be viewed a cost incurred by the EMS agency for services the town provides.

Distribution Algorithm Questions

Can you explain how the amounts agencies could receive was determined?

Last updated 01/26/2024 Page 15 of 25 The algorithm for amounts agencies are eligible for are set in rule and establish the distribution potential of the \$2,000,000 allotted for distribution to non-transporting service and \$10,000,000 allotted for transporting services.

There are minimum and maximum amounts depending on the type of service:

- Non-transporting service minimum amount: \$5,000
- Non-transporting service maximum amount: \$50,000
- Transporting service minimum amount: \$15,000
- Transporting service maximum amount: \$200,000

Each agency's EMS activations having a type of service documented as Emergency Response (Primary Response Area), Emergency Response (Intercept), or Emergency Response (Mutual Aid) were collected and assigned a rurality score. The rurality score is the USDA Frontier and Remote (FAR) value, incremented by 1, where the postal code of the scene of the EMS activation exists in the FAR dataset. When the postal code of the scene of the EMS activation does not exist then the rurality is determined by the Centers for Medicare & Medicaid Services (CMS) rurality designation. Where the CMS rurality designation is Urban then a score of 1 was set, for a designation of Rural a score of 3 was set, and for a designation of super rural a designation of 5 was set.

*** The next steps explain an iterative process ***

Each agencies percentage of distribution was then calculated using the sum of the agencies rurality score and dividing by the sum of rurality for all EMS activations for all agencies. The results were evaluated and those agency's having a distribution less than the minimum were set to the minimum amount and those agency's having a distribution greater than the maximum were set to the maximum amount. The iterative process restarts for the remaining agencies using allotted amounts less the amounts set for those having the minimum or maximum amount. This was repeated until no agencies were below the minimum or above the maximum and amounts were set for all agencies.

For a full description, please refer to the rule at

https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/CHAPTER-24-IMPLEMENTING-THE-MAINE-EMS-STABILIZATION-PROGRAM-EMERGENCY-20231213.pdf

Is there a way to find out what the maximum dollar amount for my agency is without selecting the service in the application?

It would make the decisions on projects much easier if we knew what the available revenue is.

By December 14, 2023, Maine EMS will publish a resource on the stabilization funding website at https://www.maine.gov/ems/Stabilization with the EMS Agency Funding Eligibility list.

I appreciate the answer given for our service and the funds allocated. I am a bit confused that since we are in a partnership with NL medical transport-we also supplemented a second ambulance to help provide EMS coverage-based on that we seemed to be getting the short end of any financial support in this process. Because we allocated staffing money to help staff an ambulance with Northern Light-does that mean we are not able to garnish any funds for any of those medical calls we partnered with and provided care in 2022? I am curious what happened to that call volume that we partnered with in staffing do we not get any credit for doing that?

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The calculations use ONLY the patient care reports documented by your agency and clinicians. If, through some collaborative arrangement, your agency and clinicians are caring for patients, not completing a patient care report, and allowing the partner agency to do so, the partner agency will receive the credit for those EMS activations.

Maine EMS Rules require that EMS agencies and clinicians complete a patient care report for each request for service and each patient when more than one patient exists.

I am having a hard time understanding how our service as a transporting agency has such a low allocation and our neighboring first responders agency's have much larger sums. Can you help us understand how Orrington Fire Rescue got the allocation we did?

Last updated 01/26/2024 Page 17 of 25 Orrington's score is a smaller percentage of the sum of scores for Transporting agencies than your neighboring Non-Transporting agencies' score as weighed against the sum of Non-Transporting scores.

For the Emergency Funding portion of the program approved by the Maine EMS Board, Non-Transporting agencies were allotted 2 million dollars, and Transporting agencies were allotted 10 million dollars. Using the rurality scores of the EMS activations, a Non-Transporting agency "share" of the Non-Transporting allotment would be determined by the sum of their own scores divided by the sum of the scores for all Non-Transporting agencies. A similar but separate approach is taken for Transporting agencies.

The algorithm for amounts agencies are eligible for are set in rule and establish the distribution potential of the \$2,000,000 allotted for distribution to non-transporting service and \$10,000,000 allotted for transporting services.

There are minimum and maximum amounts depending on the type of service:

- Non-transporting service minimum amount: \$5,000
- Non-transporting service maximum amount: \$50,000
- Transporting service minimum amount: \$15,000
- Transporting service maximum amount: \$200,000

Each agency's EMS activations having a type of service documented as Emergency Response (Primary Response Area), Emergency Response (Intercept), or Emergency Response (Mutual Aid) were collected and assigned a rurality score. The rurality score is the USDA Frontier and Remote (FAR) value, incremented by 1, where the postal code of the scene of the EMS activation exists in the FAR dataset. When the postal code of the scene of the EMS activation does not exist then the rurality is determined by the Centers for Medicare & Medicaid Services (CMS) rurality designation. Where the CMS rurality designation is Urban then a score of 1 was set, for a designation of Rural a score of 3 was set, and for a designation of super rural a designation of 5 was set.

*** The next steps explain an iterative process ***

Each agencies percentage of distribution was then calculated using the sum of the agencies rurality score and dividing by the sum of rurality for all EMS activations for all agencies. The results were evaluated and those agency's having a distribution less than the minimum were set to the minimum amount and those agency's having a distribution greater than the maximum were set to the maximum amount. The iterative process restarts for the remaining agencies using allotted amounts less the amounts set for those having the minimum or maximum amount. This was repeated until no agencies were below the minimum or above the maximum and amounts were set for all agencies.

For a full description, please refer to the rule at

https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/CHAPTER-24-IMPLEMENTING-THE-MAINE-EMS-STABILIZATION-PROGRAM-EMERGENCY-20231213.pdf

What are the FAR codes that are used in the distribution algorithm?

Last updated 01/26/2024 Page 18 of 25 Frontier and Remote Area (FAR) Codes are Zip code level designations of rurality developed by the US Department of Agriculture Economic Research Service. Initially developed in 2010 they were last updated in 2015.

Criteria for Defining Four Frontier and Remote Area Levels

Level 1—FAR areas consist of rural areas and urban areas up to 50,000 people that are 60 minutes or more from an urban area of 50,000 or more people.

Level 2—FAR areas consist of rural areas and urban areas up to 25,000 people that are: 45 minutes or more from an urban area of 25,000-49,999 people; and 60 minutes or more from an urban area of 50,000 or more people.

Level 3—FAR areas consist of rural areas and urban areas up to 10,000 people that are: 30 minutes or more from an urban area of 10,000-24,999; 45 minutes or more from an urban area of 25,000-49,999 people; and 60 minutes or more from an urban area of 50,000 or more people.

Level 4—FAR areas consist of rural areas that are: 15 minutes or more from an urban area of 2,500-9,999 people; 30 minutes or more from an urban area of 10,000-24,999 people; 45 minutes or more from an urban area of 25,000-49,999 people; and 60 minutes or more from an urban area of 50,000 or more people.

Additional information about FAR codes can be found at https://www.ers.usda.gov/data-products/frontierand-remote-area-codes/documentation/

The enabling legislation funding this program states "The board shall establish an allocation algorithm for maximum and minimum funding distributions to emergency medical services entities under this subsection based on the rurality of a community and historical activations for emergency medical services." and defines Rurality as "a community's score established by the United States Department of Agriculture that indicates the rural nature of the community." https://legislature.maine.gov/statutes/32/title32sec98.html

Eligibility Questions

What is the grant for?

The 131st Maine Legislature, in concert with Governor Mills' Administration, enacted legislation in 2023 that created a \$31 million grant program to support the EMS system throughout the State of Maine. The Maine Emergency Medical Services Stabilization and Sustainability Fund, as it is called, is broken into two distinct components, as identified in the title. The Stabilization Program was intended to be rapidly deployed and source emergency medical services (EMS) agencies experiencing significant financial woes with temporary fiscal support to ensure that all Mainers and visitors to the State continue to receive high-quality EMS care.

The 131st Legislature specifically defined, "The purpose of the program is to provide financial assistance... to emergency medical services entities at immediate risk of failing and leaving their communities without access to adequate emergency medical services...".

For more information about the program, please refer to https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

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We are a non-transporting, first responding agency. Are we eligible for the grant?

Non-transporting services are eligible for the grant provided they have documented responses in MEFIRS for 2022.

The appendixes of the Stabilization Program Overview document include lists of eligible EMS agencies and can be found at:

https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

It was hard to decipher our eligibility. We are volunteer, paid per call. I am full time salary. We have 13 emts. Will this be something we can do, and what can the money be used for ?

There is an overview document available on the Maine EMS Website at https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview.pdf

The overview document explains what the funding may be used for and lists eligible agencies in the appendices.

As a municipal fire-based EMS agency, Under transport revenue, do we need to enter what we take in, or do we enter the amount we receive in our budget? The municipal budget is set at the beginning of the fiscal period, and funds received from transport revenue are unavailable to the agency.

When documenting transport revenue that is not received by the department and, as an example, is received into a parent organizations general fund, please document the amount of transport revenue recieved as the answer to Question 19 AND

include in the amount answered in Question 16 Non-Labor/Equipment Cost to indicate the amount (essentially) your agency paid your parent organization.

Can we use the funds to supplement overtime cost incurred by vacancies?

Currently, due to the departments staffing needs we are incurring a high amount of overtime expense as a result of vacancies within the department. This is due to the inability to hire licensed providers, in particular paramedics. The majority of our overtime shifts require a paramedic to fill and maintain an adequate response. Using these funds to reduce the burden on our budget will help the department from the alternative which is freezing budget lines in other areas such as, ambulance supplies, training, maintenance, equipment, etc.

While the funding may be used to Supplement Wages, Benefits, Stipends, and Incentives, using the funds as a replacement for current agency funding of overtime could be considered supplanting local funding and not allowed. Please see the Program Overview, page 9 at https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

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Other Questions

Resubmission to clarify question: The Program Application Guide Version 1.3 lists the allowable grant expenditure areas in paragraphs 39, 40, 41 and 42. None of them include capital expenditures of any amount. Where in the Application would one specify an amount to be applied to capital expenditures (within the limits as described in the rule)?

You may include the portion of expenses related to capital equipment that are recognized on your financial statements within the reporting period on question 16. Non-Labor/Equipment Costs (Annually)

Question 23 asks about grant funding. Does this include ARPA and HRSA money?

ARPA and HRSA funds received should be reported on question 23 Grant Funding.

My question would be that our amount for eligibility doesn't cover the total cost of capital equipment we were looking to purchase. Can we use the grant up to the amount given and then have the town cover the remainder of the expense.

Funding may be used for capital expenditures, in aggregate, up to \$50,000 or as contributing funds up to \$50,000 for capital expenditures exceeding \$50,000.

Please refer to the program overview guide for additional details. https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

I understand that the deadline to apply is 45-days after the release date.... but I can't find the release date? Would you please give me this date or the deadline by which the application is due?

On December 13, 2023, we announced that the initial funding period will be open for 45 days. This would make the currently established deadline of the application for the Maine EMS Stabilization Program, January 27, 2024.

As found here: https://www.maine.gov/ems/node/1607

Our fiscal year is the calendar year. Do you want Balance Sheets and Income Statements from 2022 and 2023? 2023 and 2024 YTD?

you must provide copies of your agency's balance sheets and income statements from the most recent fiscal year as well as the current fiscal year to date.

Fiscal information entered should represent a completed fiscal year. In your case, Jan.-Dec. 2023.

However, when submitting supporting documentation, the applicant must submit Balance Sheets and Income Statements for the current and previous fiscal years.

Program Questions

Where can I find more information about the emergency funding program?

Last updated 01/26/2024 Page 21 of 25 There is an overview document available on the Maine EMS Website at https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview.pdf

What can I use the funds for?

The authorizing language in the statute states that EMS entities receiving funding may only utilize the funds for the following activities:

• Supplementing wages, benefits, stipends, and incentives for EMS clinicians;

• Supporting training directly related to the provision of clinical care, leadership, or management of EMS;

• Supplementing wages, benefits, stipends, and incentives for administrative support staff (e.g., servicelevel medical director, quality assurance and improvement officer, infection control officer, and training officer);

• Implementation of programming directly related to Maine EMS Plan for a Sustainable EMS System in the State of Maine: A Vision for 203516; and

• Investment in capital expenditures not to exceed \$50,000 in the aggregate

For a full explaination please review the Funding Limitations section of the Stabilization Program Overview document found at https://www.maine.gov/ems/sites/maine.gov.ems/files/inlinefiles/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

Sorry if this is a dump question but are you not allowed to use funds towards hiring new personnel? Everything I see talks about supplementing existing wages and benefits not adding any new. Thanks

The authorizing language in the statute states that EMS entities receiving funding may only utilize the funds for the following activities:

· Supplementing wages, benefits, stipends, and incentives for EMS clinicians;

- Supporting training directly related to the provision of clinical care, leadership, or management of EMS;
- Supplementing wages, benefits, stipends, and incentives for administrative support staff (e.g., servicelevel medical director, quality assurance and improvement officer, infection control officer, and training officer);

• Implementation of programming directly related to Maine EMS Plan for a Sustainable EMS System in the State of Maine: A Vision for 203516; and

• Investment in capital expenditures not to exceed \$50,000 in the aggregate

For a full explanation please review the Funding Limitations section of the Stabilization Program Overview document found at https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

Using funding to pay for the salary of new employees to attend an EMT Class, is this an allowed use of the funding?

Supporting training directly related to the provision of clinical care, leadership, or management of EMS is an allowed use of the funding per the Maine EMS Stabilization Program Overview on page 10, you can access the Maine EMS Stabilization Program Overview here:

https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

Can funds be used to fund a one-time stipend for EMS personnel?

Last updated 01/26/2024 Page 22 of 25 Entities may not utilize funding to supplement expenses related to staffing over an annual salary of \$76,500, as prorated over the applicable period. The limitation is placed on cash compensation and does not include other healthcare or retirement plan compensation. Therefore, you can use funding to support standard benefits for a salary up to \$76,500 annually.

Therefore, yes, funds can be used to fund a one-time stipend for EMS personnel provided it will not result in an annual compensation over \$76,500.

More on this is available in the Maine EMS Stabilization Program Overview availabe at: https://www.maine.gov/ems/Stabilization

Are overtime earnings counted towards the maximum \$76,500 annual salary or is that amount only for base hourly rates?

Monetary compensation for overtime would be included in the maximum \$76,500 annual salary limitation. According to the program guide, the limitation is placed on cash (monetary) compensation and does not include other healthcare or retirement plan compensation.

https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

How long do agencies have to spend the grant funds they receive?

As stated in the Stabilization Program Overview, the funding from this grant shall be available for up to one (1) year from the date of issuance.

https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview_0.pdf

This application addresses the Stabilization portion of the \$31 million grant - question is on the remaining \$16 million for the Sustainability portion of the program. When is this money going to be made available and what kind of application process will it entail?

The emergency funding portion of the program allocates 12 million dollars of the 31 million. The remaining 19 million dollars will be distributed in a sustainability program. The details of that program must be established by the Maine EMS Board and enacted into rule. The specifics of the application process and the date the application will be open for applicants is dependent on the Maine EMS Board action and adoption of rule(s).

What can I use this money for?

Last updated 01/26/2024 Page 23 of 25 The Emergency Funding is intended for use by agencies in danger of imminent failure due to employee recruitment and/or retention or an inability to finance daily operations.

The emergency funding may be used to:

- * Supplementing Wages, Benefits, Stipends, and Incentives
- * Programming Related to Maine EMS' Vision
- * Capital Expenditures up tp \$50,000 in aggregate

Each of the permitted uses have limitations that are further detailed in the Program Overview at https://www.maine.gov/ems/sites/maine.gov.ems/files/inline-files/20230928-Maine-Emergency-Medical-Services-Stabilization-Program-Overview.pdf

Vendor Codes Questions

Where can I find more information about vendor codes and how to sign up for one?

Vendor codes are unique codes used by the State of Maine used to facilitate payment to an individual or organization. For additional information please refer to the vendor self Service Guide. https://mevss.hostams.com/LoginExternal/Forms/Vendor%20Self%20Service%20-%20Vendor%20User %20Guide.pdf

What are vendor codes and why do I need one?

Vendor codes are unique codes used by the State of Maine used to facilitate payment to an individual or organization. For additional information please refer to the vendor self Service Guide. https://mevss.hostams.com/LoginExternal/Forms/Vendor%20Self%20Service%20-%20Vendor%20User %20Guide.pdf

If I have questions regarding vendor codes who can I contact?

If you have questions about vendor codes, please reach out to the VSS Help Desk at (207) 624-7889 or email them at VSS.hepdesk@maine.gov.

Can someone call me? (TEST)

If you would like someone to call you please send an email to grants.ems@maine.gov with your telephone number. It would be very helpful if you could include any questions you may have as well so that our office staff can be prepared to provide answers to your questions.

We appear to have a Vendor Code: VC1000085323. But it does not appear to be activated. Should we try to activate the one we have or apply for a new one? Thank you.

Kristin, I looked up this vendor code in our accounting system and it lists it as active as a vendor. What you may be seeing is it listing you as inactive as a "customer", which is normal for most of our vendors. You should be good to go to use this code for your organization.

Where do I get the vendor code. Thank you

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Vendor codes are unique codes used by the State of Maine to facilitate payment to an individual or organization. For additional information, please refer to the vendor self-service guide. https://mevss.hostams.com/LoginExternal/Forms/Vendor%20Self%20Service%20-%20Vendor%20User %20Guide.pdf

A link to the vendor self service system is: https://mevss.hostams.com/PRDVSS1X1/AltSelfService

I searched for our vendor code and found it. However it starts with VC2. What do I do?

Every agency must have a functional vendor code to award the funds. Please provide the vendor code your agency uses to receive payments from the State of Maine outside of those received through MaineCare.

To look up your vendor code, go to https://mevss.hostams.com/PRDVSS1X1/AltSelfService (for detailed instructions on how to look up and/or set up a vendor code, use this User Guide:

https://mevss.hostams.com/LoginExternal/Forms/Vendor%20Self%20Service%20-%20Vendor%20User %20Guide.pdf).

You can also register a new vendor code. We recommend contacting your accountant or town manager if you are unsure which vendor code is correct. When you attempt to register, you must search existing vendor codes first; please ensure you have the correct one by contacting your financial team. If in doubt, register for a new code for these funds. The code should start with VC or VS. Vendor codes that start with a "VC2" are for MaineCare payments only and cannot be used for the purposes of this award. b. If you have an existing vendor code, log into the self-service portal and verify the contact information associated with the code is correct. If the information needs to be updated, follow the directions in the vendor self-service guide linked above. Note: inaccurate information may delay the release of funding.

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