

# Emergency Triage, Treat, and Transport (ET3) Model ET3 Model Medical Triage Line Notice of Funding Opportunity (NOFO) Application Quick Guide



**ET3 Model**  
Emergency Triage, Treat,  
and Transport Model

March 2021

The Centers for Medicare & Medicaid Services (CMS) seeks applications for the triage intervention of the Emergency Triage, Treat, and Transport (ET3) Model. Through the ET3 Model Notice of Funding Opportunity (NOFO), CMS will award, through a competitive process, up to 40 cooperative agreements for recipients to implement or expand upon an existing Medical Triage Line. The triage intervention of the model will be tested for a two-year period, pending availability of funds. This document is for eligible applicants and outlines the purpose of the funding opportunity and the application process. Potential applicants should refer to the NOFO for more information.

## Overview

A **Medical Triage Line** funded through the ET3 Model NOFO will allow existing Public Safety Answering Points (PSAPs) to redirect Callers with non-emergency conditions to appropriate care alternatives. Medical Triage Line Staff will assess Caller concerns and may refer the individual to a Community Resource, the Caller's usual source of care, or provide self-care instruction. Triage protocols will ensure triage appropriateness and safety.

## Eligibility

**Who can apply?** The NOFO is open to state and local governments, their Designees, or other entities that operate or have authority over a PSAP and are located in geographic regions where ambulance suppliers and providers have been selected to participate in the ET3 Model. Applicants must propose to operate the Medical Triage Line in a geographic region that includes at least one ZIP Code of a Model Participant's Model Region. A list of Model Participants and the regions where the ET3 Model will be implemented can be found on the ET3 Model website <https://innovation.cms.gov/initiatives/et3/>.

## Requirements

**Who staffs the Medical Triage Line?** Triage Line Staff must be health care professionals, defined as a registered nurse or an individual who holds an equivalent or more advanced clinical licensure (e.g., clinical nurse specialist, certified nurse practitioner, physician assistant, or physician (MD or DO)).

**What are Medical Triage Line functions?** Each Recipient must use NOFO funding to establish or expand upon an existing Medical Triage Line that is integrated with the PSAP in the Recipient's geographic region and must implement the following **Triage Core Functions**:

- Assess Caller concerns based on predetermined protocols;
- Provide care recommendations to Callers based on protocol-driven assessment;
- Return Callers to 911 via Warm Handoff upon Caller request or based on predetermined protocols;
- Provide Callers with contact information for relevant Community Resources when appropriate; and
- Recommend that Callers contact their regular source of care when appropriate.

The Recipient may elect to provide additional services that help the Caller coordinate and access the care that is recommended by the Triage Line Staff. **Optional Functions** includes:

- Providing Warm Handoff to a Community Resource or to a Caller's usual source of care
- Assisting with appointment scheduling
- Coordinating transportation on behalf of the Caller to a Community Resource or usual source of care

**NOTE:** For any services related to Optional Functions that may or may not be covered by insurance and may require out-of-pocket payments, Triage Line Staff is responsible for informing the Caller that they may be responsible for those costs.

**Community Resources** may include, but are not limited to, urgent care centers, primary care centers, behavioral health centers, substance use disorder services, foodbanks, and homeless or other temporary shelters. The Recipient must identify at least one **Community Resource** that is a clinic that accepts sliding fee scale payments and include such a clinic on its Resource list.

The Recipient must ensure that all **Triage Line Staff** are licensed in good standing within the geographic region, are not suspended or debarred from participation in any federal health programs and are not currently under state or federal investigation related to their health care practice.

The applicant may earn additional points on their NOFO application for proposing **Optional Functions**.

# Emergency Triage, Treat, and Transport (ET3) Model

## ET3 Model Medical Triage Line

### Notice of Funding Opportunity (NOFO)

## Application Quick Guide



## Funding

**How will funding be awarded?** CMS will award, through a competitive process, up to 40 cooperative agreements. The triage intervention will be tested over a two-year period, pending availability of funds. Award amounts will vary based on the needs demonstrated and population served by each applicant in its responses to the NOFO, with each individual award not to exceed \$1,175,000. The period of performance will be divided into two distinct stages: **Pre-Implementation (Year 1) and Implementation and Operation (Year 2).**

Cooperative agreement funding awarded through this NOFO is available only to support eligible functions of the Medical Triage Line and is not available to duplicate or supplant existing funding, or to support other services that are provided after or as a result of the Medical Triage Line encounter. For example, ET3 model funding cannot be used to support the costs of services provided by a Community Resource or usual source of care, including to defray patient cost-sharing; transportation; or Salaries and fringe benefits for Community Resource personnel.

<p><b>Pre-Implementation (Year 1)</b></p> <p>Recipients are expected to undertake activities to be prepared to have a fully operational Medical Triage Line by Year 2, including:</p> <ul style="list-style-type: none"> <li>• Establish/evaluate current infrastructure</li> <li>• Review, develop, and test protocols and revise as necessary</li> <li>• Establish systems and processes for reporting to CMS</li> <li>• Develop/update staffing plans and recruit, hire, and train personnel</li> </ul>	<p>Annual Implementation Funding</p>	<p>Total funding available: up to \$700,000 per Recipient</p>
<p><b>Implementation and Operation (Year 2)</b></p> <p>Recipients are required to operate the Medical Triage Line as well as:</p> <ul style="list-style-type: none"> <li>• Test protocols and revise as necessary</li> <li>• Reporting required data to CMS</li> </ul>	<p>Annual Implementation Funding + Milestone Funding*</p>	<p>Total funding available: up to \$475,000 per Recipient, inclusive of potential Milestone Funding</p>

\* **Milestone Funding** is restricted and not guaranteed. Awarded as one-time funding, based on performance and timely reporting, in an amount equivalent to up to 25% of the total award.

Applicants are required to present a **Sustainability Plan** outlining how Medical Triage Line services will be sustained after the period of performance has ended. Applicants that can demonstrate the presence of confirmed funding or a clear plan to obtain external funding will receive higher preference on their NOFO application, but lack of external funding will not disqualify an applicant from consideration for an ET3 Model award.

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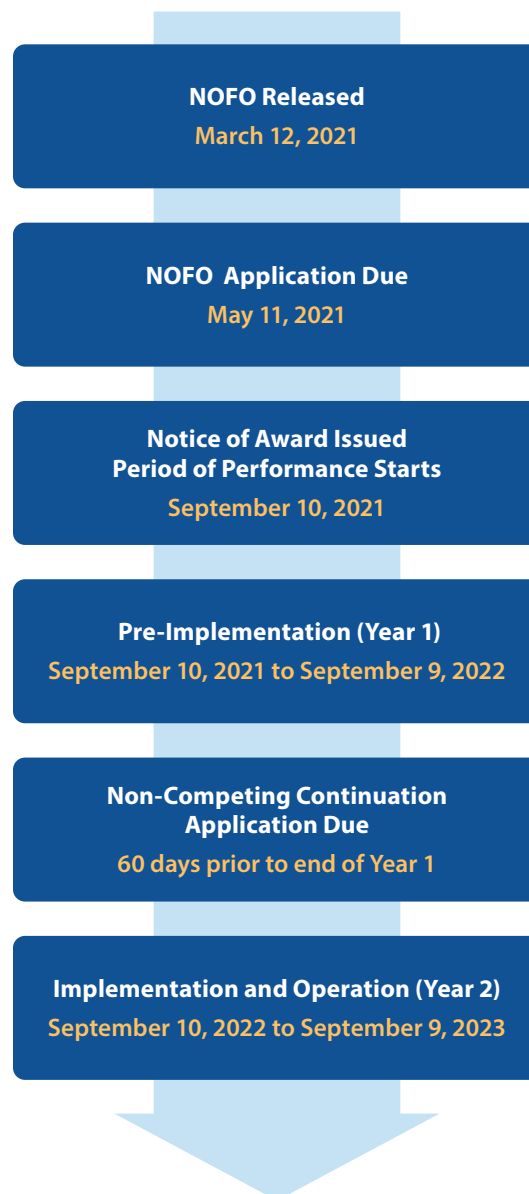


## Application Submission

**How do I apply?** All application materials are available on [www.grants.gov](http://www.grants.gov) and applications must be submitted electronically through that website. Application and submission information can be found in Section D and Appendix II of the NOFO.

Applications must be submitted electronically through [www.grants.gov](http://www.grants.gov) by **May 11, 2021, at 3:00 PM ET**.

## NOFO Timeline



If you have any questions pertaining to the NOFO application, please email [ET3Model@cms.hhs.gov](mailto:ET3Model@cms.hhs.gov) and include "NOFO Inquiry" in the subject line. Please visit the ET3 Model website <https://innovation.cms.gov/initiatives/et3/> for any other ET3 Model news or information.