



BCRS Management Information System Solution (BMISS)

*NHSC Site Administrator Portal
User Guide*

August, 2013



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SITE ADMINISTRATOR LANDING PAGE (OVERVIEW)

There are six main sections to the site administrator landing page:

1. My Messages (pg. 5) & Account Settings (pg. 5)

The site administrator can view messages sent from BCRS and update their account information.

2. NHSC Approved Sites (pg. 6)

If the site administrator is a recognized point of contact (POC) at an NHSC approved site, those sites will appear here. Clicking on the name of a site will open that site's information landing page (pg. 18).

3. NHSC Inactive Sites (pg. 7)

If the site administrator is a recognized POC at an NHSC inactive site, those sites will appear here. Clicking on that name of a site will open that site's information landing page (pg. 18).

4. Pending Site Applications (pg. 8)

If the site administrator has either submitted an application for a site or is a POC at a site which has an application pending, those applications will appear here. Clicking on the ID will open that application.

5. My Activities (pg. 9)

The site administrator can view recent activities he/she have completed.


6. Need Assistance? (pg. 10)

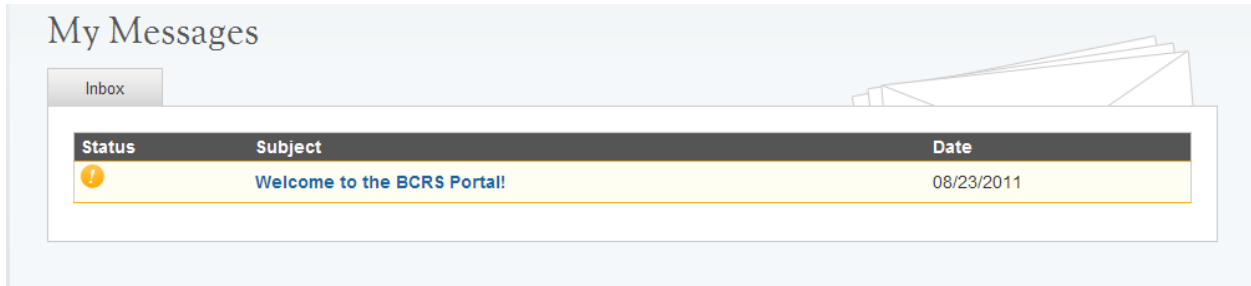
This section contains a number of tools for the site administrator as well as support contact information and a summary of all open requests.

The screenshot shows the NHSC Site Administrator Portal interface. At the top, there is a navigation bar with 'BCRS PROGRAM PORTAL for SITE ADMINISTRATORS' and a '1' callout pointing to the 'My Messages', 'Account Settings', and 'Log Out' links. Below this is the 'My Sites' section, which contains two tables: 'NHSC APPROVED SITES' and 'INACTIVE SITES'. A '2' callout points to the 'NHSC APPROVED SITES' table, which lists sites like 'Petar's Test Site' and 'Test Site'. A '3' callout points to the 'INACTIVE SITES' table, which lists sites like 'BJC Boone Convenient Care - Moberly' and 'Bowling'. Below these tables is the 'APPLICATIONS AND RECERTIFICATIONS' section, featuring an 'Apply For a New NHSC Site' button. A '4' callout points to the 'PENDING SITE APPLICATIONS AND RECERTIFICATIONS' table, which shows a pending application for '52020'. Below this is the 'My Activities' section, with a '5' callout pointing to the 'RECENTLY COMPLETED PORTAL ACTIVITIES' table, which lists various verification activities. At the bottom is the 'Need Assistance?' section, with a '6' callout pointing to the 'I NEED TO ...' area, which includes links for 'Submit a New NHSC Site Application' and 'Update My Contact Information', along with 'CONTACT US' information and an 'OPEN REQUESTS' table.




MY MESSAGES

Selecting the “My Messages” link at the top of the landing page will open the site administrator’s message inbox. The exclamation icon () next to the link indicates that a new message is available to view.



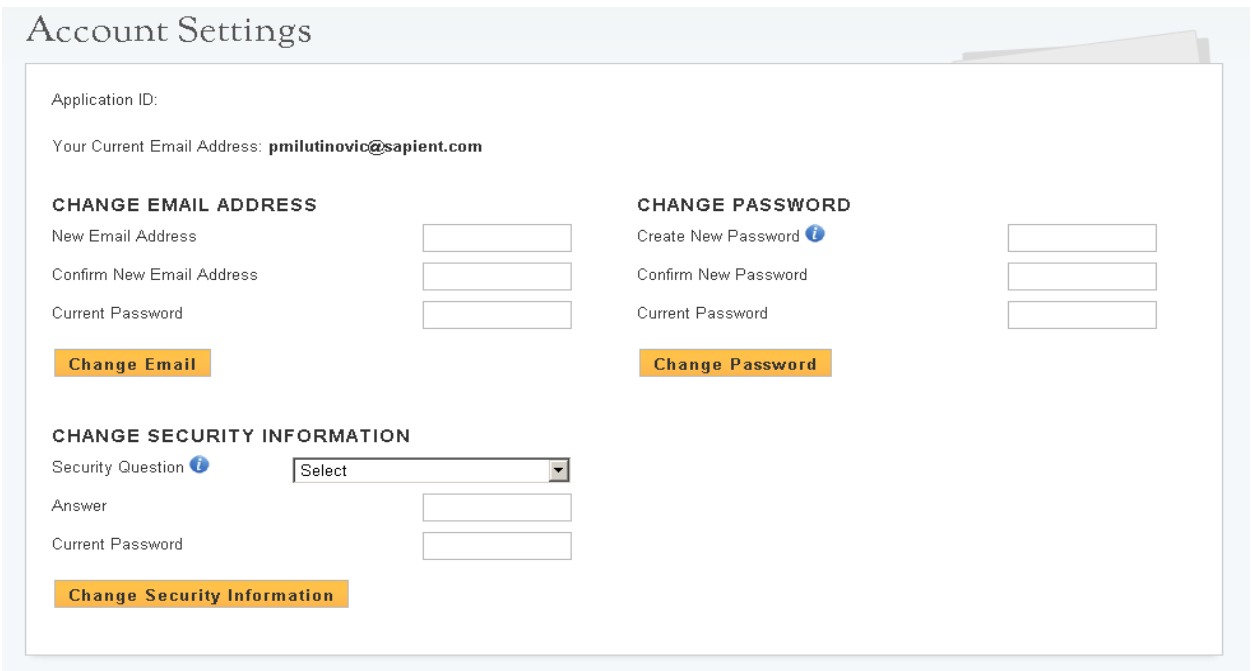
The inbox view includes the following information:

1. **Status** – Indicates the status of the message, an exclamation point () indicates a new message.
2. **Subject** – the subject of the message.
3. **Date** – The date the message was received.

Selecting the subject of the message in the inbox opens the message for viewing.

ACCOUNT SETTINGS

The Account Settings page allows the site administrator to update security information as well as email and password information.



NHSC APPROVED SITES

The NHSC Approved Sites list contains all the NHSC sites that have the status of “active” that the site administrator is a point of contact at. If the site administrator feels that a site is missing from the NHSC Approved Sites list, please call 1-800-221-9393 for assistance. Clicking on a site’s name in the table will open that site’s specific site information landing page (pg. 18).

– NHSC APPROVED SITES

Site Name	Address	Status	Expiration Date
Active Medical Site #1 ▶	123 Main Street Anytown, VA 555555555	Active (A)	08/23/2014
Active Medical Site #2 ▶	123 Main Street Anytown, VA 555555555	Active (A)	08/23/2014

The table includes the following information about approved sites:

- 1. Site Name** – this is the name of the site.
- 2. Site Address** – this is the physical address for the site (mailing address is stored separately).
- 3. Status** – for approved sites this is “active.”
“Active” sites are sites at which NHSC clinicians may serve and receive credit towards their service obligation.
- 4. Expiration Date** – this is the date by which the site will need to recertify with the NHSC
Past the expiration date, a site will become “inactive” until a recertification for that site is approved (see NHSC Inactive Sites for more information).



NHSC INACTIVE SITES

The NHSC Inactive Sites list contains all the NSHC sites that have the status of “inactive” and for which the site administrator is a point of contact. If the site administrator feels that a site is missing from the NHSC Inactive Sites list, please call 1-800-221-9393 for assistance. Clicking on a site’s name in the table will open that site’s specific site information landing page (pg. 18).

INACTIVE SITES

Site Name	Address	Status	Expiration Date
Inactive Medical Site #1 ▶	123 Main Street Anytown, VA 55555555	Inactive (I)	08/23/2014
Inactive Medical Site #2 ▶	123 Main Street Anytown, VA 55555555	Inactive (I)	08/23/2014

The table includes the following information about “inactive” sites:

- 1. Site Name** – this is the name of the site.
- 2. Site Address** – this is the physical address for the site (mailing address is stored separately).
- 3. Status** – for approved sites this is “Inactive.”
“Inactive” sites still appear in the NHSC database, but have the following restrictions.
 1. NHSC Clinicians cannot receive credit for working at an “inactive” site.
 2. “Inactive” sites may not post open positions to the Job Opportunities List.
- 4. Expiration Date** – this is the date by which the site will need to recertify with the NHSC.



PENDING SITE APPLICATIONS

The Pending Site Applications list contains all the NHSC applications either submitted by this site administrator or for sites for which this site administrator is a POC. If the site administrator feels that an application is missing from the site, please call 1-800-221-9393 for assistance. Clicking on a ID number in the table will open that application.

PENDING SITE APPLICATIONS AND RECERTIFICATIONS

Request ID#	Request Type	Site Name	Address	Date Last Updated	Status	
51744	Site Recertification	DOVER FOXCROFT FAMILY MEDICINE	891 WEST MAIN STREET SUITE 200 DOVER-FOXCROFT, ME 04426	08/08/2013	In Progress	Cancel
51735	Site Application	Test Site 100	234 Anywhere Street Anywhere, FL 23456	08/08/2013	Submitted - Pending Decision	
51734	Site Application	Test site 13	123 anywhere street Anywhere, FL 12345	08/08/2013	In Progress	Cancel

The table includes the following information about pending applications:

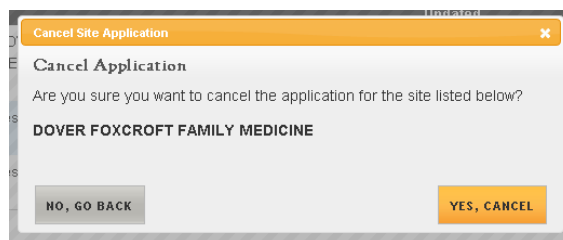
- Request ID#** – this is the unique ID number for the application.
- Request Type** – the type of request (e.g. Site Application or Site Recertification).
- Site Name** – this is the name of the site which the application is for.
- Address**- this is the physical address of the site.
- Date Last Updated** – this is the date on which the application was last modified.
- Status** – this is the current status of the application, the status can be as follows:
 - In Progress – the application is incomplete and has not been submitted.
 - Submitted – Pending Decision- the application has been submitted for review.

CANCELLING A SITE APPLICATION OR RECERTIFICATION

To cancel a site application or recertification, select the “Cancel” button on the row of the request to be removed. Only requests that are “In Progress,” may be cancelled.

51734	Site Application	Test site 13	123 anywhere street Anywhere, FL 12345	08/08/2013	In Progress	Cancel
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Upon selecting the “Cancel” button, the system will display a confirmation message. Selecting “Yes, Cancel” will void the request. You will receive a portal message in “My Messages” notifying you of the cancellation. The request itself will be removed from the Pending Site Applications and Recertifications table and appear in the Inactive Sites table.



MY ACTIVITIES

The My Activities section displays recently completed portal activities and information related to that activity in a read only format. The site administrator may also choose to view all the activities that he/she have ever completed by selecting “View All Activities.” If the site administrator feels that a completed activity is missing from the list, please call 1-800-221-9393 for assistance.

My Activities

RECENTLY COMPLETED PORTAL ACTIVITIES						
Activity Type	Site Name	Activity Description	Status	Date Last Updated	Completed By	
In Service Verification	BJC Boone Convenient Care - Moberly	Verification of [redacted] Completed by [redacted]	Completed	08/26/2013	[redacted]	[redacted]
In Service Verification	BJC Boone Convenient Care - Moberly	Verification of [redacted] Completed by [redacted]	Completed	03/09/2013	[redacted]	[redacted]
In Service Verification	BJC Boone Convenient Care - Moberly	Verification of [redacted] Completed by [redacted]	Completed	09/24/2012	[redacted]	[redacted]
In Service Verification	BJC Boone Convenient Care - Moberly	Verification of [redacted] Completed by [redacted]	Completed	06/11/2012	[redacted]	[redacted]
In Service Verification	BJC Boone Convenient Care - Moberly	Verification of [redacted] Completed by [redacted]	Completed	06/04/2012	[redacted]	[redacted]

[View All Activities ▶](#)

The table includes the following information about the site administrator’s activities:

- 1. Activity Type** – the type of activity completed.
- 2. Site Name** – this is the name of the site which the request is associated with.
- 3. Activity Description**- a short description of the activity.
- 4. Status** – this is the current status of the request, available statuses vary based on the request.
- 5. Date Last Updated** – this is the date on which the request was last modified.
- 6. Completed By**- the name of the individual who completed the activity.



NEED ASSISTANCE?

The Need Assistance section provides the site administrator with tools to help manage their account and sites. In this section is also the number to call for support, common activities the site administrator can perform and a list of all open requests for that site administrator.

Need Assistance?



I NEED TO ...

- [Submit a New NHSC Site Application ▶](#)
- [Update My Contact Information ▶](#)

CONTACT US

For support, please contact us at **1-800-221-9393**, Monday through Friday (except Federal holidays), 8 am to 8 pm ET.

OPEN REQUESTS

Request ID#	Request Type	Site Name	Date Last Updated	Status
52027 ▶	Site Application	Sample Test Site	8/26/2013	Submitted - Pending Decision
9668 ▶	Question	Petar's Test Site	8/26/2013	Open

Submit a New NHSC Site Application – see pg. 11

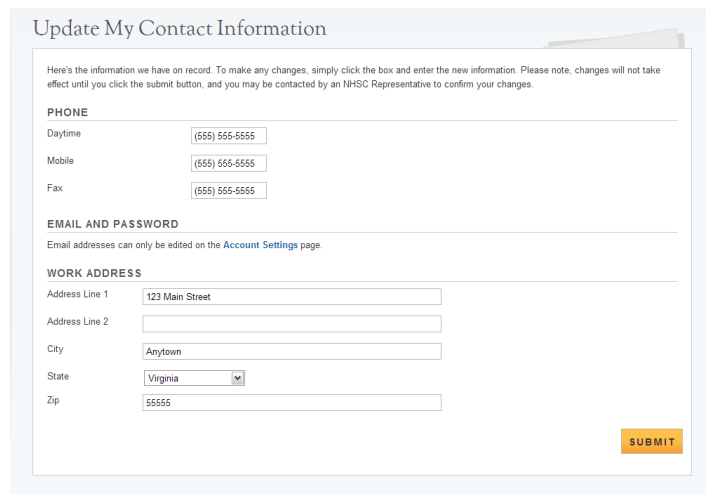
The table includes the following information about pending applications:

1. **Request ID#** – this is the unique ID number for the application.
2. **Request Type** – the type of request (i.e. Site Application, Site Recertification, Question, etc...).
3. **Site Name** – This is the name of the site which the request is associated with.
4. **Date Last Updated** – this is the date on which the request was last modified.
5. **Status** – this is the current status of the request, available statuses vary based on the request.

UPDATE MY CONTACT INFORMATION

Selecting Update My Contact Information opens the form to the right. Here the site administrator can update the following information about themselves:

1. **Phone Numbers** – Daytime, Mobile and Fax numbers.
2. **Email and Password** – are handled through the Account Settings page (pg. 5).
3. **Work Address** – the address at which the site administrator works.



Update My Contact Information

Here's the information we have on record. To make any changes, simply click the box and enter the new information. Please note, changes will not take effect until you click the submit button, and you may be contacted by an NHSC Representative to confirm your changes.

PHONE

Daytime

Mobile

Fax

EMAIL AND PASSWORD

Email addresses can only be edited on the Account Settings page.

WORK ADDRESS

Address Line 1

Address Line 2

City

State

Zip

SUBMIT




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. Only sites that have never been part of the NHSC at one time should initiate a new site application.

Start NHSC Site Application

*required field


INSTRUCTIONS

Welcome to the NHSC Online Site Application . Before you begin, carefully review the [NHSC website](#), the [NHSC Site Reference Guide](#) , and the NHSC Site Agreement (located in the appendix of the NHSC Reference Guide) to ensure your site meets all eligibility and program requirements. Sites must meet all requirements listed in the NHSC Site Agreement at time of application. If you have questions about the general application process or program requirements, contact your [State Primary Care Office](#). For technical issues in completing the application contact the NHSC Call Center at 1-800-221-9393 or GetHelp@hrsa.gov.

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

Type of Site * 

When starting a new application, the site administrator must first select the type of site they are applying for from a list in the drop down menu. If the type of site selected has a Site Subtype, they are also required to select the subtype from another drop down menu list before continuing to the NHSC Site Eligibility Questions.

Type of Site * 

Site SubType *

If the selected site type or subtype (if applicable) is auto-approved or ineligible to apply, a message informing the site administrator will be displayed.

The Site is Ineligible to Apply:

Due to the type of facility of your site, this location is not an eligible service site for the National Health Service Corps (NHSC). A listing of eligible site types is available on the [NHSC website](#). If you have additional questions, please contact your [State Primary Care Office](#) or the NHSC Call Center at 1-800-221-9393 or GetHelp@hrsa.gov

The Site is Auto-Approved:

Please Note: If your site is 1) a *Federally Qualified Health Center* funded under Section 330 of the Public Health Service Act, 2) an *Indian Health Service Site* funded through IHS, or 3) a *Federal Prison*, you do not need to submit a site application as your site may receive automatic approval through 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 1-800-221-9393 or GetHelp@hrsa.gov.

If your site is an auto-approved site type, please contact the NHSC indicating your interest in joining.



NHSC SITE ELIGIBILITY QUESTIONS

After selecting a Site Type and Site Subtype (if applicable), the site administrator must answer the NHSC Site Eligibility Questions to ensure their facility is eligible to participate in the National Health Service Corps (NHSC).

NHSC SITE ELIGIBILITY QUESTIONS

As an official representative of the applying site, please answer each of the following questions. For more information on NHSC member site eligibility requirements, please visit the NHSC Sites [website](#).

As an official representative of the applying site, have you read the [NHSC Site Reference Guide](#) and do you understand the program requirements as listed in the NHSC Site Agreement included at the end of the Reference Guide?

Yes No

Is your site physically located in and does it serve the population of a [Health Professional Shortage Area](#) (HPSA) which corresponds to the services provided at the site? [i](#)

Yes No

Is your site a Primary Care Outpatient Facility, as defined below, or a CMS-certified Critical Access Hospital? [i](#)

Yes No

Does your site utilize a qualified [discounted/sliding fee schedule](#) and has it been in place for at least 12 months? [i](#)

Yes No

Does your site deny services to an individual based on inability to pay or enrollment in Medicare, Medicaid or your state's Children's Health Insurance Program (CHIP)?

Yes No

Does your site utilize a credentialing process which, at a minimum, includes reference review, licensure verification, and a query of the [National Practitioner Data Bank](#) (NPDB)?

Yes No

Does your site prominently display a statement in common areas (and on site's Web site if applicable) that explicitly states that 1) no one will be denied access to services due to inability to pay and 2) there is a discounted/sliding fee schedule available? *Examples of acceptable sign and website language are located in the Downloadable Resources section of the NHSC [website](#) under "Site Policy Poster".*

Yes No

CONTINUE

The "Continue" button will not be enabled until each question is answered. Upon selecting "Continue," the General Information Page will be displayed or the Site Administrator will be notified the site is ineligible to apply based on the previous answers (Image located below).

Eligibility Information

Based on responses to the above questions, this site is not eligible for participation in the National Health Service Corps (NHSC). For more information on NHSC site eligibility and program requirements, please review our [website](#) and the [NHSC Site Reference Guide](#). If you have additional questions, please contact your [State Primary Care Office](#) or the NHSC Call Center at 1-800-221-9393 or GetHelp@hrsa.gov.

BACK TO PORTAL



GENERAL SITE INFORMATION (1/6)

The first page of the site application captures the contact information for the site applying to become part of the NHSC.

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

Important Notes:

1. Practice Site Name and Location – this is the physical address of the site. There are separate fields for mailing address.
2. Also Known as/Doing Business as – this is an alternate name the facility may be referenced as. The name entered in the Site Name field is how the record will appear in the system.
3. Check the box under “Mailing Address” to indicate that the physical address and the mailing address for the site are the same.
4. Upon completion of this page, the appropriate State PCO Member is notified that the site has initiated an application.

General Information
*required field

Please enter information pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice.

PRACTICE SITE NAME AND LOCATION (Where the NHSC clinician will serve their obligation)

Site Name *

Also Known as/Doing Business as Alias

Address Line 1 *

Address Line 2

City *

State/Province/Region *

Zip/Postal Code *

County *

Site Phone Number *

Site Fax Number

Site E-mail Address *

Site Web Address

Site Classification *

Mailing Address

Mailing Address is Same as Site Location

Address Line 1 *

Address Line 2

City *

State *

Zip/Postal Code *

The site administrator may select to “Save for Later” to save the information and return to the landing page only when all the required fields have been entered. Selecting “Home” in the navigation banner located at the top of every page, will return the site administrator to the landing page without saving the information. Only selecting “Continue” or “Save for Later” will save the information that has been entered on the page.

APPLICATION POINTS OF CONTACT (2/6)

This section of the application has identical functionality to the Manage Points of Contact tool discussed as part of Site Self Service (pg. 26).

NOTE: All sites except those classified as Solo Private Non-Profit or Solo Private For Profit are required to list a minimum of 2 points of contact.



NHSC INFORMATION (3/6)

The third page of the site application captures the NHSC Program information for the site applying to become part of the NHSC.

All fields marked with an asterisk (*) are required fields. Move mouse over tooltip icons (i) to view additional information about the field.

Important Notes:

1. The Site Administrator is required to select at least one service that is provided at the site.
2. The Site Administrator is required to enter the corresponding insurance number if selecting “Yes” to the Medicaid, Medicare or State Children’s Health Insurance questions. If “No” is selected for any of those questions, the Site Administrator is required to enter a reason for not accepting that particular program.
3. The Site Administrator has the ability to enter any additional information that may be useful in the review of the application.

NHSC Program Information

*required field

Please enter information pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice.

Primary Care Services Provided (check all that apply)

Verify the type of outpatient, ambulatory (or certified Critical Access Hospital) primary care services provided by the site by checking all services below provided at the applying site. In order to be approved through NHSC, the site must be located in a primary care, mental health, or dental Health Professional Shortage Area (HPSA) which corresponds to the services provided by the site.

Primary Medical Care	Primary Dental Care	Primary Behavioral Health Care
<input type="checkbox"/> General Primary Care	<input type="checkbox"/> General Dentistry	<input type="checkbox"/> General Mental Health Care
<input type="checkbox"/> Family Medicine	<input type="checkbox"/> Pediatric Dentistry	
<input type="checkbox"/> General Internal Medicine		
<input type="checkbox"/> General Pediatrics		
<input type="checkbox"/> Geriatrics		
<input type="checkbox"/> Obstetrics/Gynecology		
<input type="checkbox"/> Women's Health		

According to the site's **discounted/sliding fee schedule**, what is the nominal fee (maximum amount charged to a qualifying patient who is at 100% of poverty)? i

Does your site accept **Medicare**? i Yes No

Does your site accept **Medicaid**? i Yes No

Does your site accept the state's **Children's Health Insurance Program** (CHIP)? i Yes No

Does the applying site have a current **clinical recruitment and retention plan** on file and available for NHSC review upon request? i Yes No

Please provide any additional information that you feel would be useful in the review of your NHSC Site Application.

When the site administrator has finished entering the required NHSC Program Information, selecting “Continue” will navigate to the next page of the application.



HPSA SCORE SUGGESTION (4/6)

The HPSA Score Suggestion page allows the Site Administrator to suggest HPSAs appropriate for the site using the HPSA Find Tool. HPSA suggestion is not required to submit an application. Only HPSAs that match the primary care services (Primary Medical, Primary Dental, or Primary Behavioral Health Care) selected on the NHSC Program Information page may be suggested.

Steps for Suggesting a HPSA:

1. Select the link for the “HPSA Find Tool” to search for valid HPSAs (external web page)*.
2. Enter the HPSA ID and select “Add.”
3. When finished entering HPSAs for the site, select “Continue.”

HPSA Rules:

1. An active site must be assigned at least one (1) HPSA.
2. A site may not be assigned more than six (6) HPSAs.
3. A site may not be assigned more than one (1) HPSA of each type (e.g. Primary Medical Care, Dental, and Mental Health), unless one of the HPSAs is an Auto-HPSA.

**The HPSA Find Tool is an online tool furnished by the Health Resources and Services Administration (HRSA) that allows the user to search for HPSAs by address. For information on using the HPSA find tool, refer to documentation on the tool site.*

The HPSAs Suggested by the Site table displays the following information:

1. **HPSA ID** – the ID assigned to the HPSA.
2. **Name**- the name of the HPSA.
3. **Auto HPSA**- Yes/No indication if the HPSA is auto-approved
4. **Score**- the current score of the HPSA.
5. **HPSA Discipline**- the discipline of the HPSA. Options include Primary Care, Mental Health, or Dental.
6. **Status**- the current status of the HPSA.

The site administrator may remove HPSAs that have been suggested by selecting “Delete” on the row of the HPSA to be deleted.

HPSA Score Suggestion

SUGGEST A HPSA

You may suggest Health Professional Shortage Area (HPSA) IDs which are applicable to **test site 6** and based on verified information found in the [HPSA Find tool](#). The HPSA score must correspond to the services (primary care, mental health, and/or dental) provided at this site location. This field is not required for submission of the NHSC Site Application. NHSC and State Primary Care Office staff will verify this information and add all applicable HPSA IDs to the application during the review process. If no HPSA exists for the physical location of the applying site, the site application will be denied. For additional assistance in identifying the HPSA ID, contact your [State Primary Care Office](#).

Enter the HPSA ID **Add**

Note: The NHSC system updates HPSA scores annually on January 1st. If this field does not recognize a designated HPSA from the HPSA Find database, please continue with the application. The application will be held and processed after the January 1st HPSA update if the application meets all other requirements.

HPSAs Suggested by the Site

HPSA ID	Name	Auto-HPSA	Score	HPSA Discipline	Status	
104990446	Fredonia Service Area	No	13	Primary Care	Designated	Delete

SAVE FOR LATER **CONTINUE**



APPLICATION SUPPORTING DOCUMENTS (5/6)

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

The documents that appear in the Selected Document Types table are required. Instructions, site agreement requirements, and other information regarding each type of document listed can be found by expanding the Document Instructions accordion. Comments are optional, unless “Other Documentation Requested by NHSC or State Primary Care Office” is selected.

When the site administrator is finished uploading documents, selecting “Continue” will navigate to the next page of the 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 Discounted Sliding Fee Schedule and NHSC Site Data Tables 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 particular document to remove it.

Supporting Documents
*required field

Please upload the required documents listed below pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice. For additional assistance, contact your [State Primary Care Office](#).

+ DOCUMENT INSTRUCTIONS

- UPLOAD DOCUMENTS

More information about required documents, including samples or templates can be found on the [NHSC Sites and Communities Page](#).

Select document type(s):

- Policies on Non-Discrimination*
- Discounted/Sliding Fee Schedule*
- Patient Application for the Discounted/Sliding Fee Schedule*
- Discounted/Sliding Fee Schedule Policies*
- Photograph of Posted Signage*
- Proof of Access to System of Care*
- NHSC Site Data Tables*
- Other Documentation Requested by NHSC or State Primary Care Office

Comment

No file chosen

UPLOADED DOCUMENTS

No documents have been uploaded for this request



APPLICATION SITE AGREEMENT (6/6)

The final page of the site application is where the site administrator agrees to the NHSC Site Agreement.

Agreement and Submission

1. Read the NHSC Site Agreement.
2. Check the box certifying that the site meets and will continue to meet NHSC site requirements.
3. Check the box certifying you are an official representative of the site.
4. Digitally sign the application by entering the site administrator's password.
5. Select "Submit."

Agreement For All Participating NHSC Sites
*required field

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.

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

1. Is located in and treats patients from a federally-designated **Health Professional Shortage Area (HPSA)**.
2. Does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); or (iii) based upon the individual's race, color, sex, national origin, disability, religion, age, or sexual orientation. *[May or may not be applicable to Indian Health Service Facilities, Tribally-Operated 638 Health Programs, and Urban Indian Health Programs (ITUs)].*
 - a. Uses a schedule of fees or payments for services consistent with locally prevailing rates or charges and designed to cover the site's reasonable costs of operation. *(May or may not be applicable to ITUs, free clinics, or prisons.)*
 - b. Uses a **discounted/sliding fee schedule** to ensure that no one who is unable to pay will be denied access to services. This system must provide a full discount to individuals and families with annual incomes at or below 100% of the **federal poverty guidelines** (with special fees may be allowed). Therefore, those with incomes between 100% and 200% of the federal poverty

I certify that **test site 6** currently meets all requirements listed in the NHSC Site Agreement above and will continue to meet these requirements in order to maintain status as an NHSC-approved service site. I also 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 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 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 Program 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 compliance with my obligation and program policies.

I certify that I am an official representative of **test site 6**.

PLEASE ENTER YOUR LOG-IN PASSWORD TO CONFIRM YOUR AGREEMENT:

Sign with your password *

SUBMIT

What Happens Now?

Upon submission, the application is sent to the appropriate analyst at the Division of Regional Operations (DRO) for review as well as the appropriate State Primary Care Office (PCO) staff member for additional comments and a recommendation. When a final decision has been made on the application, the site administrator will be notified of the decision via a portal message and the information for the site will be updated in the system accordingly.



SITE INFORMATION LANDING PAGE (OVERVIEW)

The Site Information Page provides, at a glance, all the tools the site administrator needs to manage their site. The Site Information Page is broken into three sections:

- 1. Site Information (pg. 19)**

This section includes all the information about the site. The sections are expandable and include the contact information for a site, additional NHSC site information and the site's main/administrative site's basic information (*if available*).

- 2. Self-Service (pg. 21)**

This section provides tools for managing the site.

- 3. Need Assistance? (pg. 34)**

Additional tools and functionality for helping the site administrator solve problems.

Each of these sections is examined in more detail below.

The screenshot displays the Site Information Landing Page with three sections highlighted by numbered callouts:

- 2** Self-Service: A list of management tools including Manage Current Job Openings, View Clinician Roster, Manage Points of Contact, Manage Site Profile, and Site Visits.
- 1** Site Information: A summary card for the site 'Scott Helm, LCSW, LISW' with status 'Active (A)', expiration date '12/31/2013', and BCRS ID '12881'. It includes expandable sections for CONTACT INFORMATION and ADDITIONAL SITE INFORMATION.
- 3** Need Assistance?: A section for recent requests and assistance options. It includes a table of recent requests and a list of actions like 'Recertify' and 'Ask a Question'.

RequestID#	Request Type	Date Last Updated	Status
51629	Site Recertification	7/22/2013	Approved



SITE INFORMATION

At a glance, the Site Information section of the Site Information page displays the site's name, status, expiration date and BCRS ID. This section also includes the following tools to help the site administrator:

1. Contact Information (pg. 20)

This tool allows the site administrator to view and update the site's information.

2. Additional Site Information (pg. 20)

This tool allows the site administrator to view additional NHSC information for the site.

The screenshot shows the 'Site Information' page. At the top, there are four fields: Site Name, Status (Active (A)), Expiration Date (12/31/2013), and BCRS ID. Below this is a section titled 'CONTACT INFORMATION' with a warning: 'If the information displayed below is incorrect, please update your Site Information'. The contact information fields are: Site Name, Site Address, Site Email Address (@EXAMPLE.COM), Site Phone Number ((000) 000-0000), and Site Fax Number. Below that is a section titled 'ADDITIONAL SITE INFORMATION' with fields: Site Geography (Rural), Site Classification (Private For-Profit), Type of Site (Private Practice (Solo/Group)), and Mental Health HPSA Score (17).



CONTACT INFORMATION

At a glance, the Contact Information section displays the site’s name, address, email, and phone and fax numbers for the site. Selecting “Update your Site Information” has identical functionality to the Manage Site Profile tool discussed as part of Site Self Service (pg. 29).

CONTACT INFORMATION

If the information displayed below is incorrect, please [update your Site Information](#)

Site Name	[REDACTED]
Site Address	[REDACTED]
Site Email Address	[REDACTED]@EXAMPLE.COM
Site Phone Number	(000) 000-0000
Site Fax Number	

The Contact Information section displays the following information:

1. **Site Name** – this is the name of the site.
2. **Site Address** – this is the physical address for the site (mailing address is stored separately).
3. **Site Email Address**- the email address of the site.
4. **Site Phone Number**- the phone number of the site.
5. **Site Fax Number**- the fax number of the site.

ADDITIONAL SITE INFORMATION

The Additional Site Information section displays NHSC information for the site in a read only format.

ADDITIONAL SITE INFORMATION

Site Geography	Rural
Site Classification	Private For-Profit
Type of Site	Private Practice (Solo/Group)
Mental Health HPSA Score	17

The Additional Site Information section displays the following information:

1. **Site Geography** – the type of geography associated with the site (e.g. Rural, Frontier, or Urban).
2. **Site Classification**- the classification of the site.
3. **Type of Site**- the site type of the facility.
4. **(Type of HPSA) HPSA Score**- the type and current score of the HPSA(s) assigned to the site.



SELF-SERVICE

The Self-Service section of the Site Information Page includes the following tools to help the site administrator:

1. Manage Current Job Openings (pg. 22)

This tool allows the site administrator to create new job postings that will appear on the Job Opportunities List (JOL).

2. View Clinician Roster (pg. 25) (only available for sites with clinicians in service)

This tool allows the site administrator to view all the clinicians currently serving obligations at the site.

3. Manage Points of Contact (pg. 26)

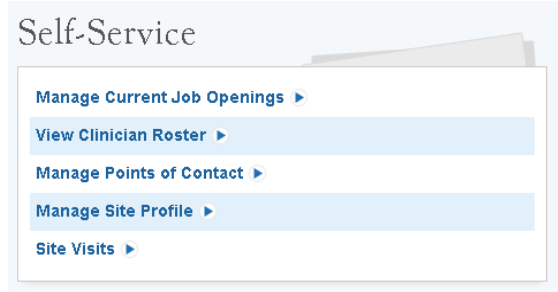
This tool allows the site administrator to update the points of contact (POCs) for this site.

4. Manage Site Profile (pg. 29)

This tool allows the site administrator to update basic contact information as well as the site profile for the site.

5. Site Visits (p. 33)

This tool allows the site administrator to view past and upcoming site visits.



RECRUITMENT MANAGEMENT (MANAGE CURRENT JOB OPENINGS)

This tool allows the site administrator to manage the positions posted to the Job Opportunities List (JOL). Here the site administrator can create new open job postings, update current job postings and close non-valid job postings. A complete Site Profile is required before creating or updating existing positions

The screenshot shows the 'Recruitment Management' interface. At the top, it displays site information: Site Name (Active Medical Site #1), Status (Active (A)), Address (123 Main Street, Anytown, VA 55555555), and Expiration Date (08/23/2014). Below this, a message states: 'Use the options below to create and edit job openings at your site. Changes made will be reflected on the HRSA Job Opportunities List (JOL) within 24 hours.' The main section is titled 'OPEN POSITIONS' and contains a table with the following data:

ID	Discipline	Specialty	Allocation	Eligible For	Posting Expiration	Last Updated
59660	Physician Assistant	Family Practice	Full-Time	Loan Repayment Program	11/27/2011	08/23/2011
59661	Nurse Practitioner	Family Practice	Part-Time	Loan Repayment Program	10/31/2011	08/23/2011

Below the table are two buttons: 'Create New Position' and 'History of Positions'.

The Open Positions table shows all the current job postings for that site. The table displays the following information:

1. **ID** – the unique ID number for the positions.
2. **Discipline** – the discipline associated with the position.
3. **Specialty** – the specialty associated with the discipline.
4. **Allocation** – either “Full-Time” or “Part-Time.”
5. **Eligible For** – the NHSC participant program that this position is eligible for, either “Loan Repayment Program” or “Loan Repayment or Scholar Program.”
6. **Posting Expiration** – when the job posting will stop posting on the JOL (extendable by the site administrator).
7. **Last Updated** – the date the position was last edited.

From this page the site administrator can:

1. Create a New Position.
2. View/Edit Existing Open Positions.
3. View a History of Positions.

The History of Positions will display a list of all vacancies that closed or expired after September 7, 2011.



CREATE A NEW POSITION

The Create New Position screen allows the site administrator to create a new open job posting for the Job Opportunities List (JOL). The screen will only allow the site administrator to create position postings that correspond to the Health Professional Shortage Areas (HPSAs) designated to the site. The paragraph at the top of the page indicates which HPSA types are designated for the site (Primary Care, Dental and/or Mental Health).

When creating a new position posting, the site administrator enters the following information (*all fields are required*):

The screenshot shows the 'Create New Position' form with the following fields and options:

- Discipline * (Dropdown menu: Please Select...)
- Specialty * (Dropdown menu: Please Select...)
- Eligible For * (Dropdown menu: Please Select...)
- Allocation * (Radio buttons: Full-Time, Part-Time)
- Estimated Hours Per Week * (Text input field)
- Projected Hire * (Text input field with calendar icon)
- Position Description * (250 characters maximum) (Text area)
- Posting Start Date * (Text input field with calendar icon)
- Posting Expiration Date * (Text input field with calendar icon and a 'Set Maximum Expiration' button)
- A 'CREATE' button at the bottom right.

1. **Discipline** – The discipline for the position; filtered by the HPSAs designated for the site.
2. **Specialty** – The specialty for the position; filtered by the Discipline selected.

Each position is assigned to a HPSA based on the Discipline and Specialty combination selected.

3. **Eligible For** – The NHSC participant program for which service credit can be gained. This field is filtered by the score of the HPSA assigned to the position from the discipline and specialty combination and the currently enforced program limits as defined in the Federal Register (<http://nhsc.hrsa.gov/communities/apply.htm>).
4. **Allocations** – The full-time or part-time designation for the position.
5. **Estimated Hours** – The number of hours per week the position is to fill.
6. **Projected Hire** – The date by which the site administrator is targeting the position to be filled.
7. **Position Description** – A brief description of the position outlining the important functions of the position.

Each position must have a Posting Start Date and Posting Expiration Date.

Posting Start Date – The date on which the position posting should first appear on the JOL (new positions may take **up to 24 hours** from creation to appear on the JOL); cannot be before the current date.

Posting Expiration Date – The date on which the position posting should be removed from the JOL if not filled or closed beforehand. Posting Expiration Date can initially be a *maximum* of 90 days past the posting start date. The Set Maximum Expiration Button (**Set Maximum Expiration**) can be used to automatically calculate and enter the maximum expiration date for the position posting.



VIEW/EDIT A POSITION

The View/Edit Position Screen for open positions allows the site administrator to edit the attributes of the position.

All the same rules for the fields apply as when creating the position. For a description of the fields and rules, please refer to the Create New Position Section (pg. 23).

Adjusting Posting Expiration Date - the site administrator can change the posting expiration date. The new date can be set to a *maximum* of 90 days past the current date or 90 days past the Posting Start Date (*only if the Posting Start Date is in the future*).

View/Edit Position
* Required fields

Please enter the following information regarding your position. Your site is located in a Health Professional Shortage Area (HPSA) of the following discipline(s): **Mental Health, Dental, Primary Care**. You may create a limited number of Scholar and Loan Repayor positions that correspond to one of the above HPSA disciplines. For information regarding the limitations on the number of Scholar and Loan Repayor positions you can create, please refer to the Federal Register.

Status: Open

Discipline *: Physician Assistant

Specialty *: Family Practice

Eligible For *: Loan Repayment Program

Allocation *: Full-Time Part-Time

Estimated Hours Per Week *: 40

Projected Hire *: 09/04/2011

Position Description *: (250 characters maximum)

The position will be available on the **Job Opportunities List (JOL)** on the Posting Start Date and will be removed on the Posting Expiration Date. The Posting Expiration Date may not exceed 90 days from today or the Posting Start Date, whichever is later.

Position ID on JOL: 59660

Posting Start Date *: 08/29/2011

Posting Expiration Date *: 11/27/2011 **Set Maximum Expiration**

CANCEL **CLOSE POSITION** **SAVE**

CLOSING A POSITION

To close an open position, on the View/Edit Position Screen, select the “Close Position” (**CLOSE POSITION**) button. A confirmation screen will appear. The site administrator must provide a reason for closing the vacancy. The current available reasons are:

- **Position is Filled** – the position has been filled outside the NHSC (*when an NHSC position is matched to an open position at a site the status of the position will update automatically*).
- **No Longer an Open Position** – the position is not being offered any longer.

Close Position
* Required fields

Please choose the reason why you are closing this position before the Posting Expiration Date. By doing so, it will be permanently removed from the Job Opportunities List (JOL) within 24 hours.

Reason for Closing Vacancy *: Please Select...

CANCEL **CLOSE**

Only after a reason for closure has been entered can the position be closed.



CLINICIAN ROSTER (VIEW CLINICIAN ROSTER)

The site administrator has the ability to view a list of NHSC clinicians currently serving a service obligation at their site. If a site has one or more NHSC clinicians in service, the “View Clinician Roster” tool will be available under “Self-Service” on the Site Information Page.

The clinician roster lists all NHSC clinicians who are currently fulfilling their service obligation at your site. Clinicians which are not part of the NHSC will not be shown here.

CLINICIAN ROSTER

Clinician	Discipline	Specialty	Program	Allocation	Start Date	Obligation End Date
	Certified Nurse Midwife	None	Loan Repayment Program	Full-Time	4/26/2011	12/9/2012

The Clinician Roster includes the following information:

1. **Clinician** – the name of the clinician in service.
2. **Discipline** – the discipline of the clinician.
3. **Specialty** – the specialty of the clinician.
4. **Program** – the NHSC program for the clinician; either Loan Repayment or Scholar Program.
5. **Allocation** – full-time or part-time.
6. **Start Date** – the initial date the clinician began fulfilling service obligation at the site.
7. **Obligation End Date** – the current date the clinician will fulfill their service obligation.



MANAGE POINTS OF CONTACT (POC)

The Site Point of Contacts (POC) table shows, at a glance, all the POCs currently associated with the site.

Name	Type of Contact	Address	Phone	Email	
Sample POC ▶	Recruitment Contact	123 Main Street Anytown, VA 999990000	(123) 456-7890		Remove
Sample POC #2 ▶	NHSC Point of Contact	123 Main Street Anytown, VA 555555555	(555) 555-5555	sample@EXAMPLE.COM	Remove ▶

Add Another Site POC

The Site Points of Contact table provides the following information:

- 1. Name** – the name of the POC.
If the name is in blue, then the POC is confirmed for that site and is editable by the site administrator, if the name is gray, then the POC is unconfirmed and is not editable by the site administrator.
For more information on confirming POCs, see the Adding Points of Contact Section (pg. 27).
- 2. Type of Contact** – the type of POC.
A minimum of one Recruitment Contact is required for each site; this is the POC that is sent to the Opportunities List with open position postings.
- 3. Address** – the work address of the POC.
- 4. Phone** – the primary phone number for the POC.
- 5. Email** – the primary email address for the POC.

From this screen the site administrator can:

1. Remove a POC.
2. Add a POC.
3. Edit a POC.

REMOVING A POC

To remove a POC from the site, select the “Remove” link on the row of the POC to be removed. If the remove option is gray, then the POC cannot be removed.

A POC may not be removed in the following conditions:

1. The POC is the site administrator currently viewing the table.
2. The POC is the only Recruitment Contact for the site.
To remove a POC designated as the only Recruitment Contact for a site, you must assign another POC listed the Recruitment Contact role. The first POC is now removable.



ADDING A POC

When adding a new POC to the site, the system provides three separate ways to locate and add a POC. Each method must be performed in the order listed.

1. Adding a POC from Within the Site's Network

The first method for adding a new POC is using the in-network dropdown menu. An “in-network” POC is an individual who serves as a POC as another site that is affiliated with the current site and the affiliation is on file with the NHSC. If the site has no other in-network sites or in-network POCs on record, the system will skip this method.

Name	Type of Contact	Address	Phone	Email
Sample POC ▶	Recruitment Contact	123 Main Street Anytown, VA 999990000	(123) 456-7890	ckinter@saplent.com
Sample POC #2 ▶	NHSC Point of Contact	123 Main Street Anytown, VA 555555555	(555) 555-5555	sample@EXAMPLE.COM

ADD POC FROM SITE NETWORK
Please search for your Point Of Contact within your current site network.

Please Select I do not see my POC listed

To add a POC from within the site network, select the POC from the dropdown and select “Add”. POCs added using this method are automatically confirmed and their information is automatically editable in the Site POC Table.

If the desired POC is not listed, check the box next to “I do not see my POC listed” and select “Search NHSC Database” to continue to the next search method.

2. Searching the NHSC Database

The second method for adding a POC is searching for an existing POC in the NHSC database.

To search for a POC enter any criteria in the search fields and select “Search”. The POCs listed are POCs at other existing NHSC sites and are outside the current site’s network.

Search NHSC Database

ADD POC FROM NHSC DATABASE
To search for your Point Of Contact in the NHSC database, please enter one or more of the following criteria.

POC First Name
POC Last Name
POC Primary Email
POC Primary Phone Number

In the list of search results, select a POC. Only POCs at other sites are displayed through this search method. If the desired POC is also an NHSC clinician, please contact the NHSC for assistance.

When adding a POC using this method, the POC will be added as “unconfirmed” and will not be editable from the Site POC table. An email confirmation is sent to the newly added POC asking them to confirm the association. Once the POC confirms via the email, they will become editable in the Site POC Table.

If the desired POC is not found via search, check the box next to “No, my POC is not listed in these matches” and select “Enter New POC”.

NOTE: Only Points of Contact are displayed through this search method. If the desired POC is an NHSC clinician, please contact the NHSC for assistance.



3. Entering New POC Information

The third and final option for adding a new POC to a site is to manually enter the POC information. All required fields are marked with an asterisk (*).

When entering an email address, use the work email address of the POC, not a personal email address. The email address must be unique for each POC across the NHSC.

Upon saving the information the system will search for potential matches in the system. If matches are located, the site administrator will be prompted to either select a match or save the newly entered information.

POCs created using this method are automatically confirmed for the site and are immediately editable in the Site POC Table.

ENTER NEW POC INFORMATION
Please enter the following information regarding your new POC.

First Name *

Last Name *

Title

Suffix

Type of Contact *

Primary Phone Number *

Secondary Phone Number

Fax Number

Email Address *

Address Line 1 *

Address Line 2

City *

State/Province/Region *

Zip/Postal Code *

SAVE

EDITING A POC

Selecting an editable POC in the Site POC Table opens the Edit POC Information screen.

Here the site administrator can update the POC information as appropriate and select “Save”. All required fields are marked with an asterisk (*).

Updating Your Own Information

When site administrators update their own records, they cannot update their name or email address from this page. In order to change their name, site administrators need to contact BCRS. To change their email address, site administrators need to use the Account Settings tool (pg. 5).

Updating Other POCs Information

Site administrators have the ability to update the information for other POCs at their site(s). If the POC the site administrator wishes to edit has registered a portal account, the site administrator will *not* be able to change their name or email address. If the POC the site administrator wishes to edit has not registered a portal account, the site administrator will be able to edit all fields.

Whenever POC information is changed, the POC whose record was changed will receive an email notifying them of the change.

Edit POC Information
Please enter the following information to modify to your existing Point Of Contact.

First Name *

Last Name *

Type of Contact *

Primary Phone Number *

Secondary Phone Number

Fax Number

Email Address *

Address Line 1 *

Address Line 2

City *

State/Province/Region *

Zip/Postal Code *

SAVE



MANAGE SITE PROFILE

The first page displayed for the Site Administrator upon selecting “Manage Site Profile” from the Self Service section or selecting “Update your Site Information” from the Contact Information section is the Manage Site Profile Page. The information that the site administrator can update directly on the portal is limited to information that does not affect NHSC eligibility or Health Professional Shortage Area (HPSA) designation. This information will be displayed on the site’s profile on the Jobs Center. Fields marked with (*) are required fields.

Manage Site Profile
* required field

Your Site Profile displays information about your site that job seekers can review. It is available through the **NHSC Jobs Center**. Manage the information, photos and web links displayed on your Site Profile here.

[See an example of a site profile >](#)

STEP 1: DESCRIBE YOUR SITE

Site Name

Site Headline (limit 140 characters)
Provide a concise overview of your site's mission to assist a job seeker in understanding the most important aspects of your site.

Site Description (limit 1000 characters) *
Enter a more detailed description of your site here. You may include important services you provide, features of your community, etc.

STEP 2: VERIFY POINTS OF CONTACT

All points of contact for your site that are labeled as a "Recruitment Contact" will appear as points of contact on your site profile. To update this information, please go to the **Manage Points of Contact** section for this site.

Recruitment Contacts

Contact Name	Phone	Email
Petar Smith	(123) 456-7890	pmilutinovic@sapient.com

STEP 3: UPLOAD BROCHURE FOR YOUR SITE

Here, you can upload a one-page flyer or marketing brochure that you use to promote your site. Those who view your site profile will be able to download this document. Suggestion: Include your site's name in the name of the file.

Upload New Site Brochure
 Suggested file types: jpg, doc, & pdf
 No file chosen

STEP 4: PROVIDE SITE DETAILS

Languages Spoken By Patients *

- English
- Spanish
- French/Creole
- German

Don't see what you're looking for?

Specialty Services Provided

- HIV/AIDS
- Diabetes
- Hypertension
- Pain Management

Don't see what you're looking for?

Services Provided *

- Geriatrics
- OB/GYN
- Internal Medicine
- Family Medicine

Don't see what you're looking for?

Other Benefits Provided

- Teaching
- CMEs/CEUs
- Mentoring
- Multidisciplinary Care

Don't see what you're looking for?

STEP 5: PROVIDE OTHER SITE INFORMATION

Other Information

Number of patients served annually *

Days/Hours of Operation *

Facility Size *

Site Contact Information

Site Email Address *

Official Website

Site Phone Number *

Site Fax Number

DUNS Number

Relevant Links

Add web site or social media links so job seekers can learn more about your organization and community.

Name Address

I have read and agreed to the terms and conditions outlined in the [Rules of Behavior](#) for site administrators

If you would like to update information not available on this page, please [contact us >](#)

Want to see what it looks like?

Ready to upload images?



To update the information, the site administrator enters the new information into the appropriate field, selects the checkbox agreeing to the terms and conditions and selects "Save and Continue". Selecting "Save & View Profile" will display how the information will appear on the Jobs Center. The information that a site administrator can update is as follows:

1. **Step 1: Describe your site (pg. 30)** - a description of the site.
2. **Step 2: Verify Points of Contact (pg. 30)** – the point(s) of contact for the site. Please refer to p.23 (Manage Points of Contacts) for more information.
3. **Step 3: Upload a Brochure for your Site (pg.31)** – the ability for the site to upload their brochure.
4. **Step 4: Provide Site Details (pg. 31)** – a list of options such services the site provides, languages spoken, any other benefits the site may choose.
5. **Step 5: Provide Other Site Information (pg. 32)** – other information the site provides.
6. **Step 6: Manage Site Profile Images (pg. 32)** - images the site may upload to be displayed on the Jobs Center.

If the site administrator needs to update any other information about the site (i.e. site name, address, site type, etc...), please contact NHSC using the "Contact Us" link at the top of the page as this information may affect NHSC eligibility.

DESCRIBE YOUR SITE

When describing the site, the system allows the site administrator to enter the site's headline as well as a short description.

STEP 1: DESCRIBE YOUR SITE

Site Name

Petar's Health Facility

Site Headline (limit 140 characters)

Provide a concise overview of your site's mission to assist a job seeker in understanding the most important aspects of your site

Site Description (limit 1000 characters) *

Enter a more detailed description of your site here. You may include important services you provide, features of your community, etc.

1. **Site Headline**- a concise overview of the site's mission.
2. **Site Description**- a detailed description of the site.

VERIFY POINTS OF CONTACT

This section of the application has identical functionality to the Manage Points of Contact tool discussed as part of Site Self Service (pg. 26).

STEP 2: VERIFY POINTS OF CONTACT

All points of contact for your site that are labeled as a "Recruitment Contact" will appear as points of contact on your site profile. To update this information, please go to the **Manage Points of Contact** section for this site.

Recruitment Contacts

Contact Name	Phone	Email
Petar Smith	(123) 456-7890	pmilutinovic@sapient.com



UPLOAD BROCHURE FOR YOUR SITE

This section allows the site administrator to upload a brochure to promote the site.

STEP 3: UPLOAD BROCHURE FOR YOUR SITE

Here, you can upload a one-page flyer or marketing brochure that you use to promote your site. Those who view your site profile will be able to download this document. Suggestion: Include your site's name in the name of the file.

Upload New Site Brochure

Suggested file types: jpg, doc, & pdf

No file chosen

Uploading a Document (File Size Limit: 5 MB)

1. Select a document to upload.
2. Select "Choose File" and browse and select the appropriate file.

PROVIDE SITE DETAILS

This section allows the site administrator to select details about the site. If the site administrator cannot find the specific item that is listed, they may add the item by entering it in the data field located below that specific section and selecting "Add It!"

STEP 4: PROVIDE SITE DETAILS

<p>Languages Spoken By Patients *</p> <ul style="list-style-type: none"><input type="checkbox"/> Patois<input type="checkbox"/> Khmer<input type="checkbox"/> Hangul<input type="checkbox"/> Tagalog <p>Don't see what you're looking for?</p> <input type="text"/> <input type="button" value="Add It!"/>	<p>Services Provided *</p> <ul style="list-style-type: none"><input type="checkbox"/> Counseling<input type="checkbox"/> Nurse midwifery<input type="checkbox"/> Pediatrics<input type="checkbox"/> Women's Health <p>Don't see what you're looking for?</p> <input type="text"/> <input type="button" value="Add It!"/>
<p>Specialty Services Provided</p> <ul style="list-style-type: none"><input type="checkbox"/> Pain management<input type="checkbox"/> Pulmonary Health<input type="checkbox"/> Migrant Health Care<input type="checkbox"/> Homeless Health care<input type="checkbox"/> Nutrition <p>Don't see what you're looking for?</p> <input type="text"/> <input type="button" value="Add It!"/>	<p>Other Benefits Provided</p> <ul style="list-style-type: none"><input type="checkbox"/> Teaching<input type="checkbox"/> CMEs/CEUs<input type="checkbox"/> Mentoring<input type="checkbox"/> Multidisciplinary Care <p>Don't see what you're looking for?</p> <input type="text"/> <input type="button" value="Add It!"/>

1. **Languages Spoken By Patients**- allows the site administrator to select the various languages spoken by patients of the site.
2. **Services Provided**- allows the site administrator to select the various services that are provided at the site.
3. **Specialty Services Provided**- allows the site administrator to select the various specialty services that are provided at the site.
4. **Other Benefits Provided**- allows the site administrator to select other benefits that the site provides.




PROVIDE OTHER SITE INFORMATION

This section allows the site administrator to provide further details about the site as well as update the site's contact information.

STEP 5: PROVIDE OTHER SITE INFORMATION

Other Information

Number of patients served annually * 

Days/Hours of Operation *

Facility Size * 

Site Contact Information

Site Email Address *

Official Website

Site Phone Number *

Site Fax Number

DUNS Number

Relevant Links

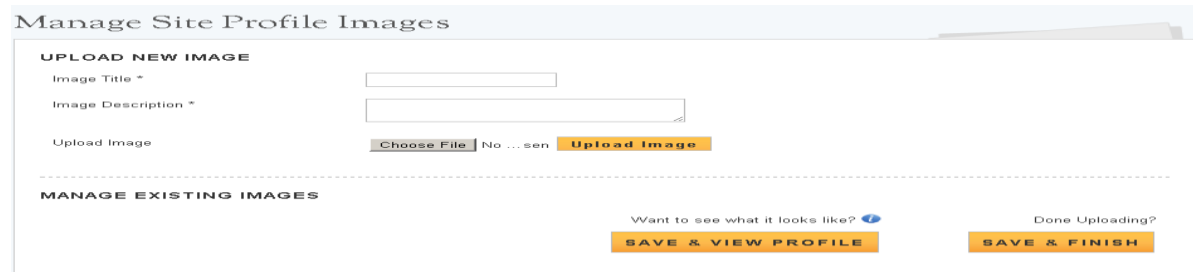
Add web site or social media links so job seekers can learn more about your organization and community.

Name Address [Add It!](#)

1. **Number of patients served annually**- this is the number of patients the site treats in a calendar year.
2. **Days/Hours of Operation**- the days of operation and the business hours of the site.
3. **Facility Size**- the total number of exam rooms/examination chairs the site has.
4. **Relevant Links**- additional links the site has added.
5. **Site Contact Information**- the contact information and DUNS Number associated with the site.

MANAGE SITE PROFILE IMAGES

Upon selecting "Save and Continue" on the Manage Site Profile page, the site administrator is navigated to the Manage Site Profile Images page. On this page, the site administrator has the ability enter a description and upload images that will be displayed on the site's profile on the Jobs Center as well as manage existing images.



Uploading an Image (File Size Limit: 5 MB)

1. Select "Choose File" and browse and select the appropriate file.
2. Select "Upload Image."

When the Site Administrator has finished uploading images, selecting "Save and finish" will save the information that has been entered and return the site administrator to the Site Information Landing page.



SITE VISITS

The Site Visit table displays all pending site visits as well as site visits that have already been performed.

Site Visits for [REDACTED] Health Services - Drexel

PENDING VISITS		
Type	Scheduled Date	Status
Routine	08/31/2013 01:00 PM	Proposed

PAST VISITS
There are no previous Site Visits on record.

The Pending Visits table and the Past Visits table provide the following information:

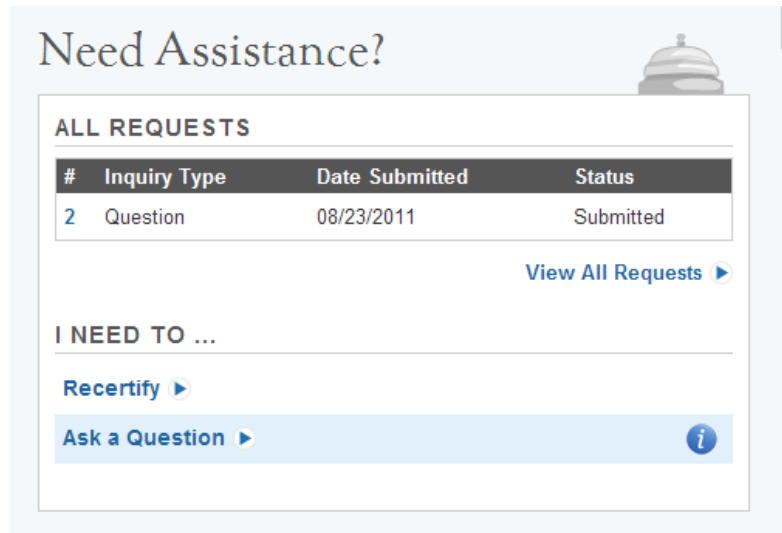
1. **Type** – the type of visit scheduled.
2. **Scheduled Date** – the date and time the visit is scheduled for.
3. **Status**- the current status of the visit.



NEED ASSISTANCE? (SITE INFORMATION PAGE)

The Need Assistance section of the Site Information Page allows the site administrator to perform four actions:

- 1. View Submitted Requests (pg. 34)**
Recent requests submitted for the site will appear in the table with older requests in the “View All Requests” link.
- 2. Recertify (pg. 35)**
Submit a recertification for the site when it is about to expire.
- 3. Reapply (pg. 41)** (not pictured)
Resubmit an application after the previous attempt was rejected.
- 4. Ask a Question (pg. 42)**
Ask BCRS a question using the inquiry feature.



The screenshot shows the 'Need Assistance?' page with a table titled 'ALL REQUESTS'. The table has four columns: '#', 'Inquiry Type', 'Date Submitted', and 'Status'. There is one row with the following data: '# 2', 'Inquiry Type Question', 'Date Submitted 08/23/2011', and 'Status Submitted'. Below the table is a link 'View All Requests' with a right-pointing arrow. Underneath, there is a section titled 'I NEED TO ...' with two links: 'Recertify' and 'Ask a Question', both with right-pointing arrows. An information icon (i) is located to the right of the 'Ask a Question' link.

VIEWING REQUESTS

The “All Requests” table on the Site Information page includes requests with action in the past 30 days. To view older requests, the “View All Requests” link will display tables for all “open” requests and a history of all “closed” requests for the site. Selecting a request from either of the tables will open a page with the request details and any actions the site administrator can perform. The information in the tables includes:

- 1. Request Type** – identifies the type of request.
- 2. Date Submitted** – the date the request was first submitted.
- 3. Date Last Updated** – the date the request was last modified or action was taken.
- 4. Status** – status of the request, either “Submitted”, “Open” or “Closed” for an inquiry or “Submitted-Pending Decision”, “Canceled”, “Rejected”, “Pending Site Visit” or “Approved” for an application.



SITE RECERTIFICATION

The “Recertify” link will appear when a site is able to recertify. NHSC sites are required to recertify every three (3) years in order to maintain eligibility. A portal message containing instructions will be sent to the site administrator when the recertification cycle opens notifying him/her that their site needs to submit a recertification. In order to initiate a recertification the site must:

- Have an approved site application on file.
- Not have an existing site recertification in progress.
- Not have an existing site recertification pending a site visit.
- Not be in “Terminated” status.
- Not receive funding through the Bureau of Primary Health Care (BPHC) (*recertification not required*).
- Not be a “federal” site (IHS, ICE, Federal BOP, etc...) (*recertification not required*).

The recertification follows the same process as the site application, but is prepopulated with the current site information found in the system.

NHSC SITE ELIGIBILITY QUESTIONS

The first page of the site recertification is the NHSC Site Eligibility Page. The Site Administrator must correctly answer the eligibility questions to recertify.

The “Continue” button will not be enabled until each question is answered. Upon selecting “Continue,” the General Information Page will be displayed or the Site Administrator will be notified the site is ineligible to apply based on the previous answers. (Image located below)

The screenshot shows the 'Start NHSC Site Recertification' page. It includes an 'INSTRUCTIONS' section, a 'Type of Site' dropdown menu set to 'Private Practice (Solo/Group)', and a section titled 'NHSC SITE ELIGIBILITY QUESTIONS'. The questions are:

- As an official representative of the applying site, have you read the **NHSC Site Reference Guide** and do you understand the program requirements as listed in the NHSC Site Agreement included at the end of the Reference Guide?
 Yes No
- Is your site physically located in and does it serve the population of a **Health Professional Shortage Area (HPSA)** which corresponds to the services provided at the site?
 Yes No
- Is your site a Primary Care Outpatient Facility, as defined below, or a CMS-certified Critical Access Hospital?
 Yes No
- Does your site utilize a qualified **discounted/sliding fee schedule** and has it been in place for at least 12 months?
 Yes No
- Does your site deny services to an individual based on inability to pay or enrollment in Medicare, Medicaid or your state's Children's Health Insurance Program (CHIP)?
 Yes No
- Does your site utilize a credentialing process which, at a minimum, includes reference review, licensure verification, and a query of the **National Practitioner Data Bank (NPDB)**?
 Yes No
- Does your site prominently display a statement in common areas (and on site's Web site if applicable) that explicitly states that 1) no one will be denied access to services due to inability to pay and 2) there is a discounted/sliding fee schedule available? Examples of acceptable sign and website language are located in the **Downloadable Resources** section of the NHSC website under "Site Policy Poster".
 Yes No

A 'CONTINUE' button is visible at the bottom right of the form.

Eligibility Information

Based on responses to the above questions, this site is not eligible for participation in the National Health Service Corps (NHSC). For more information on NHSC site eligibility and program requirements, please review our [website](#) and the [NHSC Site Reference Guide](#). If you have additional questions, please contact your [State Primary Care Office](#) or the NHSC Call Center at 1-800-221-9393 or GetHelp@hrsa.gov.

[BACK TO PORTAL](#)



GENERAL INFORMATION (1/6)

The first page of the site recertification is the General Information page. The entire site's contact information is included on this page. The site's address information on this page is read only. If the Site Administrator needs to make changes to the address information, they should select the checkbox indicating the current information is not correct. On review, a DRO Analyst will be alerted that the current information is not correct and contact the site.


Fields which are editable:


1. Also Known as/Doing Business as Alias
2. Site Phone Number
3. Site Fax Number
4. Site E-mail Address
5. Site Web Address
6. Site Classification
7. Mailing Address

General Information
*required field

Please enter information pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice.

PRACTICE SITE NAME AND LOCATION (Where the NHSC clinician will serve their obligation)

Site Name  Kardashian Health Clinic

Also Known as/Doing Business as Alias 

Address Line 1 123 anywhere street

Address Line 2

City Orlando

State/Province/Region Florida

Zip/Postal Code 12345


County Hendry

Check here if the above address is incorrect.

Site Phone Number *

Site Fax Number


Site E-mail Address *

Site Web Address 

Site Classification *

Mailing Address

Mailing Address is Same as Site Location

All fields marked with an asterisk (*) are required fields. Move mouse over tooltip icons () to view additional information about the field.

At any time during the recertification process, the Site Administrator can select “Save for Later” to save the information and complete the recertification later. Selecting “Home” in the navigation banner located at the top of every page, will return the site administrator to the landing page without saving the information. Only selecting “Continue” or “Save for Later” will save the information that has been entered on the page. Upon completion of this page, the appropriate State PCO Member is notified that the site has initiated a recertification.

NOTE: If the site has changed names or addresses, please contact your DRO state lead or the BCRS Customer Care Center at **1-800-221-9393**.

POINTS OF CONTACT (2/6)


This section of the application has identical functionality to the Manage Points of Contact tool discussed as part of Site Self Service (pg. 26).

NOTE: All sites except those classified as Solo Private Non-Profit or Solo Private For Profit are required to list a minimum of 2 points of contact.



NHSC PROGRAM INFORMATION (3/6)

The third page of the site recertification displays the NHSC Program information for the site. All fields are prepopulated and editable.

All fields marked with an asterisk (*) are required fields. Move mouse over tooltip icons () to view additional information about the field.

Important Notes:

1. The Site Administrator is required to select at least one service that is provided at the site.
2. The Site Administrator is required to enter the corresponding insurance number if selecting “Yes” to the Medicaid, Medicare or State Children’s Health Insurance questions. If “No” is selected for any of those questions, the Site Administrator is required to enter a reason for not accepting that particular program.
3. The Site Administrator has the ability to enter any additional information that may be useful in the review of the application.

NHSC Program Information
*required field

Please enter information pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice.

Primary Care Services Provided (check all that apply)
Verify the type of outpatient, ambulatory (or certified Critical Access Hospital) primary care services provided by the site by checking all services below provided at the applying site. In order to be approved through NHSC, the site must be located in a primary care, mental health, or dental Health Professional Shortage Area (HPSA) which corresponds to the services provided by the site.

Primary Medical Care	Primary Dental Care	Primary Behavioral Health Care
<input type="checkbox"/> General Primary Care	<input type="checkbox"/> General Dentistry	<input type="checkbox"/> General Mental Health Care
<input type="checkbox"/> Family Medicine	<input type="checkbox"/> Pediatric Dentistry	
<input checked="" type="checkbox"/> General Internal Medicine		
<input type="checkbox"/> General Pediatrics		
<input type="checkbox"/> Geriatrics		
<input type="checkbox"/> Obstetrics/Gynecology		
<input type="checkbox"/> Women's Health		

According to the site's **discounted/sliding fee schedule**, what is the nominal fee (maximum amount charged to a qualifying patient who is at 100% of poverty)?

Does your site accept **Medicare**? Yes No

Medicare Number

Does your site accept **Medicaid**? Yes No

Medicaid Number

Does your site accept the state's **Children's Health Insurance Program** (CHIP)? Yes No

Does the applying site have a current **clinical recruitment and retention plan** on file and available for NHSC review upon request? Yes No

Please provide any additional information that you feel would be useful in the review of your NHSC Site Application.

SAVE FOR LATER **CONTINUE**

When the site administrator has finished entering the required NHSC Program Information, selecting “Continue” will navigate to the next page of the recertification.



HPSA SCORE SUGGESTION (4/6)

The HPSA Score Suggestion page allows the Site Administrator to suggest HPSAs appropriate for the site using the HPSA Find Tool. HPSA suggestion is not required to submit a recertification. Only HPSAs that match the primary care services (Primary Medical, Primary Dental, or Primary Behavioral Health Care) selected on the NHSC Program Information page may be suggested. HPSAs that are currently assigned to the site will also be displayed.

Steps for Suggesting a HPSA:

1. Select the link for the “HPSA Find Tool” to search for valid HPSAs (external web page)*.
2. Enter the HPSA ID and select “Add.”
3. When finished entering HPSAs for the site, select “Continue.”

HPSA Rules:

1. An active site must be assigned at least one (1) HPSA.
2. A site may not be assigned more than six (6) HPSAs.
3. A site may not be assigned more than one (1) HPSA of each type (e.g. Primary Medical Care, Dental, and Mental Health), unless one of the HPSAs is an Auto-HPSA.

**The HPSA Find Tool is an online tool furnished by the Health Resources and Services Administration (HRSA) that allows the user to search for HPSAs by address. For information on using the HPSA find tool, refer to documentation on the tool site.*

The HPSAs Suggested by the Site table and the Assigned HPSAs displays the following information:

1. **HPSA ID** – the ID assigned to the HPSA.
2. **Name**- the name of the HPSA.
3. **Auto HPSA**- Yes/No indication if the HPSA is auto-approved
4. **Score**- the current score of the HPSA.
5. **HPSA Discipline**- the discipline of the HPSA. Options include Primary Care, Mental Health, or Dental.
6. **Status**- the current status of the HPSA.

The site administrator may remove HPSAs that have been suggested by selecting “Delete” on the row of the HPSA to be deleted.

HPSA Score Suggestion

SUGGEST A HPSA

You may suggest Health Professional Shortage Area (HPSA) IDs which are applicable to **test site 200** and based on verified information found in the [HPSA Find](#) tool. The HPSA score must correspond to the services (primary care, mental health, and/or dental) provided at this site location. This field is not required for submission of the NHSC Site Application. NHSC and State Primary Care Office staff will verify this information and add all applicable HPSA IDs to the application during the review process. If no HPSA exists for the physical location of the applying site, the site application will be denied. For additional assistance in identifying the HPSA ID, contact your [State Primary Care Office](#).

Enter the HPSA ID

Note: The NHSC system updates HPSA scores annually on January 1st. If this field does not recognize a designated HPSA from the [HPSA Find](#) database, please continue with the application. The application will be held and processed after the January 1st HPSA update if the application meets all other requirements.

Assigned HPSAs

HPSA ID	Name	Auto-HPSA	Score	HPSA Discipline	Status
105990534	Portland/Wilmet Service Area	No	16	Primary Care	Designated

HPSAs Suggested by the Site

No HPSAs have been suggested by the site.



SUPPORTING DOCUMENTS (5/6)

The fifth page of the site recertification allows the site administrator to digitally upload supporting documents required for recertification. Documents which were uploaded with the initial approved site application will also be listed and eligible to be opened to view.

The documents that appear in the Selected Document Type(s) table are required. Instructions, requirements, and other information can be found by expanding the Document Instructions accordion. Comments are optional, unless “Other Documentation Requested by NHSC or State Primary Care Office” is selected.

When the site administrator is finished uploading documents, selecting “Continue” will navigate to the next page of the recertification.

Supporting Documents
*required field

Please upload the required documents listed below pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice. For additional assistance, contact your [State Primary Care Office](#).

+ DOCUMENT INSTRUCTIONS

- UPLOAD DOCUMENTS

More information about required documents, including samples or templates can be found on the [NHSC Sites and Communities Page](#).

Select document type(s):

- NHSC Site Data Tables*
- Discounted/Sliding Fee Schedule*
- Other Documentation Requested by NHSC or State Primary Care Office

Comment

No file chosen

UPLOADED DOCUMENTS
No documents have been uploaded for this request

Previously Uploaded Documents

Document Name	Document Type	Comments
Use Case Scenario Template.doc	<ul style="list-style-type: none">Discounted/Sliding Fee SchedulePolicies on Non-DiscriminationNHSC Site Data TablesPhotograph of Posted SignageProof of Access to Ancillary, Inpatient, or Specialty CarePatient Application for the Discounted/Sliding Fee ScheduleDiscounted/Sliding Fee Schedule Policies	

Uploading a Document (File Size Limit: 5 MB)

4. 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).
5. Select “Choose File” and browse and select the appropriate file.
6. Select “Upload Document.”

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



SITE AGREEMENT (6/6)

The final page of the site recertification is where the site administrator agrees to the NHSC Site Agreement.

Agreement and Submission

1. Read the NHSC Site Agreement.
2. Check the box certifying that the site meets and will continue to meet NHSC site requirements.
3. Check the box certifying you are an official representative of the site.
4. Digitally sign the recertification by entering the site administrator's password.
5. Select "Submit."

Agreement For All Participating NHSC Sites
*required field

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.

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

1. Is located in and treats patients from a federally-designated **Health Professional Shortage Area (HPSA)**.
2. Does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); or (iii) based upon the individual's race, color, sex, national origin, disability, religion, age, or sexual orientation. *[May or may not be applicable to Indian Health Service Facilities, Tribally-Operated 638 Health Programs, and Urban Indian Health Programs (ITUs)].*
 - a. Uses a schedule of fees or payments for services consistent with locally prevailing rates or charges and designed to cover the site's reasonable costs of operation. *(May or may not be applicable to ITUs, free clinics, or prisons.)*
 - b. Uses a **discounted/sliding fee schedule** to ensure that no one who is unable to pay will be denied access to services. This system must provide a full discount to individuals and families with annual incomes at or below 100% of the **federal poverty guidelines**. *(Only special fees may be allowed. Therefore, those with incomes between 100% and 200% of the federal poverty guidelines are not eligible for a full discount.)*

I certify that **test site 6** currently meets all requirements listed in the NHSC Site Agreement above and will continue to meet these requirements in order to maintain status as an NHSC-approved service site. I also 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 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 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 Program 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 compliance with my obligation and program policies.

I certify that I am an official representative of **test site 6**.

PLEASE ENTER YOUR LOG-IN PASSWORD TO CONFIRM YOUR AGREEMENT:

Sign with your password *

SUBMIT

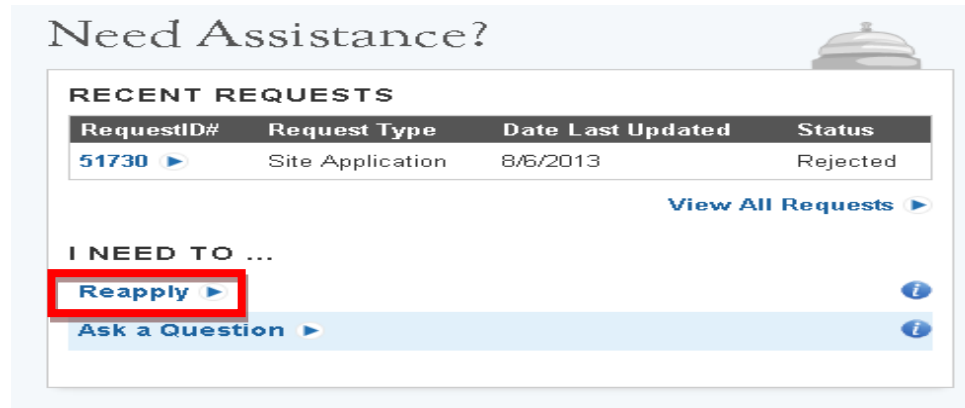
What Happens Now?

Upon submission, the recertification is sent to the appropriate analyst at the Division of Regional Operations (DRO) for review as well as the appropriate State Primary Care Office (PCO) Member for additional comments and recommendations. When a final decision has been made on the recertification, the site administrator will be notified of the decision via portal message and the information for the site will be updated in the system accordingly.



REAPPLY

The “Reapply” link will appear when a site application has been rejected. A reapplication follows the same process as the initial site application, but is populated with the previously entered site information until the user reaches the NHSC Program Information page. All data fields are editable.



Need Assistance?

RECENT REQUESTS

RequestID#	Request Type	Date Last Updated	Status
51730 ▶	Site Application	8/6/2013	Rejected

[View All Requests ▶](#)

I NEED TO ...

[Reapply ▶](#) ⓘ

[Ask a Question ▶](#) ⓘ

In order to reapply the site must:

- Have a rejected site application on file.
- Not have an existing application in progress.
- Not have an existing approved application.
- Not have an existing application that is pending a site visit.
- Not receive funding through the Bureau of Primary Health Care (BPHC) (*recertification not required*).
- Not be a “federal” site (IHS, ICE, Federal BOP, etc...) (*recertification not required*).



ASK A QUESTION

The Ask a Question tool allows a site administrator to ask a question to BCERS.

The Ask a Question page provides a section for the site administrator to enter a message and a place to upload any documents to help BCERS understand the issue.

Contact Us – enter a message for BCERS in the space provided. The message can be a question, comment or correction that needs to be made.

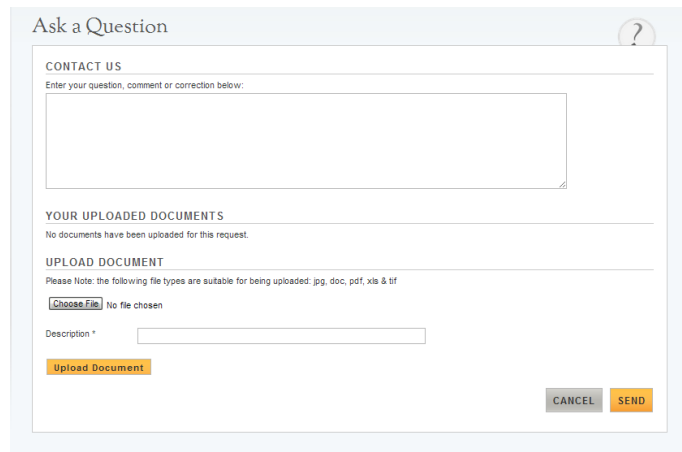
Upload Document (*File Size Limit: 5MB*) – the site administrator may upload any documents to help BCERS understand the issue. Any uploaded documents can be viewed in the Your Uploaded Documents section.

To upload a document:

1. **Select “Choose File”** – browse for and select a file
2. **Enter a Description** – a brief description of the file being uploaded; this is required
3. **Select “Upload Document”**

What Happens Now?

After the site administrator selects “Send” the message is sent a BCERS intake team who will begin to work on answering the question or correcting the issue. BCERS may contact the site administrator with follow up messages as appropriate.



The screenshot shows a web form titled "Ask a Question" with a help icon in the top right corner. The form is divided into three main sections: "CONTACT US", "YOUR UPLOADED DOCUMENTS", and "UPLOAD DOCUMENT".

- CONTACT US:** Contains a text area with the prompt "Enter your question, comment or correction below:".
- YOUR UPLOADED DOCUMENTS:** Displays the message "No documents have been uploaded for this request."
- UPLOAD DOCUMENT:** Includes a "Please Note" about supported file types (jpg, doc, pdf, xls & txf), a "Choose File" button (currently showing "No file chosen"), a "Description *" text input field, and an "Upload Document" button.

At the bottom right of the form are "CANCEL" and "SEND" buttons.

