BHW Management Information System Solution (BMISS)

BHW Program Portal

Site Points of Contact User Guide

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Introduction

What is a Site Point of Contact?

A site point of contact (POC) is a person who serves as the coordinator or focal point of information concerning the Bureau of Health Workforce (BHW) programs and activities at an organization. The organization typically has employees interested in or actively participating in one or more BHW programs. The BHW utilizes POCs in cases where information is time-sensitive and accuracy is important.

A single organization may have multiple POCs depending on the programs the organization is involved in and the role of the identified POCs. Specifically, the BHW is interested in POCs who:

- Own, oversee, or manage a significant portion of their organization and/or understand and have the ability to answer questions about organization policies and operating procedures.
- Manage and can confirm employment status, work schedules, and/or absences of employees within their organization.
- Hire and/or recruit new employees for the organization

What is a Site?

A "site" is a specific location at which an employee fulfills a service obligation for a BHW program. An organization may consist of one or more sites and a POC can be registered as a POC for one or more sites within the same organization.

What is the BHW Program Portal for Site Points of Contact?

The BHW Program Portal for Site Points of Contact facilitates the completion of important BHW program activities and serves as the method by which the BHW contacts POCs in cases where information is time- sensitive and accuracy is important. More information about these programs is available by visiting the <u>BHW website</u>. The following programs are currently supported by the Program Portal:

- National Health Service Corps
- <u>Nurse Corps</u>

Registration and Log In

The BHW requires that all site POCs create a BHW Program Portal account. Creating and activating an account allows a POC to perform self-service tasks for their site and helps to support their employees fulfilling BHW program service obligations. A POC can access the Program Portal <u>here</u>. This section of the user guide will highlight how to create and log into your Program Portal account.

Creating an Account

To create a program portal account, you must first receive an invitation to join a site's network by an administrative Site POC. Once you have received and confirmed the invitation, navigate to the portal home page and complete the required fields below.

Sign Up Create your Portal Account First Name Michael	Sign Up Please set your security question Security Question What is your favorite pet's name?
Last Name Robinson	Security Answer Buddy Sign Up
mrobinson@mailinator.com Password	Password Requirements <u>A password must contain:</u> Minimum of eight (8) characters
Confirm Passsword	 Numerical digits (0-9) English upper-case characters (A-Z) English lower-case characters (a-z) Special characters (e.g., @,!,\$,%) <u>A password may not contain</u>: A character repeated more than once
Already have a Customer Service Portal Account? 🔮	 in succession First or last name Username

Figure 1 Creating an Account

Logging In

Once an account for the Program Portal has been created and activated, you can log into the portal from the Site Points of Contact sign in page.

Enter the email address and password you used when creating your account. If you forget your password, you can reset it by selecting the **FORGOT YOUR PASSWORD** link.

Sign In
Email
mrobinson@mailinator.com
Password:
Sign In Forgot your password?
Not a registered user? Sign Uni
Not a registered úsel (<u>Sign Op:</u>

Figure 2 Sign in

Failed Log In Attempts

If the email and password combination is incorrect, the system will display a warning message. After three (3) unsuccessful login attempts your account will be locked and cannot be accessed until the password is reset using the FORGOT YOUR PASSWORD link.

Forgot Your Password

If you forget your account password or would like to reset it, select the **FORGOT YOUR PASSWORD** link. You will be required to enter your email address and an answer to your security question in the fields provided to reset your password.

First-Time Log In

If you are logging into the portal for the first time, you will be taken directly to the Account Profile page (See: <u>Updating Personal Information</u> section) in order to verify that your account details are correct. After you have verified the information found in your account, please select the **Rules of Behavior** checkbox, then select Save

	Details		
shboard ^	All fields are required unless noted as optional.		
me	Personal Information		
Miles	First Name	Last Name	
juests	Teesha	Easley	
ssages	Job Category		
rib for Condidutor	Job Category	Specific Job Title	
arch for candidates	General Operations / Management	Administrative Officer	
es ^			
/ Sites	Contact Information		
anage Site POCs	Email 😧	Primary Work Phone	Extension (optional)
w Site Application	2BB661AE701C057FE5@EXAMPLE.com	(000) 000-0000	XXXXX
count	Secondary Work Phone (optional)	Extension (optional)	Work Fax (optional)
Account Profile	000X) X006-X000X	XXXX	(000) 000-0000
ccount Settings	Work Location		
	Company Name		
	Jesse Brown VA Medical Center		
	Jesse Brown VA Medical Center Address Line 1		
	Jesse Brown VA Medical Center Address Line 1 123 Artywhere St		
	Jesse Brown VA Medical Center Address Line 1 123 Anywhere St Address Line 2 (Optional)		
	Jesse Brown VA Medical Center Address Line 1 123 Arywhere St Address Line 2 (Optional) Input Here		
	Jesse Brown VA Medical Center Address Line 1 125 Argwhere St. Address Line 2 (Optional) Input Here City	State	Zin

Figure 3 - Account Profile

Home Dashboard

As a Site POC you are responsible for completing various site & clinician related activities. Some of these responsibilities include managing your sites operating procedures, validating employment status, confirming work schedules, and even hiring/recruiting new employees.

The POC Program Portal home page will help to facilitate each of these Site POC responsibilities. Use left-hand menu to navigate to the sub-pages of the POC Portal. The sections below will break down each of the POC Portal pages in detail.

HRSA Sit	e Points	s of Contact			Logout
Jw		Home			
Jerrod Welch		My Sites The Site POC Portal allows you to complete important pr	rogram activities. Select a site to view the Site I	Dashboard,	
Dashboard	~	SITE NAME	ADDRESS 🗢	ACTIVE AFFLIATION \$	ALERTS \$
Home		Adams County Health Department	330 Vermont Quincy, IL	NHSC, NURSE Corps	1 🔺
Activities		ADAMS COUNTY HEALTH DEPARTMENT	1415 Vermont Street Quincy, IL		1 🔺
Requests		ADAMS COUNTY HEALTH DEPARTMENT	Blessing Hospital @ 14th Street Quincy, IL		1 🔺
Messages					View All Sites
Search for Candidates					
Opportunities	^	Activities			
Create New Opportunity		ACTIVITY TYPE 🗢 SITE NAME 🗢	ACTIVITY DESCRIPTION \$	STATUS \$ LAST UPDATED	→ DUE DATE \$
Manage Opportunities		You do not currently have any open activities.			
Sites	^				
My Sites					View All Activities
Manage Site POCs					
New Site Application		Requests			
Account	^	REQUEST ID & REQUEST TYPE & SITE I	NAME \$	STATUS 🗢	LAST UPDATED 👻
Account Profile		You do not currently have any open requests.			
Account Settings					
					View All Requests

Figure 4 - Site POC Portal Home Page

My Sites Table

One of the primary functions of the BHW Program Portal for Site Points of Contact is to allow you, as a POC, to view information about your site network and the various programs your site supports. This section outlines the functionality allowing you to view your site information.

Featured at the top of the Site POC Portal landing page, the **My Sites** table displays a listing of all the sites for which you are identified as a Site POC. Selecting **View All Sites** will open an expanded view of the sites listed within your network.

The **Connections** Column is a new addition to the table that highlights the number of HWC Users who have connected to a site listed in your network.

CHRSA Health Workforce Site Points of	of Contact			Portals	V Log Out
JS	My Sites				
Dashboard	The Site POC Portal allows you to complete impo	rtant program activities. Select a site to view the S	ite Dashboard.		
Henry	SITE NAME 👙	ADDRE55¢	ACTIVE AFFILIATION ÷	ALERTS \$	CONNECTIONS \$
Activities	Access - Grand Blvd Women and Childre	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	0	s 🗉
Requests	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🔺	3
Messages 😨	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🔺	60
Search for Candidates	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	0	5
Opportunities 🔨	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🔺	10
Create New Opportunity	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	0	8
Manage Opportunities	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🔺	10
Sites ^	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🔺	0
My Sites	Access - Grand Blvd Family Health Center	5401 S Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🔺	6
Manage Site POCs	Access - Grand Blvd Family Health Center	5401 5 Wentworth Ave Chicago, IL	NHSC, NURSE Corps	4 🛕	6

Figure 5 My Sites table

The table displays the following information about each of your sites:

- Site Name: The name of the site recorded by the BHW
- Address: The physical address of the site recorded by the BHW
- Active Affiliation: Displays the BHW programs for which the respective site actively supports
- Alerts: Displays the urgent actions required of the site
 - o Adding Points of Contact to a site
 - o Managing expiring job opportunity positions
 - o Recertifying a site's program affiliation

o Updating your incomplete site profile

Why Don't I See My Sites?

The **My Sites** table only displays sites where you have been confirmed as a POC. You are not automatically added as a POC for any site based on your account information alone. There are three ways that you can be added to a site:

- 1. You are added as a POC by the BHW
- You are added as a POC by another POC at the site. The POC can use their Program Portal account to add you as a POC for the site. Reference the <u>Managing Site Points of Contact Adding</u> <u>a POC</u> section of this guide for more information.
- 3. You submit a site application. If you submit an application for a new site, you will automatically be added as a POC for that site. (*Note: This applies to NHSC affiliated sites only*)

Viewing Your Sites

To view additional information about a specific site or perform self-service activities, select the site's name from the **My Sites** table. You will be redirected to the respective site's dashboard which displays a summary of information pertaining to the site and provides access to various levels of self-service functions such as:

- Managing your Site Profile
- Creating Job Opportunities
- Viewing your Clinician Roster
- Managing Site Points of Contact
- Viewing & Completing Activities, Requests, and Site Visits
- Submitting Program Portal Inquiries

For more in depth information pertaining to the self-service actions above, please visit the <u>Sites</u> section.

HRSA Site Points	of Contact				Portals 🗸 😢 Log Out
RP	MySites > Site Dashboard				
Raquel Test Pearce Dashboard Home Activities		ACTS OutPatie 9 4612 N 56th Street, Location ID 9060585835	ENT Tampa, FL 33610 Rural Designation Non-Rural	HPSA 谢	Create Connector Profile
Requests Messages				MCTA 🥑	
Opportunities Create New Opportunity Manage Opportunities Sites My Sites Manage Site POCs	NHSC Sito Type Not Available Site Classification Not Available Start a NHSC Site App	Status Inative Ø Expiration Date Not Available	NUISE Site Type Not Avai Request	e Corps lable Nurse Corps Status	Status Noci Requested 💞
Treate New Site Account Cocount Profile Account Settings	STAR Sito Typo Substance Use Disorder Facility Eligiblo Yes	Status Adae 💞	Pedia site Type School-E site Sub- Not Avai	atric Specialty () lased Clinic Type lable	Status Asine © Eligible Yes
		STATUS 11	LAST UPDATED (F D)	DP The and sites	DOFTUNITIES Site POC Portal allows you to create manage opportunities at your affiliated

Figure 6 Site Dashboard

Activities Table | Viewing and Completing

As a Site POC you will periodically be asked to perform tasks to help verify that your site and the clinicians serving in BHW programs are within compliance of each program's regulations. The activities that are listed within this table include: Employment Verification Forms (EVFs), In Service Verifications (ISVs), Suspension & Site Status Change requests, and Site Visits.

Activities that become available for completion will appear within the **Activities** section of the Site POC portal. This section is divided into two tables:

- 1. **Open Activities**: This table displays tasks that are pending completion. This list is a combination of all the tasks from all of your sites
- 2. **Completed Activities**: This table displays tasks that were recently completed by a Site POC. To view a complete list of tasks, select the "View all Activities" link below the table.

a Note: After completing an activity, it may take up to 5 minutes for the updated status to be reflected in the table.

ctivities						
Open Activiti	es					
ACTIVITY TYPE 💠	SITE NAME 🗢	ACTIVITY DESCRIPTION \$		STATUS 🜩	LAST UPDATED	DUE DATE
Site Visits	Unity Health Care- Minnesota Avenue Health C	e Response for site visit on 05/01/2018		Issues Iden	05/16/2018	06/15/2018
In Service Verification	Unity Health Care- Upper Cardozo Health Cent	er Verification submitted by Sara Elashaal		Submitted	05/11/2018	05/04/2018
Suspension Request	Unity Health Care- Patricia Handy Place	Maternity, Paternity, or Adoption Leave Suspensio	in Requ	In Progress	05/11/2018	05/18/2018
Suspension Request	Unity Health Care- Brentwood Square Health C	Maternity, Paternity, or Adoption Leave Suspensio	in Requ	Initiated	05/04/2018	05/18/2018
Suspension Request	Unity Health Care- Federal City- CCNV- Homele	s Maternity, Paternity, or Adoption Leave Suspensio	in Requ	Initiated	05/04/2018	05/18/2018
Suspension Request	Unity Health Care- 801 East Homeless Center	Maternity, Paternity, or Adoption Leave Suspensio	in Requ	Initiated	05/04/2018	05/18/2018
Completed A	Activities Site name 🗢	ACTIVITY DESCRIPTION \$	STATUS	S 🗢 LAST (JPDATED - C	COMPLETED BY 🗢
In Service Verification	Unity Health Care- Brentwood Square Hea	Verification of Sara Elashaal approved by Aysha Corb	Approve	d 05/15/2	2018 A	ysha Corbett
In Service Verification	Unity Health Care @ Anacostia Health Cen	Verification of Sara Elashaal approved by Vernita Bric	Approve	d 05/11/2	2018 V	ernita Brickhouse
In Service Verification	Unity Health Care- Minnesota Avenue Hea	Verification of Emily Ramshur completed by Vernita	Complet	ed 05/11/2	2018 V	'ernita Brickhouse
Employment Verifica	Unity Health Care- Parkside Health Center	Employment Verification for Crysta Chatman	Complet	e 05/11/2	2018 V	'ernita Brickhouse
Employment Verifica	Unity Health Care @ Anacostia Health Cen	Employment Verification for Amanda Johnson	Complet	e 05/11/2	2018 V	ernita Brickhouse

Figure 7 Activities table

The Activities table contains the following information about your activities:

- Activity Type: The type of activity that is pending completion or already completed
- Site Name: The name of the site the activity is for
- Activity Description: A short description about the activity to help differentiate activities of the same type
- Status: The status of the activity which varies by activity type
- **Due Date**: The date the activity needs to be completed by (Note: Not all activities have due dates)

Requests Table | Viewing and Completing

Another primary function of the Program Portal for Site Points of Contact is that it allows you, as a Site POC, to perform and monitor site specific requests. The types of Portal Requests that are listed within this table include portal inquiries, NHSC site applications and recertifications, and Nurse Corps site eligibility verification requests for your site.

The options available depend on the job responsibilities identified as part of your Program Portal Profile. For more information on POC roles and responsibilities, reference <u>Appendix A: Site POC Roles and</u> <u>Responsibilities</u> of this guide. To edit, you can access the **Request** options by selecting the site name in the **My Sites** list, and choosing from the options located on the site dashboard screen. *Note: After submitting a new request, it may take up to 5 minutes for the updated status to be reflected in the table.*

equests				
Open Requ	lests			
REQUEST ID 🗢	REQUEST TYPE 🗢	SITE NAME 🗢	STATUS ≑	LAST UPDATED 🚽
77469	Inquiry	Unity Health Care @ Anacostia Health Center	Open	05/11/2018
Completed	Requests	SITE NAME 🗢	status 🗢	LAST UPDATED 🗸 🍵
74055	Inquiry	Unity Health Care- DC General	Closed	02/14/2018
72287	Inquiry	Unity Health Care- DC General	Closed	02/06/2018
60971	Inquiry	Unity Health Care- Southwest Health Center	Closed	04/25/2017
58081	Inquiry	Unity Health Care - So Others Might Eat (S.O.M.E.)	Closed	02/13/2017

Figure 8 Requests table

The **Requests** table contains the following information about your activities:

- **Request ID**: The ID tracking number of the request
- Request Type: The type of request that is pending completion or already completed
- Site Name: The name of the site the request is for
- Status: The status of the request which varies by activity type
- Last Updated: The last time that the request was changed

Portal Messages

Portal messages are the primary means by which the BHW will communicate with Site Points of Contact. Messages may be about changes to your site, upcoming dates of importance, task notifications, or application updates.

Messages are delivered through the portal under the **Messages** tab. A generic email notifying you of a new message is also sent to your work email address.

When a new message is received on the portal, you will be notified by a red counter that will appear next to the **Messages** tab in the left-navigation menu.



Figure 9 Messages

Viewing Your Portal Messages

To view your Portal messages, select the **MESSAGES** link located in the left-navigation menu. This will open the **Messages** page which displays the entire history of your messages in a paginated list. The newest messages are on the top of the list, and unread messages are marked with a symbol. To read a message, select the name of the message to view it.

Search For Candidates

One of the primary recruitment tools available to Site POCs is the **Candidate Search** functionality. This allows verified Site POCs to search a database of potential candidates to fill job vacancies at their site. A few of the key features are highlighted below:

- 1. Basic & Advanced Search Tool: Users are able to customize their search criteria in order to locate specific clinicians that are capable of filling job vacancies at their site.
- 2. **Program Affiliated User Profiles**: The <u>Health Workforce Connector</u> allows users to create personalized profiles that are publicly searchable by Site POCs. These profiles contain information on a health clinician's experience, education, and other relevant information that highlights their competencies.
- 3. **Site Recruitment Tool**: Site POCs at medical facilities are able to search for users across the database of clinician profiles in order to fill an open position at their respective site.



Name of 200 Talls 🕴 Day Seale of 210 Code 🛛 😧 Same Smith	HRRA STAT	tin Toponei er Die Toere 🕴 Org Tote in De Onio	0 3000 See Se
Results Found (6) Show 10 \$			· A
General General Bademan Professional Projet Freshin General Galerica People			41
Sane Applebaum General Dentist & Director of the General. Washington, DC	Jane Smith Pediatric Dentist Genal Pedatica Sitre Highers Crowdly	An oper challer i part wolfig with didne with coper- denied defait, Tiller to use ny experience is sense connection that don't have sched to the land decisi picodoces and applycest.	Weatington, DC withguistable Volume 1, 201,000,000 Weatington 201,000 Weatington 201,0000 Weatington 201,000
onem ipsum dolor sit amer, consecterur adipiscing elit. Integer non cursus metus. Naurc facilisis uma dolor, at Isipat filis matis non. Elium moliis tonor a ligula unicula, non diprissim teliku tristigue. Norbi ut eletihed Isik Aliguen fimeratum sam vej pouven lisiendi, Eliu el Egide dolor. Suppendisse digrissim puru dolor, ut Initua Risero distum vitae. Phesellus ligula tonor, verlus vitae nunc quis, consecterur eletifend metus. Donec frigilia moncus erar, ut tempus tontor omare a.	Experience reduct: certils	[92]	State Licensure veginia working
Samuel Chianoulotos Cosmeto Duntast Washingan, DC	Washington, DC May 2011 - Preset Do what provines, and from what pro- pleasest and conditional basis eccomplications and conditions with of their descriptions.	(a substitution of the state of the part of the state of	
onem ipsum dalar sit amac, consectetur adiplacing elit. Inseger non cursus metus. Nunc faciliais uma dolor, at Gigate fiels mattis non. Biam molits tontor a iguía whicula, non dignissim telau stistique. Morbi ut akelhend biz. Aliquam fermentum sem vel posuere blandit. Duis at ligula dolor. Sunpendisse dignissim purus dolor, ut ribusi Tebra dictum wise. Phasellus liguía lontor, unita vitan tura quia, consecteur telefind metar. Done	Denviss Missieksung Dental Cline: Jec 1986 - Keg Jimt		Preferences community rype Univer schedule: Full-time
JF Dacob Pinklasten Basterative and Implant Dentet	Dentita Civital Aucociates Sey 1967 - (sec 1968	47	Relocation saves and/or verticales
Washington, DC Intelligence of the service of the s	Education some sopkins university PhD 1 Pediate: Centery 1988 - 1987	V	Nota Patis Lana Attara Gerga Settaly Attaras Haki Lastena Gelania Iska Mana Galaki Bhuk Mana Cataki Bhuk Magada Cataki Bhuk Magada
Inglis rhoncu ever, ut tempus tortor omere a. Severity Matheson Pediatric Dentist	Alter conjunt of volume a volume to galarted turne (an cade to tell) case weekern search univer Dariany,	dag in the set of the	Languages english. spanish
meanington, OC wearington, OC one distribution of the second s	1449-1160		Current BHW Program

Figure 10 Candidate search

Opportunities

One of the primary benefits of the Site POC Portal is that it allows Site POCs to create and manage job opportunities at a site that you are affiliated with.

The ability to create and manage job opportunities depends on the roles and responsibilities identified as part of your Program Portal Profile. For more information on POC roles and responsibilities, reference <u>Appendix A: Site POC Roles and Responsibilities</u> of this user guide.

Creating Job and Training Opportunities

To create or advertise a new job or training position, select the **CREATE NEW OPPORTUNITY** button on the left-hand menu. When editing or creating a job or training position, you will be required to provide supporting information about the opportunity such as the position description, location, work schedule, qualifications, salary, benefits, and relevant dates.

The posting start and expiration dates will determine the timeframe when the position will be visible on the <u>Health Workforce Connector</u>.

opportunity type	Details		
Work Schedule* (e.g. Full-Time or	All Tarris, and impaired and endors	And as aphronal.	
work schedule (e.g., run-rine of	diagnorhamity Tages	Wark behaviors	
Part-Time)	Property and	Resides instances	
Discipline*	factors a final picture	Event 1 Synchrody	
Specialty	 All inclusion include 	and a	
specially	Debut the Location	and to	
Site Location*	Description		
lob Description*	B Z B Feelow		
	and description to price pile	plan ka na uppani ing pili an kanang la 96. Yai ing yan pani pili na mang pik na uppani a saka a ray ma kan ka Jalah na uppani.	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
Posting Start Date≁			
Posting Expiration Date* (Expires	Dates		
100 drug offer the start date)	Pauling Bart Bata	Persing Exploration Bate Projected Him Bate institute Projected Him Bate institute	
120 days after the start date)	Qualifications (op	optional)	
Projected Hire Date	a z a rectore		
Qualifications	Photo tribu pry mights	na synddiadaan fa wen egyndiadg angenn, ynan af asgodeann, de	
Qualifications			
Annual Salary Range			
Benefits	Name	Hariman	
benefics	1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (Watering in	
	Benefits (optional	uad)	
required fields denoted with an	 X - M. Free Source 	and the effect	
risk	Phase area ary hour to	We account of the support of the second state of t	
erisk			

Figure 11 Create an Opportunity

Managing Job and Training Opportunities

Select the **Manage Opportunities** tab to view, edit, close, or repost job openings for the site. Job openings for a site will be posted publicly on the <u>Health Workforce Connector</u>. Only POCs who indicate that they hire and/or recruit new employees for the organization can manage current job opportunities at their site.

The **Manage Opportunities** table displays a history of all positions posted for the site. This includes the entire list of open positions that are currently being advertised by the site. Additionally, the table also shows a list of all expiring, expired, and closed job opportunities at your site.

Site POCs are also able to view a comprehensive list of job seekers or students who have expressed interest in an advertised position on the <u>Health Workforce Connector</u>. Selecting the link under the **Candidates** column and then an applicant's name within the pop-up will redirect the user to the respective user profile containing their personal information and qualifications.

To sort the job opportunities by status or location, simply use the filter tool located at the top of the page.

1		nts of Co	ontact					Portals 🗸 🕞	Log Or	ut
	RH	M	anage Oppo	rtunitie	s			•	Create New Opport	tunity
	Rayna Halby		Filter							~
r.	Dashboard 🗸		Results per page		Status	Opportunity Type		Location		
E.	Home		25	~	3 Selected +	6 Selected	+	6 Selected	+	
A	Activities									
P	Requests		ID 1	TYPE	DISCIDUNE & SPECIALTY				STATUS 1	
N	Messages 🤓				Contilled Medical Assistants					
s	Search for Candidates			Job				04042023	Open	
c	Opportunities 🗸		Full-time		4		12/25/2022			
c	Create New Opportunity		JB-00125938	job	Nurse Practitioner		3 Locations	04/04/2023	Open	
	Manage Opportunities				Physician Assistant					
s	Sites 🗸		JB-00125940	Job	Registered Dental Hygienist		2 Locations	04/04/2023	Open	
N	My Sites		JB-00125939	jab	Physician, MD/DO	General Practice, Family Practice, Family Practice w/	2 Locations	04/04/2023	Open	
N	Manage Site POCs					OB, Internal Medicine				
c	Create New Site		JB-00125937	daj	Certified Dental Assistant		3 Locations	04/04/2023	Open	
1	Account v		D JB-00125936	jab	Registered Nurse		4 Locations	04/04/2023	Open	
A	Account Profile			jab	Licensed Clinical Social Worker Licensed or Certified Master's Le	evel Social Workers	3 Locations	04/03/2023	Open	

Figure 12 Manage Opportunities

Candidates			×
The list below shows the can	didates who are interested in this opportunity. Those with links have a published user profile.		
•	Mahmoud Mubarak Contello Cancia Modical Assistante E000 (005-000)	1 month	
•	Mahmoud Mubarak Centiled Clinical Modical Adstant 0001000-0000	1 month	
•	Mahmoud Mubarak Centelo Climical Modical Austrane (2001) 2004 2000	1 month	
•	Mahmoud Mubarak Contect Cenical Modical Adduare Dool 1005-0000	1 month	
Close			

Figure 13 Candidates

Edit an Opportunity

To edit a job opportunity, select the ID of the position and then click **EDIT** button. You will be redirected to the **Edit Opportunity** screen where you can modify the job opportunity details such as the: opportunity type, work schedule, discipline, specialty, work location, job description, posting start date, expiration date, hire date, qualifications, salary range, and any additional benefits. Select save to confirm your changes.

Repost an Opportunity

To repost a job opportunity, select the ID of the position and then select the **REPOST** button. You will be redirected to the **Create New Opportunity** page with the fields prepopulated with the job details you wish to repost. Feel free to make any additional modifications before selecting save

Close and Opportunity

To close an open opportunity, select the ID of the position, and then select the **CLOSE** button. Please provide a reason for closing the position when prompted, and select the save button to successfully close the position. The position will be closed immediately and will no longer appear on the Health Workforce Connector.

View Opportunity	×				
ID	JB-00083554				
Status	Open				
Opportunity Type	Job				
Work Schedule	Full-time				
Discipline	Dentist				
Specialty	General Practice, Geriatrics, Pediatrics				
Discipline 2	Nurse Practitioner				
Specialty 2	Adult, Family Practice, Geriatrics, Pediatrics, Psychiatry, Women's Health				
Location	Fort Belknap Service Unit - Fort Belknap Hospital (CAH)				
	+ Show More				
Posting Start Date	05/15/2018				
Posting Expiration Date	09/12/2018				
Description	fdsafdsa 🗸				
Edit	Close Repost Cancel				

Figure 14 View Opportunity

Sites

One of the primary functions of the BHW Program Portal for Site Points of Contact is to allow you, as a POC, to view information about your site and the various programs your site supports. This section outlines the functionality allowing you to view your site information.

My Sites Table

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Featured at the top of the Site POC Program Portal landing page, the **My Sites** table displays a listing of all the sites for which you are identified as a Site POC. Selecting **VIEW ALL SITES** will open a larger view of the sites within your network.

HRSA Site Point	s of Contact				Portals 🗸	Logout
SS	Home					
Sandy Smith	My Sites The Site POC Portal allows you to comp	lete important program activities	. Select a site to view the S	iite Dashboard.		
Dashboard 🗸	SITE NAME Th	ADDRESS 14	ACTIVE AFFILIATION	NHSC EXPIRATION	ALERTS 1	CONNECTIONS 1
Home Activities	Billings Area Indian Health Service Office	2900 4Th Ave N Billings, MT	Nurse Corps: Inactive NHSC: Inactive STAR: Inactive	12/31/2022	3 🛦	
Requests Messages 23	Blackfeet Nation - Southern Peigan Health Clinic	503 Popimi St Browning, MT	Nurse Corps: Inactive NHSC: Active STAR: Active	Not Available	2 🛕	
Search for Candidates	Blackfeet Service Unit - Blackfeet Community Health Station	760 Hospital Cir Browning, MT	Nurse Corps: Active NHSC: Active STAR: Active	12/31/2023	0	
Opportunities 🗸	Blackfeet Service Unit - Blackfeet Community Hospital	760 Hospital Cir Browning, MT	Nurse Corps: Active NHSC: Active STAR: Active	Not Available	0	
Manage Opportunities	Blackfeet Service Unit - Heart Butte Health Station	81 Disneyland Rd Heart Butte, MT	Nurse Corps: Active NHSC: Active STAR: Active	Not Available	0	
Sites 🗸	Crow Service Unit - Crow / Northern Cheyenne Health Station (Outpatient Clinic)	1010 S 7650 E Crow Agency, MT	Nurse Corps: Active NHSC: Active	Not Available	0	
Manage Site POCs			SIAR. ALIVE			·
Create New Site						View All Sites

Figure 15 My Sites table

The **My Sites** table displays the following information about each of your sites:

- Site Name: The name of the site recorded by the BHW
- Address: The physical address of the site recorded by the BHW
- Active Affiliation: Displays the BHW programs for which the respective site actively supports
- NHSC Expiration Date: Displays the date of NHSC Expiration if applicable.
 - Alerts: Displays the urgent actions required of the site
 - o Adding Points of Contact to the site profile
 - o Managing expiring job positions
 - O Recertifying a site's program affiliation

Create New Site

To see and manage additional sites, they must first be created in the BHW Program Portal. Below are the steps to create a new site:

- 1. Click on **CREATE NEW SITE** in the left-navigation menu
 - o This option is only available to Site POCs with the **Administrator** role.

Sites	~
My Sites	
Manage Site POCs	
Create New Site	

Figure 16 Create New Site Left Nav location

- 2. Enter basic information about the site
 - a Enter the physical address of the site
 - Address Line 1 must be the street address of the site, such as "101 Main St").
 - Address Line 2 may include a suite, floor, office, or other additional information.
 - The physical address of the site will assist in identifying eligible HPSAs for that area.

1. Location Deta	ils	2. Confirm Details	3. Similar Site(s) Found	4. POC Information
ocation Deta	ils			
Il fields are required un	ess noted as optional.			
Address Informa	ition			
Location Name			Also Known As (Optional)	
Enter the site name for t	his location		Enter an alias name for this location	
Address Line 1				
Enter the address for thi	s location			
Address Line 2 (Optiona	al)			
City	Stat	e/Territory	ZIP Code	
-			Enter 700 Conta	

Figure 17 Create New Site - Address

- b Enter a Mailing Address if it is different than the site's physical address, such as a PO Box.
- c Enter contact information.
- d Provide any unique identifiers that applicable.
 - These will assist in identifying eligible HPSAs.

 Same as Location Address 			
Contact Information			
Website		Email Address	
Enter the website for this location		Enter the email address for this lo	cation
Dhono Numbor	Ext. (Optional)	Fax Number (Optional)	
Phone Number			
Enter the phone number Site Unique Identifiers		Enter the fax number	
Enter the phone number Site Unique Identifiers DUNS # (Optional)	BHCMIS ID 😵 (Optional)	Enter the fax number	ASUFAC 😧 (Optional)
Enter the phone number Site Unique Identifiers DUNS # (Optional) Input Here	BHCMIS ID 🔮 (Optional)	Enter the fax number CCN ② (Optional) Input Here	ASUFAC 😧 (Optional)
Enter the phone number Site Unique Identifiers DUNS # (Optional) Input Here DUNS # must be 9 digits	BHCMIS ID @ (Optional) Input Here BHCMIS ID is typically less than 24 characters	Enter the fax number CCN @ (Optional) Input Here CCN is typically 6-10 characters	ASUFAC 😧 (Optional)
Enter the phone number Site Unique Identifiers DUNS # (Optional) Input Here DUNS # must be 9 digits BPHC (Optional)	BHCMIS ID ? (Optional) Input Here BHCMIS ID is typically less than 24 characters	Enter the fax number CCN @ (Optional) Input Here CCN is typically 6-10 characters	ASUFAC 😧 (Optional)
Enter the phone number Site Unique Identifiers DUNS # (Optional) Input Here DUNS # must be 9 digits BPHC (Optional) Input Here	BHCMIS ID 😧 (Optional) Input Here BHCMIS ID is typically less than 24 characters	Enter the fax number CCN @ (Optional) Input Here CCN is typically 6-10 characters	ASUFAC @ (Optional)

Figure 18 Create New Site - additional site information

- e Click **CONTINUE** once the necessary information has been provided.
- 3. Confirm the accuracy of the information you provided.
 - Go back to the **Location Details** page to correct any errors.
 - If the map pin location is not correct, you have an opportunity to explain why when seeking site participation in a program.
- 4. Review the list of similar sites to ensure that you are not creating a duplicate site record.
 - Similar sites may be geographically nearby, may have a similar site name in the same state, or may share the same site identifier (such as BPHC ID).
 - If your site is listed, select it in the table to learn more about becoming affiliated with that site, rather than creating a new one.
 - If you site is not listed, select **Site Is Not Listed** in the table and click **CONTINUE**.

Similar Site(s) Found

We have identified one or more sites that are similar to the site information you have entered. Please review the list of sites below to ensure you are not creating a duplicate site.

To view additional information on the location, click on the site name. If one of the sites in the list is your site, please select the radio button next to it; if not, select "site is not listed" and continue.

SELECT	LOCATION NAME *	ADDRESS \$	PROGRAM STATUS
\bigcirc	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	Site Is Not Listed		

Figure 19 Create New Site - similar sites found

- 5. Add any additional POCs that should be affiliated with the new site.
 - Only existing Site POC can be added during this step. To invite a new Site POC, first create the new site and then use the **Manage Site POCs** interface to add a new POC.
- 6. Click Create Site when done. You will be directed to the **Site Dashboard** of the new site.

Viewing the Site Dashboard

To view additional information about a specific site or perform self-service activities, select the site's name from the **My Sites** table. You will be redirected to the respective site's dashboard which displays a summary of information pertaining to the site and also provides access to various levels of self-service functions such as:

- Managing your Site Profile
- Creating Job Opportunities
- Viewing your Clinician Roster
- Managing Site Points of Contact

- Completing Activities, Requests, and Site Visits
- Submitting Program Portal Inquiries

ite Dashboard		
ACTS OusPasion: • 40724 Value Variance, Langue, H. 108 Value Value Val	niguration HERA of P HCIA (3 M	Carab Camada Hafk 9 19may Car 9 19mad Dinkd Dinkd Dinkb 19 10 10
NHSC Bin Type Barlon Bid Shuddalar Dista Bin Charlidder Bin Bid Shuddalar Ned Analidder Ned Analidder Ned Analidder Ned Analidder	Nurse Corps Bie type Not Analalie Bingent New Corps	Salar Marine a Natar
STAR Bin Type Solutions the Showthe Facility Fights Yes	Podiatric Spo Bertge School Revel Date Bie Sole Type Bie Androide	claity so and an
	the product of the second s	Copportunities The Bar POC Pote of allows your is could all studies of any any operation of a studies all their data. The studies of the studies of the studies program strates and the support is studies. Manage Opportunities.
Requests mignores; mignores; we and s; can be a set of the set of	LACI LINASID y	Clinician Rossor The classes were belogging and the encounty holding, a service adjustes at your dis Classics with an end part of the HEC or Neuro Caps will not be down from. Here Classes Bear
	Ven Al Repetit.	Site POCs The following individuals have been identified as points of contact for this site. Enters Percepta
Sho Visits Pending Visits The Management and Annual		 Congrammana Anticocher Versichter Under Versichter Statistichter
10% ADA LANA Sucuriar apparezi		Organization/Network Namo The care of the part are identice to out part of any Organization/Network
Ask a Question Ask operation dead the NUTC or 1300 Ask operation dead the NUTC or 1300 Ask operation dead a participant at my star		

Figure 20 Site Dashboard

Create Site Profile Wizard

If you have not already created a site profile for your site, there will be a **CREATE SITE PROFILE** button located at the top of the site dashboard. Select this button to begin the creation process, and follow the step-by-step creation wizard to complete the process. After you have created your site profile, your site will be searchable within the <u>Health Workforce Connector</u>.

Create Connector Profile

Step1 Step 2	Step 3 Step 4 St	tep 5 Step 6 Step 7
Site Details		
All fields are required unless noted as optional.		
Hours of Operation	Facility Size 😗	Number of Patients Served Annually 😌
Input Here	Input Here	Input Here
Language Spoken by Patients	Services Provided	
Select all that apply.	Select all that apply.	•
Add Custom Language (Optional)	Add Custom Services Provided (Optional)	
Input Here	Add Input Here Add	

Step1	Step 2		Step 3	\rightarrow	Step 4	\rightarrow	Step 5	\rangle	Step 6	\rangle	Step 7	Ś
Site Contact Ir	formatior	n										
ill fields are required unless n	oted as optional.											
hone Number			Email Ad	dress			W	ebsite	(Optional)			
(123) 456-7890			hrsa@rr	hailinato	or.com		v	ww.hr	sa.gov			
ax Number (Optional)		DUNS#(Optiona	al)							
(0000) 3000-30000			input h	ere								

Figure 21 - Create Connector Profile

Managing Your Site Profile

Your site profile displays comprehensive information pertaining to your site such as specific site details, headlines & descriptions, contact information, social media links, site images and more. Your site profile information is also publicly available to users who search for jobs and sites on the <u>Health Workforce</u> <u>Connector</u>. In order to update your site's profile information, select the <u>MANAGE SITE PROFILE</u> button located at the top of the site dashboard.



Figure 22 Manage Site Profile

The various components of your site profile are outlined below:

- Site Headline and Description: Brief headline, description, and key highlights in relation to your site
- Site Details: Hours of Operation, Facility Size, Number of Patients Served, Languages Spoken, Services Provided
- Site Contact Information: Site Phone Number, Email Address, Website, Fax Number, DUNS Number
- **Training Opportunities**: Specify the types of training opportunities offered at the site. This content acts as a permanent placeholder for sites to advertise their training offerings, and will benefit both students & Grantee POCs alike.
- Additional Benefits and Services: Specify the additional benefits and/or services that your site provides
- Site Brochure: Attach a personalized marketing brochure to promote additional site information
- Social Media and Relevant Links: Include links to LinkedIn, Facebook, Twitter, YouTube or other webpages
- Site Images: Include multiple site images to display alongside your site's profile on the <u>HWC</u>

Note: After creating or updating a section of the site profile, it may take up to 12 hours for the system to reflect your changes.

Viewing the Clinician Roster

Select the VIEW CLINICIAN ROSTER to view a list of all BHW clinicians who are currently fulfilling a service obligation at your site. Clinicians who are not part of a BHW program will not be shown.

Clinician Roster	
SITE INFORMATION	
Basic Site Information	
BHW ID	868696
Site Name Billings Area Indian Health Service Office	
Address Billings Area Office 2900 4th Avenue North Billings, MT 59101	
Highest HPSA Scores	
NHSC	
Highest Dental HPSA Score Highest Mental Health HPSA Score	N/A N/A
NURSE Corps	
Highest HPSA Score	N/A
ROSTER	
The clinician roster lists all NHSC and NURSE (of the NHSC or NURSE Corps will not be shown	Corps clinicians who are currently fulfilling their service obligation at your site. Clinicians which are not part h here.
This site has no clinicians in service.	

Figure 23 Clinician Roster

The clinician roster lists the following information about each clinician in service at your site:

- Name
- Discipline
- Specialty
- Program
- Work Schedule (i.e., Full-Time or Part-Time)
- Start Date
- Obligation End Date the date by which their program service obligation will be fulfilled

Note: If your site does not currently have any clinicians in service, a message display stating that the site has no clinicians in service

Site Visits

The **SITE VISITS** link to view pending and past site visits for the site.

MySites > Site Dashboard Site Dashboard						
	ACTS OutPatier	nt			Create C	onnector Profile
	4612 N 56th Street, Ta	mpa, FL 3361	10			
	Location ID	Rural Des	ilgnation	HPSA 🕖	•	• · · · · · · · ·
	50003633	NOTING	ai	Primary Care	Dental	Mental Health
				MCTA 🔮		
				12 MCTA		
NHSC			Nurse C	orps		
Site Type	Status		Site Type		Status	
Not Available	Inactive 🛃		Not Available	e	Not Requested	ø
Site Classification	Expiration Date		Request Nur	se Corps Status		
Not Available	Not Available					
Start a NHSC Site App						
STAR			Pediatri	c Specialty ø		
Site Type	Status		Site Type		Status	
Substance Use Disorder Facility	Active 🕐		School-Base	d Clinic	Active 😵	
Eligible			Site Sub-Type	,	Eligible	
Yes			Not Available	e	Yes	

Activities	Opportunities
$\label{eq:activity type} \begin{array}{c} \uparrow_{j} & \text{site name } \uparrow_{j} & \text{sitatus } \uparrow_{j} & \text{last updated } _{ \mathcal{V} } & \text{due date } \uparrow_{j} \end{array}$	The Site POC Portal allows you to create and manage opportunities at your affiliated sites.
You do not currently have any open activities.	Create New Opportunity You may only create opportunities at sites with an active program affiliation and with completed site profiles.
View All Activities	Manage Opportunities
Requests	Clinician Roster
REQUEST ID 1] REQUEST TYPE 1] SITE NAME 1] STATUS 1] LAST UPDATED [//	are currently fulfilling a service obligation at your site. Clinicians who are not part of the NHSC or Nurse Corps will not be shown here.
You do not currently have any open requests.	View Clinician Roster
View All Requests	Site POCs The following individuals have been
View All Requests Site Visits Pending Visits TYPE SCHEDULED DATE STATUS You do not currently have any pending site visits scheduled.	Site POCs The following individuals have been identified as points of contact for this site. Robert Pereyra \subseteq (000) 000-0000 \cong 7FE3DDD701596C6CD3@EXAMPLE.com Beth Sanders \subseteq (000) 000-0000 \cong F36829DAEB063BE6CD@EXAMPLE.com Raquel Test Pearce \subseteq (000) 000-0000 \cong DD721ESAVA209BA64A@EXAMPLE.com
Past Visits	Manage Site POCs
TYPE DATE STATUS	Organization/Network Name
You do not have any past visits.	The current site you are viewing is not part of any Organization/Network
Ask a Question Ask a question about the NHSC or STAR	The current site you are viewing is not part of any Organization/Network

Figure 24- Site Dashboard Site Visits

Issues Identified Flow

When a site visit has issues identified, analyst will send to Site POC for updates.

Site Administrator can click NHSC Routine hyperlink under pending site visits (in Site Dashboard) to open edit version.

Any other POCs can open to view.

ТҮРЕ	SCHEDULED DATE	STATUS
NHSC Routine	01/06/2023 12:00 AM	Issues Identified – Pending POC Review
ast Visits		
Past Visits	DATE	STATUS

Figure 25- Site Dashboard Pending Site Visit

Health Workforce Site Point:	s of Contact			Portals v RP Log Out
DD	Site Visit Rep	ort		
	Location Name	Location ID	Analyst	Site Visit Type
	Test New Site	6899836177	Vilma Pearce	NHSC Routine
Raquel Test Pearce	Setting	Site Visit Date	Site Visit Status	
Site Information 🗸 🗸	Virtual	01/06/2023 12:00 AM	Issues Identified – Pending POC Review	
Site Details				
POCs & HPSAs Participants & Site Network	Site Details	g site details to confirm all information is	accurate and unito date. Make any needed	corrections or undates in the site
	BMISS record. Capture rel	ated notes in the comments box below.	accurate and up to date. Make any needed	corrections of updates in the site
Service Requests				
Service Requests	(i) Information Site info	rmation displayed below are current and ma	y have been updated since this Site Visit Repo	rt was completed
Service Requests Connector Profile Services & Staffing	① Information Site info	rmation displayed below are current and ma	y have been updated since this Site Visit Repo	rt was completed
Service Requests Connector Profile Services & Staffing Payments & Insurance	 Information Site info Caution There have I page. 	rmation displayed below are current and ma	y have been updated since this Site Visit Repo is required by 02/25/2023. To review the issue	rt was completed s go to the <u>Site Agreement Review</u>
Service Requests Connector Profile Services & Staffing Payments & Insurance Behavioral Health	 Information Site info Caution There have I page. Message sent by BHW Ar 	rmation displayed below are current and ma been issues identified for this site. A response	y have been updated since this Site Visit Repo	rt was completed s go to the <u>Site Agreement Review</u>

Figure 26 - Site Visits Issues Identified

Site POC can view information entered by Analyst and upload documents.

DD		Site Visit Repor	t		
RP		Location Name	Location ID	Analyst	Site Visit Type
Requel Test Reserve		Test New Site	6899836177	Vilma Pearce	NHSC Routine
Raquel lest rearce		Setting	Site Visit Date	Site Visit Status	
Site Information	×	Virtual	01/06/2023 12:00 AM	Review	
Site Details	_				
POCs & HPSAs		Documents			
Participants & Site Network		Upload Documents			
Service Requests		Please upload any documents	related to the issues identified with yo	ur site visit	
Connector Profile		✓ Success Document adde	d successfully		
Services & Staffing					
Payments & Insurance					
Behavioral Health					
Telehealth			() Selo	ct or Drop Hie Here	
Visit Completion	~				
Who Performed Visit					
Visit Report	~				
Site Agreement Review		Documents Added			
Upload Documents			DATE UPLOADED	COMMENT	ACTION
Resubmission	~	emptyzłocz	01/26/2023; 11:14:49	list	× Remove
Resubmit					
		Documents Uploaded	by Analyst During Review		
		FILE NAME †]	DATE UPLOADED (7		COMMENT
		Create DOW NCSP.pdf	01/26/2023; 09:42:13		Document uploaded by analyst
			< Back	Save And Continue	

Figure 27- Site Visits Issues Identified Upload Documents

Site POC is required to respond to Issues Identified in Site Agreement tab.

Then, navigate to resubmit tab to send back to analyst.

Raquel Test Pearce Site information Site Details	Setting Site Visit Date Site Visit Status Virtual 01/06/2023 12:00 AM Issues Identified – Pending POC Review
POCs & HPSAs Participants & Site Network Service Requests	Resubmit A caution The following pages are missing information. Please review to make sure this was intentional
Connector Profile Services & Staffing Payments & Insurance Behavioral Health Toidhealth	Services & Staffing Complete all required fields. Payments & Insurance Complete all required fields. Payments & Insurance Provide all required payment and insurance documentation.
Visit Completion 🗸	Site Agreement Review Reply to all agreements for which issues were identified. National Health Service Corps (NHSC) approved sites must meet all requirements at the time of a site visit and must continue to meet the
Visit Report Visite Agreement Review	requirements in order to maintain status as an NHSC approved site. Please thoroughly review the NHSC Site Agreement tab to ensure your site agrees to maintain compliance with all listed requirements before resubmitting.
Upload Documents Resubmission	C Back Submit
Resubmit	

Figure 28 - Site Visit Issues Identified Resubmit

If no action taken, task is sent back to analyst in 30 days.

Promotional site visits can be conducted for any site while NHSC Routine site visits apply only to NHSC approved sites and are conducted on a regular basis to ensure compliance with NHSC rules and regulation. For more information about visits, please see the <u>NHSC Site Reference Guide</u>.

Managing Site Points of Contact

Select the MANAGE SITE POCS tab to edit, add, or remove points of contact from your site. Selecting the tab will take you to a page that displays a holistic table of all the points of contact associated with your site's network, as well as, their active roles, site affiliation, program affiliation, contact information, and portal account status.
anage Sit	e POCs					
NAME A	ROLES 🜩	SITE AFFILIATION \$	PROGRAM AFFILIATION \$	EMAIL 🗢	STATUS 🗢	LAST LOGI
Susan Swanz (Me)	Administrat	15 Sites	NHSC, NURSE Corps	5757367F28B697023D@EXAMPLE.com	Active	05/15/2018
Andrew Delgado	Administrat	4 Sites	NHSC	7D4D16E18B0B31142E@EXAMPLE.com	Active	01/26/2018
Crystal Colliflower	Administrat	18 Sites	NHSC, NURSE Corps	232367DE06C0788499@EXAMPLE.com	Active	12/28/2017
Darren Crowe	Administrat	4 Sites	NHSC, NURSE Corps	EC3434EBDE6B4A42D1@EXAMPLE.com	Active	04/23/2018
Edson Jefferson	Personnel V	4 Sites	NHSC	728C9CA4D401776BC9@EXAMPLE.com	Active	04/18/2018
Gregory Smith	Recruiter	3 Sites	NHSC	7C21FB7C0CD3C256CC@EXAMPLE.com	Active	N/A
Jacquelyn James	Administrat	3 Sites	NHSC, NURSE Corps	B71DE2FB4FBD2A2300@EXAMPLE.com	Active	04/24/2018
Jolynn Davis	Administrat	1 Sites	NHSC, NURSE Corps	D297B699BF5E5E0C28@EXAMPLE.com	Active	04/24/2018
Joseph Dunn	Personnel V	4 Sites	NHSC, NURSE Corps	AC12ADB425B0B61C31@EXAMPLE.com	Active	04/16/2018
Julie Bemer	Administrat	2 Sites	NHSC, NURSE Corps	9B97AB50F6BAF88A19@EXAMPLE.com	Inactive	01/07/2013

Figure 29 Manage Site Points of Contact

The point of contact table displays the following information about the site's points of contact:

- Name of the Site POC
- Roles
 - More information on POC roles and responsibilities can be found in <u>Appendix A: Site</u> <u>POC Roles and Responsibilities</u>. These roles refer to the types of POCs the BHW is interested in at each site
- Site Affiliation
- Program Affiliation
- Email Address
- Account Status
 - Active An active POC has created, activated and logged into their account within the last 12 months
 - o Inactive An inactive POC has created an account, but has not activated it or logged in
 - Idle An idle POC has created and activated an account, but has not logged in 12 or more months
 - 0 No Account A POC with "No Account" has never created a Program Portal account
- Last Login Date

Editing a POC | Account Information

Select the POC's name from the Site POC list to edit their account profile information. Modify any of the information displayed on the page and select the 'Save' button to successfully update the POC. Please note you cannot edit the work email of another POC, as this would modify their account settings and affect their ability to log into the portal.

Editing a POC | Roles and Responsibilities

To change the associated roles and responsibilities that are affiliated with a POC listed in the **Manage Site POCs** table, simply select the link in the roles column located next to the POC you wish to modify. Selecting the link will open a **Roles** pop-up window that allows you to multi-select various roles to tie to your point of contact. More information on POC roles and responsibilities can be found in <u>Appendix A:</u> <u>Site POC Roles and Responsibilities</u>.

Editing a POC | Program Affiliation

To change the program affiliation(s) that are tied to a respective POC listed in the Manage Site POCs table, simply select the link in the program affiliation column located next to the POC you wish to modify. Selecting the link will open a **Program Affiliation** pop-up window that allows you to multi-select from the available programs (e.g., NHSC, Nurse Corps) that you can tie to a POCs portal account.

account Profile				
Details			Roles	×
Ab Netils are required unless solited as sploral				
Personal Information			Please select all roles which this user has access to.	
First Name	Lest Name			
Susan	Swaniz		 Administrator 	
Job Category			Personnel Verifier	
Job Category	Specific Job Tide			
Human Resources/Decisionere	· Health Professions Recruiter		Recruiter	
Contact Information	Primary Work Phone	Extension (uprison)	Save Cancel	
57573677288977520299244953.689	8001009-0000			
Secondary Work Phone (cotional)	Extension (aptional)	Work File (updoriet)		
0000 000 0000	3000	80003 000 0000		_
Work Lecation			Program Affiliation	×
Company Name			Please select all programs for which this user is affiliated	d.
Indian Health Service				
Address Line 1			MHSC NHSC	
121.Wywhere St			✓ NURSE Corps	
Address Line 2 (Optional)				
Pipun Hara				
City	State	29	Save Cancel	
Anytown	Montana	* 5907		

Figure 30 Managing a POC

Note: POCs may not be tied to STAR LRP via Program Affiliation at this time.

Adding a POC

There are 2 methods available to adding a POC to your site's network. The first method is to add the POC through the Site POC database if he/she already has an existing portal account. If the POC does not have a portal account, the other method is to invite him/her to register for an account and join the portal. Each method is outlined below.

Adding a POC from the Database

The first method is adding a POC from the database if he/she is already in the system (i.e., they have an existing program portal account). To search for and add a POC from the database, please follow the steps provided:

- 1. Select the SEARCH DATABASE button located at the bottom of the Manage Site POCs table
- 2. Provide information in at least one of the following fields:
 - o POC First Name
 - o POC Last Name
 - o POC Primary Email
- 3. If you find the POC you are searching for, simply select the Assign POC link
- 4. Complete the informational fields and SAVE your changes
- 5. The new POC will now be listed in the Manage Site POCs table

Inviting a New POC to Join the Program Portal

The final method of adding a POC is to manually invite the new POC to join your site's network. To initiate the invitation process, please follow the steps provided:

- 1. Select the ADD NEW POC button located at the bottom of the Manage Site POCs table
- 2. Complete the POCs information in the field provided in the Add New POC pop-up window
 - o First & Last Name
 - o Email Address
 - o Site Affiliation(s)
 - o Program Affiliation(s)
 - o Role(s)
- 3. Select SEND INVITE
- 4. An email invitation will be sent to the invitee, and he/she will have 7 days to join the portal before the invitation expires. Once he/she has received the invitation and completed the registration process, the new POC will be listed in the **Manage Site POCs** table

Removing a POC

To remove a POC from a site's network, you will first need to remove all of the sites that he/she is directly affiliated with. To do this, simply select the link under the site affiliation column with respect to the POC that you wish to remove. Selecting the link will prompt a 'Site Affiliation' pop-up which displays a full list of site(s) that the POC is directly associated with. To completely remove the POC from the site, please follow the steps provided:

- 1. Manually delete each of the sites listed on the right-hand column
- 2. Once you have removed each of the sites listed, select SAVE
- 3. You will be prompted with by a pop-up window, select REMOVE POC
- 4. Now you have officially removed the POC completely from the site, and he/she will no longer reappear on the **Manage Site POCs** table.

esse select all sit	es for which this user is affiliated.				
Search Locat	don: Search location here	0			
Select A	AII			Selected	3 of 18
Billings An	ea Ihs - Flathead Tribal He	alth (Contract Health Services) HPSA Scores	Î 🗖	Crow Service Unit - Crow / Northern Cheyenne Hospital (Cah)	×
	St. Ignatius, MT	0 Primary Care Dental Mental Health		Crow Service Unit - Lodge Grass Health Clinic	×
Billings An	ea Ihs - Rocky Boy Tribal H	ealth (Contracted Services)		Crow Service Unit - Pryor Health Station	×
*	Box 664 Box Elder, MT	HPSA Scores:			

Remove POC		×
Are you sure you would lik user? The user will no long POCs dashboard, and will functionality. However, yo conducting a search throu	æ to remove all site affilia ger be displayed on your l be unable to access site u can add the user back a ugh the Search Database	tions for this Manage Site specific at any time by page.
Remove POC	Cancel]

Figure 31 Remove a POC

NHSC Site Applications and Recertifications

NHSC Site Applications

If you are interested in your site being an approved NHSC site, submit an NHSC Site Application. Visit the <u>NHSC website</u> for more information about becoming an NHSC approved site. Please be aware that the NHSC Site Application operates on an annual cycle and may not currently be open. Please check the NHSC website for the most accurate cycle dates.

Before you begin the online application, carefully review the <u>NHSC Site Reference Guide</u>, and the NHSC Site Agreement (appendix A of the NHSC Site Reference Guide) to ensure your site meets all eligibility and program requirements. Sites must meet all requirements listed in the NHSC Site Agreement at the time of application and must continue to meet the requirements in order to maintain status as an NHSC-approved site.

If you are applying on behalf of multiple clinical service site locations, each site location must submit a separate application and independently meet the same eligibility criteria to be approved by the NHSC and to be eligible for obligated clinicians to receive service credit for time spent at that clinical service site location. Please note that approval of a main/administrative site does not indicate approval for affiliated satellite sites in the same network.

If you have questions about the general application process or program requirements, contact your <u>State Primary Care Office</u>. For technical issues in completing the application contact the NHSC Call Center at 1-800-221-9393 or <u>Contact the Division of Regional Operations (DRO) State Lead</u>.

Auto-Approved Site Types

Certain types of sites are categorized as "auto-approved" and have a streamlined process to become NHSC approved. Refer to the <u>NHSC Site Reference Guide</u> for additional information about site types.

Eligible auto-approved NHSC sites may submit an application to the NHSC at any point in the year and are not required to submit an application during the NHSC Site Application cycles, nor are they required to submit a Recertification Application every three years.

NHSC Site Applications Outside of the Cycle

In special circumstances, the Division of Regional Operations can enable the NHSC Site Application when the cycle is not open, specifically for sites that are not auto-approved. To request authorization to complete an off-cycle Site Application, <u>contact the Division of Regional Operations (DRO) State Lead</u>.

NHSC Recertifications

For most sites, an approved NHSC Site Application or Recertification is good for three years from the date of its approval. At the end of three years, your site's approval with NSHC will expire and your site will no longer be able to support NHSC programs. To prevent this from happening, submit a NHSC Site Recertification prior to your site's expiration.

Only POCs who have indicated that they own, oversee, or manage a significant portion of their organization and have the ability to answer questions about organization policies and operating procedures can submit a site application or recertification.

Site Application Process for Auto-Approved Site Types

Navigating to the Site Dashboard to start

NHSC Site Applications are submitted through the Site POC portal.

Once the Site POC is logged in, navigate to the My Sites tab and select the site for which you are applying.

HRSA Site	Points	of Contact			Portal	s 🗸 🕞 RP	Log Out
RP		My Sites					
Raquel Pearce		The Site POC Portal allows yo	u to complete important program activities. Sele	ect a site to view the Site	Dashboard.		
Dashboard	~	SITE NAME The	ADDRESS †↓	ACTIVE AFFILIATION ↑↓	NHSC EXPIRATION DATE ↑↓	ALERTS ↑↓	CONNECTIONS $\uparrow\downarrow$
Home		User Guide Site	123 Everywhere St Minneapolis, MN	Nurse Corps: Not Available	Not Available		0
Activities				STAR: Not Available			
Requests							
Messages							
Search for Candidates							
Opportunities	~						
Create New Opportunity							
Manage Opportunities							
Sites	~						
My Sites							
Manage Site POCs							

Figure 32 NHSC Site Application -- My Sites

The Site Dashboard banner will show the NHSC program information and a "Start a NHSC Site Application" button will populate. Click the button to start the application.

RP	MySites > Site Dashboard						
Raquel Test Pearce		ACTS OutPat	ient			Create C	onnector Profile
Dashboard 🗸		4612 N 56th Street	t, Tampa, FL 3361	0			
Home		Location ID	Rural Desi	gnation	HPSA 💞		
Activities		9060585835	Non-Rura	1	Primary Care	O Dental	😈 Mental Health
Requests					мста 👩		
Messages 🚳					12 MCTA		
Search for Candidates							
Opportunities 🗸							
Create New Opportunity	NHSC			Nurse C	orps		
Manage Opportunities	Site Type	Status		Site Type		Status	
	Not Available	Inactive 🕐		Not Availabl	le	Not Requested	ø
Sites 🗸	Site Classification	Expiration Date		Request Nur	rse Corps Status		
My Sites	Not Pwallable	Not Available					
Manage Site POCs	Start a NHSC Site App						
Create New Site							
Account 🗸	STAR			Pediatri	ic Specialty 🛛		
Account Profile	Site Type	Status		Site Type		Status	
	Substance Use Disorder Facility	Active 🕐		School-Base	ed Clinic	Active 🧭	
Account Settings				and a large		Chathle.	

Figure 33 NHSC Site Application -- Start

Instructions and Check NHSC Eligibility

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The first pages of the NHSC Site Application are the instructions and pre-screening page. Please read all the instructions prior to continuing with the site application. When you are ready to proceed, select the **Type of Site** you are applying for from the dropdown provided. Based on your selection, you may be asked to select a site **Subtype** as well. Please select the closest match to the site for which you are applying. Certain site types may need to provide additional information.

Auto-approved site types can begin a Site Application regardless of the Site Application period.

All fields are required unless noted as opti	ional.		
Type of Site		Site Classification (Optional)	
Select Type	~	Select Type	~

Figure 34 NHSC Site Application – Type of Site

If your site is eligible to continue, you will be presented with the **Confirm Site Details** page of the application. *Note: Eligibility to complete an application does not equate to NHSC approval.*

Confirm Site Details

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Review the site's current address(es), contact information, and unique identifiers to ensure accuracy. After ensuring that the site's physical address is correct, review the location of the **map pin** in the map inset. If the pin location is correct for your site, select **Yes**. If it does not accurately reflect your site's physical location, select **No** and provide an explanation with details about where your site is physically located, including the correct Latitude and Longitude if available.

To make changes, please click on the EDIT icon in the top right corner and make the necessary changes. Once complete please select SAVE AND CONTINUE.

Note: If the site is co-located in a building with other clinics, please ensure there is a suite or floor number to specify the location of the site.

Confirm Site Det	tails				🖌 Edit
Please review the following sit complete please select Save a	te details to ensure accurac and Continue.	y. To make changes, please c	lick on the edit icon in the top rig	t corner and make the necessary chan	ges. Once
Note: If the site is co-located i	n a building with other clin	cs, please ensure there is a s	uite or floor number to specify t	he location of the site.	
Physical Address					
Name			Also Known As		
User Guide Site			Not Available		
Address Line 1 10000 Independence Ave					
Address Line 2 Not Available					
City	State/Territe	bry	ZIP Code		
Washington	District of Co	lumbia	20000		
Approximate Locat	ion	Standardized Address Independence Ave, Washington, DC 20003	Latitude 38.88751003	Longitude -76.97394185	
Independence Ave S.		Is the map pin location a	ccurate?		
hington Google	+ data ©2021 Google Terms of Use	() res	NO		

Figure 35 NHSC Site App/Recert – Confirm address and location

Check For Existing Sites

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

After confirming the site information, the system needs to ensure that the applying site is not a duplicate of a site that already exists in the BHW Management Information System Solution. The name, address, and certain unique identifiers provided will be run through the database to determine any exact or similar matches.

Review the list of sites to ensure you are not applying using a duplicate site.

plicate site. view additiona	l information on the location, click on the site name. If (one of the sites in the list is your site, please seld	ect the radio button next to it; if not, select "site is
: listed" and co SELECT	LOCATION NAME *	ADDRESS \$	PROGRAM STATUS
\bigcirc	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested

Figure 36 NHSC Site App/Recert – Similar sites found

Click on the site name to view the site's profile on the Health Workforce Connector. Select a site's row in the table for information about how to become affiliated with the site.

Also Known As	Physical Address	NHSC	Nurse Corps	HPSA Scores
	Washington, DC 20003	Active	Active	18 Primary Care
				N/A Dental
				Mental Health
e you have been added as or the site information is in	a POC at this site, the site will appear in your correct, please contact your BHW Division of	"My Sites" list on the portal h Regional Operations (DRO) s	nomepage. If you are unable to i state lead. EMAIL	reach any of the listed POCs at
NAME	BUONE NUMBER		EMAIL	
	PHONE NUMBER (000) 000-0000		AF34F3A224AD4C331	6@EXAMPLE.com

Figure 37 NHSC Site App/Recert – Existing site selected

If one of the sites in the list is your site, consider which site record should be used to apply to NHSC. If not, select **Site Is Not Listed** and then **SAVE AND CONTINUE**.

Services and Staffing

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

services and Staming		
ll fields are required unless noted as option	nal.	
Services Provided		
elect the type of comprehensive primary m	edical, mental/behavioral health and/or dental health care servic	es provided onsite by checking all that apply.
rimary Medical Care	Primary Mental/Behavioral Health Care	Primary Dental Care
General Primary Care	General Mental Health Care	General Dentistry
Family Medicine	General Substance Use Disorder Treatment	Pediatric Dentistry
General Internal Medicine	Medication Assisted Treatment (MAT) Program	
General Pediatrics	Opioid Treatment Program (OTP)	
Geriatrics		
Obstetrics/Gynecology		
Women's Health		

Figure 38 NHSC Site App/Recert – Services Provided

Continue by selecting **SAVE AND CONTINUE**.

Telehealth

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Please specify whether your site provides telehealth services at your site. Continue by selecting **SAVE AND CONTINUE**.

AU (2) 1 1	
All fields are required unle	is noted as optional.
Does your site utilize tele	health for the provision of comprehensive primary care (including medical, dental, or behavioral health)? 🥴
Yes	x v
If so, please specify whic	n one(s) from the following
Medical	
Dental	
Behavioral	
Pequired field	
If your site utilizes telehe	alth, is it a distant or an originating site? 🥝
Distant and Originating	x v
fyour site is a distant sit	which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit Enter Text Here	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit Enter Text Here If your site is an originati	e, which site serves as an originating site (i.e. name of site and address)?

Figure 39 NHSC Site App/Recert – Telehealth

Identify POCs

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The **Current Points of Contact** displays the Site POCs currently affiliated with the site. Any issues with the current POCs at your site can be addressed using the Manage POCs page, including the assignment of roles or invitation of new POCs.

The **Proposed Points of Contact**, if any are added, will have a request to become affiliated with the site sent only if the Site Application is approved.

The **Additional Information** text box can be used to pose questions or make requests to the NHSC program reviewer.

Note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Continue by selecting **SAVE AND CONTINUE**.

e expect each service	e site to provide a minimum of two	points of contact. At least one of	these contacts must serve as a "Recruiter". If app	proved as a site, the "Recruiter
I be listed on the He	alth Workforce Connector.			
ase note: You may	only edit information for a site poir	nt of contact after they have conf	rmed their association with your site.	
urrent Points	orContact			
NAME A	ROLES	PROGRAM AFFILIATION	EMAIL \$	STATUS \$
Ann Kruger	Administrator Personnel Verifier Recruiter	NHSC Nurse Corps	AF2BAD4A76E519509B@EXAMPLE.com	Active
pdate Site Po	ints of Contact			
pdate Site Po e the Manage Site Po	ints of Contact	o sites and to edit the Roles and l	Program Affiliations of your sites' POCs. Changes	made there will be immediate
pdate Site Po e the Manage Site Pi ille proposing a POC	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit	o sites and to edit the Roles and l te Application is approved by NHS	Program Affiliations of your sites' POCs. Changes C.	made there will be immediate
pdate Site Po e the Manage Site Pi ille proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact	o sites and to edit the Roles and l te Application is approved by NHS	Program Affiliations of your sites' POCs. Changes C.	made there will be immediate
pdate Site Po the the Manage Site Po hile proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact	o sites and to edit the Roles and I te Application is approved by NHS	Program Affiliations of your sites' POCs. Changes C.	made there will be immediate + Add PC
pdate Site Po e the Manage Site Pu ille proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG	o sites and to edit the Roles and l te Application is approved by NHS RAM AFFILIATION EMAIL \$	Program Affiliations of your sites' POCs. Changes IC. STATUS \$	made there will be immediate + Add PC ACTIONS
pdate Site Po e the Manage Site Pu nile proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG	o sites and to edit the Roles and I te Application is approved by NHS RAM AFFILIATION EMAIL \$ No Points of Contact Have	Program Affiliations of your sites' POCs. Changes CC. STATUS \$ Been Added Yet	made there will be immediate Add PC ACTIONS
pdate Site Po e the Manage Site Pi ille proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG	o sites and to edit the Roles and I te Application is approved by NHS RAM AFFILIATION EMAIL \$ No Points of Contact Have	Program Affiliations of your sites' POCs. Changes IC. STATUS \$ Been Added Yet	made there will be immediate + Add PC ACTIONS
pdate Site Po e the Manage Site Pi ille proposing a POC roposed Poin NAME *	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG on (Optional) restions, or requests you have about you	o sites and to edit the Roles and I te Application is approved by NHS RAM AFFILIATION EMAIL \$ No Points of Contact Have	Program Affiliations of your sites' POCs. Changes IC. STATUS \$ Been Added Yet	made there will be immediate Add PC ACTIONS

Figure 40 NHSC Site App/Recert – Identify POCs

Review HPSAs

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The **Identified HPSAs** table displays the HPSA designations that matched based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

You may optionally **Recommend Additional HPSAs** if you believe that the site is eligible for any HPSAs that are not identified above. To add a HPSA suggestion:

- 1. Use the <u>HPSA Find Tool</u> to location HPSAs for your site
- 2. Enter or copy the HPSA ID into the field provided
- 3. Select the ADD button to add the HPSA suggestion.

If you have questions about HPSAs, please contact your State Primary Care Office. Continue by selecting SAVE AND CONTINUE.

					tigar(a) (a a DOUNIC CON
SUFAC) provided in	the site details section of the ap	plication.	on and geocoded addre	iss and/or based on any unique iden	uner(s) (e.g., BCHMIS, CCN,
HPSA ID 🗢	HPSA NAME 🔺	AUTO-HPSA 🗢	SCORE \$	HPSA DISCIPLINE 🗢	STATUS \$
1116249808	Low Income-Brentwood	No	18	PRIMARY_CARE	Designated
Recommend	Additional HPSAs		at ware not identified a		hand on unified informatio
Recommend	Additional HPSAs d additional Health Professional 9 A Data Warehouse HPSA Find too	Shortage Area (HPSA) IDs th	at were not identified a for submission of the N	bove and are applicable to your site HSC Site Application. NHSC and Stat	based on verified informatio e Primary Care Office staff wi
Recommend	Additional HPSAs d additional Health Professional 9 A Data Warehouse HPSA Find too on and add all applicable HPSA ID will be denied. For additional assi	Shortage Area (HPSA) IDs th ol. This field is not required ys to the application during stance in identifying HPSA	at were not identified a for submission of the N the review process. If a Ds, contact your State P	bove and are applicable to your site HSC Site Application. NHSC and Stat HPSA does not exist for the physical rimary Care Office.	based on verified informatio e Primary Care Office staff wi location of the applying site,
Recommend fou may recommend ound using the HRS rerify this information he site application v Enter the HPSA ID	Additional HPSAs d additional Health Professional 9 A Data Warehouse HPSA Find too on and add all applicable HPSA ID vill be denied. For additional assi	Shortage Area (HPSA) IDs th ol. This field is not required os to the application during stance in identifying HPSA I	hat were not identified a for submission of the N the review process. If a Ds, contact your State P	bove and are applicable to your site HSC Site Application. NHSC and Stat HPSA does not exist for the physical rimary Care Office.	based on verified informatio e Primary Care Office staff wi location of the applying site,
ecommend ou may recommend und using the HRS rrify this informatic ie site application v	Additional HPSAs d additional Health Professional S A Data Warehouse HPSA Find too n and add all applicable HPSA ID vill be denied. For additional assi	Shortage Area (HPSA) IDs th ol. This field is not required Is to the application during stance in identifying HPSA I	at were not identified a for submission of the N the review process. If a Ds, contact your State P	bove and are applicable to your site HSC Site Application. NHSC and Stat HPSA does not exist for the physical rimary Care Office.	based on verified inform e Primary Care Office sta location of the applying s

Figure 41 NHSC Site App/Recert – HPSAs

Upload Documents

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Sites that are auto-approved do not have any documentation requirements.

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **Select or Drop File Here** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Continue by selecting **SAVE AND CONTINUE**.

Upload Documents
Please upload each of the below required documents for review as a part of your NHSC application.
Files may not be larger than 5MB (megabytes) and may only be of the following file formats: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx.
Allowable Documents
Policies on Patient Non-Discrimination
Proof of Access to Ancillary, Inpatient, or Specialty Care
Recruitment and Retention Plan
Substance Use Disorder (SUD) Documentation (if applicable)
Other Documentation Requested by NHSC or State Primary Care Officer
• Select or Drop File Here

Figure 42 NHSC Site App/Recert – Upload Documents

Review and Submit

For all steps in the NHSC Site Application, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The final step in the NSHC Site Application process asks you to review the **NHSC Site Agreement** in full. Please read through the agreement and select the boxes certifying the information in the application is correct and that you represent your site.

To complete the application, sign the application by entering your password in the space provided and select the **SUBMIT** button.

NHSC Site Agreement

National Health Service Corps (NHSC) approved sites must meet all requirements stated below at the time of application and must continue to meet the requirements in order to maintain status as an NHSC-approved site.

Please thoroughly review the NHSC Site Agreement to ensure your site agrees to maintain compliance with all listed requirements before certifying and signing the agreement.

This Agreement certifies that the site named on this application meets all NHSC requirements as outlined below, and I, User Guide am authorized to provide such certification for the above named site.

Figure 43 NHSC Site App/Recert – Site Agreement part one

to maintain status as an NHSC approved service	a site Lake varify that all the information given in this NUSC Site Application is accurate and complete to the best of
my knowledge and belief Lunderstand that it n	a site. I also verify that an the information given in this whise site Application is accurate and complete to the best of
knowledge and belief. Lunderstand that it may	he investigated and that any false statement herein may be punished as a felony under U.S. Code. Title 18. Section
21001 and subject me to civil penalties under the	be program Eraud Civil Remedies Act of 1986//5 CER 79) Lunderstand that submitting my request does not guarantee
its approval and that it requires review for com	interrogram hadd clvin kemedies Act of 1960(49 cf k 79). I understand that submitting my request does not guarantee
its approval, and that it requires review for com	phanee with my obligation and program policies.
I certify that I, User Guide, have express a	uthority to act on behalf of the organization as a designated official to provide such certification for the above named
site.	
site.	
site.	
ectronic Signature	
^{site.}	
site. lectronic Signature ter vour BHW Site Administrator's portal pa	issword to complete your
site. Iectronic Signature Iter your BHW Site Administrator's portal pa actronic signature.	assword to complete your
site. lectronic Signature hter your BHW Site Administrator's portal pa ectronic signature.	assword to complete your
site. lectronic Signature iter your BHW Site Administrator's portal pa actronic signature. put Here	issword to complete your
site. lectronic Signature iter your BHW Site Administrator's portal pa sectronic signature. put Here	assword to complete your
site. lectronic Signature Iter your BHW Site Administrator's portal pa actronic signature. put Here	issword to complete your

Figure 44 NHSC Site App/Recert – Site Agreement part two

Upon submission, you will be returned to the **Site Dashboard** with a confirmation banner. The submitted Site Application information can be found by clicking **VIEW NSHC SITE APP**.

Success The NHSC Site Application has been submitted.

Figure 45 NHSC Site App/Recert – Successful submission

Site Application and Recertification Process for All Other Site Types Navigating to the Site Dashboard to start

NHSC Site Applications/Recertifications are submitted through the Site POC portal.

Once the Site POC is logged in, navigate to the My Sites tab and select the site for which you are applying.

HRSA Site I	Points	of Contact			Portal	s v RP	Log Out
RP		My Sites	u to complete important program activities. Sele	ect a site to view the Site	Dashboard.		
Raquel Pearce	~	SITE NAME †	ADDRESS ↑↓	ACTIVE AFFILIATION ↑↓	NHSC EXPIRATION DATE ↑↓	ALERTS ↑↓	CONNECTIONS $\uparrow\downarrow$
Home		User Guide Site	123 Everywhere St Minneapolis, MN	Nurse Corps: Not Available NHSC: Inactive STAR: Not Available	Not Available		0
Requests							
Messages							
Search for Candidates							
Opportunities Create New Opportunity	~						
Manage Opportunities							
Sites	~						
My Sites							
Manage Site POCs							

Figure 46 NHSC Site App/Recert -- My Sites

The Site Dashboard banner will show the NHSC program information and a "Start a NHSC Site Application/Recertification" button will populate. Click the button to start the application.

RP	MySites > Site Dashboard					
Raquel Test Pearce		ACTS OutPat	ient		Create Co	nnector Profile
Dashboard		9 4612 N 56th Street	t, Tampa, FL 33610			
Home		Location ID	Rural Designation	HPSA 🤣		
Activities		9060585835	Non-Rural	Primary Care	Dental	17 Mental Health
Requests				MCTA 🕐		
Messages	_			12 MCTA		
Search for Candidates						
Opportunities						
Create New Opportunity	NHSC		Nurse	Corps		
Manage Opportunities	Site Type	Status	Site Type		Status	
0 11	Not Available	Inactive 🕐	Not Avail	able	Not Requested	ø
Sites	Site Classification	Expiration Date	Request !	Nurse Corps Status		
My Sites	Not Available	Not Available		-		
Manage Site POCs	Start a NHSC Site App					
Create New Site						
Account	, STAR		Pedia	tric Specialty 🛛		
Account Profile	Site Type	Status	Site Type		Status	
Account Soltings	Substance Use Disorder Facil	ily Active 🧭	School-Ba	ased Clinic	Active 🕜	
Account seconds	Eligible		Site Sub-1	Гуре	Eligible	
	Yes		Not Avail	able	Yes	

Figure 47 NHSC Site App/Recert – Site Dashboard Start

Instructions and Check NHSC Eligibility

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The first pages of the NHSC Site Application and Recertification are the instructions and pre-screening page. Please read all the instructions prior to continuing with the site application. When you are ready to proceed, select the **Type of Site** you are applying for from the dropdown provided. Based on your selection, you may be asked to select a site **Subtype** as well. Please select the closest match to the site for which you are applying. Certain site types may need to provide additional information.

As part of a Recertification, the Site Type and related information for the site will be pre-selected and can be updated.

Most sites must apply during the NHSC Site Application or Recertification cycle. See the NHSC website for information about the annual cycles. If the annual cycle is open, you will be presented with a list of NHSC Site Eligibility Questions. These seven "yes or no" questions will help to determine if your site's operating policies and procedures are in line with NHSC requirements. Please answer each of the questions honestly for you site.

l fields are required unless noted as c	optional.		
Type of Site		Site Classification (Optional)	
Select Type	~	Select Type	~

Figure 48 NHSC Site Application – Type of Site

Check Eliaibility	
All fields are required unless noted as op	rtional.
Type of Site	Site Subtype
Community Outpatient Facility	× V Non Hospital Affiliated × V
NUSC Site Eligibility Quest	tions
As an official representative of the apply reference the NHSC Site Reference Guide	ng site, please answer each of the following questions. For more information on NHSC member site eligibility requirements, plea 2.
1. As an official representative of the a the NHSC Site Agreement included at	pplying site, have you read the NHSC Site Reference Guide and do you understand the program requirements as listed the end of the Reference Guide?
Yes No	
2. Is your site physically located in and at the site? 😢	I does it serve the population of a Health Professional Shortage Area (HPSA) which corresponds to the services provide
Yes No	
3. Is your site a comprehensive prima	y care outpatient facility, CMS Certified Critical Access Hospital or IHS Hospital? 🥹
Yes No	
4. Does your site utilize a qualified dis	counted/sliding fee schedule and has it been in place for at least 6 months? 😢
Yes No	
5. Does your site deny services to an ir Program (CHIP)?	idividual based on inability to pay or enrollment in Medicare, Medicaid or your state's Children's Health Insurance
Yes No	
6. Does your site utilize a credentialin Data Bank (NPDB)?	g process which, at a minimum, includes reference review, licensure verification, and a query of the National Practition
Yes No	
7. Does your site prominently display access to services due to inability to p located in the Downloadable Resource	a statement in common areas (and on site's website if applicable) that explicitly states that 1) no one will be denied ay and 2) there is a discounted/sliding fee schedule available? Examples of acceptable signage and website language a es section of the NHSC website under "Site Policy Poster"?
Yes No	



If your site is deemed ineligible, a message will display informing your site ineligibility for the NHSC, and you will not be able to continue with the application.



Figure 50 NHSC Site App/Recert – Not eligible message

If your site is eligible to continue, you will be presented with the **Confirm Site Details** page of the application. *Note: Eligibility to complete an application does not equate to NHSC approval.*

Confirm Site Details

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Review the site's current address(es), contact information, and unique identifiers to ensure accuracy. After ensuring that the site's physical address is correct, review the location of the **map pin** in the map inset. If the pin location is correct for your site, select **Yes**. If it does not accurately reflect your site's physical location, select **No** and provide an explanation with details about where your site is physically located, including the correct Latitude and Longitude if available.

To make changes, please click on the EDIT icon in the top right corner and make the necessary changes. Once complete please select SAVE AND CONTINUE.

Note: If the site is co-located in a building with other clinics, please ensure there is a suite or floor number to specify the location of the site.

Confirm Site Deta	ails				🖌 Edit		
Please review the following site complete please select Save ar	Please review the following site details to ensure accuracy. To make changes, please click on the edit icon in the top right corner and make the necessary changes. Once complete please select Save and Continue.						
Note: If the site is co-located in	a building with other clinics, plea	se ensure there is a sui	ite or floor number to specify	the location of the site.			
Physical Address							
Name			Also Known As				
User Guide Site			Not Available				
Address Line 1 10000 Independence Ave							
Address Line 2 Not Available							
City	State/Territory		ZIP Code				
Washington	District of Columbia		20000				
Approximate Locati	on Stand Indep Washi	ardized Address endence Ave, ngton, DC 20003	Latitude 38.88751003	Longitude -76.97394185			
Independence Ave S	→ Independence Is the	map pin location acc	curate?				
Google Map	date 62021 Google Terms of Use	25) NO				

Figure 51 NHSC Site App/Recert – Confirm address and location

Check For Existing Sites

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Note: The NHSC Site Recertification does not include a check for existing sites.

After confirming the site information, the system needs to ensure that the applying site is not a duplicate of a site that already exists in the BHW Management Information System Solution. The name, address, and certain unique identifiers provided will be run through the database to determine any exact or similar matches.

Review the list of sites to ensure you are not applying using a duplicate site.

licate site. riew additional information on the location, click on the site name. If one of the sites in the list is your site, please select the radio button next to it; if not, select "site is listed" and continue.						
SELECT		ADDRESS \$	PROGRAM STATUS			
\bigcirc	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested			
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested			
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested			
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active			
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested			
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested			
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active			
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested			
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC	NHSC Status: Terminated			

Figure 52 NHSC Site App/Recert – Similar sites found

Click on the site name to view the site's profile on the Health Workforce Connector. Select a site's row in the table for information about how to become affiliated with the site.

Physical Address	NHSC	Nurse Corps	HPSA Scores
Washington, DC 20003	Active		
		Active	Primary Care
1105111161011 D C 20005			N/A Dental
			Mental Health
at this site, the site will appear in your t, please contact your BHW Division o PHONE NUMBER	"My Sites" list on the portal h Regional Operations (DRO) s	nomepage. If you are unable to n state lead. EMAIL	reach any of the listed POCs at
	It this site, the site will appear in your , please contact your BHW Division of PHONE NUMBER	nt this site, the site will appear in your "My Sites" list on the portal h , please contact your BHW Division of Regional Operations (DRO) s PHONE NUMBER	nt this site, the site will appear in your "My Sites" list on the portal homepage. If you are unable to a , please contact your BHW Division of Regional Operations (DRO) state lead. PHONE NUMBER EMAIL

Figure 53 NHSC Site App/Recert – Existing site selected

If one of the sites in the list is your site, consider which site record should be used to apply to NHSC. If not, select **Site Is Not Listed** and then **SAVE AND CONTINUE**.

Services and Staffing

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

All sites must identify the set of **Services Provided** at the site. As part of a Recertification, the Services currently approved at the site will be pre-selected and can be updated.

Selecting **Primary Mental/Behavioral Health Care** services may require additional data and/or documentation to confirm the site's eligibility.

Services and Staffing						
All fields are required unless noted as optional						
Services Provided						
Select the type of comprehensive primary med	lical, mental/behavioral health and/or dental care	services provided onsite by checking all that apply.				
Primary Medical Care	Primary Mental/Behavioral Health Care	Primary Dental Care				
General Primary Care	General Mental Health Care	General Dentistry				
Family Medicine	General Substance Use Disorder Treatment	Pediatric Dentistry				
General Internal Medicine	Medication Assisted Treatment (MAT) Program					
General Pediatrics	Opioid Treatment Program (OTP)					
Geriatrics						
Obstetrics/Gynecology						
Women's Health						
Language Needs Respond to the following items to help us better understand the spoken language(s) of the patients that you serve and indicate any language access needs. Please select the most prevalent language(s) spoken by your patients.						
English	+					
Does your site offer language access assistance to	support persons with limited English proficiency (tra	anslators, interpreters, language lines, bilingual staff?				

Figure 54 NHSC Site App/Recert – Services Provided

TYPE	FTES	TYPE	FTES
Family Practitioners	# of FTEs	Nurse Practitioners/Physician Assistants	# of FTEs
Seneral Practitioners	# of FTEs	Certified Nurse Midwives	# of FTEs
nternists	# of FTEs	Nurses	# of FTEs
Dbstetricians/Gynecologists	# of FTEs	Other Medical Support Personnel	# of FTEs
Pediatricians	# of FTEs	Total Medical Support Personnel	0.000
Psychiatrists	# of FTEs		
Other Physician Specialists	# of FTEs		
fotal Physicians	0.000		

Figure 55 NHSC Site App/Recert – Staffing part one

ТҮРЕ	FTES	ТҮРЕ	FTE
Laboratory Services Personnel	# of FTEs	Dentists	# of FTEs
Pharmacy Personnel	# of FTEs	Dental Hygienists	# of FTEs
X-Ray Services Personnel	# of FTEs	Dental Assistants, Aides, Technicians, and Support	# of FTEs
OTAL ANCILLARY SERVICES FTES	0.000	TOTAL DENTAL SERVICES FTES	0.00
ENTAL AND BEHAVIORAL HEALTH SERVICES TYPE Mental Health & Behavioral Health	FTES		
Specialists Mental Health & Behavioral Health Support Personnel	# of FTEs		
OTAL MH & BH SERVICES FTES	0.000		
OTAL MH & BH SERVICES FTES	0.000		0.000
OTAL MH & BH SERVICES FTES OTAL OF ALL SERVICE STAFFING otes (Optional)	0.000		0.000

Figure 56 NHSC Site App/Recert – Staffing part two

Continue by selecting **SAVE AND CONTINUE**. You may continue without completing all of the data entry, but will not be able to submit the Site Application or Recertification until all Data Table information is entered.

Behavioral Health

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Information about the **Primary Mental/Behavioral Health Care** services at the sites is necessary for NHSC to confirm the eligibility of those services at the site. Failure to complete the section thoroughly may lead to NHSC approving the site for other services, but not these.

Continue by selecting **SAVE AND CONTINUE**.

Behavioral Health
All fields are required unless noted optional and must be completed to apply for NHSC Mental and Behavioral health approval.
Section I. Core Comprehensive Behavioral Health Service Elements
The following three sets of services must be provided onsite; these services cannot be offered through affiliation.
1. Are Screening and Assessments provided on-site? 😢
Ves No
2. Are Treatment Plans provided on-site? 😢
Ves No
3. Is Care Coordination provided on-site? 🚱
○ Yes ○ No

Figure 57 NHSC Site App/Recert – Behavioral Health section one

Section II. Additional Comprehensive Behavioral Health Service Elements
The following five sets of services may be provided onsite or through formal affiliation. For services not provided directly, the site must demonstrate a formal affiliation agreement with a facility to provide these services. Affiliation agreements must be active and signed by both parties. See Sections IV and V for instructions.
1. Will this location provide Diagnosis? 😢
Ves No
2. Will this location provide Therapeutic Services for: 😫
2a. Psychiatric Medication Prescribing and Management
◯ Yes ◯ No
2b. Substance Use Disorder Treatment
Ves No
2c. Short/Long-Term Hospitalization
Ves No
Custom Service (Optional)
Add
3. Will this location provide Crisis/Emergency Services? 🕴
Ves No
4. Will this location provide Consultative Services? 🥴
Ves No
5. Will this location provide Case Management? 😢
Ves No



Section III.	certification of co			
ertify that the b neeting their ob	ehavioral health site adheres ligation related to the clinical	to the clinical practice requirements for be practice requirements.	havioral health providers under the NHS	C and supports NHSC participants in
This location	offers employment opport	unities that are Full-Time? 😢		
Yes	No			
This location	offers employment opport	unities that are Part-Time? 윟		
Yes	No			
ection IV.	Additional Compr	ehensive Behavioral Health S	Service Elements	
Section IV.	Additional Compre	ehensive Behavioral Health S ded off-site, identify the affiliated entity that	Service Elements t provides the off-site service(s).	
Section IV.	Additional Compresentation II provi	ehensive Behavioral Health S ded off-site, identify the affiliated entity tha	Service Elements t provides the off-site service(s).	Add Affiliated Entity
Section IV. or each of the s FFILIATED ENT NAME	Additional Compresentation II provi	ehensive Behavioral Health S ded off-site, identify the affiliated entity that SERVICES COVERED	Service Elements t provides the off-site service(s). REGARDLESS OF PAYMENT?	Add Affiliated Entity
Fection IV.	Additional Compre ervices under Section II provi ITTIES ADDRESS	ehensive Behavioral Health S ded off-site, identify the affiliated entity that SERVICES COVERED	Service Elements t provides the off-site service(s). REGARDLESS OF PAYMENT?	Add Affiliated Entity
Section IV. or each of the s FFILIATED ENT NAME	Additional Compre ervices under Section II provi ITTIES ADDRESS	ehensive Behavioral Health S ded off-site, identify the affiliated entity that services covered	Service Elements t provides the off-site service(s). REGARDLESS OF PAYMENT?	Add Affiliated Entity
Pection IV. or each of the s FFILIATED ENT	Additional Compre ervices under Section II provi ITTIES ADDRESS	ehensive Behavioral Health S ded off-site, identify the affiliated entity that services covered	Service Elements t provides the off-site service(s). REGARDLESS OF PAYMENT?	Add Affiliated Entity

Figure 59 NHSC Site App/Recert – Behavioral Health sections three and four

Name and Address			
Location Name			
Address Line 1			
Address Line 2 (Optional)			
City	State/Territory	ZIP Code	
	Select a State	✓ Enter ZIP Code	
Services Information			
Services Information Services Covered Under Affiliation Select all that apply			
Services Information Services Covered Under Affiliation Select all that apply Date Affiliation Agreement Executed			
Services Information Services Covered Under Affiliation Select all that apply Date Affiliation Agreement Executed Today			
Services Information Services Covered Under Affiliation Select all that apply Date Affiliation Agreement Executed Teclary			-
Services Information Services Covered Under Affiliation Select all that apply Date Affiliation Agreement Executed Teday Services available under this agreement an Yes No	e offered to all without regard for the ability to pay?		
Services Information Services Covered Under Affiliation Select all that apply Date Affiliation Agreement Executed Teday Services available under this agreement an Yes No	e offered to all without regard for the ability to pay?		
Services Information Select all that apply Date Affiliation Teday Services available under this agreement an Yes No	e offered to all without regard for the ability to pay?		

Figure 60 NHSC Site App/Recert – Behavioral Health affiliate entry

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **Select or Drop File Here** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

or each of the services under Section II that are provided off-si IIowable Document Types Formal Affiliation Agreement	ite and affiliated with sites identified in Section IV, upload all active formal affiliation agreements.
Ilowable Document Types	
Formal Affiliation Agreement	
Tormai Anniación Agreement	
On-Site Services Documents	
Other Behavioral Health Document	
	• Select or Drop File Here

Figure 61 NHSC Site App/Recert – Behavioral Health section five

Payments and Insurance

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

in neras are required amess noted as optionali	
Coverage Types Accepted	
ledicare	Medicare Number
• Yes No	Input Here
fedicaid	Medicaid Number
• Yes No	Input Here
hildren's Health Insurance Program (CHIP)	CHIP Number
Yes No	Input Here
Ceneral Payment Information according to the site's Sliding Fee Discount Program, w Iscount pay class above 100% of the Federal Poverty C	/hat is the nominal fee (which would be less than the fee paid by a patient in the first sliding fee suideline (FPG)). 🔮
Ceneral Payment Information according to the site's Sliding Fee Discount Program, w liscount pay class above 100% of the Federal Poverty C Enter Nominal Fee	/hat is the nominal fee (which would be less than the fee paid by a patient in the first sliding fee suideline (FPG)). 🔮
Ceneral Payment Information according to the site's Sliding Fee Discount Program, w liscount pay class above 100% of the Federal Poverty C Enter Nominal Fee	what is the nominal fee (which would be less than the fee paid by a patient in the first sliding fee suideline (FPG)). 😢
Ceneral Payment Information Control of the site's Sliding Fee Discount Program, w Siscount pay class above 100% of the Federal Poverty Conter Nominal Fee Const the applying site have a current clinical recruitme Const Conter C	what is the nominal fee (which would be less than the fee paid by a patient in the first sliding fee suideline (FPG)). 🗳

Figure 62 NHSC Site App/Recert – Payments and Insurance part one

opendix D for	detailed instructions	on completing all of	the below data tables.		0		
Month Repor	ting Period						
oday	📋 to Toda	ay 🕯	8				
ATIENTS BY P		E TYPE	-				
INSURANCE	MEDICARE	MEDICAID	OTHER PUBLIC	PRIVATE	SFS	SELF PAY 🔮	TOTAL
# OF PATIENTS	Input	Input	Input	Input	Input	Input	Input
%	%	%	%	%	%	96	
CALCULATED T	OTAL						
ATIENT VISITS	BY PRIMARY INSUF	MEDICAID	OTHER PUBLIC	PRIVATE	SFS	SELF PAY 😜	TOTAL
ATIENT VISITS	BY PRIMARY INSUE	MEDICAID	OTHER PUBLIC	PRIVATE	sfs Input	SELF PAY 💜	TOTAL

Figure 63 NHSC Site App/Recert – Payments and Insurance part two

Patient Service Charges, G	Collections, and Adjustments	
PAYMENT SOURCE	FULL CHARGES (A)	AMOUNT COLLECTED (B)
MEDICARE	Input Here	Input Here
MEDICAID	Input Here	Input Here
OTHER PUBLIC	Input Here	Input Here
PRIVATE INSURANCE	Input Here	Input Here
SELF PAY 😢	Input Here	Input Here
TOTAL	\$0	\$0

Figure 64 NHSC Site App/Recert – Payments and Insurance part three

TYPES	ADJUSTMENTS (C)
SELF-PAY SLIDING FEE ADJUSTMENTS	Input Here
OTHER SELF-PAY ADJUSTMENTS (i.e. Self-Pay Bad Debt)	Input Here
TOTAL	·
TOTAL atient Applications for Sliding Fee Schedules (SFS)	- NUMBER OF APPLICANTS
TOTAL atient Applications for Sliding Fee Schedules (SFS) TYPES SFS APPLICATIONS APPROVED	NUMBER OF APPLICANTS Input Here

Figure 65 NHSC Site App/Recert – Payments and Insurance part four

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **Select or Drop File Here** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Jpload Documents
Jpload all current required sliding fee discount program documents. Please note all documents must use most recent Federal Poverty Guidelines. Please see the most ecent NHSC Site Reference Guide for details about NHSC's SFS program requirements.
Required Documents
Discounted/Sliding Fee Schedule (SFS)
Discounted/Sliding Fee Schedule Policies
Patient Application for the Discounted/Sliding Fee Schedule
Schedule of Fees
Select or Drop File Here

Figure 66 NHSC Site App/Recert – Payments and Insurance part five

Continue by selecting **SAVE AND CONTINUE**. You may continue without completing all of the data entry, but will not be able to submit the Site Application or Recertification until all Data Table information is entered.
Telehealth

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Please specify whether your site provides telehealth services at your site. Continue by selecting **SAVE AND CONTINUE**.

AU (2) 1 1	
All fields are required unle	is noted as optional.
Does your site utilize tele	health for the provision of comprehensive primary care (including medical, dental, or behavioral health)? 🥴
Yes	x v
If so, please specify whic	n one(s) from the following
Medical	
Dental	
Behavioral	
Pequired field	
If your site utilizes telehe	alth, is it a distant or an originating site? 🥝
Distant and Originating	x v
fyour site is a distant sit	which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit Enter Text Here	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit	e, which site serves as an originating site (i.e. name of site and address)?
If your site is a distant sit Enter Text Here If your site is an originati	e, which site serves as an originating site (i.e. name of site and address)?

Figure 67 NHSC Site App/Recert – Telehealth

Identify POCs

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The **Current Points of Contact** displays the Site POCs currently affiliated with the site. Any issues with the current POCs at your site can be addressed using the Manage POCs page, including the assignment of roles or invitation of new POCs.

The **Proposed Points of Contact**, if any are added, will have a request to become affiliated with the site sent only if the Site Application is approved.

The **Additional Information** text box can be used to pose questions or make requests to the NHSC program reviewer.

Note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Continue by selecting **SAVE AND CONTINUE**.

e expect each service	e site to provide a minimum of two	points of contact. At least one of	these contacts must serve as a "Recruiter". If app	proved as a site, the "Recruiter
I be listed on the He	alth Workforce Connector.			
ase note: You may	only edit information for a site poir	nt of contact after they have conf	rmed their association with your site.	
urrent Points	orContact			
NAME A	ROLES	PROGRAM AFFILIATION	EMAIL \$	STATUS \$
Ann Kruger	Administrator Personnel Verifier Recruiter	NHSC Nurse Corps	AF2BAD4A76E519509B@EXAMPLE.com	Active
pdate Site Po	ints of Contact			
pdate Site Po e the Manage Site Po	ints of Contact	o sites and to edit the Roles and l	Program Affiliations of your sites' POCs. Changes	made there will be immediate
pdate Site Po e the Manage Site Pi ille proposing a POC	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit	o sites and to edit the Roles and l te Application is approved by NHS	Program Affiliations of your sites' POCs. Changes C.	made there will be immediate
pdate Site Po e the Manage Site Pi ille proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact	o sites and to edit the Roles and l te Application is approved by NHS	Program Affiliations of your sites' POCs. Changes C.	made there will be immediate
pdate Site Po the the Manage Site Po hile proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact	o sites and to edit the Roles and I te Application is approved by NHS	Program Affiliations of your sites' POCs. Changes C.	made there will be immediate + Add PC
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pdate Site Po e the Manage Site Pu nile proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG	o sites and to edit the Roles and I te Application is approved by NHS RAM AFFILIATION EMAIL \$ No Points of Contact Have	Program Affiliations of your sites' POCs. Changes CC. STATUS \$ Been Added Yet	made there will be immediate Add PC ACTIONS
pdate Site Po e the Manage Site Pi ille proposing a POC roposed Poin	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG	o sites and to edit the Roles and I te Application is approved by NHS RAM AFFILIATION EMAIL \$ No Points of Contact Have	Program Affiliations of your sites' POCs. Changes IC. STATUS \$ Been Added Yet	made there will be immediate + Add PC ACTIONS
pdate Site Po e the Manage Site Pi ille proposing a POC roposed Poin NAME *	ints of Contact OCs page to add or remove POCs to below will only take effect if the Sit ts of Contact ROLES PROG on (Optional) restions, or requests you have about you	o sites and to edit the Roles and I te Application is approved by NHS RAM AFFILIATION EMAIL \$ No Points of Contact Have	Program Affiliations of your sites' POCs. Changes IC. STATUS \$ Been Added Yet	made there will be immediate Add PC ACTIONS

Figure 68 NHSC Site App/Recert – Identify POCs

Review HPSAs

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The **Identified HPSAs** table displays the HPSA designations that matched based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

You may optionally **Recommend Additional HPSAs** if you believe that the site is eligible for any HPSAs that are not identified above. To add a HPSA suggestion:

- 4. Use the <u>HPSA Find Tool</u> to location HPSAs for your site
- 5. Enter or copy the HPSA ID into the field provided
- 6. Select the ADD button to add the HPSA suggestion.

If you have questions about HPSAs, please contact your State Primary Care Office. Continue by selecting SAVE AND CONTINUE.

activities in F					
	JAJ				
elow are the HPSA	designations identified for this si	te based on the site's locati	on and geocoded addre	ss and/or based on any unique iden	tifier(s) (e.g., BCHMIS, CCN,
Sorrac) provided in	the site details section of the up	pheetion.			
HPSA ID 🗢	HPSA NAME	AUTO-HPSA 🗢	SCORE \$	HPSA DISCIPLINE \$	STATUS \$
1116249808	Low Income-Brentwood	No	18	PRIMARY_CARE	Designated
Decommend	Additional HPSAs				
Ceconninenta					
ou may recommen	d additional Health Professional S	Shortage Area (HPSA) IDs th	nat were not identified a	bove and are applicable to your site	based on verified information
ou may recommen	d additional Health Professional S A Data Warehouse HPSA Find too	Shortage Area (HPSA) IDs the standard structure of the second structure of the	hat were not identified all for submission of the N	bove and are applicable to your site HSC Site Application. NHSC and Stat	based on verified information e Primary Care Office staff wil
ou may recommen ound using the HRS erify this information he site application v	d additional Health Professional A Data Warehouse HPSA Find to on and add all applicable HPSA ID will be denied. For additional assi	Shortage Area (HPSA) IDs th ol. This field is not required os to the application during stance in identifying HPSA	hat were not identified al for submission of the N the review process. If a l Ds, contact your State P	bove and are applicable to your site HSC Site Application. NHSC and Stat HPSA does not exist for the physical rimary Care Office.	based on verified informatior e Primary Care Office staff wil location of the applying site,
ou may recommen ound using the HRS erify this information he site application v inter the HPSA ID	d additional Health Professional A Data Warehouse HPSA Find to n and add all applicable HPSA ID will be denied. For additional assi	Shortage Area (HPSA) IDs the ol. This field is not required to the application during stance in identifying HPSA (hat were not identified al for submission of the N the review process. If a l Ds, contact your State P	bove and are applicable to your site HSC Site Application. NHSC and Stat HPSA does not exist for the physical rimary Care Office.	based on verified informatior e Primary Care Office staff wil location of the applying site,
ou may recommen ound using the HRS erify this information he site application v inter the HPSA ID	d additional Health Professional 3 A Data Warehouse HPSA Find too on and add all applicable HPSA ID will be denied. For additional assi	Shortage Area (HPSA) IDs th ol. This field is not required is to the application during stance in identifying HPSA (hat were not identified al for submission of the N the review process. If a l Ds, contact your State P	bove and are applicable to your site HSC Site Application. NHSC and Stat HPSA does not exist for the physical rimary Care Office.	based on verified informatior e Primary Care Office staff wi location of the applying site,

Figure 69 NHSC Site App/Recert – HPSAs

Upload Documents

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

Site must provide all of the required supporting documentation.

A single upload may satisfy one or more document types, but documentation may be easier to compile and review if separated into different files for each document purpose.

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **Select or Drop File Here** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Continue by selecting **SAVE AND CONTINUE**.

Upload Documents
Please upload each of the below required documents for review as a part of your NHSC application.
Files may not be larger than 5MB (megabytes) and may only be of the following file formats: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx.
Allowable Documents • Policies on Patient Non-Discrimination ②
Proof of Access to Ancillary, Inpatient, or Specialty Care
Recruitment and Retention Plan
Substance Use Disorder (SUD) Documentation (if applicable)
Other Documentation Requested by NHSC or State Primary Care Officer
Select or Drop File Here

Figure 70 NHSC Site App/Recert – Upload Documents

Review and Submit

For all steps in the NHSC Site Application and Recertification, refer to the <u>NHSC Site Reference Guide</u> for additional guidance on eligibility and required documentation.

The final step in the NSHC Site Application and Recertification process asks you to review the **NHSC Site Agreement** in full. Please read through the agreement and select the boxes certifying the information in the application is correct and that you represent your site.

To complete the application, sign the application by entering your password in the space provided and select the **SUBMIT** button.

NHSC Site Agreement

National Health Service Corps (NHSC) approved sites must meet all requirements stated below at the time of application and must continue to meet the requirements in order to maintain status as an NHSC-approved site.

Please thoroughly review the NHSC Site Agreement to ensure your site agrees to maintain compliance with all listed requirements before certifying and signing the agreement.

This Agreement certifies that the site named on this application meets all NHSC requirements as outlined below, and I, User Guide am authorized to provide such certification for the above named site.

Figure 71 NHSC Site App/Recert – Site Agreement part one

to maintain status as an NHSC-approved service site	e Lalso verify that all the information given in this NHSC Site Application is accurate and complete to the best of
my knowledge and belief. I understand that it may b	be investigated and certify that the information given in this request is accurate and complete to the best of my
knowledge and belief. I understand that it may be in	nvestigated and that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section
21001 and subject me to civil penalties under the Pro	rogram Fraud Civil Remedies Act of 1986(45 CFR 79). I understand that submitting my request does not guarantee
its approval, and that it requires review for complian	nce with my obligation and program policies.
I certify that I, User Guide, have express author	rity to act on behalf of the organization as a designated official to provide such certification for the above named
site	
Site.	
Site.	
lectronic Signature	
lectronic Signature	rord to complete your
lectronic Signature nter your BHW Site Administrator's portal passwo	rord to complete your
lectronic Signature nter your BHW Site Administrator's portal passwo ectronic signature.	rord to complete your
lectronic Signature hter your BHW Site Administrator's portal passwo ectronic signature. uput Here	rord to complete your
lectronic Signature hter your BHW Site Administrator's portal passwo ectronic signature. Iput Here	rord to complete your
Iectronic Signature Iter your BHW Site Administrator's portal passwo ectronic signature. Iput Here	rord to complete your

Figure 72 NHSC Site App/Recert – Site Agreement part two

Upon submission, you will be returned to the **Site Dashboard** with a confirmation banner. The submitted Site Application information can be found by clicking **VIEW NSHC SITE APP**.

Success The NHSC Site Application has been submitted.

Figure 73 NHSC Site App/Recert – Successful submission

What to Expect Next

After your application is submitted, both your State Primary Care Office and the NHSC will review your application to determine your eligibility. The complete review process generally takes one to two months to complete. You will be notified through the Program Portal when a decision on your application is reached.

State PCO Review

The appropriate State Primary Care Office has an opportunity to review the NHSC Site Application and provide a recommendation as to whether or not the NHSC Site Application should be approved

NHSC Review

NHSC Regional Operations staff will review the site information, selections, and documentation in order to make a determination on NHSC eligibility of the site for each of the Services Provided selected.

Resubmitting the NHSC Site Application

If NHSC staff need additional information, they may return the Site Application to the Site POCs for revision and resubmission.

- Site POCs will receive a portal message notifying them of this event.
- A View Communications page will provide any notes from the NHSC staff members.
- All Site Application data can be updated as needed.
- The Site Application must be submitted again to continue the review process.

If a NHSC Site Application/Recertification has been returned to your site, follow these steps to resubmit:

- 1- Log in to the Site POC portal
- 2- Click My Sites
- 3- Select the site that needs to re-submit (name shows as hyperlink)

Alian Nichols Dashboard Image Connector Propertication Dashboard Image Connector Propertication Horne Postable of the second	AN	My Sites > Site Dashboard				
Dashboard Home Activities Activities 7337881213 Requests Messages Search for Candidates Opportunities NHSC Sites Nitises Sites Not Available Not Available Not Available Not Available Sites Not Available	Allan Nichols		Sheridan Hig	h School Clinic		Manage Connector Profile
Home Activities Activities Requests Messages © Search for Candidates Opportunities Create New Opportunities Site Type NHSC Sites Site Source Not Available Not Available Not Available Not Available Not Available)ashboard 🗸		§ 512 W. Church, Sui	te A, Sheridan, AR 72150		
Activities 7337881213 Rural Primary Care S Dental Mental Requests McTA Image: Corportunities MCTA Image: Corportunities MCTA Stees Stees Steet Status Nurse Corps Status Not Available Image: Corps Status Not Requested Image: Corps Status My Sites Not Available Not Available	lome		Location ID	Rural Designation	HPSA 🔮	
Requests Messages © Search for Candidates Opportunities Create New Opportunity Manage Opportunities Site Type Site Type NHSC Site Type Not Available Site Classification Not Available Not Available Not Available Site Classification Not Available Site Classification Not Available Not Available Request Nurse Corps Status	Activities		7337881213	Rural	12 Primary Care	15 Dental 8 Mental Health
Messages © Generation for Candidates Opportunities Create New Opportunities Manage Opportunities Site Type Not Available Site Classification Not Available Not Available Not Available Not Available Not Available Request Nurse Corps Status	lequests				мста 💞	
earch for Candidates Opportunities Ireate New Opportunities Anage Opportunities Site Type Not Available Ites My Sites Kot Available Not Available	Aessages 🔞				10 MCTA	
NHSC Site Type Status Nurse Corps Ites Not Available Itestification Expiration Date Ny Sites Not Available Not Available	earch for Candidates					
Image Opportunities NHSC Nurse Corps Aanage Opportunities Site Type Status Not Available Inactive @ Not Available Ites Site Classification Expiration Date Not Available Request Nurse Corps Status Ay Sites Not Available Not Available	Opportunities 🗸					
Site Type Status Site Type Status Not Available Inscrime of Not Available Not Available Sites Site Classification Expiration Date Request Nurse Corps Status Not Available Not Available Not Available	reate New Opportunity	NHSC		Nurse	Corps	
Site Classification Expiration Date Request Nurse Corps Status Ay Sites Not Available Not Available	Manage Opportunities	Site Type	Status	Site Type	able	Status
ty Sites Not Available Not Available Request Nurse Corps Status	ites 🗸	Site Classification	Expiration Date	NULAVA	abic	NUL REQUESTED
	ly Sites	Not Available	Not Available	Request	Nurse Corps Status	
lanage Site POCs Continue NHSC Site App	lanage Site POCs	Continue NHSC Site App				

4- Click the "Continue NHSC Site Application/Recertification" button

Figure 74 NHSC Site App/Recert -- Resubmit

Note: The link to the application that shows under Requests is a view only report and cannot be edited.

Pending Site Visit

If NHSC staff determine that a Site Visit must be performed before a decision can be made, the Site Application will be marking as Pending Site Visit. NHSC staff will reach out to Site POCs to schedule an inperson or virtual visit.

- Site POCs will receive a portal message notifying them of this event.
- The Site Application cannot be revised while the Site Visit is pending.
- After the Site Visit, NHSC staff will complete their assessment of eligibility and make a determination on the Site Application.

View Communications Page

The View Communications Page will provide any notes from the NHSC staff members and any additional questions they may have. Site POCs can post and respond to messages on this page regardless of whether the application was assigned back to them or not, as long as the application has not reached a final decision. Posting or responding to the messages on this page will not resubmit the application.

View C	ommunications	
Θ	BHW Representative External/Internal 01/26/2022 at 7:37 AM	
	Please clarify A and B.	
	Message	10000 characters remain
	Enter text here	le
	Post Cancel	
	Continue	

Figure 75 NHSC Site App/Recert - View Communications

Nurse Corps Site Eligibility Verification Request

To be considered an eligible Critical Shortage Facility (CSF), a site must be a health care facility located in, designated as, or serving a primary medical care or mental health, Health Professional Shortage Area (HPSA) and must fall into one of the eligible health care facility types listed in the <u>Nurse Corps LRP</u> <u>Application and Program Guidance</u>. Refer to this guidance to answer any questions about Nurse Corps site eligibility and participation.

Upon receipt of an eligibility verification request, the Nurse Corps will review and verify your submitted information. Be advised, if the program needs further information, someone may reach out to you through this eligibility request.

Nurse Corps Site Type

Select the CSF Type that best describes the site. Refer to the <u>Nurse Corps LRP Application and Program</u> <u>Guidance</u> for CSF Type definitions. Select the Profit Status of the site.

Continue by selecting **SAVE AND CONTINUE**.

Propose NC Site Type	
All fields are required unless noted as op	ptional.
Please select your facility's Critical Short	age Facility type and indicate your profit status.
Type of Critical Shortage Facility 😢	
Type of Critical Shortage Facility 🔮	~
Type of Critical Shortage Facility 🔮 Select a Type Profit Status	~

Figure 76 Nurse Corps Site Eligibility – CSF Type

Confirm Site Details

Review the site's current address(es), contact information, and unique identifiers to ensure accuracy. After ensuring that the site's physical address is correct, review the location of the **map pin** in the map inset. If the pin location is correct for your site, select **Yes**. If it does not accurately reflect your site's physical location, select **No** and provide an explanation with details about where your site is physically located, including the correct Latitude and Longitude if available.

To make changes, please click on the EDIT icon in the top right corner and make the necessary changes. Once complete please select SAVE AND CONTINUE.

Note: If the site is co-located in a building with other clinics, please ensure there is a suite or floor number to specify the location of the site.



Figure 77 Nurse Corps Site Eligibility – Confirm site details

Check For Existing Sites

After confirming the site information, the system needs to ensure that the applying site is not a duplicate of a site that already exists in the BHW Management Information System Solution. The name, address, and certain unique identifiers provided will be run through the database to determine any exact or similar matches.

Review the list of sites to ensure you are not applying using a duplicate site.

have identifie licate site.	d one or more sites that are similar to the site informat	ion you have entered. Please review the list of si	tes below to ensure you are not creating a
ELECT	LOCATION NAME	ADDRESS \$	PROGRAM STATUS
	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested

Figure 78 Nurse Corps Site Eligibility – Similar sites table

Click on the site name to view the site's profile on the Health Workforce Connector. Select a site's row in the table for information about how to become affiliated with the site.

Also Known As	Physical Address	NHSC	Nurse Corps	HPSA Scores
	Washington, DC 20003	Active	Active	18 Primary Care
				N/A Dental
				Mental Health
nce you have been added as a ted POCs at your site or the s r.	a Point Of Contact (POC) at this site, the site ite information displayed is incorrect, please	will appear in your "My Sites' contact us at 1-800-221-939	' list on the portal homepage. lf 3 (TTY:1-877-897-9910) Monday	you are unable to reach any of t through Friday 8:00am to 8:00p

Figure 79 Nurse Corps Site Eligibility – Potential duplicate site

If one of the sites in the list is your site, consider which site record should be used to participate in Nurse Corps. If not, select **Site Is Not Listed** and then **SAVE AND CONTINUE**.

Identify POCs

The **Current Points of Contact** displays the Site POCs currently affiliated with the site.

The **Proposed Points of Contact**, if any are added, will have a request to become affiliated with the site sent only if the Site Application is approved.

Note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Continue by selecting **SAVE AND CONTINUE**.

Recruitment Conta	service site to provide a minimum ct". If approved as a site, the "Recr	of two points of contact (with the exc uitment Contact" will be listed on the	eption of solo private practices). At least one of t Health Workforce Connector.	hese contacts must serve as a
lease note: You m	ay only edit information for a site	point of contact after they have confir	med their association with your site.	
Current Poin	ts of Contact			
	ROLES	PROGRAM AFFILIATION	EMAIL \$	STATUS 🗢
User Guide	Administrator	NHSC Nurse Corps	0EF7863A6534DC4B19@EXAMPLE.com	Active
Proposed Po	ints of Contact			+ Add PO

Figure 80 Nurse Corps Site Eligibility – Identify POCs

Review HPSAs

The **Identified HPSAs** table displays the HPSA designations that matched based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

You may optionally **Recommend Additional HPSAs** if you believe that the site is eligible for any HPSAs that are not identified above. To add a HPSA suggestion:

- 7. Use the <u>HPSA Find Tool</u> to location HPSAs for your site
- 8. Enter or copy the HPSA ID into the field provided
- 9. Select the ADD button to add the HPSA suggestion.

If you have questions about HPSAs, please contact your State Primary Care Office. Continue by selecting SAVE AND CONTINUE.

dentified H	PSAs					
ne below HPSAs h te address and Si	ave been identified as applica te Unique Identifiers on the Si	ble to your site based on the p te Details page.	reviously entered site inf	ormation. If any of these are	e incorrect, please	review the entered
HPSA ID 🗢	HPSA NAME 🔺	AUTO-HPSA 🗢	SCORE \$	HPSA DISCIPLINE 🗢		STATUS \$
1116249808	Low Income-Brentwood	No	18	PRIMARY_CARE		Designated
ou may suggest H ore must a Prima rify this informat ill be denied. hter the HPSA IE	ealth Professional Shortage A ary Care and/or Mental Health ion and all applicable HPSA ID	rea (HPSA) IDs which are applic score. This field is not required bs to the site during the review Add	able to site name and ba l for the submission of th process. If no HPSA exist:	used on verified information ne Nurse Corps Site Eligibility s for the physical location of	found in the HPSA y Verification. Nurs f the applying site,	A Find tool. The HPS, se Corps staff will the site application
w may suggest H ore must a Prima rify this informat ill be denied. hter the HPSA IE	ealth Professional Shortage A ary Care and/or Mental Health ion and all applicable HPSA ID	rea (HPSA) IDs which are applic score. This field is not required bs to the site during the review Add	able to site name and ba l for the submission of th process. If no HPSA exist:	used on verified information ne Nurse Corps Site Eligibility s for the physical location of	i found in the HPSA y Verification. Nurs f the applying site,	A Find tool. The HPS, se Corps staff will the site application
u may suggest H ore must a Prima rify this informat ll be denied. Atter the HPSA IC Success Ar uggested H	ealth Professional Shortage A ary Care and/or Mental Health ion and all applicable HPSA ID C C Nacostia ID# 7111632713 has t APSAs	rea (HPSA) IDs which are applic score. This field is not required los to the site during the review Add	able to site name and ba l for the submission of th process. If no HPSA exist:	used on verified information ne Nurse Corps Site Eligibility s for the physical location of	i found in the HPSA y Verification. Nurs f the applying site,	A Find tool. The HPS. se Corps staff will the site application
umay suggest H ore must a Prima ifly this informat ill be denied. nter the HPSA IE Success Ar uggested H	ealth Professional Shortage A ary Care and/or Mental Health ion and all applicable HPSA ID Control of the state of the sta	rea (HPSA) IDs which are applic score. This field is not required bs to the site during the review Add been added below.	able to site name and ba I for the submission of th process. If no HPSA exists of the submission of the process. If no HPSA exists	used on verified information ne Nurse Corps Site Eligibility s for the physical location of DISCIPLINE \$	found in the HPSA y Verification. Nurs f the applying site,	A Find tool. The HPS, se Corps staff will the site application

Figure 81 Nurse Corps Site Eligibility – Review HPSAs

Upload Documents

No documents are required to continue, though you can upload additional documentation that may help in the review of your facility

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **Select or Drop File Here** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the request is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Continue by selecting **SAVE AND CONTINUE**.



Figure 82 Nurse Corps Site Eligibility – Upload documents

Review and Submit

To submit the request for Nurse Corps consideration, select the boxes to certify that the information provided is correct and that you represent your site. Then sign by entering your password in the space provided and select the **SUBMIT** button.

lurse Corps Site Eligi	bility Verification Request
I certify that the informat subject to verification by the Ni	ion submitted on this eligibility verification request is true and accurate to my knowledge. I further understand that this information is urse Corps.
nter your Login Pass	word to Confirm Agreement

Figure 83 Nurse Corps Site Eligibility – Submit

Upon submission, you will be returned to the **Site Dashboard** with a confirmation banner. The submitted information can be found by clicking **VIEW NURSE CORPS REQUEST**.



Figure 84 Nurse Corps Site Eligibility – Successful submission

What to Expect Next

After your request is submitted, the Nurse Corps will review your site information to determine your eligibility. You will be notified through the Program Portal when a decision on your application is reached.

Resubmitting the Nurse Corps Site Eligibility Verification

If Nurse Corps staff need additional information, they may return the request to the Site POCs for revision and resubmission.

- Site POCs will receive a portal message notifying them of this event.
- A View Communications page will provide any notes from the NHSC staff members.
- All site data can be updated as needed.
- The request must be submitted again to continue the review process.

View Communications Page

The View Communications Page will provide any notes from the Nurse Corps staff members and any additional questions they may have. Site POCs can post and respond to messages on this page regardless of whether the application was assigned back to them or not, as long as the application has not reached a final decision. Posting or responding to the messages on this page will not resubmit the request.

View C	ommunications	
0	BHW Representative External/Internal 01/26/2022 at 7:37 AM	
	Please clarify A and B. Message	10000 characters remain
	Enter text here	
	Post Cancel	
	Continue	

Figure 85 NC Eligibility Verification Request – View Communications

STAR Program Eligibility and Activation

The STAR section of the Site Profile displays the site's current status for STAR along with its eligibility information and Site Type. To be eligible for the STAR program, a site must either have a mental health HPSA or located in an area for which the Overdose Mortality Rate (OMR) is above the national average.



Figure 86 STAR Information on the Site Profile

When the STAR Site cycle is closed, sites that are not currently active will be able to view more information regarding its eligibility through the "View Eligibility Criteria" button.

STAR Inactive	
Eligible	Site Type
No	Not Available
View Eligibility Criteria	

Figure 87 STAR Information for Inactive Sites

Sites that are not eligible for STAR participation will be presented with a detailed list of the eligibility criteria with site-specific information.

STAR Program Eligibility Criteria	×
STAR Program Eligibility Criteria	
 Not Eligible for Participation The Average 3-year Overdose Mortality Rate for Salt Lake County is 22.7%, which is less than the National Average 3-year Overdose Mortality Rate of 32. The Site is not located in a Mental Health HPSA 	4%
Close	

Figure 88 STAR Program Eligibility Criteria for Not Eligible Sites

Sites that are eligible for STAR participation will have the same "View Eligibility Criteria" button when the STAR Site cycle is closed. In addition to the detailed list of the eligibility criteria with site-specific information, they will be presented with details regarding the STAR Site Enrollment Period.

STAR Program Eligibility Criteria	×
STAR Program Eligibility Criteria	
 Eligible for Participation The Average 3-year Overdose Mortality Rate for Kane County is 17.7%, which is less than the National Average 3-year Overdose Mortality Rate of 32.4% The Site is located in a Mental Health HPSA 	b
STAR Site Enrollment Period	
Enrollment period is closed	
The STAR enrollment period is currently closed. See the STAR Program website for sites for information about the next enrollment cycle.	
Close	

Figure 89 STAR Program Eligibility Criteria for Eligible Sites

If the cycle is open and the site is eligible, the "Activate Status" button will be displayed instead of the "View Eligibility Criteria" button.

STAR Inactive	
Eligible	Site Type
Yes	Not Available
Activate Status	

Figure 90 STAR Activate Status Button

To activate, select the Type of Site for STAR and the Site Subtype, if applicable.

I	STAR Program Activation	×			
Sit	STAR Program Eligibility Criteria				
cw	S Eligible for Participation				
t	• The Average 3-year Overdose Mortality Rate for Kane County is 17.7%, which is less than the National Average 3-year Overdose Mortality Rate of 32.4%				
Pre	The Site is located in a Mental Health HPSA				
Se	STAR Program Activation				
I	Provide your Site Type and Subtype (if applicable) to activate your program status. All fields are required unless noted as optional.				
I	Type of Site				
l	Correctional Facility 🛛 🕹 🗸				
	Site Subtype (Optional)				
	Local Community Jails and Detention Centers 🛛 😵 🗸				
	Activate				

Figure 91 STAR Program Eligibility Criteria Modal

Once the required fields are populated, click on the "Activate" button. Upon this submission, the site will automatically be activated for STAR and this will be reflected on the Site Dashboard.

Your site is now active with the STAR Program.

Figure 92 Successful STAR Activation

Pediatric Specialty Program Eligibility and Activation

The Pediatric Specialty section of the Site Profile displays the site's current status for Pediatric Specialty along with its eligibility information and Site Type. To be eligible for the Pediatric Specialty program, a site must be in HPSA and/or Medically Underserved Area (MUA), and or serve a Medically Underserved Population (MUP).

Pediatric Specialty ø	
Site Type American Indian Health Facility	Status Active
Site Sub-Type Indian Health Service (IHS) hospitals	Eligible Yes

Figure 93 Pediatric Specialty Information on the Site Profile

When the Pediatric Specialty Site cycle is closed, sites that are not currently active will be able to view more information regarding its eligibility through the "View Eligibility Criteria" button.

Pediatric Specialty 🛛	
Site Type Not Available	Status
Site Sub-Type	Eligible
Not Available	Yes
View Eligibility Criteria	

Figure 94 Pediatric Specialty Information for Inactive Sites

Sites that are not eligible for Pediatric Specialty participation will be presented with a detailed list of the eligibility criteria with site-specific information.



Figure 95 Pediatric Specialty Program Eligibility Criteria for Not Eligible Sites

Sites that are eligible for Pediatric Specialty participation will have the same "View Eligibility Criteria" button when the Pediatric Specialty Site cycle is closed. In addition to the detailed list of the eligibility criteria with site-specific information, they will be presented with details regarding the Pediatric Specialty Site Enrollment Period.



Figure 96 Pediatric Specialty Program Eligibility Criteria for Eligible Sites

If the cycle is open and the site is eligible, the "Activate Status" button will be displayed instead of the "View Eligibility Criteria" button.

Pediatric Specialty 🍘	
Site Type	Status
Not Available	Inactive 🕐
Site Sub-Type	Eligible
Not Available	Yes
Activate Status	

Figure 97 Pediatric Specialty Activate Status Button

To activate calent the T	una of Cita for Dadia	tric Crossialty and th	a Cita Cubtura	if applicable
TO activate, select the T	ype of Sile for Peula	atric specially and th	e site subtype,	ii applicable

Pediatric Specialty Program Activation	×
Pediatric Specialty Program Eligibility Criteria	
S Eligible for Participation	
The facility is located in or serves a HPSA, MUA or MUP	
Pediatric Specialty Program Activation	
Provide your Site Type and Subtype (if applicable) to activate your program status. All fields are required unless noted as optional.	
Type of Site	
American Indian Health Facility 😵 🗸	
Site Subtype (Optional)	
Indian Health Service (IHS) hospitals 🔹 🗸	
Activate Cancel	
Ma	anago Opportunitios

Figure 98 Pediatric Specialty Program Eligibility Criteria Modal



Once the required fields are populated, click on the "Activate" button. Upon this submission, the site will automatically be activated for Pediatric Specialty, and this will be reflected on the Site Dashboard

Figure 99 Successful Pediatric Specialty Activation

Account Management

Once logged in to the BHW Program Portal for Site Points of Contact, you can make changes to your account and Program Portal Profile information as needed. This section of the user guide demonstrates how to keep your account and contact information up to date.

Updating Personal Information

Your Program Portal account profile contains your contact information and your job responsibilities. Once you have created and activated your account, you can update your account profile at any time. It is important to keep your profile information up to date, as this is the information the BHW will use to contact you about any important and time-sensitive information.

To access and update your Account Profile information, select the **Account Profile** link on the left-hand navigation menu.

The following information can be updated and edited as part of your Account Profile:

- Job Category
- Specific Job Title
- Primary Work Phone Number
- Secondary Phone Number
- Work Fax Number
- Company Name
- Work Address

Dargu2			
All fields are required unless noted as optional.			
Personal Information			
First Name	Last Name		
Susan	Swanz		
Job Category			
job Category	Specific Job Title		
Human Résources / Récruitment	Health Professions Recruiter		
Contact Information			
	Brimany Work Bhone	Extension (applies al)	
5757367F288697023D@EXAMPLE.com	(000) 000-0000	Extension (optional)	
Secondary Work Phone (optional)	Extension (optional)	Work Fax (optional)	
10006300613000	10000	10001 000-0000	
Work Location			
Company Name			
Indian Health Service			
Address Line 1			
123 Anywhere St.			
Address Line 2 (Optional)			
THUS PRES			
City	State	Zip	
Anytown	Montaria	▼ 59107	

Figure 100 Account Profile

Updating Account Settings

Updating your account settings allows you to edit your email address, password and security question. To access your account settings, select the **Account Settings** tab on the left-hand navigation menu.

Change Email Address

To change the email address used to log into your account, complete the following steps:

- 1. On the account settings page, under the **Change Email Address** section enter and confirm your new email address and enter your current password
- 2. Select the CHANGE EMAIL ADDRESS button to confirm your changes
- 3. The new email address can now be used to access your account

Change Password

To change the password used to log into your account, complete the following steps:

- 1. On the account settings page, under the **Change Password** section enter and confirm your new password; and enter your current password
- 2. Select the CHANGE PASSWORD button to confirm your changes
- 3. The new password can now be used to access your account

Change Security Questions

To change the security question and answer used to unlock or reset your account, complete the following steps:

- 1. On the account settings page, under the **Change Security Question** section select a new security question and answer then enter your current password
- 2. Select the CHANGE SECURITY QUESTION button to confirm your changes
- 3. The new security information will now be used to unlock or reset your account

Log Out

If you wish to end your session and log out of your Site POC Program Portal account, simply select the Log Out button located under the top-right corner dropdown menu.

HRSA Site Point	is of Contact			Logout	
	Please excuse the inconvenience, but the site w	ill be down for scheduled maintenance from 10:00 Saturday, March 24, 2018.	PM EDT on Friday, March 23, 2018 to 1	1:00 AM EDT on 🛛 🗙	
Jerrod Welch Home					
Dashboard ^	My Sites	roomen activities. Salart a site to view the Site Darbhoard			
Home	SITE NAME	ADDRESS \$	ACTIVE AFFLIATION \$	ALERTS \$	
Activities	Adams County Health Department	330 Vermont Quincy: IL	NHSC, NURSE Corps	1 🔺	
Requests	ADAMS COUNTY HEALTH DEPARTMENT	1415 Vermont Street Quincy: IL		1 🔺	
Messages	ADAMS COUNTY HEALTH DEPARTMENT	Blessing Hospital @ 14th Street Quincy: IL		1 🔺	
Search for Candidates				View All Sites	

Figure 101 Logout button

Appendix

Appendix A: Site POC Roles and Responsibilities

The BHW is interested in POCs who perform the following duties at their sites:

- Own, oversee, or manage a significant portion of their organization and have the ability to answer questions about organization policies and operating procedures.
- Manage and can confirm employment status, work schedules and/or absences of employees within their organization.
- Hire and/or recruit new employees for the organization.

The duties that you perform at your site will determine the roles and permissions granted for you on the portal. A single POC can have multiple roles at a site and different roles at different sites. In addition to roles, each POC will also be associated with one or more BHW programs. The roles are the same regardless of program affiliation. For more information regarding role-based access in the portal, please refer to the role and responsibilities matrix on the next page.

Administrator

If you indicate that you own, oversee or manage a significant portion of their organization and have the ability to answer questions about organization policies and operating procedures then you will be granted the administrator role. You will be responsible for ensuring your site's eligibility with NHSC programs, submitting applications and recertifications and answering any questions about your site's policies and procedures. The specific roles and responsibilities can be found below:

- Registration / Login / Forgot Password
- View Home Page
- View Activities Page
- View Requests Page
- View My Messages Page
- Search for Candidates
- Sites | My Sites
- Sites | Manage Site POCs
- Sites | NHSC Site Application
- Sites | Nurse Corps Site Eligibility Verification
- Account | Account Profile
- Account | Account Settings Change Email
- Account | Account Settings Change Password
- Account | Account Settings Change Security Question
- My Sites | Site Dashboard
- My Sites | Site Dashboard | Create New Opportunity
- My Sites | Site Dashboard | Manage Opportunities
- My Sites | Site Dashboard | Create Site Profile
- My Sites | Site Dashboard | Manage Site Profile

- My Sites | Site Dashboard | Site Recertification
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Update Roles (others)
- Manage Site POCs | Update Site Affiliations (others)
- Manage Site POCs | Update Program Affiliations (others)
- Manage Site POCs | Edit POC (others)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users
- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite
- View Site Visits Details (Site Dashboard)
- View Requests Details (Home Page, Requests Page, Site Dashboard)
- View Activities Details (Home Page Activities Page, Site Dashboard)
- Complete Activity | Suspension Employment Review
- Complete Activity | Suspensions Confirmation
- Complete Activity | Site Status Change Request Confirmation Reviews (SSCR)

Personnel Verifier

If you indicate that you manage and can confirm employment status, work schedules, and/or absences of employees within their organization you are granted the personnel verifier role. You will be responsible for verifying participant's employment status, work schedules and days away from the site by completing employment and in-service verifications. The specific roles and responsibilities can be found below:

- Registration / Login / Forgot Password
- View Home Page
- View Activities Page
- View Requests Page
- View My Messages Page
- Search for Candidates
- Sites | My Sites
- Sites | Manage Site POCs
- Sites | Create New Site
- Account | Account Profile
- Account | Account Settings Change Email
- Account | Account Settings Change Password
- Account | Account Settings Change Security Question

- My Sites | Site Dashboard
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users
- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite
- View Site Visits Details (Site Dashboard)
- View Requests Details (Home Page, Requests Page, Site Dashboard)
- View Activities Details (Home Page Activities Page, Site Dashboard)
- Complete Activity | Employment Verification (EV)
- Complete Activity | In Service Verification (ISV)
- Complete Activity | Suspension Employment Review
- Complete Activity | Suspensions Confirmation
- Complete Activity | Site Status Change Request Confirmation Reviews (SSCR)

Recruiter

If you indicate that you hire and/or recruit new employees for the organization, you will be granted the recruiter role. You will be responsible for maintaining open positions and the site's profile for the Health Workforce Connector. The specific roles and responsibilities can be found below:

- Registration / Login / Forgot Password
- View Home Page
- View Activities Page
- View Requests Page
- View My Messages Page
- Search for Candidates
- Opportunities | Create New Opportunity
- Opportunities | Manage Opportunities
- Sites | My Sites
- Sites | Manage Site POCs
- Account | Account Profile
- Account | Account Settings Change Email
- Account | Account Settings Change Password
- Account | Account Settings Change Security Question
- My Sites | Site Dashboard
- My Sites | Site Dashboard | Create New Opportunity
- My Sites | Site Dashboard | Manage Opportunities

- My Sites | Site Dashboard | Create Site Profile
- My Sites | Site Dashboard | Manage Site Profile
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users
- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite

Appendix B: BHW Program Point of Contact Requirements

Each BHW program has its own requirements on the number and types of POCs that are needed to fully support the participants at their sites. Currently the Program Portal for Site Points of Contact supports the following programs:

- National Health Service Corps
- Nurse Corps
Appendix C: Activity Types

Employment Verification Forms (EVF)

When a clinician applies to become part of a BHW program, transfers to a new location or changes work hours, an Employment Verification form is required. The BHW utilizes online forms only to verify employment.

POCs who indicated that they manage and can confirm employment status, work schedules, and/or absences of employees within their organization serve as the primary POCs for the completion of employment verification forms. POCs who serve managers and/or site administrators serve as a backup if needed.

To complete an employment verification form, select the activity from the activity list and complete the following steps:

- 1. Review the instructions, site information and the participant information.
- 2. Answer the questions about the participant's current (or future, pending) employment and license to practice
 - a You may indicate that the participant does not currently have a license to practice due to the pending completion of a residency or other similar program. This is only available if the participant's discipline and specialty allow are eligible for a residency program.
 - b If you indicate that the participant does not work at your site or does not have (or will not have) a license to practice, the verification activity will be completed when you attempt to continue.
- 3. Complete the employment information for the participant.
- 4. Complete any additional verification questions for the participant.
- 5. Provide any additional credentialing information for the participant.
- 6. Indicate whether you performed a National Practitioner Databank search for this participant, and if so, what the results were.

After providing all of the above information, select the **CONTINUE** button to proceed to the next page.

Review all the verification information entered, confirm the verification request and sign the online form by entering you r password. Select the **SUBMIT** button to submit the form to the BHW.

Selecting the CANCEL button will cancel the request and no progress will be saved.

In-Service Verifications (ISV)

For every six months of a clinician's service, the BHW requires that the clinician report of the number of days absent from the site to determine if the participant is in compliance. The BHW utilizes only online forms to perform this verification.

Only POCs who indicated that they manage and can confirm employment status, work schedules and/or absences of employees within their organization can complete employment verification forms.

The BHW relies on the Site POCs to verify that the number of days absent reported by the participant is accurate. To complete an in-service verification, select the task from the list, and perform the following steps:

- 1. Review the participant information
- 2. Review the number of days missed reported by the participant.
- 3. Indicate whether the number of days missed is accurate.
 - a If the participant's report is incorrect, please provide an explanation for the participant.
- 4. Sign the form by entering your password.
- 5. Select the "submit" button to submit the form to the BHW.

If you indicate that the number of days missed is not correct, the participant will receive a task to update their report.

Site Visit Pending Responses

When a site visit is performed and issues are identified for correction at the site, an activity is sent to the site to collect information on the actions taken to correct the issues. To complete the site visit response activity, select the activity from the list and perform the following steps:

- 1. Review the site visit summary and the site visit issues.
- 2. Provide a detailed response on the actions taken to correct the issues identified.
- 3. Upload any supporting documents as required to verify the corrective actions taken.
 - a Select the **BROWSE** button and select the file from your computer.
 - b Enter a document description.
 - c Select the UPLOAD button.
- 4. Select the **SUBMIT RESPONSE** button to send your response back to the BHW.