BHW Management Information System Solution (BMISS)

Nurse Corps Loan Repayment Program (NCLRP)

FY 2021 Online Application User Guide

December 2020

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Contents

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Introduction: NCLRP Online Application User Guide

Goal: The NCLRP online application user guide serves as the main tool for the Call Center to answer applicant inquiries. In addition to this user guide, the call center analysts must be familiar with the NCLRP Application Program & Guidance, as some of the questions will be program based and are not discussed in this document. The primary intent for this user guide is to focus on the functionality developed for the NCLRP online application.

Rules: There are no roles associated with the NCLRP online application, as any external user can apply.

Section 1: BHW Portal

The BHW Portal allows applicants to navigate to the NCLRP application.

- Note: Applicant will skip this page if he/she links directly from the HRSA website.

Steps:

1. Applicant selects "Applying for the Nurse Corps Loan Repayment Program."
2. System displays log in page (see Section 2)
3. Applicant can log in
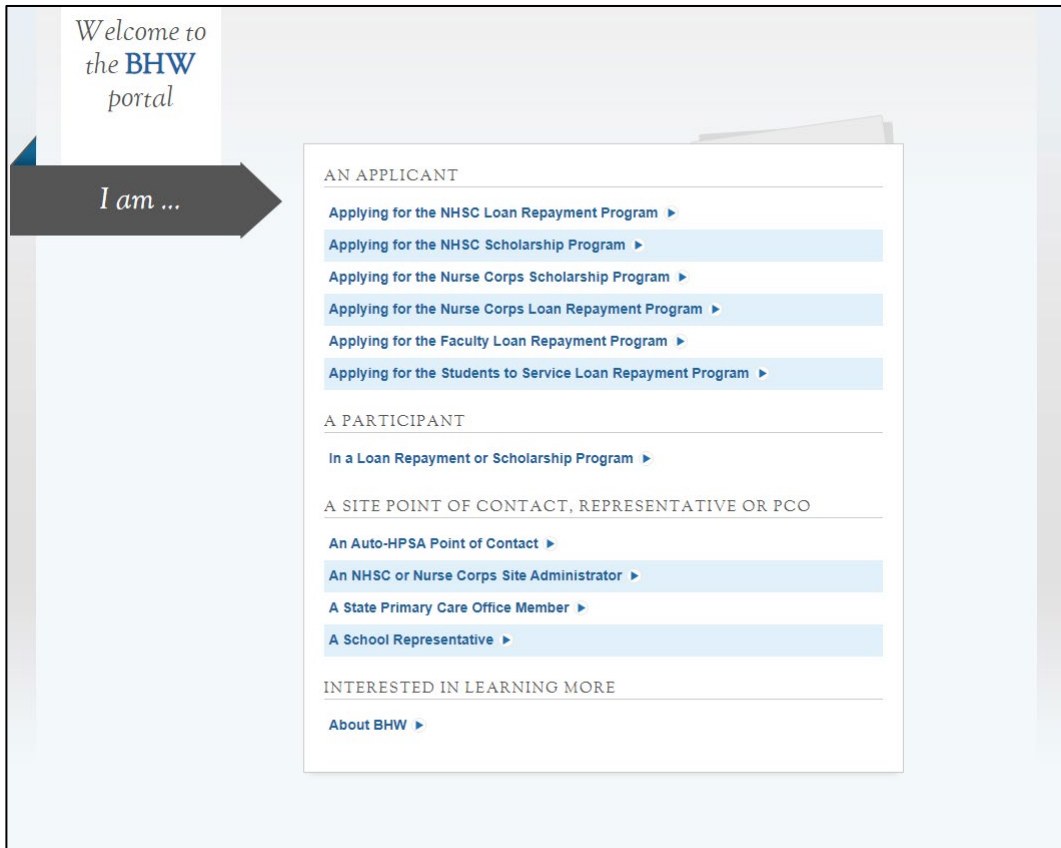
Figure 1: BHW Portal

Section 2: Logging In

After an applicant activates their account, they will be able to log in **(Figure 2).** The applicant will enter their email address (username) and password they used when creating their account in order to log in. If the applicant forgets their password, they can reset the password by selecting the "forgot your password?" link.

Steps:

1. Applicant enters their email address and password.
2. Applicant selects "Login"
3. At first log in applicant is re-directed to the "Not Started" home page.

Figure 2: Logging In

Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that their account is activated (this only happens on the initial log in).
- At first log in, the applicant is directed to the "Not Started" home page which details the NCLRP application. Once an applicant begins their application, they will not be directed to the NCLRP Not Started home page on the next log in.
- After the applicant's second failed log in attempt, the applicant will be warned that their account will be locked if the next log in attempt is incorrect.
    - The applicant's account will be locked after the third failed log in attempt and they will be required to go through the "Forgot your Password" process or contact the Call Center to unlock their account.

Section 3: Home Page (Application Status = "Not Started" or "In Progress")
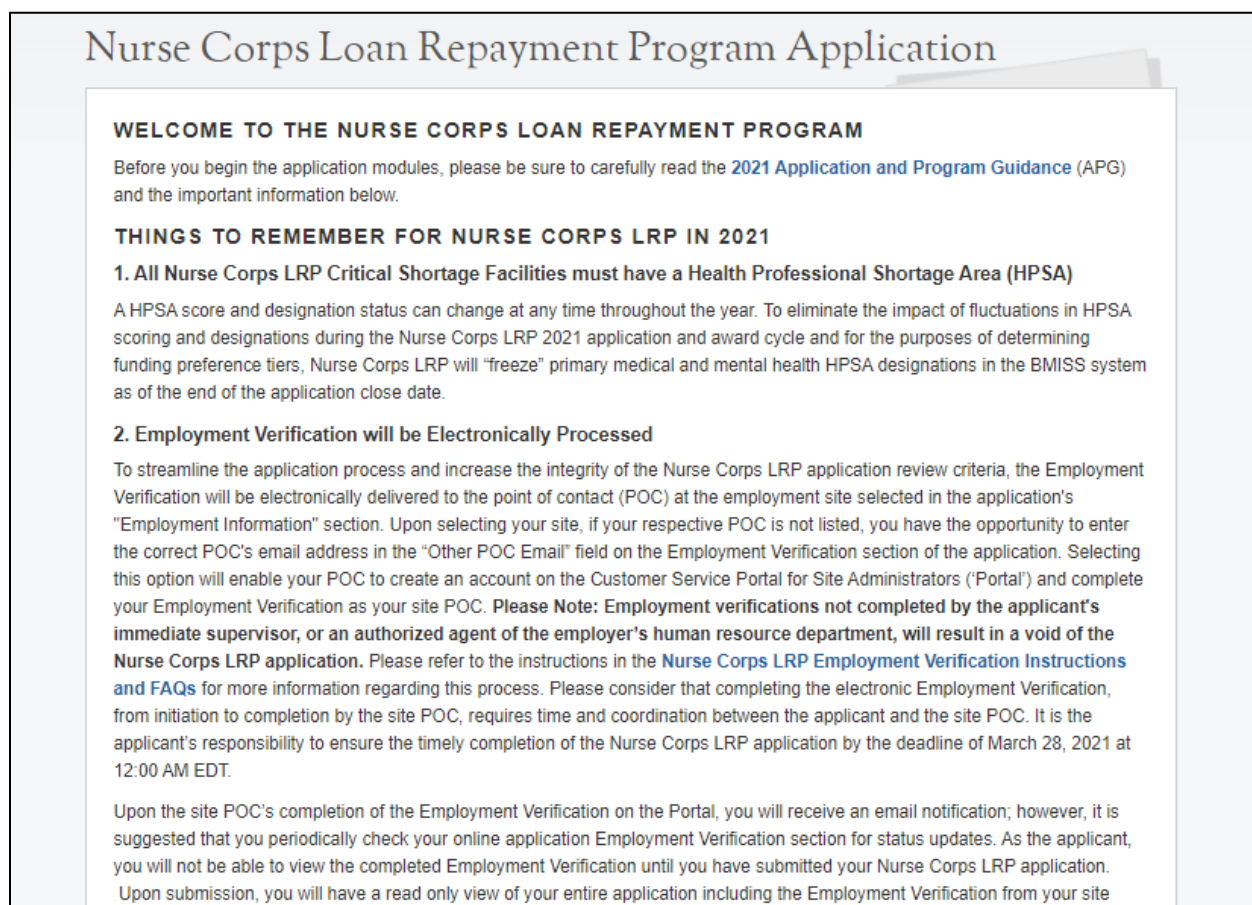
The Not Started Home Page is the first page the applicant sees on their initial login. Once an applicant begins their application, they will no longer be directed to the Not Started Home Page but will be redirected to the NCLRP In Progress Home Page when logging in.

Steps:
1. Applicant reads through the information displayed on the Not Started Home Page **(Figures 3-6)**
2. Applicant selects "Start My Application".

Business Rules:
- The APG, EVF FAQ and Funding Preference definition links will open in a new window when an applicant clicks on the link
- Once an applicant clicks 'Start My application" they will no longer be directed to this page when they log in

Figure 3: Welcome Page 1

Upon submission, you will have a read only view of your entire application including the Employment Verification from your site POC. If you find the information submitted by your site POC is incorrect, you have the opportunity to reopen your application and resend the Employment Verification. **Please Note: You must resubmit the application once your employer has completed the Employment Verification.** Applications that have been re-opened but not resubmitted will not be considered for funding.

3. Ability to Edit and Withdraw an Application during the Application Cycle

Applicants will be allowed to remove or upload additional forms and change any information included in the application, or if necessary, withdraw the application. Applications that have been re-opened but not resubmitted will not be considered for funding. All applications must be finalized and submitted by March 28, 2021 at 12:00 AM EDT. Applicants can withdraw their application at any time after submission, up until they have been sent a Confirmation of Interest for a Nurse Corps LRP Award.

2021 FUNDING PREFERENCE

Historically, the number of qualified applicants has exceeded available Nurse Corps LRP funding. Consequently, the program uses funding preferences to determine the order in which qualified applicants are considered for an award. Applicants are grouped into funding preference tiers as described in the link provided below*. Additionally, applicants demonstrating the greatest financial need, defined as those qualified applicants whose debt to salary ratio (i.e., total qualifying educational loans divided by base annual salary) is 100 percent or greater, will be prioritized for funding. Starting with the first tier, awards will be made in order of decreasing debt to salary ratio until funds are expended. Nurse Practitioner applications will be evaluated separately from other RNs serving at a critical shortage facility. Specific to Nurse Corps LRP Nurse Faculty applications, a funding preference, in addition to those with the greatest financial need, will be given to applicants who are able to demonstrate at least 50% of their institution's students come from an environmentally or economically disadvantaged background.

- Funding Preference Tiers for Registered Nurses and Nurse Faculty
- Disadvantaged Background Definition for Nurse Faculty

APPLY NOW

The online application is made up of several sections. The first section that must be completed is Eligibility. You will not be able to continue with the application if you are found ineligible for a Nurse Corps LRP Award based on your responses in this section. If you are found eligible to participate in the program, you will be able to save your information and move on to the General Information section. The system will prevent you from accessing the next section until all required fields in the current section are completed; however, you will be able to revisit previous sections to make edits. The online application is made up of the following sections:

1. Eligibility

Figure 4: Welcome Page 2

1. Eligibility
2. Application Information
3. General Information
4. Employment Information
5. Employment Verification
6. Qualifying Education
7. Loan Information
8. Supporting Documents
9. Self-Certification
10. Review and Submit

It is recommended that prior to beginning the online application you prepare electronic copies of the required supporting documentation. All information provided in the supporting documents and online application must match exactly. *Any disparities may cause your application to be deemed ineligible.*

The following documents must be uploaded online:

1. Proof of Citizenship or U.S. National/Lawful Permanent Resident (i.e. birth certificates, current passport, etc.)
2. Authorization for Release of Employment information (see supporting documents section for template)
3. Authorization to Release Information (see supporting documents section for template)
4. Curriculum Vitae/Resume
5. Transcript (reflecting education leading to your eligible nursing degree)
   - Must have applicants name
   - Must have school name
   - Must have date of graduation
   - Must have degree/diploma type

Figure 5: Welcome Page 3

- Must have date of graduation
- Must have degree/diploma type

6. Loan Supporting Documents
   - Lender issued document with the account number, original date of the loan, and the original amount of the loan
   - This includes an Account Statement and an Aid Summary Report/Disbursement Report
   - Documentation that Perkins Loans are not eligible for cancellation (if applicable)

7. Existing Service Obligation Form (if applicable)

Prior to submitting, you will have the opportunity to review your online application. **Please do so carefully.** At any time before the application close date of March 28, 2021 at 12:00 AM EDT, you may edit the application, remove or upload additional forms and/or documents, or withdraw your application from consideration for an award. Your final "submitted" application will be available to review, download and print in PDF format on the Home page.

If you are selected as a finalist for an award, you will receive an email regarding a portal status update, and upon entering the application portal, you will be provided the opportunity to "accept" or "decline" the conditions of a Nurse Corps LRP award, via a Confirmation of Interest screen.

Please Note: By accepting the conditions illustrated in the Confirmation of Interest, you are committing to the completion of a two-year service agreement with the Nurse Corps LRP. After you have accepted the offer, if your circumstances change and you are unable to participate in the Nurse Corps Loan Repayment Program you may be at risk of defaulting on your service agreement.

Please select "Start My Application" to begin your online application.

The final submission date is March 28, 2021 at 12:00 AM EDT. After submission, you may log into your account to check your Nurse Corps LRP application status.

START MY APPLICATION

OMB No. 0915-0140 Expiration Date: 03/31/2023

Figure 6: Welcome Page 4

If the applicant has already started their NCLRP online application and logged off, upon logging back in, they will be directed to the In Progress Home Page. The In Progress Home Page will display the "In Progress" status, and the applicant will be able to select "Continue" or the desired section by selecting the page name in the table.

Steps Continued:

1. Applicant reads information on status page **(Figure 7).**
2. Applicant navigates to a specific section by selecting the link to the desired page name in the table.
3. The page must already been completed or is in progress to select a specific section; or
4. If the applicant selects the system will direct the applicant to the first incomplete page

Business Rules Continued:

- The system shall only link to pages that are in a "Complete" or "In Progress" status. The applicant will not be able to jump to a page that is "Not Started."
- If the applicant selects "Continue," the system shall direct them to the first incomplete page. For example, if Eligibility is "Complete", system shall direct applicant to General Information once they log back into the application if they select "Continue".

Nurse Corps Loan Repayment Program Application

Hello LoFi,

Welcome back to the Nurse Corps Loan Repayment Program online application!

Your overall application status is: **In Progress**

Your application ID is: **552215**

Application Deadline: **March 28, 2021 at 12:00 AM EDT**

Please select "Continue" to resume the application process.

Page Name	Status
Eligibility	In Progress
Application Information	Not Started
General Information	Not Started
Employment	Not Started
Employment Verification	Not Started
Education	Not Started
Loans	Not Started
Supporting Documents	Not Started
Self Certification	Not Started
Review & Submit	Not Started

CONTINUE

OMB No. 0915-0140 Expiration Date: 03/31/2023

Figure 7: Status Page

Section 2: Eligibility

The Eligibility page is used to ensure the applicant meets the qualification requirements to apply for an NCLRP application. If the applicant is deemed eligible, they will be able to continue with the application. If an individual does not pass the initial screening portion of the online application, they will not be able to continue.

Steps:
1. Applicant answers all required questions **(Figure 8).**
2. Applicant selects "Continue" once they has answered all the eligibility questions.
3. Applicant will be directed to General Information page if they are eligible.

Business Rules:
- System shall require applicant to respond to all questions before they can continue
- If the applicant answers "Yes" to question three, the system will display two sub-questions, each is required.
- If applicant indicates "Yes" for "Do you have an existing service obligation?" they will be required to provide supporting documentation on the supporting documents page.
- System shall direct user to ineligible landing page if one or more answer(s) is:
    - Licensed Registered Nurse = No ○ Applicant Citizen or National = No.
    - Existing Service Obligation= Yes
        - Completed before submission = No
        - Uniformed service member = No
        - Applicant Judgment Lien = Yes
        - Applicant Defaulted Federal Debt = Yes
        - Applicant CSF type/School Accreditation = No
        - Minimum working hours/Working full-time = No

- As of 2021, the system shall deem applicants and participants eligible for award if they select either yes or no to question 6, "Do you work for a health care facility or school of nursing that is Non-Profit or Public/Government owned?"

- Note: The ineligible landing page will not give the specific reason that the applicant was deemed ineligible, only several possible reasons for ineligibility from the Eligibility section will be displayed **(Figure 9)**.

- If an applicant is logged in with an existing participant username and says no to having an existing service obligation they will get an error message and will not be able to continue with

the application until they change their response to "Yes" to having an existing service obligation.

Eligibility
required field

1. Do you or will you have a current, full, permanent, unencumbered, and unrestricted license to practice as a nurse in the state you intend to practice by the time you submit your application, or are you authorized to practice in the state you intend to practice pursuant to the Nurse Licensure Compact? *

◉ Yes ○ No

2. Are you a citizen, national or lawful permanent resident of the United States? *

◉ Yes ○ No

3. Do you have an existing service obligation? *

○ Yes ◉ No

4. Do you have a judgment lien against your property from a Federal debt that has not been released or satisfied? *

○ Yes ◉ No

5. Are you currently in default on any Federal debt? *

○ Yes ◉ No

6. Do you work for a health care facility or school of nursing that is Non-Profit or Public/Government owned? *

◉ Yes ○ No

7. Are you currently working full time? (For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year.) *

◉ Yes ○ No

SAVE & CONTINUE

OMB No. 0915-0140 Expiration Date: 05/31/2021

Figure 8: Eligibility Page

Nurse Corps Loan Repayment Program Application

HRSA Nurse Corps | Home | Account Settings | Log Out

Applicant Name: **AB Testone**

Your application status is: **Not Eligible**

Your application ID is: **551777**

Application Deadline: **February 25, 2021 at 7:30 PM EST**

Based on the answers you have provided in the previous section, you do not meet the Nurse Corps Loan Repayment Program eligibility requirements. To be eligible for loan repayment, a Nurse Corps LRP applicant must:

- Be a U.S. citizen, U.S. National or a Lawful Permanent Resident.
- Have a current, full, permanent, unencumbered, and unrestricted license to practice as a nurse in the state you intend to practice by the time you submit your application. Or be authorized to practice in the state you intend practice pursuant to the Nurse Licensure Compact.
- Work full time (For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year).

Please select "Back to Application" if you feel your answers have been submitted incorrectly.

BACK TO APPLICATION

Figure 9: Ineligible Status

Section 3: Application Information

The Application Information page requires the applicant to identify which application type they would like to be considered for.

Steps:

1. Applicant will select Application Type **(Figure 10).**
   a. If Registered Nurse, Nurse Practitioner, Clinical Nurse Specialist, Nurse Mid Wife or Registered Nurse Anesthetist is selected system will display functional role question which will be required
   b. If Nurse Practitioner is selected system will also display dropdown options for specialty types as a required question
      i. In year 2020, a new Nurse Practitioner specialty was added: Pediatric Psych-Behavioral-Mental Health
2. Applicant answers required fields
   a. Required fields denoted with an asterisk (*).
3. Applicant selects "Save & Continue" once they have answered all the required fields
4. Applicant will be directed to the General Information page if all required fields are entered

Business Rules:

- Applicant must select and application type to continue to the General Information page.
- Applicant must provide a response to any additional required questions displayed to continue to the General Information page.
- Applicant can navigate back to the Application Information page and change their response.
  o Note: If application has initiated and Employment Verification they must first cancel that request prior to changing their application type from full- time to half-time or vice versa.

Figure 10: Application Information Page

Section 4: General Information

The General Information page consists of questions about the applicant's contact information. The information under Full Name (such as First and Last Name, etc.) is pre-populated from the answers the applicant supplied when creating their account. These fields are editable.

Steps:

1. Applicant answers required fields **(Figure 11-12)**
    a. Required fields denoted with an asterisk (*)
2. Applicant selects "Continue" once they have answered all the required fields
3. Applicant will be directed to Employment page if all required fields are entered.
    a. If Nurse Faculty is selected applicant will be directed to the Employment School Search
    b. If any other application type is selected applicant will be directed to the Critical Shortage Facility Search

Business Rules:

- The following fields are populated from answers during the create account process:
    o First Name
    o Last Name
    o Middle Initial
    o Title
    o Suffix

General Information

required field

Please Note: If you have multiple applications for different Programs (such as NHSC LRP and Nurse Corps LRP), any changes you make to basic applicant information on this page (including your name, address, date of birth, birth location, and Social Security number) will automatically be reflected in all your other applications when you select Continue from this page.

FULL NAME

First Name *	Mickey
Last Name *	Mouse
Middle Initial	
Title	Select ▾
Suffix	Select ▾
Former First Name	
Former Last Name	

PREFERRED MAILING ADDRESS

Address Line 1 *	1111 Main Street
Address Line 2	
Country *	United States ▾
State/Province/Region/Territory *	California ▾
City *	Los Angeles
Zip/Postal Code *	90012

PHONE

☐ My preferred phone is an international number

Preferred Phone *	7047658977

☐ My alternate phone is an international number

Alternate Phone	

Figure 11: General Information Page

SOCIAL SECURITY NUMBER

SSN * ⓘ   ●●●●●●●●

Confirm SSN *   ●●●●●●●●

PLACE OF BIRTH

Country *   United States ▼

State/Province/Region/Territory *   California ▼

City *   Los Angeles

Date of Birth *   12/18/1990 🗓

DEMOGRAPHICS

Award selection will not be determined by this section

Gender
- ◉ Male
- ○ Female

Ethnicity
- ○ Hispanic or Latino
- ◉ Not Hispanic or Latino

Race
You may multi-select different race values.
- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African-American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Other

NATIONAL PROVIDER IDENTIFIER

Do you have an individual NPI Number? *   ○ Yes ◉ No
ⓘ

HOW DID YOU HEAR ABOUT NURSE CORPS LOAN REPAYMENT PROGRAM

How did you hear about the Nurse Corps LRP? *   Work Site ▼

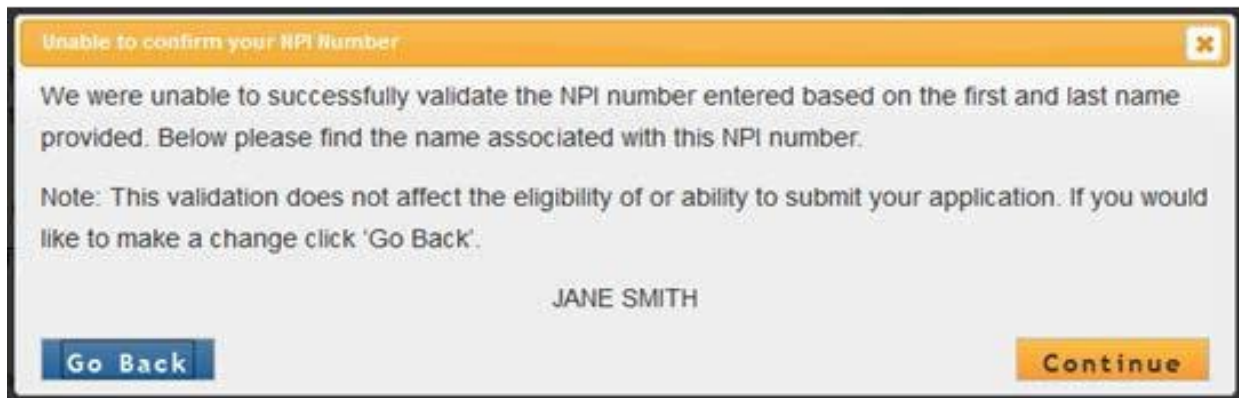**SAVE & CONTINUE**

Figure 12: General Information Page 2

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Figure 13: NPI Validation Message

Business Rules Continued:

- If Nurse Faculty is selected, system will display tenured question which will be required
- If applicant is not tenured system will prompt applicant to input Nurse Faculty appointment dates
- The faculty appointment must be at least 9 months for applicant to be eligible and continue with the application
- If the applicant selects a Country other than the United States, the State/Province/Region field transforms from a dropdown to a required text field and the Zip/Postal will be optional.
    - Based on the SSN entered, the applicant may receive an error message with an error code
        - The code can be used to determine the issue with the SSN
- System shall mask the SSN and require the user to enter it twice o Error message will request the user re-enter their SSN if they do not match
- Only the last four numbers of the applicant's SSN will be displayed after saving the page (xxxxxx-1245).
- The applicant will not be able to move forward if the SSN they entered exists in another NCLRP application account from any application cycle
- If applicant selects that one of their phone numbers is non-U.S. number, the field transforms from a U.S. phone format to a text field.
- The applicant Birth Date must be prior to application cycle start date.
- If applicant selects 'Other' for how did you hear about NURSE Corps Loan Repayment Program, system will display text box for applicant to enter information.
- System requires applicant to answer the question, "Do you have an individual NPI number?"
- System does not require the NPI number to be provided. The application can be submitted without an NPI number
- System shall display the NPI number if applicant provided it in a prior application. The NPI number can be updated by the applicant
- The system will store ONLY the most recent NPI number and record whether it is a full, partial, or non-match, defined as:
    - Full match: NPI number found + the first and last name match

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- o Partial match: NPI number found + the first and/or last name do not match
- o Non-match: NPI number not found
- System shall display an error message if the NPI number is a partial-match: "We were unable to successfully validate the NPI number entered based on the first and last name provided. Below please find the name associated with this NPI number. Note: This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go back' **(Figure 13)**.
- System shall display an error message if the NPI number is a non-match: "We were unable to validate the NPI number entered.
  - o **Note:** This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go Back'.
- System shall display an error message if the NPI number is associated with an organizational NPI, instead of an individual person: "We are unable to validate the organization NPI number entered. Please enter your individual NPI number.
  - o **Note:** This validation does not affect the eligibility of or ability to submit your application. If you would like to make a change click 'Go Back'. (See screenshot to left)
- Once the applicant proceeds from the General Info page, the account settings will update with the appropriate information
  - o Applicant home Preferred Mailing Address
  - o Applicant Primary Phone Number & Extension
  - o Applicant Alternate Phone Number & Extension
- Demographic information is optional
- If applicant is logged in with an existing application account, any basic information that is changed on this page (such as SSN, name, address, etc.) will automatically be updated on all existing accounts
  - o **Note**: this is only for existing application accounts (such as an applicant that has applied to both NCLRP and NHSC LRP). This will not update any information on the participant record.
- If an applicant wishes to change their application type after completing the Employment Verification section, they must first cancel their Employment Verification if their Employment Verification has been initiated.
- System shall not allow applicant to change Date of Birth on the General Information page if electronic loans are present.

Section 5: Employment

The Employment Information page captures the applicant's current employment information. Depending on the applicant type, a Critical Shortage Facility will be required for NCLRP applicants or a school site will be required for NCLRP-NF applicants.

Steps NCLRP-NF:
1. Applicant selects state in the drop down **(Figure 14)**
2. Applicant chooses a school from the drop down
3. Applicant selects "save & Continue" once they have answered all the required fields.
4. Applicant will be moved to Employment Verification section

Steps NCLRP-NF - School Not Found:
1. If the applicant cannot find their school, they will select "School Not Found" in school drop down **(Figure 15)**
2. Applicant enters school information and selects "Enter School"
3. A popup will display, giving the applicant a choice of sending the request to Program or restarting the search **(Figure 16)**
4. If the applicant sends the request to program, they will be returned to Employment School Search Page and language will be displayed indicating that they has sent their school information to Program **(Figure 17)**
5. Applicant will click continue and be directed to Qualifying Education page

Figure 14: School Search Screen

Figure 15: School Not Found

Figure 16: School Not Found confirmation pop-up

Employment: School Search
required field

SCHOOL INFORMATION HAS BEEN SENT TO PROGRAM

The status of your application has been changed to reflect that your school is not currently available. You will not be able to submit your application for the time being, but will be able to continue with the remaining sections of the application. You will receive a message soon regarding the eligibility of the school you entered and the next steps you will need to take. Please be aware that it can take the NURSE Corps LRP up to two business days (noting business hours are from 9:00 AM to 5:30 PM) to respond to site requests. If your school is found eligible, you will be able to search for it again, and will then need to complete the Employment Verification section of the application in order to submit.

School Name: Health
Address: 123 test rd, linda, CA 00000

To be eligible for the NURSE Corps LRP-NF and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

● authorized to sit for the NCLEX-RN or

● licensed RNs who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

Important Note:

● From the initiation of the CSF Site request through the submission of the Employment Verification (EV) by the site's Point of Contact (POC) could take approximately 5 business days. Therefore, it is recommended that you start the EV process as soon as possible.

● Employment Verification Forms and Applications not submitted by the December 19, 2018 at 2:08 PM EST deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.

● It is the responsibility of the applicant to ensure that a CSF Site request and EV have been submitted in advance to allow sufficient time for processing.

Search For My School Again   CONTINUE

OMB No. 0915-0140 Expiration Date: 06/30/2020

Figure 17: Employment School Search Page

Business Rules:
- System shall limit school name field based on state selected
- System shall only provide schools in the school dropdown that:
  - Exist in BMISS ○ Are Accredited
  - Have a status of non-profit/active
- System shall enable option "School Not Found" during entire application cycle which can be selected for any state
- System shall populate the following fields and require user to complete them in order to continue if applicant selects "School not Found" ○ School Name ○ School Address
- System shall require applicant to confirm or cancel program communication upon selecting "Enter School" if applicant does not see their school

- If applicant selects "Restart Search" from the School Not Found Confirmation Pop Up, they will be taken back to the employment search screen
- System shall send communication to Program with the following information if applicant confirms to send communication to Program
  - Applicant first and last name
  - Applicant email/username
  - Applicant school name and address entered by applicant
- System shall put applicant in "In Progress-Employment Not Found" status if applicant sends school information to Program from the School Not Found pop up
- System shall enable Qualified Education page if user is in the "In Progress- Employment Not Found" status
- The Employment Verification page will not be enabled in this situation
- An analyst has the ability to make an applicant site "Eligible" or "Ineligible" from the Manage Application Documents screen when an applicant is in the "In Progress- Employment Not Found" status
- If an applicant site is made ineligible by an analyst their status will be "Ineligible" and they will be directed to the ineligible landing page after they refresh their screen or logs back in
- If an applicant is made eligible by an analyst the applicant will receive an email and their school will be added to BMISS
- The applicant must repeat the steps outlined above to add their school of employment

Steps NCLRP:

1. Applicant is required to answer the following question (**Figure 18**):
   - "Do you currently work at multiple CSF sites?"
2. If the applicant answers "Yes" to the question in step 1, they are required to answer the following question:
   - "Are you working at the same employer at all CSF sites?"
3. Applicant fills out the name and address of their Critical Shortage Facility
4. Applicant selects "Search", and the system returns results
5. If applicant does not see their site, they can expand the search radius (max 10 miles) (**Figure 20**).
6. Applicant selects site they currently work at by clicking "Add Site" **(Figure 20)**
7. Applicant may answer questions about telehealth services **(Figure 19)**
8. Applicant views their added sites in a section titled "My Selected CSF sites".
9. Applicant is required to indicate if all sites have been added or not by selecting one of the following radio buttons
   - "Yes, all of my sites have been added."
   - "No, some of my sites are not yet added."
10. Applicant clicks "Save & Continue"
11. Applicant is taken to Employment Verification Page.

Employment: Critical Shortage Facility (CSF) Search

required field

To be eligible for the Nurse Corps LRP and to meet funding preferences, your site must be a private or public nonprofit, must fall into one of the CSF site types, and must be located in a Primary Medical Care or Mental Health HPSA (Health Professional Shortage Area).

A HPSA score and designation status can change at any time throughout the year, impacting the Nurse Corps LRP's ability to accurately assign your application to the correct preference. To eliminate the impact of fluctuations in HPSA scoring and designations during the Nurse Corps LRP 2021 application and award cycle, and for the purposes of determining funding preference, Nurse Corps LRP will "freeze" the HPSA designations and scores and will assess all applications based on HPSA data in our system as of the end of the application close date. To identify a facility's HPSA score, please refer to *What is a HPSA? and How do I locate my facility's HPSA* score? in the **Application and Program Guidance**.

Important Note:

- From the initiation of the CSF Site request through the submission of the Employment Verification (EV) by the site's Point of Contact (POC) could take approximately 5 business days. Therefore, it is recommended that you start the EV process as soon as possible.
- Employment Verification Forms and applications not submitted by the March 28, 2021 at 12:00 AM EDT deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.
- It is the responsibility of the applicant to ensure that a CSF Site request and EV have been submitted in advance to allow sufficient time for processing.

Do you currently work at multiple CSF Sites? *   ○ Yes ○ No

Figure 18: Employment Site Search

ENTER SITE INFORMATION

Site Name * _____

Address Line 1 * _____

Address Line 2 _____

City * _____

State or Territory * [Select ▼]

Zip * _____

[Search]

You must list each site where you work or will begin working before your application can be submitted *

⦿ Yes, all of my sites have been added.

○ No, some of my sites are not yet added.

Telehealth Services

Do you or will you personally provide some form of telehealth in your clinical practice? ⓘ

⦿ Yes

○ No

○ I don't know

When providing telehealth:

○ I am the clinician at the originating site whose patient is receiving the consult/care

⦿ I am the clinician at the distant site providing the consult/care

○ I don't know

○ Other

What percentage of your clinical practice is/will be spent providing telehealth services?

○ <10%

⦿ 10-24%

○ 25-49%

○ 50%>

○ I don't know

[SAVE & CONTINUE]

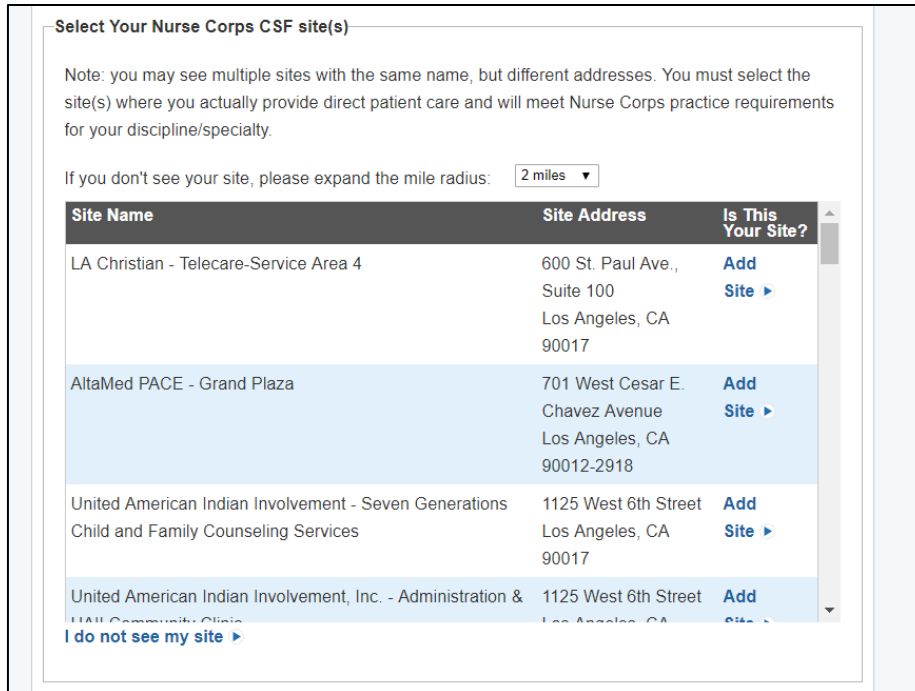*Figure 19: Employment Site Search Page 2*

Figure 20: Site Results

Business Rules:

- The applicant is required to indicate if they work at multiple CSF types under a single employer.
  - o The system shall display the following question and Yes/No radio button above the CSF site search section:
    - Do you currently work at multiple CSF sites? If the Yes radio button is selected for, "Do you currently work at multiple CSF sites?" - the system shall dynamically populate the following:
    - Question Text**:** Are you working at the same employer at all CSF sites? ▯ Yes/No Radio buttons
    If the user selects "No" to question 1, the system will hide the second question from view.

Note: If the applicant selects NCLRP-NF, both questions are hidden from view on the employment search page

- The system shall allow the applicant to perform multiple site searches on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall display all Nurse Corps CSF site search results on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall allow the applicant to expand the search radius of the Nurse Corps CSF site search results on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall display the applicant's selected CSF sites on the Critical Shortage Facility (CSF) Search page of the NCLRP application.

- The applicant may select multiple CSF sites from Nurse Corps CSF site search results on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The applicant is required to indicate if they have listed all of the CSF sites on the Critical Shortage Facility (CSF) Search page of the NCLRP application.
- The system shall validate if the applicant is eligible to apply with multiple sites and the page has been completed properly.
- System shall allow applicant to change the radius of the search results. System shall only provide sites in search results that:
    - Exist in BMISS
    - Have a Mental or Primary Care HPSA score as of the Jan 1 HPSA Lock
    - Have a status of non-profit/active
- System shall direct user to Employment Verification request page if user selects a site from the search results and selects Continue
- System shall require applicant to confirm or cancel program communication upon selecting "I do not see my site listed" from the search results
- If applicant selects "Restart Search" from the Site Not Found Confirmation Pop Up, they will be taken back to the employment search screen
- System shall send communication to Program with the following information if applicant confirms to send communication to Program ○ Applicant first and last name ○ Applicant email/username ○ Applicant site name and address entered by applicant

Steps NCLRP: Site Not Found:

1. If applicant does not see their site, they will click "I Don't See My Site Here" at the bottom of the search results **(Figure 21).**
2. A popup will display, giving the applicant the choice of sending the request to program or restarting the search **(Figure 22).**
3. If the applicant sends the request to program they will be returned to Employment Site Search Page and language will be displayed in a banner message indicating that they have sent their site information to Program.
4. To continue with the application, the applicant must select "No, some of my sites have not yet been added." And I click Save and Continue.

Steps NCLRP: Cancel Site Not Found:

1. If applicant wishes to cancel a site not found request, they must be in "Employment not Found – Pending Program Response"
2. Applicant selects "Yes, all of my sites have been added"
3. Applicant will click Save and Continue
4. System will present a pop-up stating "Warning - Cancel Site not Found?" (**Figure 23).**
5. To cancel, the user will select "continue" and the system shall update the application status back to "In-progress" and be directed to Employment Verification page.

Business Rules:

- The system shall allow the applicant to submit a site not found request
- If the application status is "In progress" or "Employment not found - Pending Applicant Response", the system shall display a popup
- If an application has a "Employment Not Found - Pending Program Response" and the user selects the "I don't see my site" link, the system shall display a popup with the following:
  - Text:
    - Already Sent
    - The status of your application has been changed to "In Progress, Awaiting Program Response." You will receive a message soon regarding the eligibility of the site you entered. Please be aware that it can take the Nurse Corps LRP up to two business days (noting business hours are from 9:00am to 5:30 PM) to respond to site requests. Site Name: Address:"
  - "Search again" button
    - When selected, the system closes the popup and directs the applicant to the Employment search page.
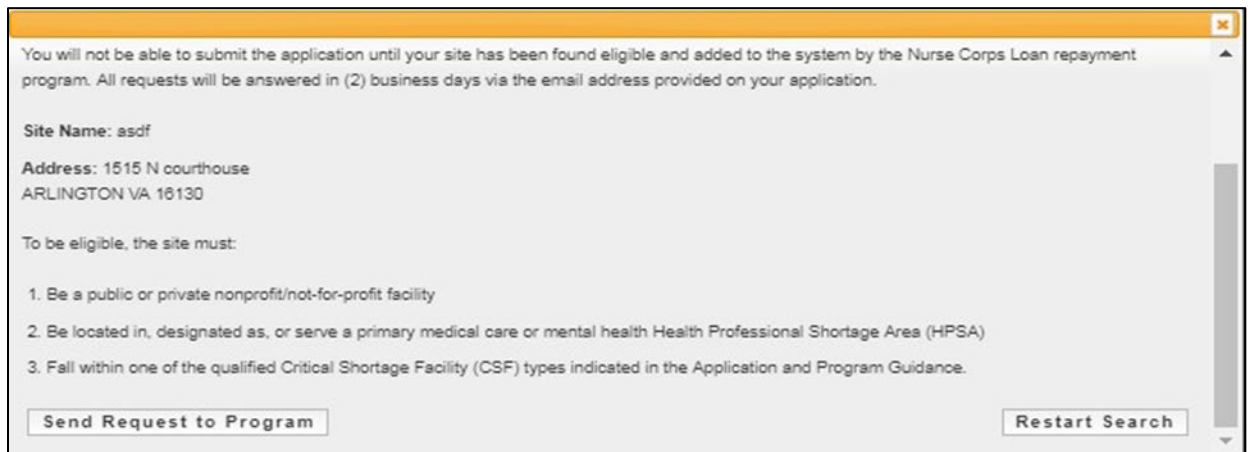 - The system shall notify users of a submitted Site not found request

You will not be able to submit the application until your site has been found eligible and added to the system by the Nurse Corps Loan repayment program. All requests will be answered in (2) business days via the email address provided on your application.

Site Name: asdf

Address: 1515 N courthouse
ARLINGTON VA 16130

To be eligible, the site must:

1. Be a public or private nonprofit/not-for-profit facility

2. Be located in, designated as, or serve a primary medical care or mental health Health Professional Shortage Area (HPSA)

3. Fall within one of the qualified Critical Shortage Facility (CSF) types indicated in the Application and Program Guidance.

Send Request to Program   Restart Search

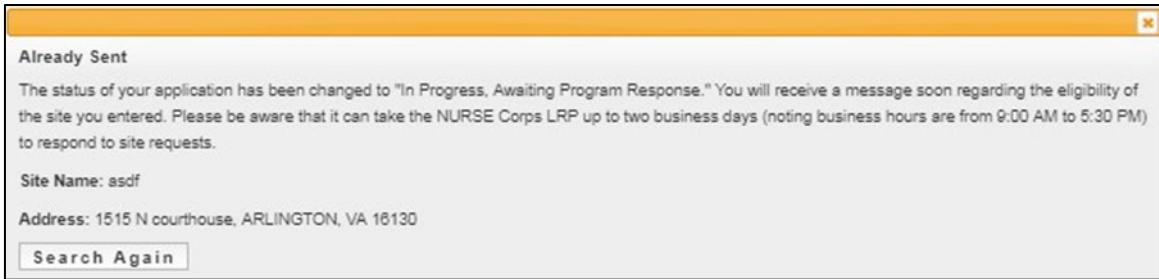*Figure 21: Request to Program or Restart Search Message*
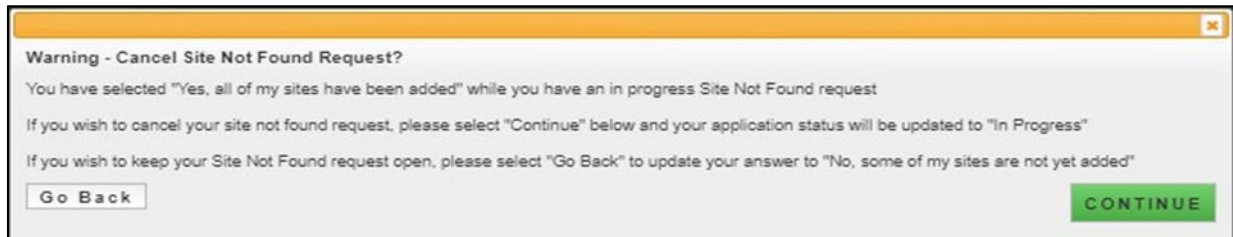
Figure 22: Already Sent Site-Not Found

Figure 23: Cancel Site Not Found

Business Rules Continued:

- System shall put applicant in "In Progress-Employment Not Found" status if applicant sends site information to Program from the Site Not Found pop up
- System shall enable Qualified Education page if user is in the "In Progress- Employment Not Found" status
- An analyst has the ability to make an applicant site "Eligible" from the Manage Application Documents screen
- An analyst has the ability to make an applicant site "Ineligible (multisite only)" from the Manage Application Documents screen, returning the application status to "Employment not found – pending applicant response"
- If the applicant's site is made ineligible by an analyst and they are a single site applicant, their application status will update to "Ineligible," and they will be directed to the ineligible landing page after they refreshes their screen or logs back in
- If an applicant is made eligible by an analyst the applicant will receive an email and their site will be added to BMISS ○ The applicant must repeat the steps outlined above to add their site

Steps to remove a Site or School:

1. Applicant navigates to the employment page by clicking the Employment link at the top of the page
2. Applicant clicks "Remove School" or "Remove Site"
3. Once previous site is removed applicant will have to repeat steps to add another site

Business Rules:

- If the applicant has an initiated or completed Employment Verification, they must cancel the Employment Verification before they can remove their site

Section 6: Employment Verification

Within the Employment Verification section of the online application, employment sites are required to answer questions regarding the applicant's current employment information. Applicants will be able to view the information submitted by the site's Point of Contact upon submission of their application. Based on the answers provided by the Employment Site, an applicant can be made ineligible upon submission. If this occurs and the applicant believes it is incorrect, an applicant will be able to edit their application, cancel the existing EV, and re-initiate a new one.

Steps:
1. System will populate EV request for site added on Employment page **(Figure 24)**
2. Applicant can click site name to verify that the appropriate address, phone number and point of contact are listed
3. Applicant can enter "Other POC Email" if the applicant does not see their correct POC in the site information or if the site does not have a POC associated with it
4. The system displays a message (in bold text) for users to verify all information submitted by their POC in the EV form
5. The user can view the submitted EV form by clicking the view link on this page
6. Applicant clicks "Initiate"
7. Applicant clicks "Save & Continue"
8. Applicant is taken to the Education section

Business Rules:
- System shall populate an EV request for the site added on the Employment page
- System shall display EV status as Not Started before applicant initiates a EV Request
- System shall enable Cancel button if EV status is "In Progress," "Complete", or "ReturnedUnverified"
- System shall allow applicant to resend EV if EV status is "Returned-Unverified"
- System shall allow applicant to continue to next section, Qualifying Education, if individual EV Request is in any status.
- System shall send an email to "Other" POC entered by applicant with instructions on how to register a portal account
- If an applicant wishes to change their application type (which can be done by navigating to the General Information page), they must first cancel their Employment Verification if the Employment Verification has been initiated
  - If an applicant wishes to remove their site (which can be done by navigating to the Employment page), they must first cancel their Employment Verification if the Employment Verification has been imitated
- As of 2021, after the applicant initiates the EV, the system shall now allow the Site POC to select "Small Rural Hospital" as a Critical Shortage Facility Type in the Employment Verification Form (EVF) **(Figure 26)**
- As of 2021, upon application submission, the system shall not mark an applicant "ineligible" if their site POC selects "No" for the question "Is this site nonprofit or public/government owned?*" in the Employment Verification form **(Figure 25)**

- AC2: The system shall not mark an EV as Invalid if Site POC selects "No" for ""Is this site nonprofit or public/government owned?*"" on the Employment Verifications form (Developer AC)

Figure 24: Employment Verification Page

Figure 25: Site POC EVF Nonprofit Question

Figure 26: New CSF Type: 'Small Rural Hospital' EVF

Steps to cancel EV:

1. Applicant navigates to Employment Verification page using the navigation links at the top of the screen
2. EV status will be displayed and can either be Initiated, Complete or Returned Unverified
3. Applicant selects "Cancel" if they wish to cancel the EV **(Figure 24)**
4. Applicant can re-initiate EV by clicking the "Initiate" button

Business Rules:

- If the applicant wants to change Employment Site/School Site they must navigate to the
  - Employment page and remove Employment Site/School after cancelling the EV
- If the applicant would like to change their application type they must navigate to the Employment page and remove Employment Site/School Site, then navigate to the General Information Page to change their application type after cancelling the EV.
- If an applicant changed their Employment Site/ School Site or their application type the applicant must repeat the steps to add an Employment Site/School Site & initiate an EV
- An applicant may cancel an EV and complete the rest of the application but will not be able to submit their application until the Employment Verification has a status of "Complete".
- System will display at the bottom of the page a table of all EVs that have been cancelled called the "Historical Requests" table.

Business Rules for NCLRP-NF EVF:

- The text "disadvantaged backgrounds" should be a bolded, hyperlink to the official Disadvantaged Definition for Nurse Faculty form **(Figure 27)**
- In the upload documents section, the system shall ask the user to upload a Verification of Disadvantaged Background form to verify that their school has at least 50% enrollment of disadvantaged background students
  - The text "Verification of Disadvantaged Background" should be a blue hyperlink to the official Verification of Disadvantaged Background form; The user may download this form and upload a completed version to the page

Figure 27: NCLRP-NF Employment Verification Form

Section 7: Qualifying Education

The Qualified Education page is used to collect information about the applicant's nursing education information.

Steps:

1. Applicant selects "Add New School"
2. Applicant is directed to the School Details page **(Figure 28)**
3. Applicant selects the state where the school is located
4. Applicant will select school based on list populated when state was selected
5. Applicant will select whether they received a degree from selected school, transferred from selected school or attended selected school for nursing prerequisites
6. Applicant will enter the date they began and ended their education at selected school
   a. Date format is mm/yyyy
7. If applicant indicated that they received a degree from the schools, the applicant will select type of nursing degree(s) received and date(s) received from the school
   a. Date format is mm/yyyy
8. If the user enters a degree date either after the current month and calendar year or after the application deadline date, the system shall display the following message
   a. The degree date you entered occurs in the future. Please verify the date entered is correct. The system shall display the specific degree name in the error message. **(Figure 29)**
9. Applicant selects "Continue"
10. Applicant is taken to the "School Documents" page **(Figure 30)**
11. Applicant has to upload an Official/Unofficial transcript to continue to the next section
12. Applicant has the option to upload unlimited Additional Supporting Documents

Figure 28: School Details Page

Figure 29: Degree Error Message

Figure 30: School Documents

Steps Continued:

12. After applicant uploads their documents they will select "Save" and be directed back to the Qualifying Education landing page where they will see the school(s) added **(Figure 31)**

13. Applicant can add an additional school or edit existing school information

14. Applicant will select "Continue" after adding all schools and be directed to the Loan section

Figure 31: Qualifying Education Page

Business Rules:
- System shall require user to answer required fields to be able to continue
- System shall limit school name drop down based on state selected
- System shall require user to enter in "Other School" information if "Other" is selected for NCLRP School Name
- System shall require user to check at least one:
  - I received a nursing degree from this school
  - I transferred from this school
  - I attended this school for nursing prerequisites
  - System shall not allow user to select both:
  - I received a nursing degree from this school
  - I attended this school for nursing prerequisites
- System shall require user to add at least one school with a nursing degree selected to be able to continue to the loan section.

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- System shall require user to answer "Date Received Degree" and if "I received a nursing degree from this school" is selected.
- System shall require that "School Start Date" is after Birth Date.
- System shall require that School Start Date is prior to current date.
- System shall require that "School Start Date" is before "School End Date"
- System shall require that "School End Date" is on or before "Date Received Degree".
- System shall require that "School End Date" and "Date Received Degree" is on or before the application submission date.
    - o This check will occur upon submission of the application.
- System shall allow user to edit school added by clicking "Edit" in the table and the education details will populate with information entered.
- System shall require a transcript for each school added.
    - o System shall allow unlimited "Additional Education Supporting Document" to be uploaded for each school added

Section 8: Loan Information

The Loan Information page **(Figure 32-33)** captures the loan data that an applicant will submit with their NCLRP application. If an applicant has a National Student Loan Data System (NSLDS) account, and wishes to submit federal loans as part of their NCLRP application, they will have the option to retrieve and submit their federal loans electronically. Applicants also have the option to manually add non-federal loans to the NCLRP application, or to enter federal loan data manually as well. The steps to add loans using an NSLDS login and/or to add loans manually are listed below.

Steps to Electronically Retrieve Loans:

1. Applicants navigates to LOG INTO YOUR NATIONAL STUDENT LOAN DATA SYSTEM ACCOUNT **(Figure 34)**
2. Applicant is direct to the Department of Education's Federal Student Aid login page and logs in using their FSA ID.
3. Applicant will be automatically redirected to their S2S LRP application after authentication.
4. If NSLDS authentication and retrieval is successful, the applicant's loan(s) will display in the "Electronically Imported from Your NSLDS Account" table
   a. Applicant can view a read only version of their loan details by clicking the "View" button next to each loan electronically retrieved.
   b. The date and time of the last successful transaction with the NSLDS will be displayed for reference
   c. Note: The social security number and date of birth entered in the General Information section of the application must match the social security number and date of birth on file with the Department of Education.
5. Applicant will answer "Yes" or "No" to "Do you have additional Loans that need to be added?"
   a. Applicant answers "No," the "Continue" button will become available and the applicant will be directed to Supporting Documents section of the application.
   b. If applicant answers "Yes" applicant will be directed to Loan Details page
6. As of 2021, the applicant may also access the NSLDS Homepage accessing the new link on the Loan Information Page: https://studentaid.gov **(Figure 32).** This link will provide applicants with information on the loans that they import.

Loan Information

In this section, you will be required to add the loans that you want approved for repayment under the Nurse Corps Loan Repayment Program.

To expedite this process, you may import your federal student loan(s) from the U.S. Department of Education's National Student Loan Data System (NSLDS) directly into the online application. For loans imported from the NSLDS, no supporting documents are required.

To Access Your Federal Student Loan(s) use the "Access your Loans" button below. You will be directed to the Department of Education's Federal Student Aid login page and required to log in using your Federal Student Aid ID (FSA ID). If you have any questions about your FSA ID, please visit: https://studentaid.gov

After successfully logging in to FSA, you will be automatically directed back to your application with your loans displayed below. Once your loans have been imported, please ensure all loans you wish to submit are listed. You may also select the 'Return to Source' button from the FSA ID Login screen at any time.

For additional loans that are not covered in the NSLDS and may be private education loans, you can still manually enter the loans along with supporting documents. Any loans that do not appear in your NSLDS account must be added to your application manually. If you attempt to add a loan that you believe is NOT a federal student loan(s), but receive an error message, please check the loan data and try again. It is possible that the loan is a duplicate to one that you have added electronically.

Important Note: If you experience any technical difficulties, please contact the Bureau of Health Workforce's Customer Care Center at 1-800-221-9393 (TTY: 1-877-897-9910) Monday through Friday (except federal holidays) from 8:00 a.m. to 8:00 p.m. ET or Contact Us. If you are unable to resolve your technical difficulties or concerns in time to submit your complete application prior to March 28, 2021, the application deadline, please enter your loans manually. The period for submitting applications will not be extended due to difficulties with submitting your loans.

To Manually Add Loans click the "Need Help?" link to manually add loans you wish to submit for loan repayment.

Figure 32: Loan Information Page 1

To Manually Add Loans click the "Need Help?" link to manually add loans you wish to submit for loan repayment.

When entering your loan information manually, you must enter loan information and supporting documentation for each servicing lender that you wish to be considered for repayment. The following documents will be required:

● Account Statement (Both Private and Federal) - Most recent statement from your lender/servicer that has your name, current loan balance and interest rate. This may be the official paper version, or a printed web version, that is scanned, uploaded, and not older than 30 days from the date you will submit your application.

● NSLDS Aid Summary Report (Federal Loans) - Most recent summary report taken from your National Student Loan Data Systems (NSLDS) account. This may be the official paper version, or a printed web version, that is scanned and uploaded. Note: This is the summary report only, which lists your federal student loans in one document and is available at https://studentaid.gov

● Disbursement Report or Promissory Note (Non-Federal Loans) - A copy of the document provided by your lender/servicer that outlines the details of your loan agreement, including your name, the date the loan was obtained, the purpose of the loan, account numbers, and the loans included in a consolidation (if applicable).

If you have a consolidated loan, you must enter in all of the information in the table. All of the information must coincide with the information in the loan documents. If they do not coincide, the loan will be deemed ineligible.

You have not added any loans yet.

Figure 33: Loan Information Page 2

Steps Continued:

6. Applicants may update loans previously retrieved from NSLDS by clicking the "Update Loans" button
    a. Applicant will be required to re-authenticate with the Departments of Education using their FSA ID.
7. Applicants can remove electronically retrieved loans by clicking the "Remove All Loans" button and confirming selection on pop-window **(Figure 35)**
8. Applicants will be able to view a comprehensive report of all NSLDS federal loan data retrieved and submitted with their application

Figure 34: Access National Student Loan Data System Account

Figure 35: Remove Loans Message

Steps to Manually Add Loans:

1. Applicant clicks on the "Don't have a Federal Student Aid ID or want to enter loans Manually?" link under the "Need Help?" heading **(Figure 34)**
2. Applicants will view a popup message with a link to Add Loans Manually.
3. Applicant will be directed to the Loan Details page when clicking the Add Loans Manually button.
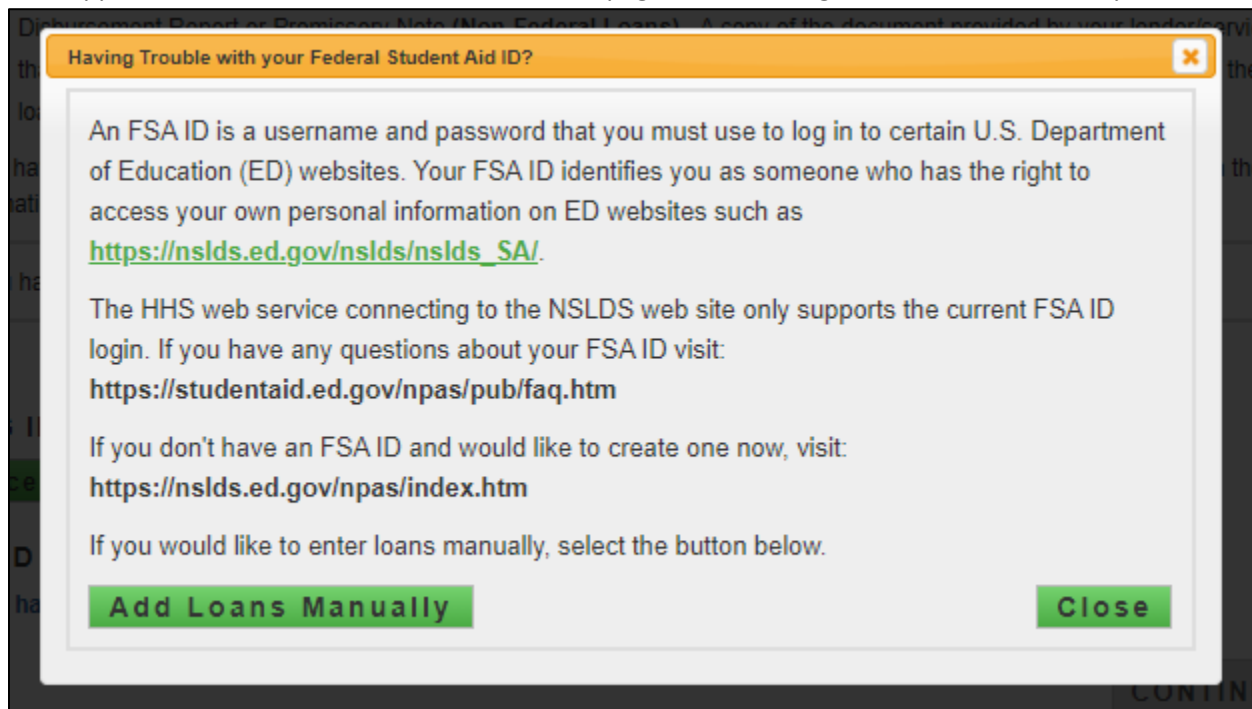

Figure 36: Manually Add Loans Message

Business Rules:

- System shall require at least one loan (Electronic or Manual) to be added to continue.
- System shall not require applicant to retrieve loans electronically.
- System shall check to see if applicant has already manually added federal loans and de-active "Access your Loans" button.
- System will deactivate the "Access your Loans" button and display a notice if the applicant is using Internet Explorer version 9 or lower.
- System shall redirect applicant to their application and prompt data exchange between HHS and DoED when user successfully authenticates.
- If the data exchange was not successful due to incomplete NSLDS data, the system shall display the following message "Certain loan information needed to successfully transmit from the NSLDS to your online application was incomplete. Please reach out to the NSLDS and try again - OR - add your loans manually.
- System shall display federal loans retrieved via web service under a table tiled "Electronically Imported From Your NSLDS Account"

Section 9: Loan Details

The Loan Details page captures additional loan data that the applicant will submit for each manual loan they will submit with the application **(Figure 37).**

Please note: If an applicant submits all loans using the NSLDS retrieval, and does not manually add any loans to their application, they will not have access to the loan details page.

Figure 37: Loan Details Page

Steps to Manually Add Loans:

1. Applicant fills in all required fields to continue:
   - Name of current servicing lender
   - Loan account number
   - Original date of the loan
   - Original amount of the loan
   - Current balance (Principal & Interest)
   - Interest rate (Optional)
   - Type of loan
   - Is this loan in default
   - Is this loan under Federal court judgment
   - Is this a consolidated loan
2. After the applicant enters all required fields, they will click "Continue to Documents" and will be taken to Loan Supporting Documents Page **(Figure 38).**
3. Applicant will upload necessary documents and click "Save" **(Figure 39).**
   - Applicant can choose to add another loan. To add another loan, the applicant will click the Add New Loan button and repeat the steps above.
4. If the applicant wants to edit or remove their loan, the applicant can click the check box to Remove loan at the bottom of the Loan Details page.
5. If the applicant does not add another loan or edit their loan, they will click "Continue".

Figure 38: Continue to Documents

Business Rules:

- System shall allow account number to be alpha –numeric and allow special characters.
- System shall not allow "Current Balance As of Date" to be prior to "Original Date of Loan"
- System shall not allow user to enter a "Current Balance As of Date" more than 30 days prior to current date. System shall not allow user to enter a "Current Balance As of Date" after the present date.
- If loan is not consolidated, System shall require that "Original Date of Loan" be:
  - No more than 3 months prior to earliest education start date.
  - No more than 3 months after latest education end date.
- System shall require "Consolidated Loan Dates" to be :
  - No more than 3 months prior to earliest education start date.
  - No more than 3 months after latest education end date.
- If loan is consolidated, "Original Date of Loan" must be prior to all "Original Date of Loan" for all consolidated loans.
  - If loan is in default/under court judgement "Original Date of Loan" must be prior to Date of Court Judgment/Date of Default.

Business Rules Continued:

- System shall require user to submit a Consolidated Loan Document, if "Yes" to Consolidated Loan.
- System shall require user to submit an "Account Statement" for each loan.
- System shall require user to submit a Disbursement Report for non-Federal loans only.
- System shall require user to submit an Aid Summary Report for Federal loans only.
- System shall allow user to continue to next section without uploading all or any required loan documents. Loan page status will be "In Progress" until all required documents have been uploaded for each loan. The applicant will not be able to submit their application until all required loan documentation has been uploaded.
- System should not allow applicant to manually enter a federal loan if loans have been electronically retrieved via NSLDS.

Figure 39: Loans Supporting Documents Screen

Section 10: Supporting Documents

The Supporting Documents page **(Figure 40)** consists of all documents that an applicant must submit with their NCLRP application. The documentation consists of required documents for NCLRP and NCLRPNF applications.

Steps:

1. Applicant selects the type of required document they will upload.
2. Applicant selects "Browse" to find the document they wishes to upload.
3. Applicant selects "Upload" when they selects the appropriate document.
4. Applicant repeats these steps for all of the required documents.
5. Applicant clicks on "Authorization to Release Information" to download the respective form.
6. Applicant will fill out and upload forms to their application.
7. Applicant clicks "Save & Continue" to proceed.

Business Rules:

- System shall display the required supporting documents to submit application for each applicant
- Each uploaded document will be linked for the applicant to view
- System shall allow applicant to upload different types of documents – PDF, jpeg, text, doc
- System shall allow applicant to upload document size up to 5 MB
- System shall display a required transcript for each school submitted on Qualified Education Information page

| 1 Eligibility | 2 Application Information | 3 General Information | 4 Employment | 5 Employment Verification |
| 6 Education | 7 Loans | 8 Supporting Documents | 9 Self Certification | 10 Review & Submit |

Supporting Documents
required field

Documents cannot be larger than 5MB. TIFFs, JPEG, PNG files are not acceptable forms. Taking a picture of supporting documents will not be an acceptable form of submission. All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible.

TEMPLATE DOCUMENTS

Please sign the following documents and upload below.

● Authorization to Release Information

UPLOAD DOCUMENTS

	Document Title	Document File	Status	Delete
○	Authorization to Release Information		Not Received	
○	Curriculum Vitae/Resume		Not Received	
○	Proof of US Citizenship or US National; Lawful Permanent Resident		Not Received	
○	Verification of Existing Service Obligation/Member of Reserve Document		Not Received	
○	Additional Supporting Document		Not Received	

Choose File   No file chosen   Upload

LOAN DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Access Group 12345678	Required Loan Supporting Documents	Test document.pdf	Received

EDUCATION DOCUMENTS

School	Document Title	Document File	Status
Allan Hancock College	Official/Unofficial transcript	Test document.pdf	Received

SAVE & CONTINUE

Figure 40: Supporting Documents Page

Business Rules Continued:

- System shall display all loan documents uploaded for each manually added loan **(Figure 41)**
- System shall require the "Existing Service Obligation" document to be upload if the applicant answered "Yes" to having an existing service in the Eligibility section

Figure 41: Supporting Documents Landing Page

Section 11: Self-Certification

The purpose of the Certification page is for the applicant to confirm the statements regarding debarment, suspension, disqualification and related matters. The applicant also gives authorization to disclose financial information. The applicant will also agree to reading the Application Program Guidance and that all information in the application is true. The applicant must agree to all certifications in order to submit their.

Steps:

1. Applicant reads each certification statement **(Figures 42-43)**
2. Applicant checks the box that certifies each statement.
3. Applicant selects "Continue".

Business Rules:

- System shall require the applicant to respond to each certification question to proceed.
- System will clear Self Certification page if the applicant proceeds to the Review and Submit page but then navigates to another section on the application to make any edits
    - The applicant must complete the Self-Certification each time after editing.
- The system shall display a checkbox for the user to certify that all information provided in the EV form, including the annual base salary, is true.
    - The text 'Employment Verification" is a hyperlink that will redirect users back to the EV page where the applicant can verify their EV information

Figure 42: Self-Certification Page

2. AUTHORIZATION FOR RELEASE OF EMPLOYMENT INFORMATION

☑ I authorize my current, former, or future employer or the health care facility or school of nursing where I work as an RN or nurse faculty to disclose information pertaining to my employment status to the U.S. Department of Health and Human Services (HHS), and/or its contractors, for purposes of determining my eligibility to participate in the Nurse Corps LRP and, if I am selected to participate in the Nurse Corps LRP, to determine my compliance with the Nurse Corps LRP service requirements. "Information pertaining to my employment status" includes, but is not limited to, my salary, dates of employment, number of hours worked, position held, leave hours/records, nurse licensure data, or the existence of a service obligation to my employer or the health care facility or school of nursing. *

☑ To assess my eligibility to participate in the Nurse Corps LRP and, if I am selected to participate in the Nurse Corps LRP, to determine my compliance with the Nurse Corps LRP service requirements, I hereby authorize HHS, and/or its contractors, to release the following information to my current, former, or future employer(s) or the health care facility or school of nursing where I work as an RN or nurse faculty: my name, social security number and other information necessary to identify me. *

☑ This authorization will take effect on the date that I sign and submit my Nurse Corps Loan Repayment Program application. If I become a participant in the Nurse Corps LRP, this authorization shall remain in effect until the date my Nurse Corps LRP obligation, including any extension of the obligation pursuant to a continuation contract, has been fulfilled or this authorization is revoked by me in writing. If I do not become a participant in the Nurse Corps LRP, this authorization shall remain in effect until September 30, 2021. *

3. AUTHORIZATION FOR DISCLOSURE OF FINANCIAL INFORMATION

☑ Pursuant to the Right to Financial Privacy Act of 1978 (RFPA) (12 USC 3404) and the Fair Credit Reporting Act (FCRA), having read the statement of my RFPA rights, I hereby authorize government agencies, financial institutions and credit bureaus to release financial records and/or credit reports to the HHS for the purpose of assessing and verifying loan amounts, history of honoring prior legal obligations and eligibility of the educational loans for payment under the HHS. This authorization is valid until September 30, 2021, and may be revoked in writing at any time before my records are disclosed. *

4. CERTIFY BY CHECKING THE BOX NEXT TO THE STATEMENTS BELOW:

☑ I certify that I have read and understand the 2021 Application and Program Guidance (APG). *

☑ I certify that all of the information that I have provided in this application and required supplemental documentation, including the Employment Verification which lists my base annual salary, is true. *

Figure 43: Self Certification Page 2

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Section 12: Review & Submit

The Review & Submit page is the last page of the application. The Review & Submit page displays a table with each section and the corresponding section status. All sections must be in the "Complete" status for the applicant to submit the application. The applicant can select the top navigation menu or a particular section's link in the table to view that page.

Steps:

1. Applicant reviews the application and makes any necessary edits **(Figure 44-45)**
2. Applicant enters password
3. Applicant selects "Submit".

Business Rules:

- Applicant can view and edit any page of the application by clicking on the page name before submitting.
- Applicant will then be required to complete the Self- Certification section again
- Applicant must enter in their correct password in order to submit their application.
- All page statuses except for review and submit must be complete for applicant to submit their application.
- System shall not allow the application to be submitted after the application deadline.
- System shall update application status to a submitted status upon submission.

Figure 44: Review and Submit Page 1

SUBMIT YOUR APPLICATION

I certify that the information given in this application, including supporting documentation uploaded into this application, is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any willfully false representation is sufficient cause for rejection of this application, or, if awarded Nurse Corps loan repayment, that I am liable for repayment of all awarded funds and further that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 1001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79)

Password *

SUBMIT

Figure 45: Review and Submit Page 2

Section 13: Submitted Page

After the applicant submits their NCLRP application, they will be directed to the Submitted landing page and the overall application status will change to either "Submitted" or "Submitted – Ineligible." If any of the responses on the online application deem an applicant ineligible, the status upon submission will be "Submitted–Ineligible." If the responses submitted deem the applicant, eligible the application status will be "Submitted." On the Submitted landing page, the applicant will have the ability to edit or withdraw their application. The applicant will have the ability to edit their *application until the application deadline*. The applicant may withdraw their application up until the applicant receives a Confirmation of Interest (COI), if applicable.

Business Rules:

- System shall update the application status to "Submitted- Ineligible" upon submission if **(Figures 46-47):**
  - Received degree date from education page is in the future
  - Applicant has an existing BHW service that has an obligation end date in the future (validated by SSN check) ○ The applicant does not meet the required work hours per week to be eligible for an award (minimum 32hrs totaled across all sites)
  - The EV submitted by the site's POC indicated that the applicant does not have a current, full, unrestricted, and unencumbered license
  - The EV submitted by the site's POC indicated that the applicants employment start date is after their submission date
- System shall disable the "Withdraw" button if/when applicant is sent Confirmation of Interest (COI)
- System shall update applicant status to "In Progress" upon selecting Edit
- System shall disable Edit when application cycle closes
- System shall save most recent application status upon cycle close

(Example: If the applicant edits and never re-submits by the application close date, their final status will be "In Progress")

Business Rules Continued:

- System shall allow applicant to select Undo Withdrawal after they has Withdrawn the application if they wish to resubmit.
- System shall link a copy of submitted application in PDF after application has been submitted. The applicant will able to view the site POC's EV responses within this document.
- System shall display "Submitted-Ineligible" Landing Page content if applicant is deemed ineligible upon submission (Edit and Withdraw functionalities will still be enabled until the application deadline).
- All documents uploaded by the applicant will be linked on the Submitted Landing Page.

Nurse Corps Loan Repayment Program Application

Hello LoFi,

You have submitted your 2021 Nurse Corps Loan Repayment Program online application and all required supporting documents!

Your overall application status is: **Submitted**

Your application ID is: **552215**

VIEW YOUR SUBMITTED APPLICATION

It is your responsibility to ensure that your submitted application and supporting documents (including Employment Verifications) are accurate. Applications found with deficiencies or missing information will not qualify for review.

If there are changes you would like to make after reviewing your submitted application and supporting documents (including re-initiating an Employment Verification), you may edit and resubmit your application by the application deadline (March 28, 2021 at 12:00 AM EDT). Applications not resubmitted by the deadline will not be considered for an award. Click the button below to edit your application.

Edit Application

If you are no longer interested in the 2021 Nurse Corps Loan Repayment Program Award, please click the button below to withdraw your application. Once you withdraw your application, you may resubmit your current application using the edit button above until March 28, 2021 at 12:00 AM EDT. Applications not resubmitted by the deadline will not be considered for an award.

Withdraw

During the application process, it is important to keep your contact information accurate. If updates are necessary, please make the appropriate changes on the Account Settings page.

Figure 46: Review & Submit Landing Page-Ineligible 1

EMPLOYMENT VERIFICATIONS

Site Name	Initiation Date	Response Date	Status
Bread For The City	12/30/2020	12/30/2020	Complete

GENERAL SUPPORTING DOCUMENTS

Document Title	Document Name	Status
Authorization to Release Information	Test Doc.docx	Received
Curriculum Vitae/Resume	Test Doc.docx	Received
Proof of US Citizenship or US National; Lawful Permanent Resident	Test Doc.docx	Received
Additional Supporting Document		Not Received

LOAN SUPPORTING DOCUMENTS

Servicing Lender & Account #	Document Title	Document File	Status
Bank of America 123456	Required Loan Supporting Documents	Test Doc.docx	Received

EDUCATION SUPPORTING DOCUMENTS

School	Document Title	Document File	Status
University of Colorado Denver - School of Medicine	Official/Unofficial transcript	Test Doc.docx	Received

Figure 47: Review & Submit Landing Page-Ineligible 2

Section 14: Application Withdraw

An applicant has the option to withdraw their application after submission. The applicant may withdraw their application up until the applicant receives a COI, if that is an applicable. The applicant may resubmit the current application by using the Undo Withdrawal button. **However, the applicant must resubmit their application by the application deadline to be considered for an award**.

Steps:

1. From the Submitted Home Page an applicant will click the "Withdraw" button **(Figure 48)**
2. The applicant will be directed to the "Withdraw Application" confirmation screen **(Figure 49)**
   3. The applicant clicks   and is directed to the Submitted Home page
• Note: The applicant will now have a status of "Withdrawn"
4. On the Submitted Home page the applicant can undo the withdraw by clicking "Undo Withdrawal"
5. If the applicant clicks "Undo Withdrawal" they will be directed to the In Progress Landing Page
6. The applicant will click "Continue "from In Progress application and will be directed to the Self Certification Page
7. Applicant will follow steps to complete and submit application.
8. The applicant will read each certification
9. Applicant indicates that they agrees by selecting the checkbox.
10. Applicant selects 'Save & Continue"
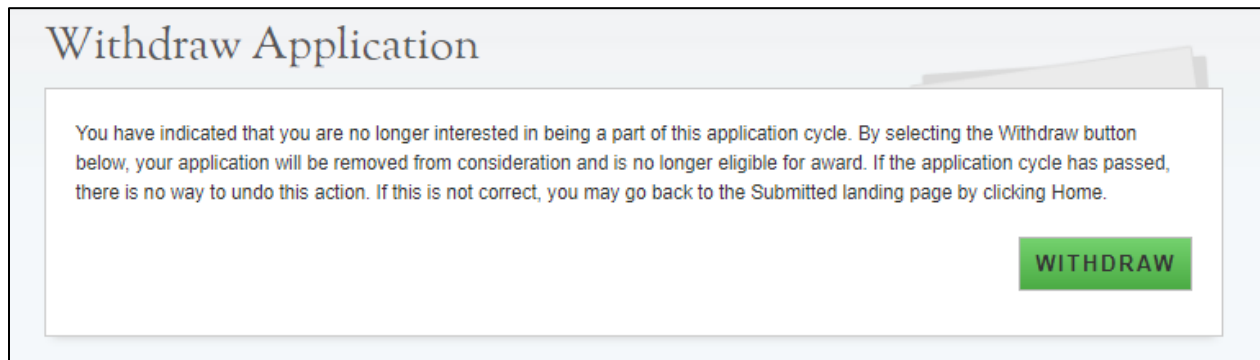
Figure 48: Withdraw Option

Figure 49: Application is withdrawn

Steps Continued:

11. Applicant is directed to the Review and Submit Page
12. Applicant reviews the application.
13. The Applicant enters their password
14. Applicant selects "Submit" and is directed to the Submitted Home Page.

Business Rules:

- The ability to withdraw an application will be disabled when the applicant is sent to COI.
- If an applicant wishes to re-submit their application, they must resubmit by the application deadline.
- The system will save the most recent status once the application closes if applicant selects withdraw.
- An applicant may withdraw their application if their status is "Submitted" or "Submitted Ineligible".

Section 15: Edit Application

If an applicant would like to edit their application after submission, they may do so prior to the application deadline. If an applicant edits their application, the applicant must re-submit their application by the application deadline. If the applicant does not resubmit their application, the applicant will not be considered for an NCLRP award.

Steps:

1. The applicant clicks "Edit Application".
2. The applicant clicks 'Cancel" or "Edit Application" pop-up (below)
3. The applicant will be directed to the In Progress Landing Page
4. The applicant navigates to any section to make the necessary edits
5. The applicant clicks Save & Continue at the bottom of the page where edits were made in order to save the edits
6. Once all edits are made and saved the applicant will navigate to the Self- Certification page
7. Applicant will follow steps to complete and resubmit application
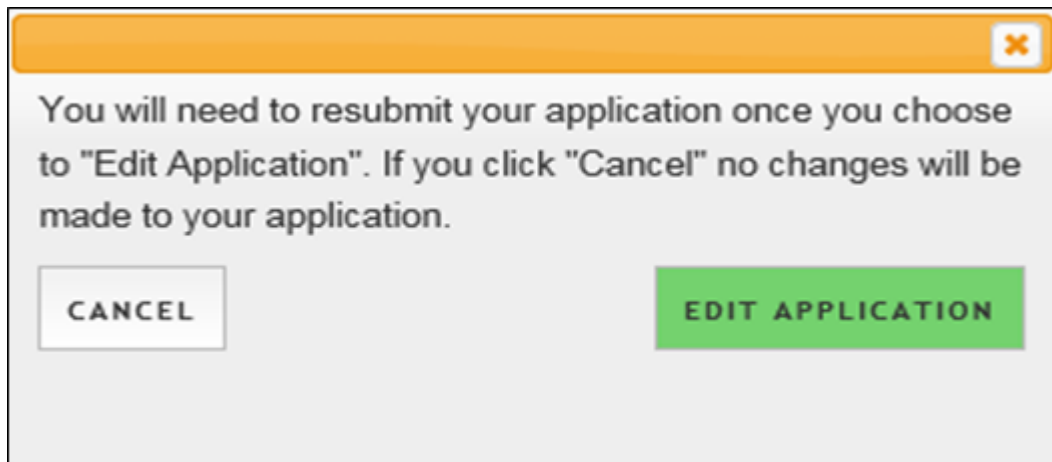
Figure 50: Edit Application Message

Business Rules:

- The applicant will not be able to edit their application after the application deadline.
- An applicant must resubmit their application by the application deadline if they want to be considered for an award.
- The applicant will be directed to the In Progress landing page when selecting Edit.
- The applicant's status will be changed to "In-Progress" upon selecting Edit.
- All business rules apply on each page if the applicant selects edit.

Section 16: Resolving Issues

Please follow the instructions to resolve any inquiries a NCLRP applicant might have:

For Technical Issues:

- When a technical issue is encountered, e.g. Applicant cannot upload supporting documents, the Call Center should log this issue in JIRA with the applicant's contact information and a description of the problem. At this point, the BMISS HyperCare Support Team would define and resolve the issue as well as notify the Call Center analyst of the resolution.

Logging Issues: When logging issues in JIRA

- Log issues as "CC>NCLRP Online App > Eligibility Page" o CC refers to call center
    - o Whichever page the issue is found on please indicate it after NCLRP Online App
        - ▪ If the issue occurs on the General Information page please log the issue as "CC>NCLRP Online App> General Info Page"
- Attach a screenshot to the issue (if applicable) o Please do not include a screen shot of the whoops error message
    - o Have the applicant take a screen shot of the page the problem was found on and attach that to the bug
- Include the following details in the Description section:
    - o Applicant information: Full name, last four of SSN, username, phone number, applicant id, application id
    - o The exact Online Application screen the applicant was on when the issue occurred o The Web Browser the applicant was using o The frequency of the issue
    - o Detailed description on how to reproduce the issue o The time and date this issue occurred
    - • Include the priority and severity of the issue

For Program Related Issues:

- If an applicant has a program question, the Call Center will try to answer the problem by referring to the Application and Program Guidance. If the Call Center is unable to answer the question then they must triage the question to the NURSE Corps Loan Repayment Program.

Online Application Program Related Issues Contact: To escalate questions about the NCLRP application, please submit inquires to the following email: nursecorpslrpsupport@hrsa.gov.

Capturing Applicant Information: The following applicant information should be captured and as much detail of the issue as possible:

- First and Last Name
- Email Address used to log into the application
- Last four digits of SSN
- Section of online application the user was on when they encountered the problem
- Detailed summary of the problem
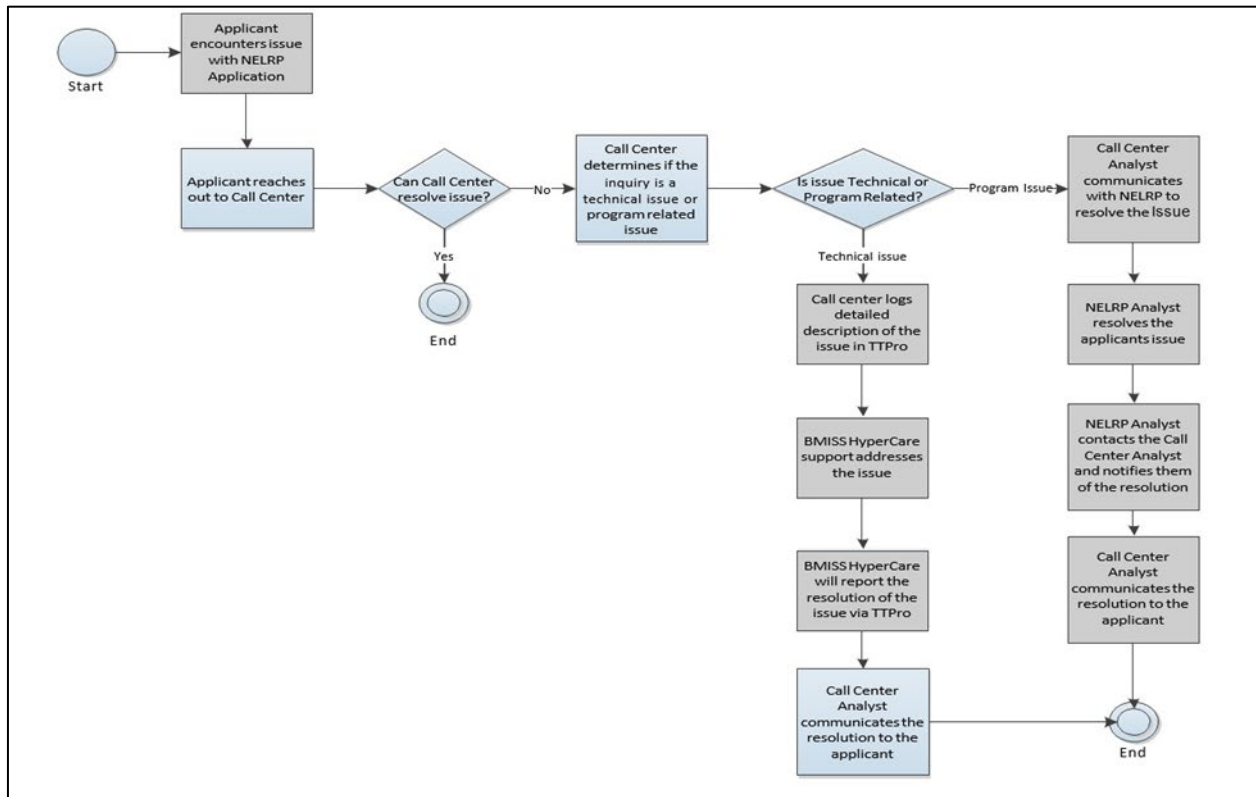- Supporting Document (If applicable)

Section 17: Resolving Issue Flow Chart

Figure 51: Resolving Issues Flow Chart