

Availability of Federal Benefits Matrix

Agency	Form of assistance	Description of services available to displaced Puerto Ricans temporarily residing in CONUS	Any waivers required to allow services outside of state of permanent residence?	How can a disaster survivor apply for services?
Department of Labor	National Dislocated Worker Grant	Discretionary awards by the Secretary of Labor that temporarily expand service capacity through time-limited funding assistance for clean-up and recovery efforts.	Waivers and flexibilities provided to Economic Development Team	Contact 800-621-fema (3362) or https://www.disasterassistance.gov
Department of Labor	Disaster Unemployment Assistance	DUA provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster declared by the President.	Waivers and flexibilities provided to Economic Development Team	File a UI claim online at http://www.trabajo.pr.gov/ . • Individuals who do not have internet access, may call the Puerto Rico Department of Labor (PRDOL) call center at 787-945-7900 to file a UI claim.
Department of Labor	Unemployment Insurance (UI)	UI benefits provide temporary financial assistance to eligible workers who are unemployed through no fault of their own and who meet State eligibility requirements.		File a UI claim online at http://www.trabajo.pr.gov/ . • Individuals who do not have internet access, may call the Puerto Rico Department of Labor (PRDOL) call center at 787-945-7900 to file a UI claim.
HUD	Vacant Units (unfurnished)	<ul style="list-style-type: none"> VI's website has an address and phone number for St. Croix - 2203 Church Street; 00820-4612; Phone (340) 773-1994 	No	Contact properties in the area they want to relocate to
HUD	Vacant Assisted Units (unfurnished)	<ul style="list-style-type: none"> VI's website has a phone number for St. Thomas - (340) 776-3700 	No	Contact properties in the area they want to relocate to – subsidized properties and www.HUD.gov and select the preferred state and then rental assistance for search of specific areas
HUD	Potential Resources/Vacancy Listing		No	Contact 800-621-fema (3362) or https://www.disasterassistance.gov
HUD	Housing Choice Voucher Portability	<p align="center">Puerto Rico (PR):</p> <ul style="list-style-type: none"> Upon becoming unemployed, individuals may file a UI claim online at http://www.trabajo.pr.gov/. 	No	Contact the Public Housing Agency in the area they want to relocate to
HUD	Housing Choice Voucher Program	<ul style="list-style-type: none"> Individuals who do not have internet access, may call the Puerto Rico Department of Labor (PRDOL) call center at 787-945-7900 to file a UI claim. PRDOL staff will assist individuals in filing a claim. 	No	Contact the Public Housing Agency in the area they want to relocate to To determine what PHAs in their general area have preferences for families displaced by disasters, they can contact their local HUD field office

HUD	Public Housing Program	Non-participants in the Public Housing program can apply to the program. While many Public Housing Agencies have waiting lists, some may also have preferences for people that are affected by disasters	No	Contact the Public Housing Agency in the area they want to relocate to To determine what PHAs in their general area have preferences for families displaced by disasters, they can contact their local HUD field office
HUD	Housing Counseling from HUD Participating Housing Counseling agencies <i>Note: agencies may need additional funding to provide services to increased number of clients.</i>	relocation, rehousing, rebuilding, helping clients navigate FEMA, insurance, local aid and grant programs, credit counseling, and foreclosures – services are generally free	No	Calling (800) 569-4287, visiting HUD.gov, community meetings, booths at airports and entry locations, referrals from other agencies, guidance from HUD staff
Federal Emergency Management Agency (FEMA)	Transitional Sheltering Assistance	Under Transitional Sheltering Assistance (TSA), disaster survivors may be eligible to stay in hotel or motel lodging for a limited period of time and have the cost of the room and taxes covered by FEMA.	No	Applicants may visit https://www.disasterassistance.gov or they may call (800) 621-3362 / TTY (800) 462-7585 to apply for assistance.
Federal Emergency Management Agency (FEMA)	Individuals and Households Program	The Individuals and Households Program (IHP) provides financial assistance and direct services to eligible individuals and households who have uninsured or underinsured necessary expenses and serious needs. There are two categories of IHP assistance to include Housing Assistance and Other Needs Assistance.	No	Applicants may visit https://www.disasterassistance.gov or they may call (800) 621-3362 / TTY (800) 462-7585 to apply for assistance.
USDA Rural Development/Water and Environment Program	Assistance on loan payment	USDA home loan borrowers who may have lost their job or had their hours reduced due to a disaster may receive assistance on their loan payment. Options may include payment reduction, moratorium, or workout agreement. Through the Rural Housing Direct Loan Program, USDA can offer subsequent loans to current borrowers for essential repairs to their homes.		USDA Customer Service Center: (800) 414-1226. Call toll free 24 hours a day, 7 days a week; customer service reps available 7:00 am - 5:00 pm (Central Time) Monday - Friday
USDA Rural Development/Water and Environment Program	Rental Assistance	Anyone impacted by a natural disaster can receive a Letter of Priority Entitlement (LOPE) for USDA-financed properties. USDA can waive deposit, age restrictions and lease requirements. USDA can allow zero income applicants to live in apartments, offer available rental assistance, use imputed income from assets.		Contact USDA-RD State Office: https://www.rd.usda.gov/contact-us/state-offices
USDA Food & Nutrition Service	Supplemental Nutrition Assistance Program (SNAP)	SNAP offers nutrition assistance to eligible, low-income individuals and families. The Food and Nutrition Service works with State agencies, nutrition educators, and neighborhood and faith-based organizations to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits.	No.	Survivors enrolled in TSA would apply to local state SNAP office. Office locations available here: https://www.fns.usda.gov/snap/apply Information on SNAP Eligibility is available here: https://www.fns.usda.gov/snap/eligibility

USDA Food & Nutrition Service	National School Lunch Program/School Breakfast Program	Survivors from PR in the TSA program would be designated as homeless for purposes of the school nutrition program, and once enrolled in school, can be considered eligible for free school meals for the duration of enrollment in the TSA.	No	Each school district has a designated homeless liaison who can work with TSA survivors to provide access. No application is needed for homeless applicants.
USDA Food & Nutrition Service	Women, Infants and Children Program	In addition to income and residential requirements (TSA survivors can be designated homeless for residency purposes), the WIC Program is designed to serve certain categories of women, infants, and children. The following individuals are considered categorically eligible for WIC Women Pregnant (during pregnancy and up to 6 weeks after the birth of an infant or the end of the pregnancy; Postpartum (up to six months after the birth of the infant or the end of the pregnancy); Breastfeeding (up to the infant's first birthday); Infants (up to the infant's first birthday); Children (up to the child's fifth birthday)	No	Applicants should complete the WIC pre-screening tool at: https://wic.fns.usda.gov/wps/pages/start.jsf TSA participants would apply through local WIC offices; locations available here: https://www.fns.usda.gov/wic/who-gets-wic-and-how-apply
VA	Veteran Health Care	Enrolled Veteran may seek health care at alternate VA facilities due to temporary relocation	Natural Disaster	https://www.vets.gov/health-care/eligibility/ 1-877-222-8387
VA	Veteran Education Benefits	Payment stipends may be paid for 28 days after a school closure.		888-442-4551 https://www.vets.gov/education/apply/
VA	Veteran Benefit Payments	Change of address and application for benefits		https://www.vets.gov/pension/application/527EZ/introduction
VA	Veteran Disability Compensation	Change of address and application for compensation		https://www.ebenefits.va.gov/ebenefits/about/feature?feature=disability-compensation
VA	Veteran Vocational Rehabilitation and Employment Benefits	Stipends may be paid for an additional two months		https://www.ebenefits.va.gov/ebenefits/about/feature?feature=vocational-rehabilitation-and-employment
VA	VA Guidance on Veteran Borrowers after a disaster (home loans)	Moratorium on foreclosures; application of pre-payments		https://www.benefits.va.gov/homeloans/documents/docs/va_policy_regarding_natural_disasters.pdf https://www.benefits.va.gov/homeloans/resources_payments.asp

VA	VA Programs for Homeless Veterans	Rapid re-housing, employment assistance, health care, domiciliary care, supportive services		<p>https://www.va.gov/homeless/for_homeless_veterans.asp</p> <p>https://www.va.gov/homeless/SSVF/</p> <p>1-877-927-8387</p>
Health and Human Services	(CMS) Medicaid & CHIP (In PR CHIP coverage is provided through the PR Medicaid program)	<ul style="list-style-type: none"> • PR Medicaid only covers Emergency room care out of PR. • PR Medicaid does not cover Medical services outside of PR. • PR Medicaid does not cover Skilled Nursing Facility Services. The Puerto Rico Medicaid program only covers off-island services to the extent required by federal law and regulations, which generally require coverage only in another state in the case of emergencies. Many evacuees unable to return to Puerto Rico may be planning on changing their residence to their host states, in which case the host state would apply their normal Medicaid eligibility processes to determine their eligibility as for any state resident. 	<p>No waiver is needed. However, changing the policy regarding off island care and allowing the PR Medicaid program to cover services in a State is a decision that must be made by the government of Puerto Rico. This would require Puerto Rico to amend its State Plan that CMS could approve immediately. The Government of Puerto Rico would then need to add this benefit to the 5 managed care companies that cover the Medicaid population in Puerto Rico.</p> <p>In addition PR Medicaid does not cover SNF services.</p>	<p>If the beneficiary is seeking care in an emergency room they would only need to present at the ER for triage and evaluation in the ER. The hospital would need to bill the managed care plan the beneficiary is enrolled in.</p> <p>For any service outside of emergency room care the PR government would need to amend the State Plan and makes the coverage of off island services available through the 5 managed care plans. The CONUS providers would need to bill the MCOs and an agreement may need to be reached to accept the out of network rates that the PR managed care plans have as part of the contract. The negotiated rates for services available in Puerto Rico are significantly lower than stateside rates paid to providers so there is potential that stateside providers may not want to accept the low PR MCO rates.</p> <p><i>At this time, the PR government has not expressed an intention to amend the Medicaid State Plan to cover off island care or Skilled Nursing Facility care.</i></p>
Health and Human Services	(CMS) Medicare Advantage	When a public health emergency is in effect, Medicare Advantage Organizations (MAOs) in affected areas are required to waive prior authorization and other gatekeeper requirements and to allow care to be provided by non-contracted providers and facilities. Therefore, Medicare beneficiaries covered by Puerto Rico MA plans can access services outside their network.	<p>No waiver is required, this provision exists in regulation at</p> <p>42 CFR 422.100(m).</p>	The beneficiary does not need to apply. Please note, however, that any Medicare beneficiary with questions about their coverage or encountering difficulty is encouraged to contact Medicare's 24-hour helpline toll-free at 1-800 MEDICARE (1-800-633-4227). They are open daily (including weekends) and can assist individuals in all languages.
Health and Human Services	(CMS) Medicare Part D (Prescription Drug Coverage)	Flexibilities are also available for Medicare beneficiaries in affected areas who are enrolled in Medicare Part D (prescription drug coverage). Part D plans must ensure that enrollees have adequate access to covered Part D drugs dispensed at out-of-network pharmacies, and are expected to lift their "refill-too-soon" edits.	<p>No waiver is required, this provision exists in regulation at</p> <p>42 CFR 423.124(a).</p>	The beneficiary does not need to apply. Please note, however, that any Medicare beneficiary with questions about their coverage or encountering difficulty is encouraged to contact Medicare's 24-hour helpline toll-free at 1-800 MEDICARE (1-800-633-4227). They are open daily (including weekends) and can assist individuals in all languages.
Health and Human Services	(CMS) Medicare FFS	Part A and B health care services. They are available throughout the United States because Medicare FFS is a federal program.	No	Enrollment survives the relocation. If an individual did not have Medicare FFS before being relocated, but became of age (65 years old) for this benefit while in CONUS, the individual could enroll in Medicare FFS through any local SSA office.
Health and Human Services	(CMS) ACA Exchange	The Territories did not implement a Health Insurance Exchange. Therefore, the population do not have health insurance through the ACA exchanges.	N/A	N/A

<p>Health and Human Services</p>	<p>(HRSA) Primary health care services</p>	<p>Health centers deliver affordable, accessible, quality, and cost-effective primary health care for America’s most vulnerable populations. Health centers coordinate a wide range of medical, dental, mental health, substance abuse and patient support services.</p>	<p>Health centers are required to make services available to all residents of the health center’s service area, regardless of the individual’s ability to pay. Assessment of all patients for sliding fee discounts are based only on income and family size.</p>	<p>Nearly 1,400 health centers operate more than 10,400 service delivery sites that provide care in every U.S. state, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and the Pacific Basin. HRSA supported health centers can be located via the following link: https://findahealthcenter.hrsa.gov/</p>
<p>Health and Human Services</p>	<p>(HRSA) Ryan White HIV/AIDS Program</p>	<p>Medication, treatment, and support services for people living with HIV/AIDS</p>	<p>Program eligibility is determined by states and individual clinics</p>	<p>HRSA has notified state and local providers to be aware of disaster survivors applying for and seeking HIV/AIDS medication, treatment, and support services. Relocated disaster survivors should check with state and local providers about available services.</p>
<p>Health and Human Services</p>	<p>(HRSA) Healthy Start</p>	<p>Maternal and child health services, enabling services, public health services</p>		<p>Varies by state</p>
<p>Department of Education and the Office of Safe and Healthy Students</p>	<p>N/A</p>	<p>Does not provide Federal Benefits in CONUS for individuals, instead their work supports education agencies and school communities.</p>	<p>No</p>	<p>N/A</p>