

# **Nurse Corps (NC)**

# **Loan Repayment Program (LRP)**

# **Confirmation of Interest (COI) User Guide**

**May 2024**



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## PART 1 | INTRODUCTION

### NC LRP CONFIRMATION OF INTEREST USER GUIDE

**Purpose:** The Nurse Corps (NC) Loan Repayment Program (LRP) Confirmation of Interest (COI) user guide serves as the main to answer analyst questions regarding issues applicants may face when completing their COI Process. In addition to this user guide, applicants must be familiar with the NC LRP Application Program & Guidance, as some of the questions will be program based and will not be discussed in this user guide. The primary intent of this user guide is to focus on the functionality developed for the NC LRP COI.

**Roles:** There are no roles associated with the NC online application. The Confirmation of Interest (COI) is on the applicant portal and is only accessible to applicants that have been offered an award. Program will not have roles or accounts for these screens.

**Precondition:** The applicant must be offered an Award and sent a Confirmation of Interest (COI).

## PART 2 | APPLICANT CONFIRMS INTEREST AND ACCEPTS AWARD

The analyst will complete Verification Review and in some situations Exception Review as part of the NC LRP modernized Application Review workflow. NC LRP Application Review will begin on the New Task Dashboard.

### WELCOME SCREEN

During the Review Process, the Obligator Review sends the Confirmation of Interest email to applicants who have been selected for award. The email provides the selected applicants a link to the portal notifying them that there has been an update to their application. The applicant will need to log into his/her application to view the Confirmation of Interest. Upon logging in, the applicant will be directed to the Welcome Screen.


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#### STEPS

1. Applicant receives their Confirmation of Interest email.
2. Applicant logs into NC LRP Application Portal.
3. Applicant is taken to the COI Welcome Screen.
4. Applicant reviews Welcome Screen content.
5. Applicant clicks "Start COI".

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### NC LRP Confirmation of Interest (COI) User Guide



NC LRP 2024 Confirmation of Interest

- [Application Portal Home](#)
- NURSE CORPS
  - Welcome
  - Review
  - Tax Withholdings
  - Sign Contract
  - Decision

## 2024 NC LRP Application

### Welcome

Your application has been identified as "finalist" for a 2024 Nurse Corps Loan Repayment Program award. Below is your Approved Educational Loan Amount and the current Site where you are employed. By accepting these terms and clicking the Sign and Submit button, you will be electronically signing your contract. This is not a guarantee of an award; however, if funding is available and your contract is countersigned by the Secretary of the U.S. Department of Health and Human Services designee, you will receive a 2024 Nurse Corps Loan Repayment Program award. If you are selected for an award, you will not be allowed to terminate your contract prior to the service deadline. All matters of non-compliance will be subject to default of the Nurse Corps Loan Repayment Program agreement.

You are required to complete the following steps by the deadline date provided in the Confirmation of Interest email.

Your overall Application Status is: Finalist For Award

⚠ If you do not respond by April 21, 2024 at 11:59:59 PM EDT, indicating that you still wish to be considered for an award, your application may be removed from consideration.

[View your submitted application](#)

Approved Educational Loan Amount: \$16,971.00

Estimated Gross Award Amount (60% of your Approved Educational Loan Amount): \$10,182.60

Please Note: The above Estimated Gross Award Amount is a pre-tax value. Taxes will be withheld during disbursement.

### Paperwork Reduction Act Public Burden Statement

The purpose of this information collection is to obtain information through the Nurse Corps (NC) Loan Repayment Program (LRP), which are used to assess an LRP applicant's eligibility and qualifications for the LRP and to obtain information for NC site applicants. Clinicians interested in participating in a NC LRP must submit an application to the NC to participate in one of the NC programs, and health care facilities must submit an NC Site Application and Site Recertification Application to determine the eligibility of sites to participate in the NC as an approved service site. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0127 and it is valid until March 31, 2026. This information collection is required to obtain or retain a benefit (Section 338b of the Public Health Service Act [42 U.S.C. 254 i-1]). Public reporting burden for this collection of information is estimated to average 0.5 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857.

### Need Help?

Please note, due to system security controls you have 30 minutes to save each section, or you will be automatically logged off the system and your changes will not be saved. Please read the [NC Loan Repayment Program](#) for any questions regarding the NC LRP. If you experience any problems, please contact the BHW Customer Care Center at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 8:00 AM to 8:00 PM ET or [Contact Us](#).

[Start COI](#)

## BUSINESS RULES

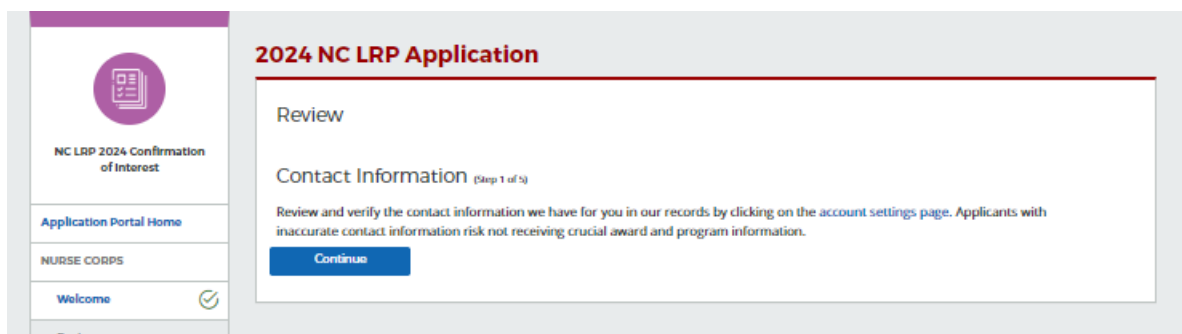
- Applicants will have the ability to view the left-hand navigation.
  - The Welcome screen will be enabled in the left-hand navigation.
  - All additional screens will be disabled in the left-hand navigation until the current screen is completed.
- Applicants have the ability to view their application status.
- Applicants have the ability to download their submitted application (PDF).
- Applicants have the ability to view the NC LRP Program Guidance.
- Applicants have the ability to view the Paperwork Reduction Act Public Burden Statement.

## REVIEW SCREEN – CONTACT INFORMATION

The applicant will need to ensure that their contact information is as up to date as possible. NC LRP uses primary email addresses to communicate application status changes and requests for additional information regarding applications.

### STEPS

1. Upon clicking “Start COI” on the Welcome Screen, the applicant is navigated to the Review Screen.
2. Applicant completed Step 1 by reviews and updates his/her contact information by clicking on the “Account Settings” link.



### BUSINESS RULES

- System navigates user to account settings via the Step 1 link provided.
- Applicant should make any updates to their account information within the account settings.

## REVIEW SCREEN – LOAN VERIFICATION


The Loan Verification card allows the applicant to review Program’s verification results of loans submitted with the application. Applicants with eligible debt that exceeds the maximum award will receive the maximum award.

### STEPS

1. Applicant clicks “Continue” on the Contact Information card to be taken to Step 2, Loan Verification.
2. Applicant reviews their program information at the top of the card.
3. Applicant reviews and verifies their loan information.
4. If an applicant has questions or elects to dispute the information, he/she is suggested to contact NC LRP via email.

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### NC LRP Confirmation of Interest (COI) User Guide



NC LRP 2024 Confirmation of Interest

[Application Portal Home](#)

NURSE CORPS

Welcome 

■ Review

Tax Withholdings

Sign Contract

Decision

## 2024 NC LRP Application




### Review

#### Contact Information (Step 1 of 5)






Review and verify the contact information we have for you in our records by clicking on the [account settings page](#). Applicants with inaccurate contact information risk not receiving crucial award and program information.

#### Loan Verification (Step 2 of 5)

Review the results of our verification of the loans that you submitted with your application. Participants with eligible debt that exceeds the maximum award will receive the maximum award. See the table below for Nurse Corps award amounts.

PROGRAM 	YEARS OF CONTRACT 	FULL TIME SERVICE 
NC LRP	2 Year Full Time	60% of Total Loan Amount

Note: Loans that are not eligible for the LRP will read \$0.00 in the eligible amount column

ACCOUNT LOAN NUMBER 	LOAN TYPE 	SERVICER 	CURRENT BALANCE 	ELIGIBLE AMOUNT 
Not Available	DIRECT STAFFORD SUBSIDIZED	DEPT OF EDUADVANTAGE	5535.00	5535.00
Not Available	DIRECT STAFFORD UNSUBSIDIZED	DEPT OF EDUADVANTAGE	7116.00	7116.00
Not Available	DIRECT STAFFORD SUBSIDIZED	DEPT OF EDUADVANTAGE	4320.00	4320.00

Total Approved for Repayment  
\$16,971.00

Projected Award Disbursement  
\$10,961.57

Continue

## BUSINESS RULES

- Applicant can view their program details.
- Applicant can view their loan details.
- Note: Only eligible loans will display on the loan information card.
- The user will see the following values provided on the loan information card:
  - Total Approved for Repayment = Total of all eligible loans.
  - Projected Award Disbursement = Total of estimated award amount.

## REVIEW SCREEN – SITE INFORMATION

The Site Information card allows the applicant to review Program’s verification results of applicant site(s). Applicants will verify the accuracy of their site information and hours (full-time) for NC LRP.

## STEPS

1. Applicant clicks “Continue” on the Loan Verification card to be taken to Step 3, Site Information.
2. Applicant reviews their site(s) information at the top of the card.

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NC LRP Confirmation of Interest (COI) User Guide

3. Applicant reviews and verifies their site information is still accurate by answering “Yes” or “No”.

4. If an applicant has questions or elects to dispute the information, he/she is suggested to contact NHSC LRP via phone or email.

## BUSINESS RULES

- Applicant can view their site(s) details.
- Applicant will be required to answer the following (Y/N) question: “Are you currently working at the NC verified and approved service site(s) and meeting NC’s definition of full-time clinical practice and will to the best of your knowledge continue to meet that definition at the NC-approved service site(s) listed above?”
  - Yes = The applicant will continue onto Step 4, the Confirm Interest card (see next section).
  - No = The applicant will bypass Step 4 and continue onto Step 5, the Site Change / Change in Work Hour card.
- If the applicant responds “No” and populates the Site Change / Change in Work Hour card, the applicant will be required to provide a reason/comment prior to clicking “Submit”.
  - Once the applicant clicks “Submit” they will be directed to the Ineligible screen and their COI process will be complete at this time.



## REVIEW SCREEN – CONFIRM INTEREST

The Confirm Interest card is where the applicant will either accept or decline their NC LRP Award. Once the applicant confirms or declines their interest in receiving the award, the NC Loan Repayment Program Award will proceed without further notice based on the option they have selected.

### STEPS

1. Applicant clicks “Yes” on the Site Information card to be taken to Step 4, Confirm Interest.
2. If applicant confirms their interest by clicking “I ACCEPT”, the Banking Information card is displayed (see next section).
3. If applicant declines their interest by clicking “I DECLINE”, the Decline COI card is displayed (see Part 3: Applicant Declines Interest).

### BUSINESS RULES

- If applicant confirms their interest by clicking: “I ACCEPT the FY 2024 NC Loan Repayment Program Award”, the Banking Information card is displayed (see next section).
- If applicant declines their interest by clicking “I DECLINE the FY 2024 NC Loan Repayment Program Award. I understand that I will no longer be considered for the FY 2024 NC Loan Repayment Program Award”, the Decline COI card is displayed (see Part 3: Applicant Declines Interest).
- The alert will notify the user of their COI Expiration date.
  - **Important:** The applicant will be required to provide a response to their Confirm Interest and completed their COI by this expiration in order to still be considered for an award.

## REVIEW SCREEN – BANKING INFORMATION

The Banking Information card allows the applicant to provide their banking information for the account in which the FY 2024 NC LRP funds should be deposited. **Note:** Release of award funds is contingent on a fully executed FY 2024 NC LRP contract (i.e. signed by both parties) and your satisfactory performance of at least 90 days of service.

### STEPS

1. Applicant clicks “I ACCEPT” on the Confirm Interest card, they’re taken to Step 5, Banking Information.
2. Applicant enters the Bank Name.
3. Applicant enters the Account Type (checking or savings).
4. Applicant confirms and enters his/her Bank’s Routing and Account numbers.
5. Applicant selects Submit.

**Banking Information** (Step 5 of 5)  
Please enter your banking information. This account will be used to deposit your Nurse Corps Loan Repayment award.

**Bank Name**

**Account Type**  

Select...

▼

**Routing Number** ⓘ

**Re-enter Routing Number**

**Account Number** ⓘ

**Re-enter Account Number**

Name  
123 Example Road  
City, State, 12345

101

Pay to the order of

\$

Dollars

For

Signature

123456789  
Routing Number

0012345678901  
Account Number

### BUSINESS RULES

- Routing #'s must be:
  - 9 digits
  - Start with 0, 1, 2, or 3 digit.
- Applicant will be required to complete all fields.
- The Routing Number and Re-enter Routing number fields must match.
- The Account Number and Re-enter Account number fields must match.

## TAX WITHHOLDINGS SCREEN

The Tax Withholdings screen allows the applicant to provide their W4 tax information via the Electronic Withholding Allowance Certificate. Applicants will verify the accuracy of their tax information and electronically sign their certificate.

### STEPS

1. Applicant completes their banking information on the Review screen and clicks “Continue” to be taken to the Tax Withholdings screen.
2. Applicant reviews and verifies the ‘Tax Withholdings’ statement section.
3. Applicant provides their tax information on the Electronic Withholding Allowance Certificate.
4. Applicant certifies their tax information.
5. Applicant completes their electronic signature.

### Electronic Withholding Allowance Certificate (Step 2 of 3)

Estimated Gross Award Amount:  
(60% of your Approved Educational Loan Amount)

\$10,182.60

*Estimated Gross Award Amount is provided to assist in completion of your W4. The value provided is estimated and is subject to change. If you have questions on completing your W4, please refer to the IRS W4 Instructions or consult a tax expert. Nurse Corps does not provide tax guidance.*

**Filing Status (Step 1(c) on Form W4)**

☐ Exactly two jobs (Step 2(c) on Form W4)

<b>Amount Claimed for Dependents (Step 3 on form W4) (Optional)</b>	<b>Other Income (Step 4(a) on Form W4) (Optional)</b>
<input type="text"/>	<input type="text"/>
<b>Deductions (Step 4(b) on Form W4) (Optional)</b>	<b>Extra Withholdings Amount (Step 4(c) on Form W4) (Optional)</b>
<input type="text"/>	<input type="text"/>

**Tax Exempt**

☐ Yes ☐ No

☐ Under penalties of perjury, I declare that I have examined this certificate and to the best of my knowledge and belief, it is true, correct, and complete.

### Enter Signature Information

<b>Social Security Number</b>	<b>Confirm Social Security Number</b>
<input type="text"/>	<input type="text"/>

**Security Question**

**Answer**

**Password**

## **BUSINESS RULES**

- The Total Award Amount will be displayed above Step 1
- Applicants are required to provide their federal tax withholding selections for:
  - Filing Status
  - Exactly Two Jobs
  - Amount Claimed for Dependents
  - Other Income (optional)
  - Deductions (optional)
  - Extra Withholding Amount (optional)
  - Exemption status
- Applicants are required to certify they have provided correct tax withholding information.
- After self-certification, applicants will be required to enter the following information, which will qualify as signing the contract:
  - SSN
  - Confirm SSN
  - Security answer
  - Password
- The SSN and Confirm SSN numbers must match for the applicant to submit
- The SSN and Confirm SSN numbers must match the SSN entered by the applicant on the online application for the applicant to submit
- If the SSN entered on COI does not match the SSN entered on the application, the applicant can either re-enter the SSN on COI, or contact the Call Center to reach out to Program if they believe the SSN they have entered on COI is correct, and the SSN they had entered on their application is incorrect
- The system will generate and store an electronically signed electronic federal tax withholdings document (W4) to the applicant profile upon full submission of the COI.
- Once the applicant is converted to a participant, the PDF is accessible from the Participant profile, Tax information tab.
- If the applicant does not complete the COI, or is deemed ineligible, the tax selections will not be saved.

☐ Under penalties of perjury, I declare that I have examined this certificate and to the best of my knowledge and belief, it is true, correct, and complete.

**Enter Signature Information**

**Social Security Number**

**Confirm Social Security Number**

**Security Question**

Select...

**Answer**

**Password**

## SIGN CONTRACT SCREEN

The Sign Contract screen is the final step of the applicant's COI process. The applicant will download the contract, self-certify that they have read the contract, and electronically sign the contract. Note: Release of award funds is contingent on a fully executed FY 2024 NC LRP contract (i.e. signed by both parties) and your satisfactory performance of at least 90 days of service.

### STEPS

1. Applicant completes their tax information on the Tax Withholdings screen and clicks "Continue" to be taken to the Sign Contract screen.
2. Applicant downloads their NCLRP contract for review.
3. Applicant completes the self-certification question.
  - a. If applicant declines certification by answering "No", the Decline COI card is displayed (see Part 3: Applicant Declines Interest).
4. After self-certification, applicants will be required to enter the following information, which will qualify as signing the contract:
  - a. SSN
  - b. Confirm SSN
  - c. Security answer
  - d. Password
5. Applicant selects Submit.
6. System displays Accepted Award landing page.

The screenshot shows the '2024 NC LRP Application' interface. On the left is a sidebar with a purple header and a list of navigation items: 'NC LRP 2024 Confirmation of Interest' (with a document icon), 'Application Portal Home', 'NURSE CORPS', 'Welcome' (with a green checkmark), 'Review' (with a green checkmark), 'Tax Withholdings' (with a green checkmark), 'Sign Contract' (highlighted with a blue square), and 'Decision'. The main content area is titled '2024 NC LRP Application' and 'Sign your Electronic Contract'. It includes a disclaimer: 'This contract is not binding until countersigned by the Secretary of the Department of Health and Human Services or her/his designee.' with a link 'View Printable Version of the NC LRP Contract'. Below this is a 'Certification' section with the text 'I certify that I have read the above contract in its entirety and my electronic signature on this contract is intended to be the legally binding equivalent of my handwritten signature.' and two radio buttons for 'Yes' (selected) and 'No'. The 'Enter Signature Information' section contains four input fields: 'Social Security Number' and 'Confirm Social Security Number' (both empty), 'Security Question' (a dropdown menu showing 'Select...'), and 'Answer' (empty). At the bottom are 'Back' and 'Submit' buttons.

### BUSINESS RULES

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- Applicants are required to certify that they have read the contract.
- If the applicant indicates “No” to having read the contract, they will be directed to the Ineligible landing page upon selecting Sign and Submit
- If the applicant indicates “Yes” to having read the contract, they will be required to enter the following information, which will qualify as signing the contract:
  - SSN
  - Confirm SSN
  - Security answer
  - Password
- The SSN and Confirm SSN numbers must match for the applicant to submit.
- The SSN and Confirm SSN numbers must match the SSN entered by the applicant on the online application for the applicant to submit.
- If the SSN entered on COI does not match the SSN entered on the application, the applicant can either re-enter the SSN on COI, or contact the Call Center to reach out to Program if they believe the SSN they have entered on COI is correct, and the SSN they had entered on their application is incorrect.
- Accepted Award landing page will display a link to applicant’s submitted application on the
- Applicants have the ability to view their application status from the Accepted Award landing page.
- Applicants have the ability to download their submitted application (PDF) from the Accepted Award landing page.
- Applicants have the ability to download their signed contract from the Accepted Award landing page.
  - Note: Once the contract is signed and approved in Obligation, the newly signed document will be updated).

## PART 3 | APPLICANT DECLINES INTEREST

The applicant will either accept or decline their NC LRP award through the Confirmation of Interest (COI) process. The above section walks through the acceptance process. This section details the two opportunities an applicant has to decline their award.

### DECLINE COI – REVIEW SCREEN

The first opportunity to decline COI is on the Review screen, Step 4, Confirm Interest card. The user will end their COI process here if they choose to decline and will be navigated to the Declined Award landing page.

#### STEPS

1. Applicant completes the Welcome Screen and is taken to the Review Screen.
2. Applicant completes Steps 1-3 on the Review Screen.
3. Applicant selects “I DECLINE...” and sees the Decline COI card.
4. Applicant enters reason why he/she is declining award.
5. Applicant selects Decline.
6. Applicant is navigated to the Declined Award landing page.

#### Confirm Interest (Step 4 of 5)

Please confirm or decline your intent to accept the Nurse Corps LRP award below.



If you do not respond by April 21, 2024 at 11:59:59 PM EDT, indicating that you still wish to be considered for an award, your application may be removed from consideration.

- ☐ I wish to ACCEPT the 2024 Nurse Corps LRP Award, contingent on availability of funding.
- ☒ I wish to DECLINE the 2024 Nurse Corps LRP Award.

#### BUSINESS RULES

- Once COI is declined, the COI process will end and the system updates applicant’s external and internal status to Declined Award.
- Applicants have the ability to download their submitted application (PDF) from the Declined Award landing page.

**Decline Offer** (Step 5 of 5)

You have selected to decline the offer to receive a Nurse Corps (NC) Loan Repayment Program award and you no longer wish to be considered during the current award period. This action cannot be reversed. By hitting save you will be declining the award.

If you choose to apply in the future, you must submit an application during one of our "open" application cycles for new applicants and compete with other providers based on program requirements at that time.

Please indicate your reason for declining the Nurse Corps (NC) Loan Repayment Program award. 10,000 characters remaining

Enter Text Here...

## DECLINE COI – SIGN CONTRACT SCREEN

The second opportunity to decline COI is on the Sign Contract screen, certification question. The user will end their COI process here if they choose to decline and will be navigated to the Declined Award landing page.

### STEPS

1. Applicant completes the Welcome Screen and is taken to the Review Screen.
2. Applicant completes Steps 1-5 on the Review Screen.
3. Applicant completes and signs the Tax Withholdings screen.
4. Applicant selects "No" to the self-certification question on the Sign Contract screen.
5. Applicant enters reason why he/she is declining award.
6. Applicant selects Decline.
7. Applicant is navigated to the Declined Award landing page.



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### Sign your Electronic Contract

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

View Printable Version of the NC LRP Contract

### Certification

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

☐ Yes ☒ No

### Decline Offer

You have selected to decline the offer to receive a Nurse Corps (NC) Loan Repayment Program award and you no longer wish to be considered during the current award period. This action cannot be reversed. By hitting save you will be declining award.

If you choose to apply in the future, you must submit an application during one of our "open" application cycles for new applicants and compete with other providers based on program requirements at that time.

Please indicate your reason for declining the Nurse Corps (NC) Loan Repayment Program award. 10,000 characters remaining

Enter Text Here...

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## BUSINESS RULES

- Once COI is declined, the COI process will end and the system updates applicant's external and internal status to Declined Award.
- Applicants have the ability to download their submitted application (PDF) from the Declined Award landing page.

OMB No. 0915-0140 Expiration Date: xx/xx/xxxx

**Public Burden Statement:** The purpose of this information collection is to obtain information through the Nurse Corps Loan Repayment Program that is used to assess a Loan Repayment Program applicant's eligibility and qualifications for the Loan Repayment Program and to monitor a participant's compliance with the program's service requirements. Applicants interested in participating in the Nurse Corps Loan Repayment Program must submit an application to the Nurse Corps. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0140 and it is valid until xx/xx/xxxx. This information collection is required to obtain or retain a benefit (Section 846 of the Public Health Service Act, as amended [42 U.S.C. 297n]). The information is protected by the Privacy Act, but it may be disclosed outside the U.S. Department of Health and Human Services, as permitted by the Privacy Act and Freedom of Information Act, to Congress, the National Archives, and the Government Accountability Office, and pursuant to court order and various routine uses as described in the System of Record Notice 09-15-0037. Public reporting burden for this collection of information is estimated to average xx hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14NWH04, Rockville, Maryland, 20857.