California Primary Care Office (PCO)
Office of Statewide Health Planning & Development
Healthcare Workforce Development Division

National Health Service Corps (NHSC)
Loan Repayment Program (LRP)
NHSC Site Application Training and Overview
Health care practice sites apply to the NHSC to participate in the NHSC loan repayment and scholarship programs through NHSC online portal.
NHSC-approved sites enable NHSC providers to fulfill their service obligations.
Recruit providers and residents dedicated to working where they are needed most

Post clinical vacancies on the NHSC online national recruitment database

Network with other NHSC-approved sites

Receive community and site development assistance

Establish an integrated system of care that includes the uninsured and underinsured

Develop linkages with academic institutions and other organizations
Eligible Types of Sites

- Federally Qualified Health Center (FQHC)
- FQHC Look-Alike
- Certified rural health clinic
- Hospital-affiliated primary care out-patient clinic
- Indian Health Service, Tribal Clinic, and Urban Indian Health Clinic (ITU)
- State or Federal Correctional Facility
- Private Practice (Solo/Group)
- Other Health Facility
Site Eligibility

• Site must

✓ Be located in a federally designated Health Professional Shortage Area (HPSA)
  • A geographic area, population group, or health care facility that has been designated by U.S. Health Resources and Services Administration as having a shortage of health professionals

✓ See all patients regardless of ability to pay

✓ Provide services on a discount fee schedule
Site Eligibility

- Site must

  ✔ Accept patients covered by Medicare, Medicaid, and the Children’s Health Insurance Program

  ✔ Not discriminate in the provision of services

  ✔ Document sound fiscal management

  ✔ Have capacity to maintain a competitive salary, benefits, and malpractice coverage package for providers
Do you know if your site is an NHSC approved clinic?

Select the State from the drop down arrow below.

http://datawarehouse.hrsa.gov/HGDWReports/OneClickRptFilter.aspx?rptName=NHSCAppSiteList&rptFormat=HTML3.2
Do you know if your site is a NHSC approved clinic?
The California generated report looks like this:

### National Health Service Corps (NHSC) Approved Sites

**State:** California  
**County:** Alameda County  
(1688 sites listed)

#### ADULT DAY HEALTH CENTER

<table>
<thead>
<tr>
<th>UDS Number</th>
<th>09286H</th>
<th>Approved: 7/20/2007</th>
</tr>
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<tbody>
<tr>
<td>Address</td>
<td>10700 MacArthur Blvd, Oakland, CA 94605-5298</td>
<td></td>
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<tr>
<td>Telephone</td>
<td>510-563-4390</td>
<td>Expires: ---</td>
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<tr>
<td>Vacancies</td>
<td>0</td>
<td>Contact: Tamika Walker</td>
</tr>
<tr>
<td>Clinicians</td>
<td>0</td>
<td>Address: ---  Berkeley, CA 94710</td>
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<tr>
<td>Site Profile</td>
<td>Not available</td>
<td>Telephone: 510-981-4125</td>
</tr>
<tr>
<td>Website</td>
<td>---</td>
<td>Email: <a href="mailto:twalker@lifelongmedical.org">twalker@lifelongmedical.org</a></td>
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</table>

<table>
<thead>
<tr>
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<th>Status</th>
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<tbody>
<tr>
<td>10699906L5</td>
<td></td>
<td>5</td>
<td>Designated</td>
</tr>
<tr>
<td>606999063J</td>
<td></td>
<td>10</td>
<td>Designated</td>
</tr>
<tr>
<td>70699906A9</td>
<td></td>
<td>11</td>
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#### ADULT MEDICAL SERV HOTEL OAKLAND

<table>
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<th>Approved: 9/12/2009</th>
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<td>275 14th St, Oakland, CA 94612-4079</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>510-986-8688</td>
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<tr>
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<td>Contact: George Lee</td>
</tr>
<tr>
<td>Clinicians</td>
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<td>Address: 818 Webster St, Oakland, CA 94607-4220</td>
</tr>
<tr>
<td>Site Profile</td>
<td>Not available</td>
<td>Telephone: 510-986-6823</td>
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<tr>
<td>Website</td>
<td>---</td>
<td>Email: <a href="mailto:gle@ahschc.org">gle@ahschc.org</a></td>
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</tbody>
</table>
2010 Field Strength Report for Primary Care Clinicians: 408 Clinicians

2010 Field Strength Report for Primary Care Clinicians: 408 Clinicians

Source: HRSA 2010 Field Strength Report Dated, as of December 31, 2010
2010 Field Strength Report for Mental Health Clinicians: 284 Clinicians

Source: HRSA 2010 Field Strength Report Dated, as of December 31, 2010
2010 Field Strength Report for Dental Clinicians: 99 Clinicians

Source: HRSA 2010 Field Strength Report Dated, as of December 31, 2010
Do you know your census tract?

http://www.ffiec.gov/geocode/default.aspx
How do I know if my site is located in a HPSA?
http://hpsafind.hrsa.gov/HPSASearch.aspx
Find Shortage Areas: HPSA by State

Step 2
Select State, County and Discipline

Health Professional Shortage Areas (HPSAs) are designated by HRSA as having shortages of primary medical care, dental or mental health providers and may be geographic (a county or service area), demographic (low income population) or institutional (comprehensive health center, federally qualified health center or other public facility). Medically Underserved Areas/Populations are areas or populations designated by HRSA as having too few primary care providers, high infant mortality, high poverty and/or high elderly population. More about shortage areas

Find a HPSA: Choose a State, County & Discipline

State
Select a State

County

Discipline
Primary Medical Care
Dental
Mental Health

First, choose a State.
Now, choose All Counties, one county or each of the counties you wish to search. To select more than one County, hold down the Ctrl key while making your selection.

Then, choose a discipline. To select more than one discipline, hold down the Ctrl key.

Optional: Find a HPSA using its ID #. State and Discipline selections must be provided.
Step 3
Select “Status and Type”
Skip “Last Update” and “HPSA Score”

Step 4
Select “Show me the HPSAS”

NOTE: On Thursday November 3, 2011, the list of designated HPSAs was updated to reflect the publication of the Federal Register Notice with the list of designated HPSAs as of September 1, 2011. HPSAs that were designated after September 1, 2011 are considered designated even though they are not on the federal register listing. HPSAs that have been placed in “proposed for withdrawal” or “no new data” status since September 1, 2011 will remain in that status until the publication of the next federal register notice. If there are any questions about the status of a particular HPSA or area, we recommend that you contact the state primary care office in your state; a listing can be obtained at [Please provide URL].
Final Results
"Designated" Primary Care HPSAs in Stanislaus County.

Criteria:
State: California
County: Stanislaus County
ID: All

Date of Last Update: All Dates
HPSA Score (lower limit): 0

Results: 21 records found.
(Satellite sites of Comprehensive Health Centers automatically assume the HPSA score of the affiliated grantee. They are not listed separately.)

<table>
<thead>
<tr>
<th>HPSA Name</th>
<th>ID</th>
<th>Status</th>
<th>Type</th>
<th>FTE</th>
<th># Short</th>
<th>Score</th>
<th>Last Updated</th>
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<td>Low Income-MSSA 211/Oakdale/Riverbank</td>
<td>106999069J</td>
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<td>Population Group</td>
<td>1</td>
<td>5</td>
<td>11</td>
<td>04/19/2011</td>
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<td>Census Tract</td>
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</tr>
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<td></td>
<td>Census Tract</td>
<td></td>
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<tr>
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<tr>
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<tr>
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<td>Oakdale Community Health Center</td>
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<td>Rural Health Clinic</td>
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<td>03/23/2011</td>
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<tr>
<td>Riverbank Community Health Center</td>
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<td>Riverbank Primary Care Clinic</td>
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<td>MSSA 213 Newman</td>
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<td>7</td>
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<td>C.T. 0032.02</td>
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<td></td>
<td>Census Tract</td>
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<td></td>
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</tr>
<tr>
<td>C.T. 0033.00</td>
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<td></td>
<td>Census Tract</td>
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<tr>
<td>C.T. 0033.02</td>
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<td></td>
<td>Census Tract</td>
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</tr>
<tr>
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<td></td>
<td>Census Tract</td>
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</tr>
<tr>
<td>C.T. 0035.00</td>
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<td></td>
<td>Census Tract</td>
<td></td>
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<tr>
<td>Stanislaus County</td>
<td>10699906TT</td>
<td>Designated</td>
<td>Federally Qualified Health Center Look A Like</td>
<td>0</td>
<td></td>
<td></td>
<td>09/07/2007</td>
</tr>
</tbody>
</table>

NEW SEARCH  MODIFY SEARCH CRITERIA
How to apply

1. Contact the appropriate State Primary Care Office
2. Complete and submit the Site Application
3. Complete and submit the Site Profile Form
Great resource. The next few slides are taken from this guide.

New users click here.
Electronic Site Application Process

Bureau of Clinician Recruitment and Service
NHSC Site Administrator Portal User Guide

APPLYING FOR A NEW NHSC SITE

The site administrator portal allows site administrators to apply for new sites to become part of the NHSC. A site administrator can begin a new application by either selecting the “Apply for a New NHSC Site” button from the landing page, or by selecting the “Submit a New NHSC Site Application” in the Need Assistance Section.

Start NHSC Site Application

Welcome to the NHSC Online Site Application. If you are applying on behalf of a main/administrative site that provides clinical services AND satellite sites, please complete the main/administrative site application first.

Each site must have a separate application and meet the same eligibility criteria in order to be approved by the NHSC. Please note that approval of the main/administrative site does not indicate approval for the satellite sites. For a list of required documents by Site Type, please visit the NHSC website.

Please Note: If your site is a Federally Qualified Health Center (FQHC) funded through the Health Resources and Services Administration (HRSA) Bureau of Primary Care (BPHC), then you do not need to submit a site application as your site has been deemed approved by the National Health Service Corps (NHSC). If you cannot see this site in the “NHSC Approved Sites” section of the portal, please contact us at 1-877-313-1823, Monday through Friday (except Federal holidays), 8 am to 6 pm ET.

Please select whether this application is for a main/administrative or satellite site:

- [ ] Main/Administrative Site
- [ ] Satellite Site

START MY APPLICATION

When starting a new application, the site administrator must first select whether the site they are applying for is a Main/Administrative Site or a Satellite Site.
Electronic Site Application Process

The site administrator completes the fields on the form. All fields marked with an asterisk (*) are required fields. Mouse over tooltip icons (i) to view additional information about the field.

Important Notes:

1. **Address Information** – this is the physical address of the site, there are separate fields for mailing address.
2. **Type of Site** – this field must be completed before the site administrator can continue to the next page.
3. If the site administrator indicates that an NHSC Loan Repayment Program applicant is waiting for the site to be approved an applicant name must be provided.
4. **Medicaid, Medicare and State Children’s Health Insurance Number** fields are all text allowing the site administrator to indicate “N/A” if appropriate.
5. If the site administrator indicates that the site provides culturally appropriate services an example must be provided.
6. Check the box under “Mailing Address” to indicate that the physical address and the mailing address for the site are the same.

Only the Type of Site must be completed to continue with the application; however, all required fields must be completed prior to submission. At any time the site administrator may select to “Save for Later” to save the information and return to the landing page.
Electronic Site Application Process

APPLICATION POINTS OF CONTACT (2/4)

This section of the application has identical functionality to the Manage Points of Contact tool discussed as part of Site Self Service (pg. 21).

APPLICATION SUPPORTING DOCUMENTS (3/4)

The third page of the site application allows the site administrator to digitally upload supporting documents required to prove NHSC eligibility.

Unless otherwise noted, the documents that appear in the Selected Document Types table are required. The list of document types is filtered by the type of the site that is recertifying. Uploaded documents appear in the Uploaded Documents table.

When the site administrator is finished uploading documents, select continue to move to the next page of the recertification.
Step 3 - Documentation. We have the most problems with this step. Missing documentation will prolong the processing of your application.

Uploading a Document (File Size Limit: 5 MB)

1. Select one or more document types for the document. A single document may contain several document types. (e.g. a single PDF file may have a Sliding Fee Schedule and Proof of Practice in one document.)
2. Select “Choose File” and browse and select the appropriate file
3. Select “Upload Document”

Deleting a Document – In the uploaded documents table, select “Delete” in the row of the document to delete that document

Missing Document? – If the site administrator does not have electronic versions of the required document, select the check box below “Missing Documents?” to indicate that additional documents will be faxed, mailed or emailed to the State Primary Care Office within two days.
Electronic Site Application Process

Step 3 - Most commonly missing documentation.

1) Discounted/Sliding Fee Scale (SFS):

Creating an SFS
a) Columns show pay classes
b) Rows show family size
c) Cells show the maximum income for pay class

Three Key Elements of SFS Policy
a) Defines SFS application and approval processes
b) Identifies documentation for client eligibility certification
c) Explains recertification process and timeframe

SFS Policy Application Requirements
NHSC sites must apply SFS policy:
a) equally,
b) consistently, and,
c) on a continuous basis to all recipients of services

SFS not required for Tribal or prison facilities that provide free services to members.
# Sample Sliding Fee Schedule

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Nominal Fee</th>
<th>20% pay</th>
<th>40% pay</th>
<th>60% pay</th>
<th>80% pay</th>
<th>100% pay</th>
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<tbody>
<tr>
<td>1</td>
<td>$10,890</td>
<td>$13,613</td>
<td>$16,335</td>
<td>$19,058</td>
<td>$21,780</td>
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<tr>
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<td>$14,710</td>
<td>$18,388</td>
<td>$22,065</td>
<td>$25,743</td>
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<td>$27,795</td>
<td>$32,428</td>
<td>$37,060</td>
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<tr>
<td>4</td>
<td>$22,350</td>
<td>$27,938</td>
<td>$33,525</td>
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<td>$44,700</td>
<td>$44,701</td>
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<tr>
<td>5</td>
<td>$26,170</td>
<td>$32,713</td>
<td>$39,255</td>
<td>$45,798</td>
<td>$52,340</td>
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</tr>
<tr>
<td>6</td>
<td>$29,990</td>
<td>$37,488</td>
<td>$44,985</td>
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<td>$59,980</td>
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<tr>
<td>7</td>
<td>$33,810</td>
<td>$42,263</td>
<td>$50,715</td>
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<tr>
<td>8</td>
<td>$37,630</td>
<td>$47,038</td>
<td>$56,445</td>
<td>$65,853</td>
<td>$75,260</td>
<td>$75,261</td>
</tr>
</tbody>
</table>

For each additional person, add:
- 100% pay: $3,820
- 20% pay: $4,775
- 40% pay: $5,730
- 60% pay: $6,685
- 80% pay: $7,640
- 100% pay: $7,640

* Based on 2011 HHS Poverty Guidelines
Electronic Site Application Process

**Step 3 - Most commonly missing documentation.**

2) **Proof of appropriate referral for ancillary, specialty, & inpatient care:**

**Examples:**
- Memorandum of Understanding (MOU),
- Letters from specialty care facilities or providers, or,
- Proof of hospital admitting privileges

**Special circumstances (according to NHSC):**
When clinics are part of a larger health care systems, such as county health services, they may have no formal referral agreements, because specialty services are available within their system (e.g., San Francisco county clinics send patients to San Francisco General Hospital). In those cases, any written confirmation that the clinic is part of a larger referral network is sufficient (e.g., website description of network, brochure, letterhead explanation, etc.)
Electronic Site Application Process

Step 3 - Most commonly missing documentation.

3) Patient billing history for prior 12 months from Medicare, Medicaid, and CHIP:

- The site must have either an annual audit or quarterly billing summary statement (patient population, # of visits, payor source, Medicare/Medicaid patients, etc.) that they can obtain from the billing department.
- How does the site determine their patient payor source?
- Does the site have a practice management system or EMR?

Solo and private practitioners only

PLEASE DO NOT SUBMIT DOCUMENTATION WITH PATIENT INFORMATION.
Helpful Links

1) List of NHSC Approved Sites:
http://datawarehouse.hrsa.gov/HGDWReports/OneClickRptFilter.aspx?rptName=NHSCAppSiteList&rptFormat=HTML3.2

2) Verification of census tract:
http://www.ffiec.gov/geocode/default.aspx

3) HPSA find: http://hpsafind.hrsa.gov/HPSASearch.aspx

4) NHSC site application portal:
https://programportal.hrsa.gov/extranet/site/login.seam

5) Discounted/Sliding Fee Scale Information Package:
NHSC Contacts

Julie Montoya, Program Administrator
(916) 326-3745
Julie.Montoya@oshpd.ca.gov

Phyllis Diaz, Program Assistant
(916) 326-3785
Phyllis.Diaz@oshpd.ca.gov

Jon Schremp, Program Assistant
(916) 326-3712
Jon.Schremp@oshpd.ca.gov
Learn more at NHSC.hrsa.gov/sites/
NHSC Loan Repayment Program
(LRP)
The full-time program offers up to $60,000 in tax-free loan repayment for 2 YEARS of service, and up to $170,000 for a 5-YEAR service commitment.

With continued service beyond 5 years, health care providers may be able to pay off all their student loans.
Loan Repayment Award

The NHSC Loan Repayment Program offers two levels of funding, based upon the need of the community in which a provider works, as defined by Health Professional Shortage Area (HPSA) score.

Initial Award Amounts

<table>
<thead>
<tr>
<th></th>
<th>2 Years Full-time</th>
<th>4 Years Half-time</th>
<th>2 Years Half-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites with HPSA Score of 14+</td>
<td>Up to $60,000</td>
<td>Up to $60,000</td>
<td>Up to $30,000</td>
</tr>
<tr>
<td>Sites with HPSA Score of 0-13</td>
<td>Up to $40,000</td>
<td>Up to $40,000</td>
<td>Up to $20,000</td>
</tr>
</tbody>
</table>

With continued service, NHSC providers may be able to pay off all of their student loans.
Providers receive loan repayment in addition to a competitive salary from their employers: NHSC-approved sites

1. Providers find a job at an NHSC-approved site
2. Apply to the NHSC for loan repayment
Provider Eligibility

- U.S. citizen or national
- Currently work, or applying to work, at an NHSC-approved site
- Have unpaid government or commercial loans for school tuition, reasonable educational expenses, and reasonable living expenses, segregated from all other debts
- Licensed to practice in state where employer site is located
Eligible

Must be licensed in one of the following DISCIPLINES
• Physician (MD or DO)
• Nurse practitioner (primary care)
• Certified nurse-midwife
• Physician assistant
• Dentist (general or pediatric)
• Dental hygienist
• Psychiatrist
• Psychologist (health service)
• Licensed clinical social worker
• Psychiatric nurse specialist
• Marriage and family therapist
• Licensed professional counselor
How to apply?

1. Review the Application and Program Guidance

2. Find a job at an NHSC-approved site or find out if your current job is at an NHSC-approved site

3. Apply online at NHSC.hrsa.gov/loanrepayment

   nhscjobs.hrsa.gov/Search_HPOL.aspx
Provider Application Process

- Next application cycle may open in Fall 2012.

- To be eligible, a clinician must be employed at an approved site, or provide verification of a pending start date at an approved site.

- Applications are processed in a tiered fashion based on HPSA scores:
  - Applications from clinicians at sites with a HPSA score of 14+ will be processed as they are submitted.
  - All other applications will be held until the application cycle closes and then considered/processed only if funds are available.

Contact NHSC directly at (800) 221-9393.