U.S. Department of Health and Human Services

HRSA
Health Resources and Services Administration

BCRS Management Information System Solution (BMISS)

Students to Service Loan Repayment Program
Confirmation of Interest User Guide

January 2011

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Introduction: S2S LRP Confirmation of Interest User Guide

Goal: The S2S LRP online application user guide serves as the main tool for the DNHSC staff to answer applicant inquiries from Confirmation of Interest portal functionality. With the short timeline for the S2S LRP award cycle, applicants are instructed to contact DNHSC for any questions rather than Call Center.

Roles: There are no roles associated with the S2S LRP online application. The functionality is on the applicant portal only accessible to applicants that have been offered an award. Program will not have roles or accounts for these screens.
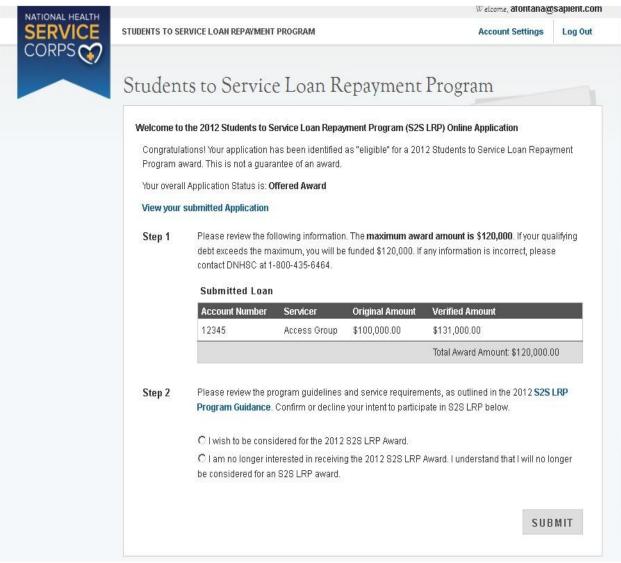
Preconditions: The applicant must be offered an Award.

Post-conditions: The applicant has accepted or declined the award.

Section 1: Applicant Confirms Interferes and Accepts Award

During the Award Process, DNHSC sends Confirmation of Interest emails to the applicants that they wish to offer an award to. The email provides the selected an applicant's a link to the portal notifying them that there has been an update to their application. Upon logging in the applicant will be directed to the following page.

Steps:

1. Applicant reviews the loan award amount information in Step 1.

2. Applicant confirms interest in award in Step 2.

3. System displays Banking Information

Business Rules:

- Applicants have the ability to view their submitted application (PDF).

- Applicants have the ability to view the S2S LRP Program Guidance.

- Once applicant answers Step 2, the either displays banking information (for applicants confirming intent) or system enables the Submit button (for applicants declining interest).

Under the assumption the applicant accepts the award; the system displays the banking information (this is still the same screen):

Steps (continued):

4. Applicant enters the Bank Name.

5. Applicant enters the Account Type.

6. Applicant confirms and enters their Bank's Routing and Account numbers.

7. Applicant selects Submit.

8. System displays the Contract E-Signature page.

Business Rules:

- Routing #'s must be:
  - 9 digits
  - Start with 0, 1, 2, or 3 digit

After the applicant confirms interest, the system displays the next page, the Contract E-Signature page.

This contract is not binding until countersigned by the Secretary of the Department of Health and Human Services or his/her designee.

View a printable version of the NHSC S2S contract

LEGAL NOTICE

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CONTRACT

Section 338B of the Public Health Service Act ("Act") authorizes the Secretary of Health and Human Services ("Secretary") to repay the graduate and/or undergraduate educational loans of applicants selected to be participants in the National Health Service Corps Students to Service Loan Repayment Pilot Program ("Loan Repayment Program"). In return for these loan repayments, applicants must agree to provide primary health services in a manner determined by the Secretary for a period of three years through full-time clinical practice in a Health Professional Shortage Area ("HPSA") designated by the Secretary in accordance with Section 332 of the Act. An applicant becomes a participant in the Loan Repayment Program only if this Contract is signed by the applicant and by the Secretary or his or her designee.

The terms and conditions of participating in the Loan Repayment Program are set forth below.

Section A Obligations of the Secretary

Subject to the availability of funds appropriated by the Congress of the United States for the Loan Repayment Program and the National Health Service Corps (NHSC), the Secretary agrees to:

- Pay, in the manner and amount specified in Paragraph 2 of this Section, the undersigned appli¬cant's qualifying graduate and/or undergraduate educational loans for actual costs paid for:
  - tuition expenses;
  - all other reasonable educational expenses, including fees, books, and laboratory expenses, incurred by the applicant; or

CERTIFICATION

I certify that: I have read the above contract in its entirety and my electronic signature on this contract is intended to be the legally binding equivalent of my handwritten signature.

○ Yes
○ No

Steps (continued):
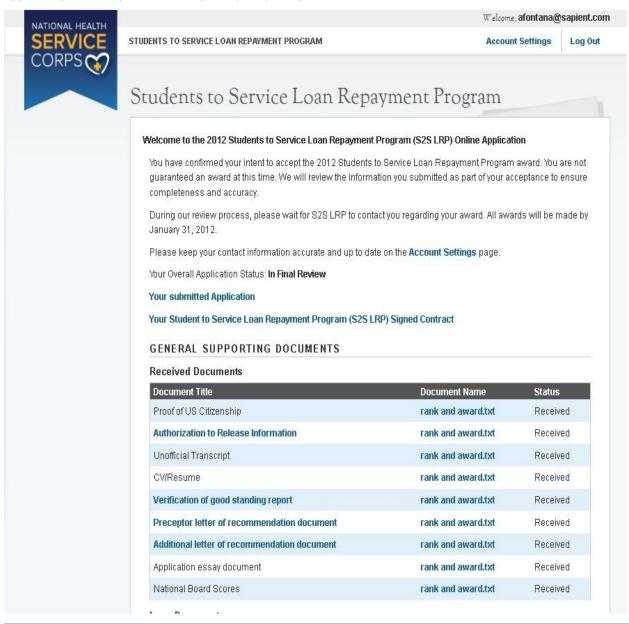
9. Applicant reads contract

10. Applicant certifies that the E-Signature is a legally binding contract.

11. System displays E-Signature fields:

CERTIFICATION

I certify that: I have read the above contract in its entirety and my electronic signature on this contract is intended to be the legally binding equivalent of my handwritten signature.

⦿ Yes
○ No

ENTER SIGNATURE INFORMATION

1. Last four digits of your SSN *

2. What is your favorite pet's name? *

3. Password *

SIGN AND SUBMIT

12. Applicant enters Last 4 SSN, answers security question, and enters portal account password.

13. Applicant selects Submit.

14. System displays Landing Page.

Once the applicant has submitted the E-Signature, the system displays the Home Page. The applicant will see this home page each time after they log in (until their applicant portal is updated to the participant portal).
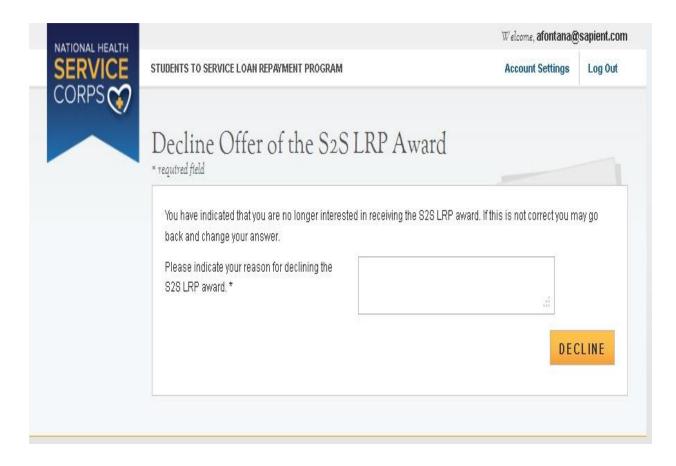

Business Rules:

- System updates external status to "In Final Review" (the internal status is "Accepted Award" however the applicant does not know the internal statuses).

- System displays link to Account Settings.

- System displays link to Program Guidance.

- System displays link to applicant's submitted application.

- System displays link to their Signed Contract (once it is signed and approved in Obligation, the newly signed document will be updated).

- System displays all supporting documents submitted on application.

Section 2: Applicant Declines Interest

The applicant can decline interest on either pages of the confirmation of interest screens. The first way an applicant can decline is by selecting that they are not interested in the award in Step 2 of the initial COI page (see page 4 of this user guide). The system will not display banking information but will enable the Submit button. The second way an applicant can decline interest is from the E-Signature page (see page 6 of this user guide). If the applicant doesn't certify and agree to the contract they select No to the certification and then Submit. In both scenarios, the applicant will be directed to the following Decline screen when they select Submit after declining interest in the program.
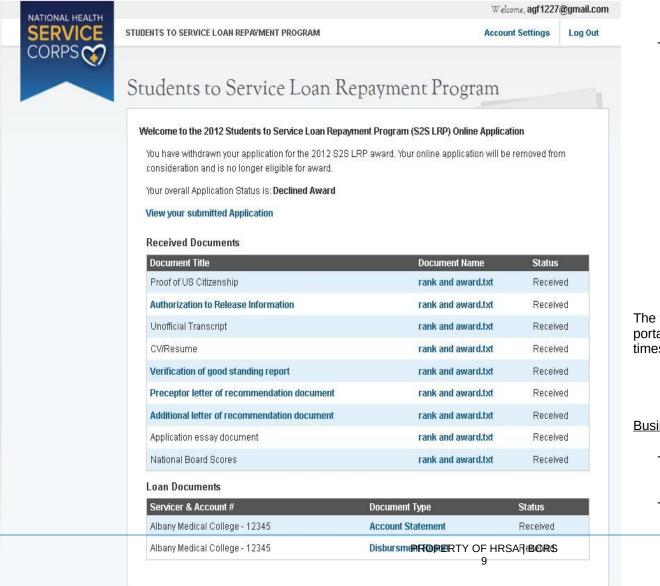

Steps:

1. Applicant enters reason why they are declining award.

2. Applicant selects Decline.

3. System displays Declined Interest landing page.

Business Rules:

- Applicant has the ability to go back and accept the award.

The following screen is the Declined Home page on the portal. This page will appear for the applicant at all times.

Business Rules:

- System updates applicant's external and internal status to Declined Award.

- System moves applicant off of the Funding List.

- System displays link to submitted application (PDF).

- System displays links to all documents the applicant uploaded on their application.

Section 3: Resolving Issues

If any technical issues arise the please complete the following steps:

1. Capture a screenshot detailing the technical issue. Save the screenshot in a blank word document.

2. Escalate the issue to your team lead.

3. One of the team leads will log the issue in the BMISS Issue Tracker:

4. As soon as an issue has been logged, the BMISS Team will receive a notification.

5. The BMISS Team addresses the issue and resolves the issue.

6. BMISS Team contacts APC with the resolution.