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Date: December 8, 2020

To: Hotels for Healthcare Workers Program Participants

From: Department of General Services  
Hotels for Healthcare Workers (HFHCW) Program

Subject: **PROGRAM CHANGES**

Please note the following program changes that have been made to meet the criteria established by the Hotels for Healthcare Workers (HFHCW) program.

New Program Requirements Effective December 3, 2020

- Healthcare workers on travel status, or traveling from out-of-state, are no longer eligible for a state paid hotel room.
- Healthcare workers who work more than 150 miles from their tax home are no longer eligible for a state paid hotel room.

New Program Requirements Effective January 12, 2021

- All hotel reservations must be approved by a designated Point of Contact (POC) at each approved healthcare facility.
  - Staffing agencies, registries, etc. may not designate a POC. All staffing agency, registry, etc. employees must be approved by the facility POC only.
- The facility POC will be responsible for emailing the reservation request on the employee's behalf.
- Employees will NOT be allowed to make a hotel reservation or extension without the approval of their facility POC.
- If an employee chooses to call CalTravelStore to make a new reservation or extension, the booking will be on hold until POC approval is received. CalTravelStore will contact the facility POC by email and/or phone to obtain approval to book.

- If the facility POC does not approve the reservation, then the reservation will be terminated.
- If the facility POC approves the reservation, then the reservation will be confirmed.
- Employees may request new reservations or extensions within 48-72 hours of the desired check-in date to allow adequate time to work with the facility POC. Reimbursements will not be offered due to delays in the booking approval process.
- Employees must be actively employed at the facility in order to use the program. The facility POC will verify employment and determine whether the employee is eligible to use the program.

### FAQ's

Q. How do I know who my facility POC is?

A. Contact your facility's HR/Benefits Office for further information.

Q. What if my facility POC rejects my reservation request?

A. If you still meet the eligibility criteria, you may access the contracted, discounted rates provided by the program, but you will need to pay for the hotel room on your own.

Q. If I work for a staffing agency or registry, who will my POC be?

A. Staffing agencies and registries are not authorized to designate a POC. The POC will be appointed by the healthcare facility you are working for.

Q. If the facility POC approves all hotel reservations, am I still required to provide a credit card upon check-in at the hotel?

A. Yes, you will still be required to provide a personal credit card upon check-in that will be pre-authorized for ONLY the incidental amount. The pre-authorization is a hold and will be released upon check-out if there are no issues during your stay.

### **ACTION REQUIRED**

**Contact your facility's HR/Benefits Office or your Administrator on how to receive a hotel reservation under these new program requirements.**

As a friendly reminder, the HFHCW program was created to keep California's healthcare workers safe and healthy to reduce to the spread of the COVID-19 virus. Eligible healthcare workers must have presumed exposure to COVID-19 and be unable to self-isolate or quarantine at home. Healthcare workers who live alone and/or are on travel status (with or without a lodging stipend/travel pay) are ineligible to use the program. Any suspected attempt to provide

fraudulent or knowingly inaccurate information will be referred to the state authorities for investigation. For more information about the HFHCW program, please visit our [website](#).

If you have any questions about the program changes, please contact us at [COVID19Lodging@dgs.ca.gov](mailto:COVID19Lodging@dgs.ca.gov). Thank you for your service.

Best regards,

Hotels for Healthcare Workers Program