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Bureau of Health Workforce
U.S. Department of Health and Human Services
Health Resources and Services Administration

BHW Management Information System Solution (BMISS)

Faculty Loan Repayment Program (FLRP)

FY 2025 Online Application User Guide

Last Revised: 03/20/25

Public Burden Statement:
The purpose of this information collection is to obtain information through the Faculty Loan Repayment Program (FLRP), which is used to assess an applicant's eligibility and qualifications for the FLRP. 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 0906-0082 and it is valid until xx/xx/xxxx. This information collection is required to obtain or retain a benefit (Section 738(a) of the Public Health Service Act (42 USC 293b (a)). 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 or 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 Information Collection Clearance Officer, 5600 Fishers Lane, Room 14N39, Rockville, Maryland, 20857.

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Introduction: FLRP Online Application User Guide

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

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

Section 1: Create Account

In order to being the FLRP Online Application, the applicant must first create an account.

Steps:

1. Applicant navigates to the online application via the Application Web Link.
2. At the My BHW page, Applicant selects the “Applicants” tab then click “Access My BHW” button to get to Program Application Portal login page **(Figure 1)**

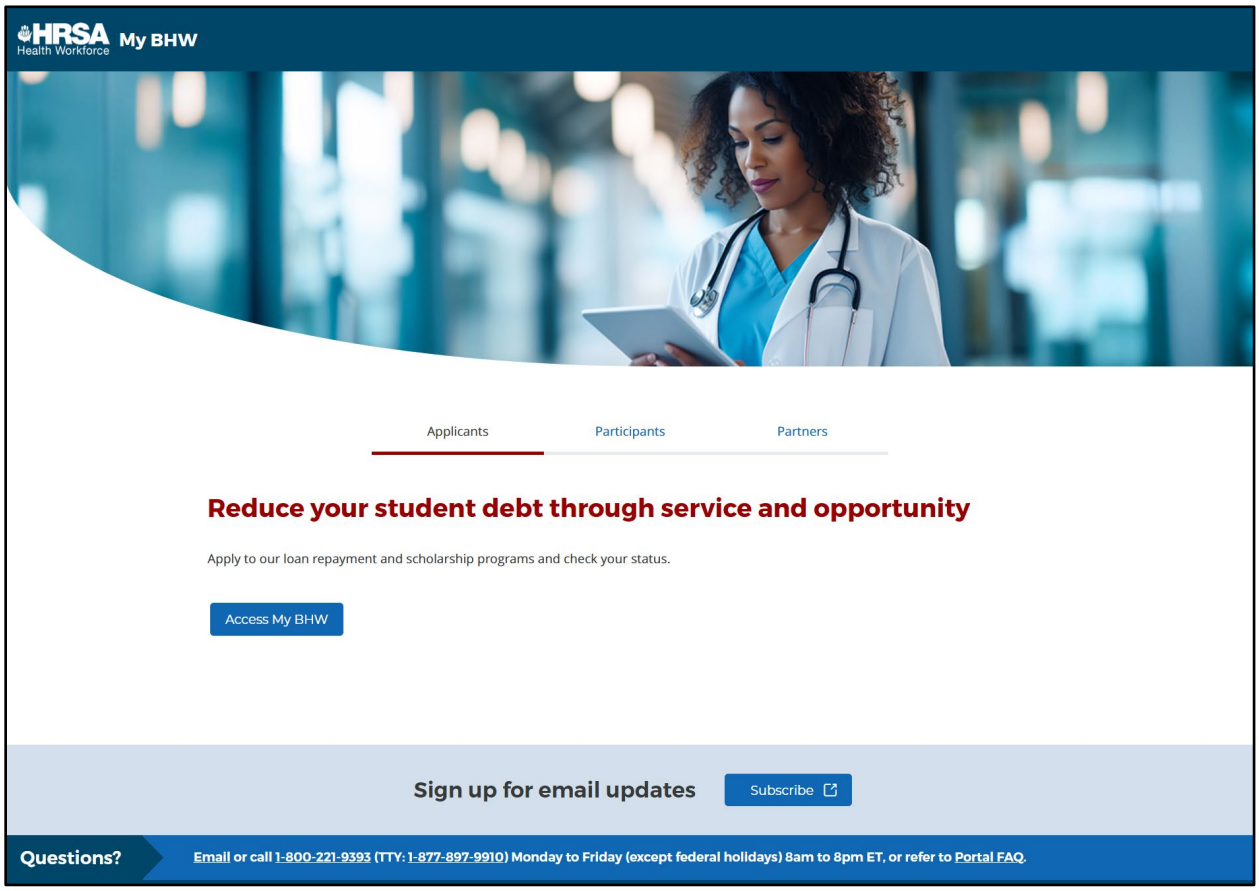


Figure 1: My BHW

Section 2: Logging In

Once an applicant activates the account, the applicant is able to log in. The applicant will enter the email address (username) and password used when creating the account in order to log in. If the applicant forgets the password, the applicant can select the "forgot your password?" link to reset the password; this will be later.

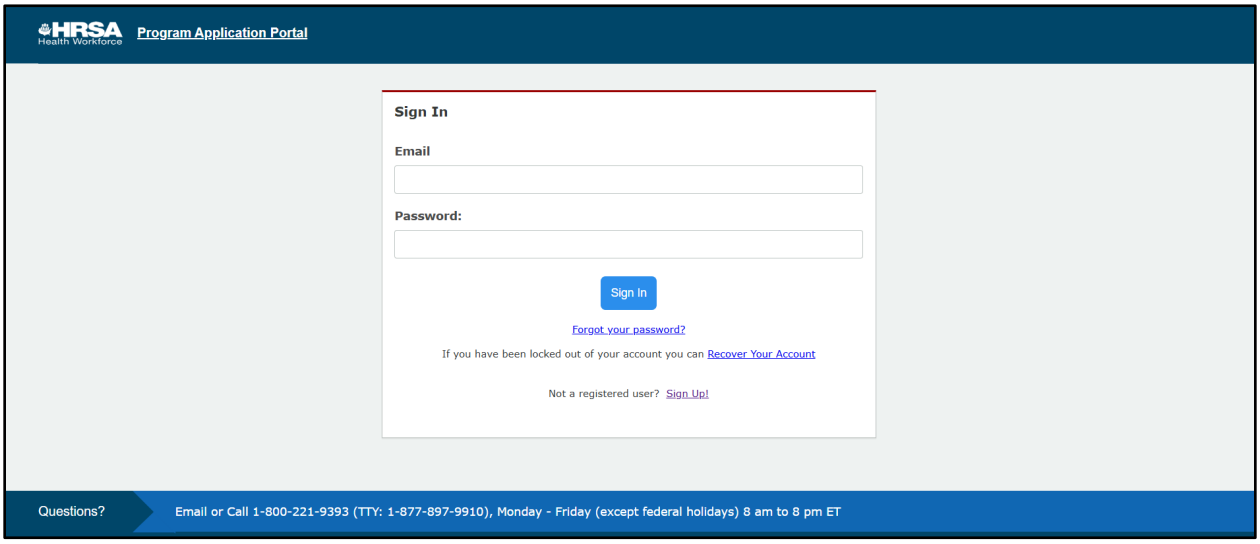


Figure 2: Program Application Portal

Steps:

1. Applicant enters his/her email address and password.
2. Applicant selects "Sign In".
3. Applicant completes MFA steps.
4. System directs applicant to the Application Home Page.

Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that the account is activated (this only happens once on the initial log in).
- After the applicant's second failed log in attempt, the applicant will be warned that the 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 the applicant will be required to go through the "Forgot your Password" process or contact the Call Center to unlock their account.

Section 3: Application Home Page

Upon logging into the application, the applicant will first see the Application Home Page. The Application Home Page will display all the Application Programs.

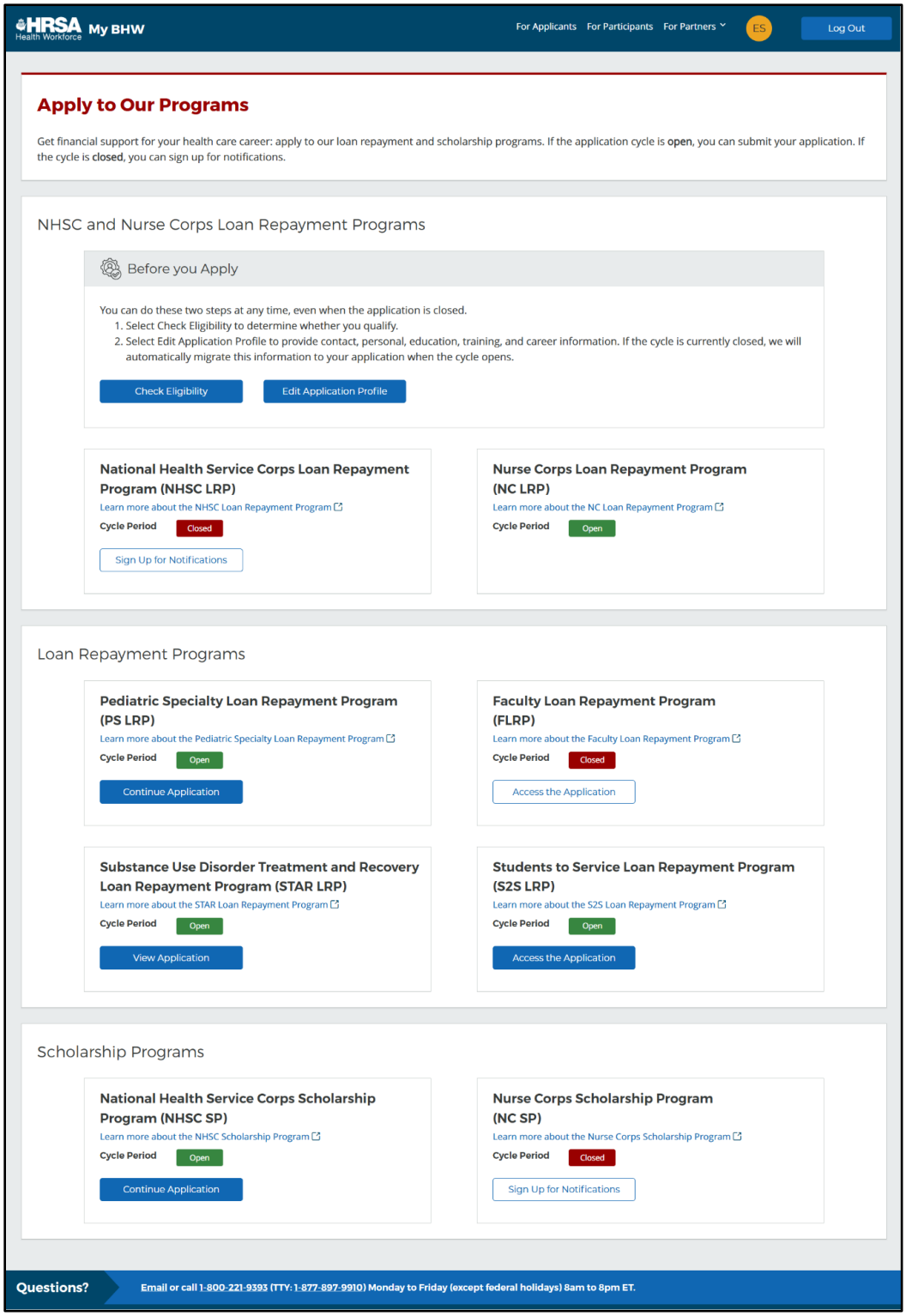


Figure 3: Application Home Page

Steps:

1. Applicant navigates to the FLRP Application card.
2. Applicant selects “Access the Application”.
3. System directs applicant to the FLRP Application Welcome Page.

Business Rules:

- After selecting the activation link in the email, the system notifies the applicant that the account is activated (this only happens once on the initial log in).
- After the applicant’s second failed log in attempt, the applicant will be warned that the 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 the applicant will be required to go through the “Forgot your Password” process or contact the Call Center to unlock their account.

Section 4: FLRP Welcome Page

Upon logging into the application, the applicant will first see the content as it relates to the application status. If the applicant is in “Not Started” status, the page will display an outline of the FLRP application and a button that allows the applicant to begin the application. Once the application has started, the status will be “In Progress” and the Home Page will display a table with the application progress.

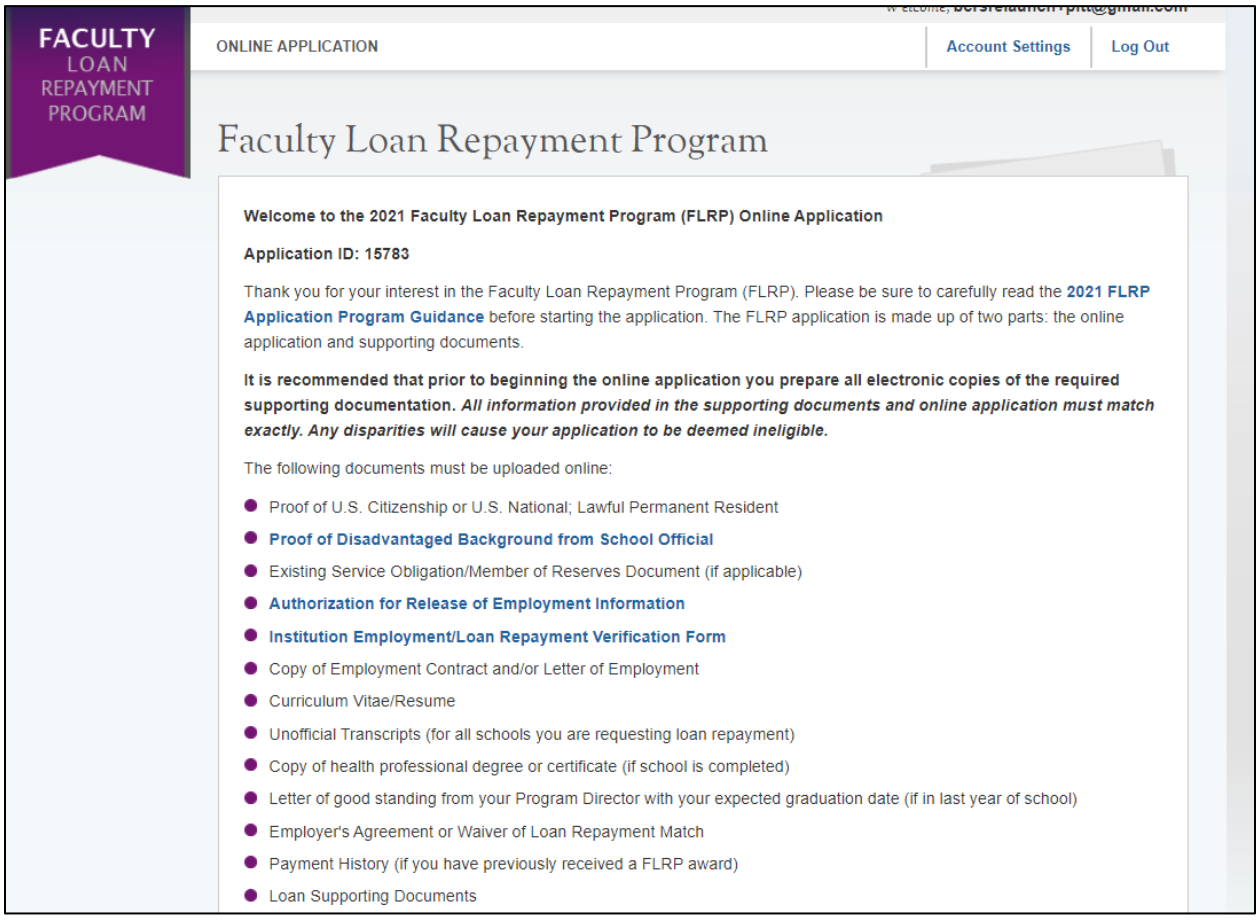


Figure 4: FLRP Application Welcome Page

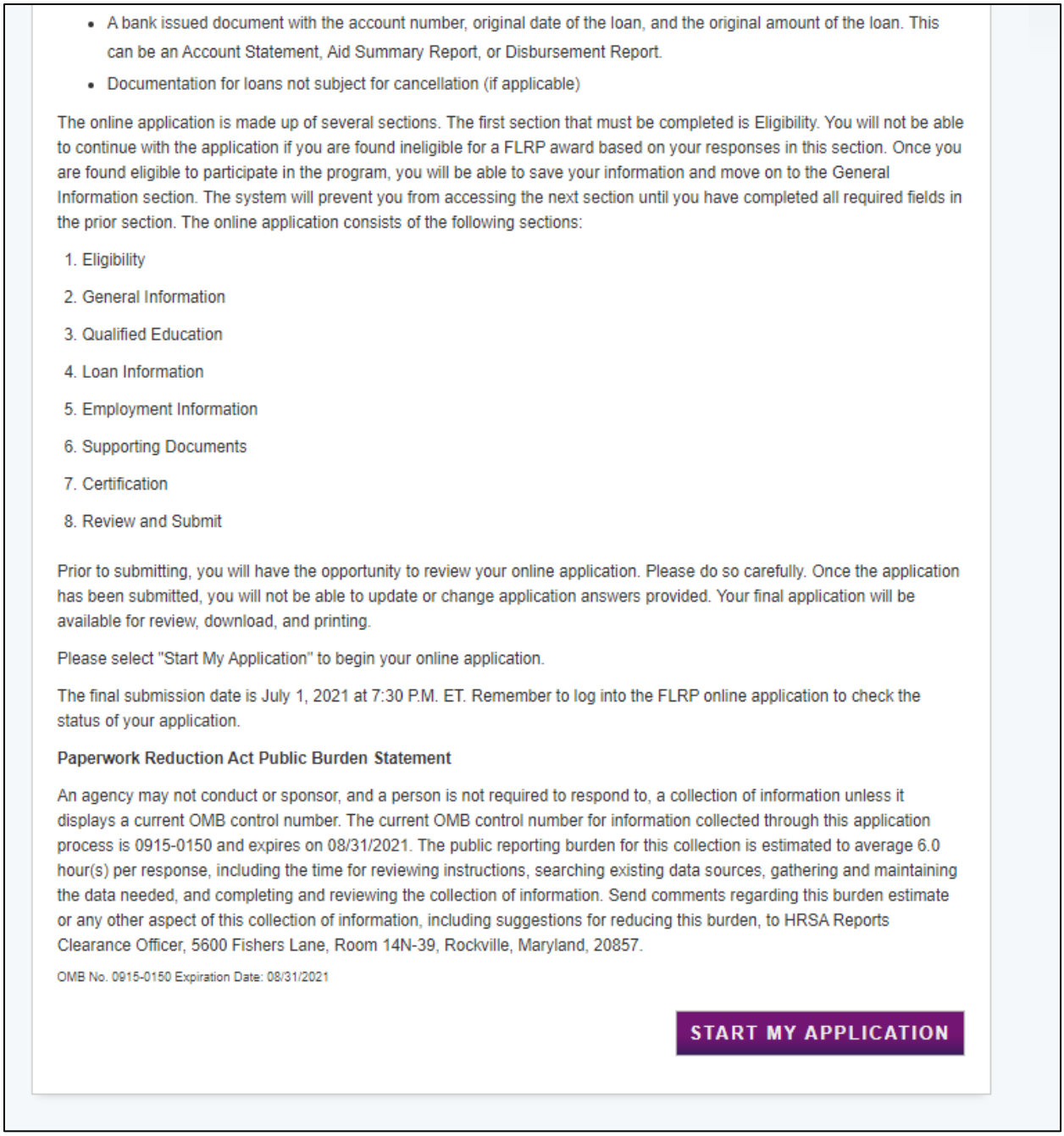


Figure 5: FLRP Application Home Page (continued)

If the applicant has already started a FLRP online application and is logging back in, the home page will display the “In Progress” status if the applicant has already started his/her FLRP online application and logged off, upon logging back in, he/she is directed to the Home Page. The Home Page will now display “In Progress” status, and the applicant will be able to select “Continue” or a link to the desired section from the table.

Steps:

1. Applicant reads information on status page **(Figure 5)**
2. Applicant selects to navigate to a specific section by selecting the active link to the desired page name in the table.
    a. Only pages that have been completed or are in progress can be selected.
3. Applicant selects "Continue" and the system directs the applicant to the first incomplete page.

Business Rules:

- The system shall only link pages that are in a "Complete" or "In Progress" status. The applicant will not be able to navigate to a page that has a "Not Started" status.
- If the applicant selects "Continue", the applicant will be taken to the first incomplete page. For example, if Education Information is "Complete", the system shall direct the applicant to the Loan Information if "Continue" is selected from the status page.

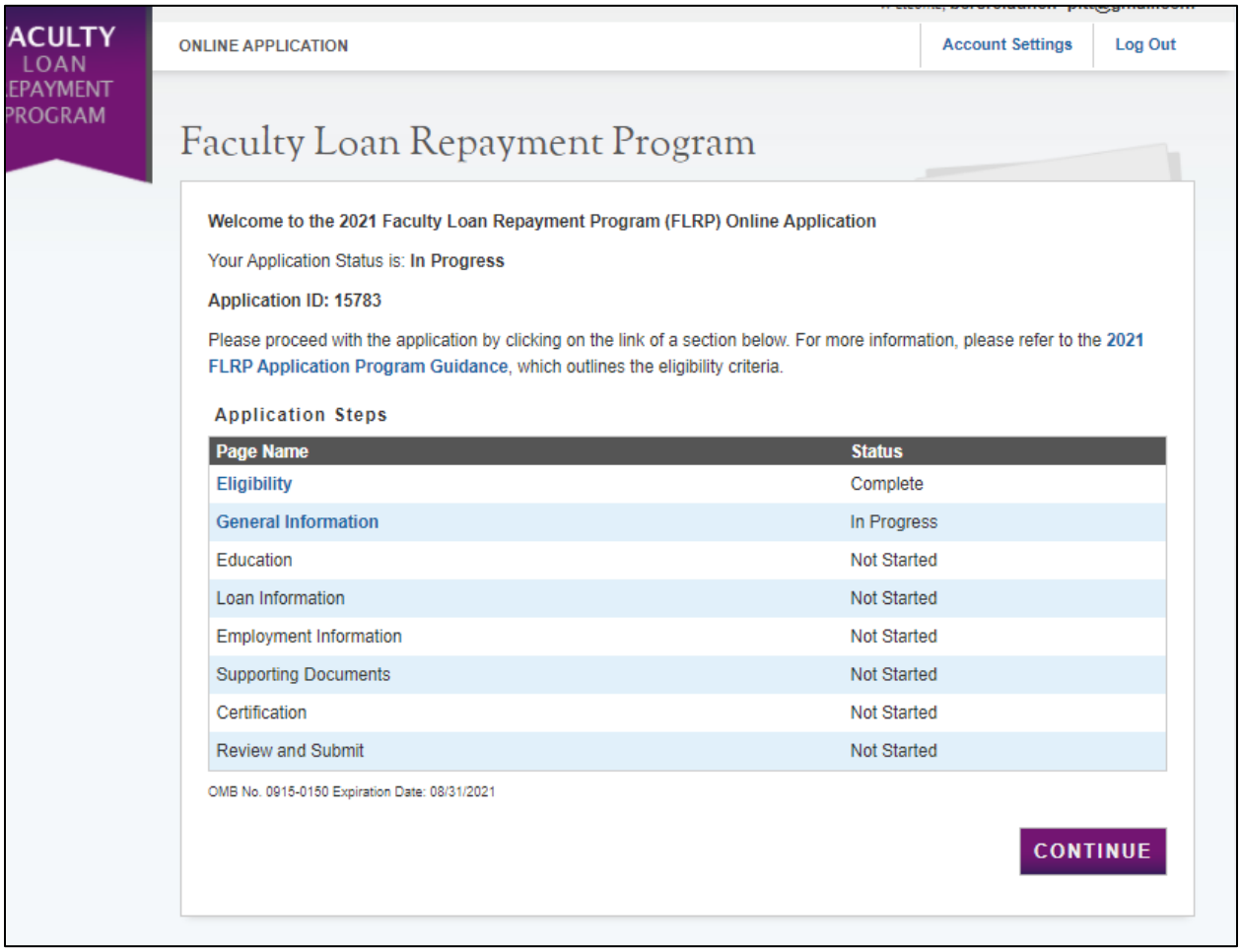


Figure 6: Application Status Page

Section 5: Eligibility

The Eligibility Page is used to determine if an applicant meets the basic eligibility requirements for the Faculty Loan Repayment Program. If the applicant is deemed eligible based on the answers provided on this page, the rest of the application will be available for completion. If the applicant is deemed ineligible, the applicant will receive a screen detailing the eligibility requirements. The system will not tell the applicant what combination of answers caused the applicant to be deemed ineligible. The applicant has the opportunity to return to the Eligibility page to alter any answers.

Steps:

1. Applicant answers all required questions **(Figure 6)**.
2. Applicant selects "Continue" once they have answered all eligibility questions.
3. Applicant will be directed to General Information page if found eligible.

Business Rules:

- If the applicant answers "Yes" to question 5, the system will display two sub-questions.
    - Each sub-question is required
    - If the applicant indicates "Yes" for "*Will it be completely satisfied on or before the application deadline?*", they will be required to provide supporting documentation on the Supporting Documents section of the application.
- The applicant may select any tool tip for additional information on specific questions.

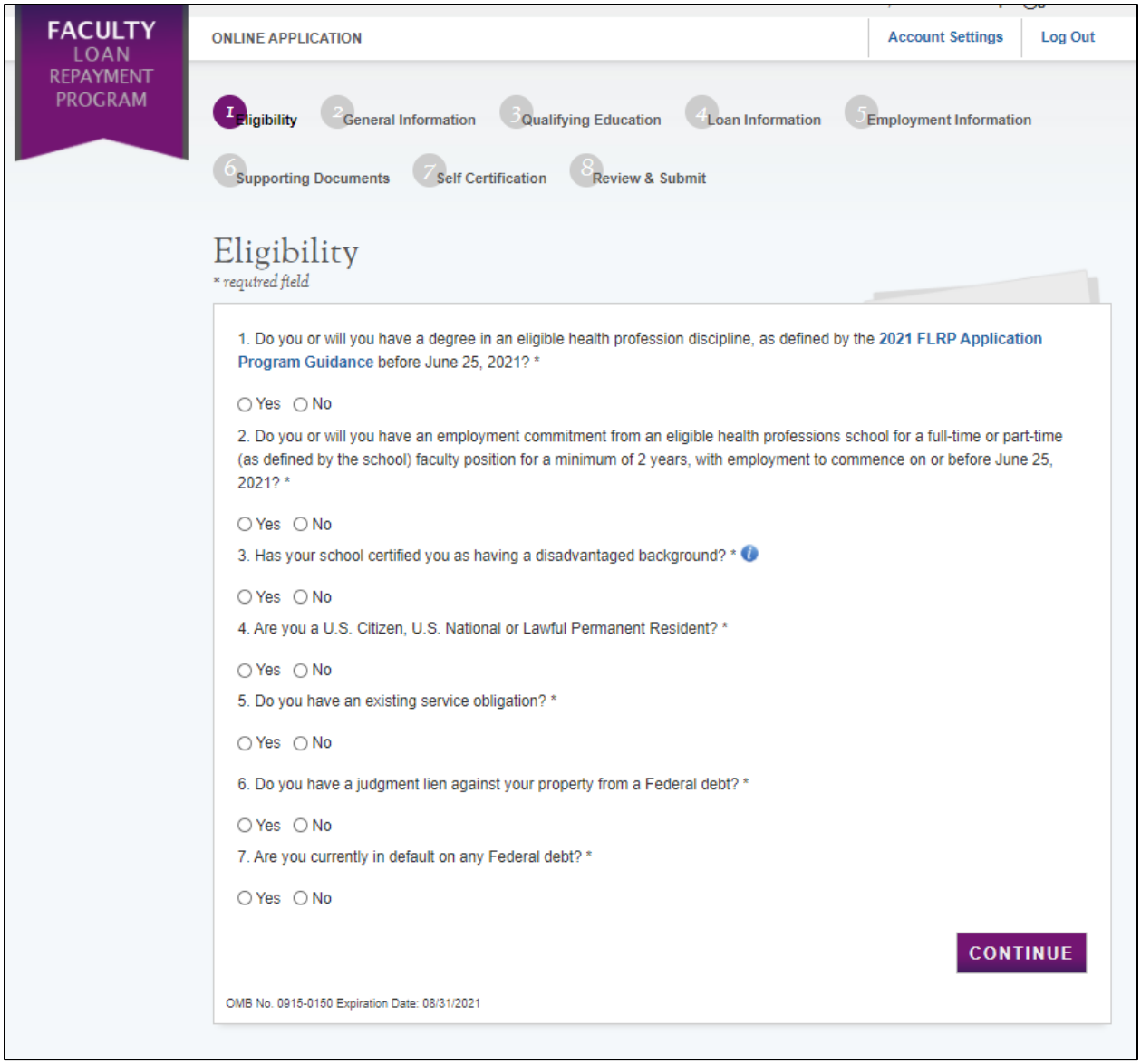


Figure 7: Eligibility Page

Section 6: 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 entered when creating his/her account. These fields are editable.

Steps:

1. Applicant answers required fields **(Figure 7 - 8)**
2. Applicant selects "Continue" one they have answered all required fields.
3. Applicant will be directed to the Education Information page if all required fields are entered.

Business Rules:

- Required fields are denoted with an asterisk.
- The applicant is required to answer the race and ethnicity demographic question
    - The user has an option to select "I do not wish to disclose"
- The following fields are populated from answers entered during the create account process:
    - First Name
    - Last Name
    - Middle Initial
    - Title
    - Suffix
- 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.
- Only the last four numbers of the applicant's SSN is displayed after the page is saved (xxx-xxx-1234).
- The applicant will not be able to move forward if the SSN associated with the account is found to:
    - Have defaulted on a previous BHW obligation
    - Have an existing service with an obligation end date past the application deadline
    - Exist in another FLRP application account
- If applicant indicates that one of his/her phone numbers is a non-U.S. #, the field updates from a U.S. phone format field to a text field.
- Applicant Birth Date must be prior to application cycle start date.
- The Account Settings page will contain the following pre-populated fields upon submission of the application:
    - Applicant home Current Mailing Address
    - Applicant Preferred (Primary) Number
    - Applicant Alternate (Secondary) Phone Number

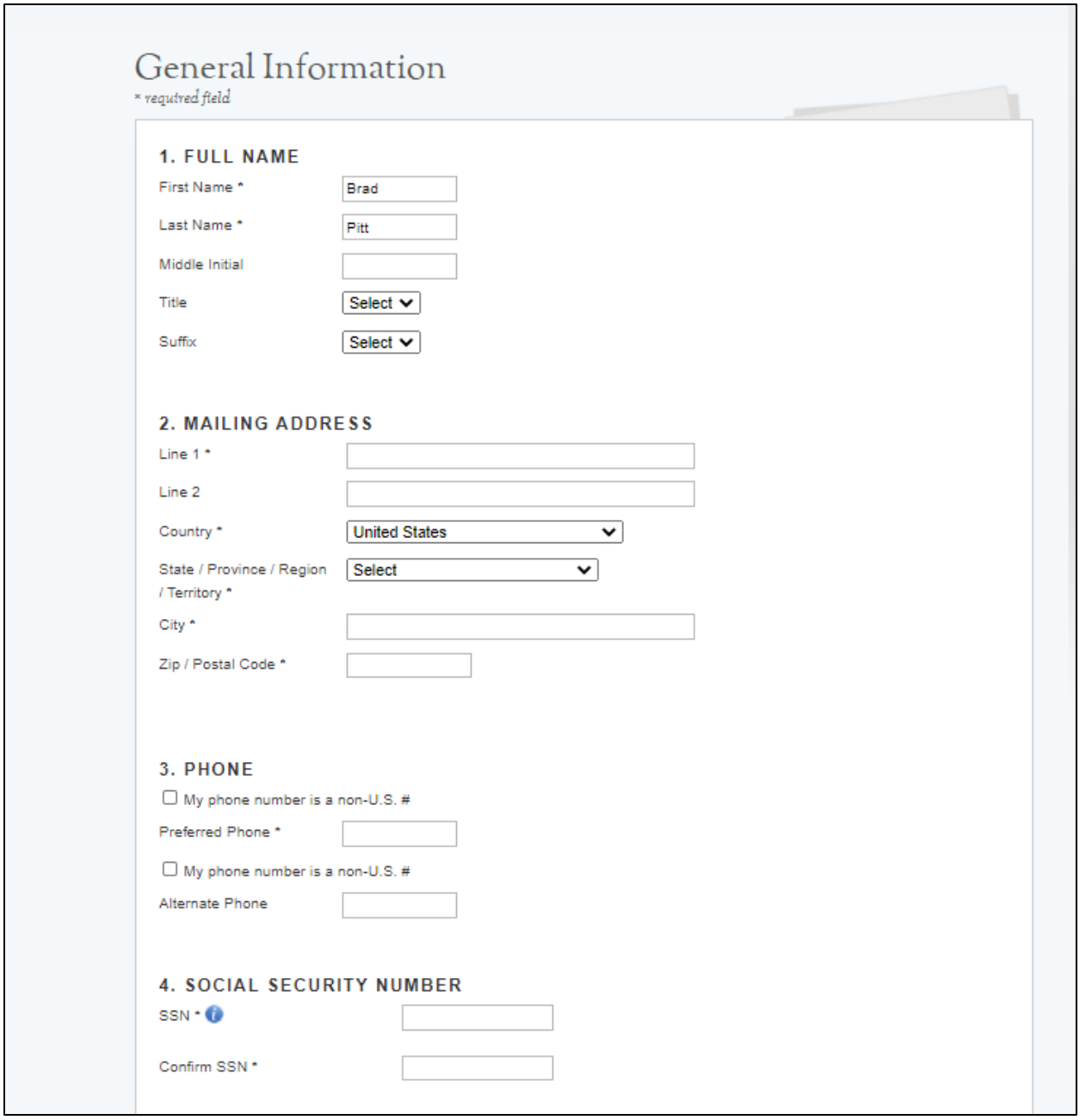


Figure 8: General Information Page

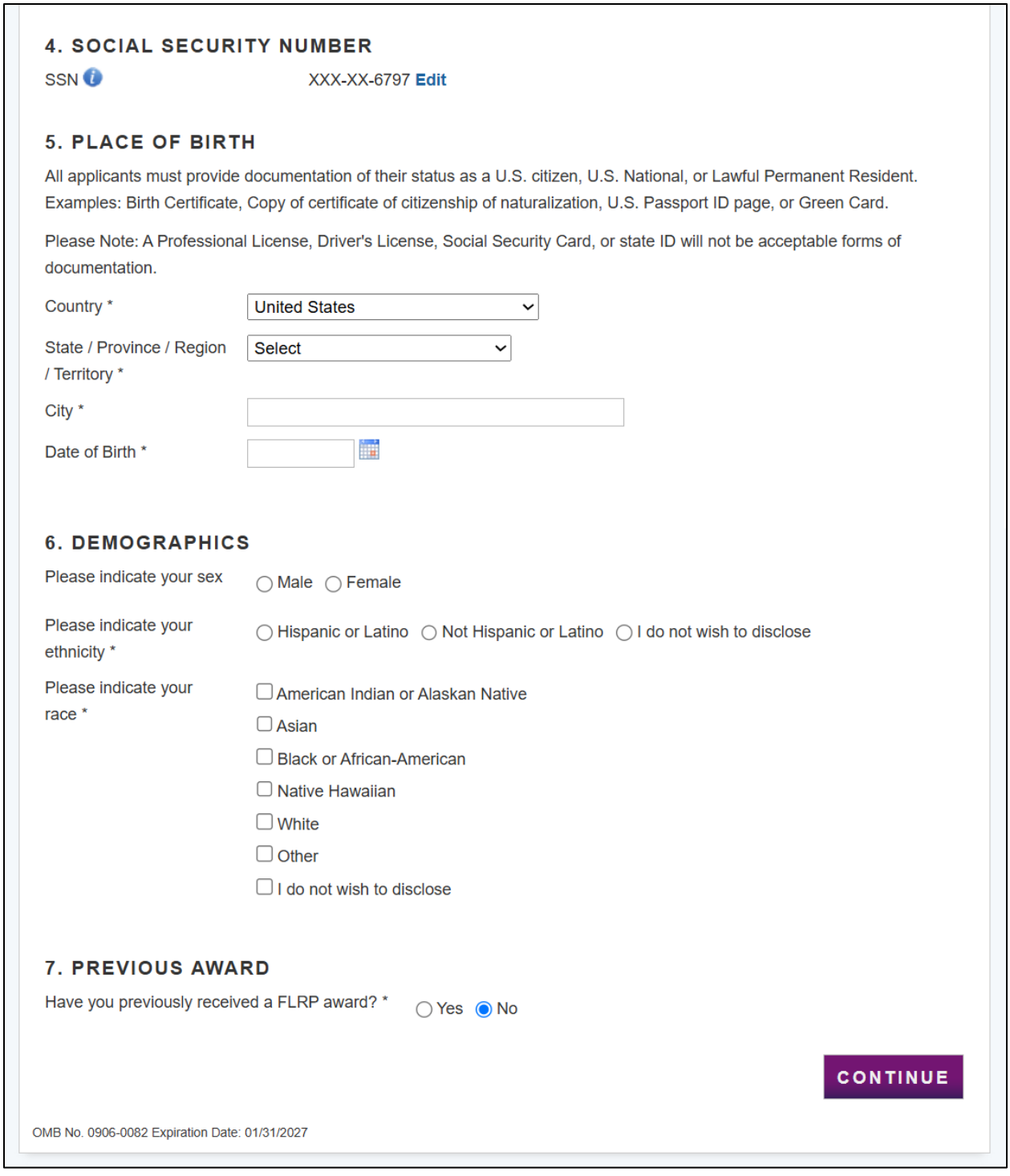


Figure 9: General Information Page (continued)

Section 7: Qualifying Education

The Qualifying Education page collects eligible discipline, graduation status and other relevant education information from applicants.

Steps:

1. Applicant selects eligible discipline and answers **(Figure 9)**
2. Applicant indicates if they are currently enrolled in a health professions school.
3. Applicants selects 'Save", at which point the eligible discipline is saved.
4. Applicant enters required school information in the "Add a New School" section **(Figure 10)**
    a. Applicant selects the checkbox if they did or will receive a degree in their eligible health profession discipline
    b. If the applicant indicates that they did or will receive a degree in their eligible health profession discipline, the applicant will be required to indicate the type(s) of degree received and date received.
5. Applicant selects "Choose File" to select the appropriate document (unofficial transcript) to upload.
6. Applicant selects "Add and Save this school" in order to save the entered school information.
7. Applicant can edit or delete school information entered by selecting "Edit" or "Delete" next to the school information he/she wish to edit or delete.
8. After choosing to edit a school, the applicant selects "Add/Update this school" to save changes and updates.
9. Applicant selects **OK** to confirm intent to delete a school.
10. Applicant selects 'Continue" once all schools have been added to the table and all required fields have been entered.
11. Applicant will be directed to Loan Information page if all required fields are entered.

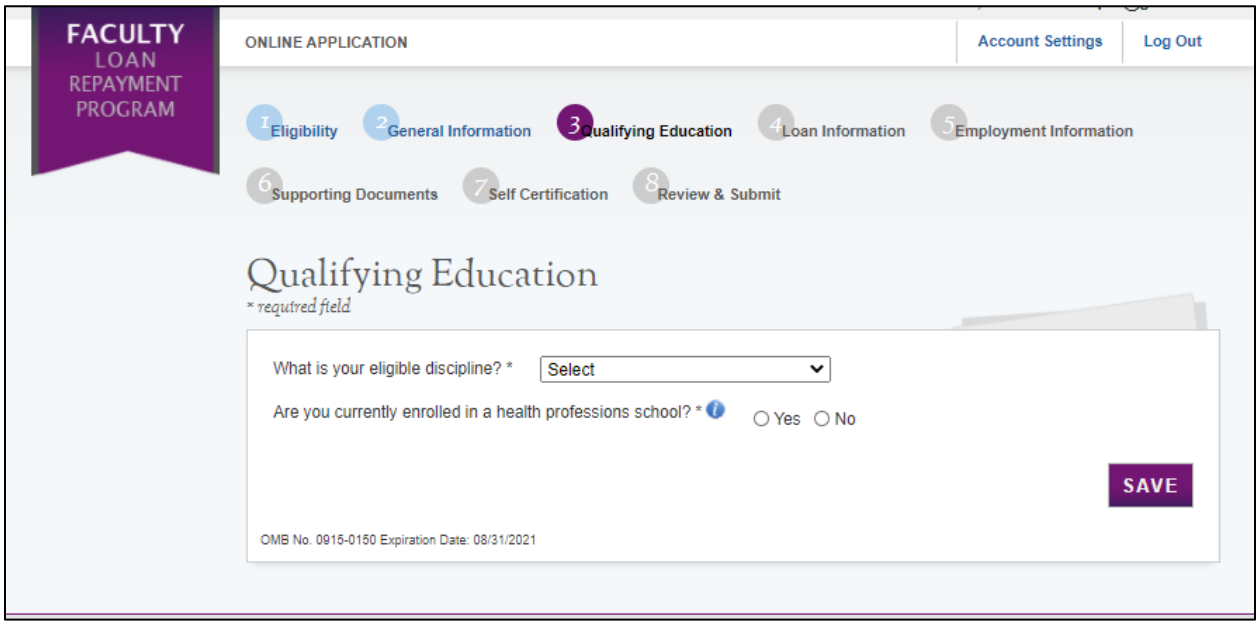


Figure 10: Qualifying Education Page

Business Rules:

- If applicant checks box “I did or will receive my degree in my eligible health profession discipline (indicated above) from this school” then the applicant must select the type of degrees receive and date degree received in Question 4.
- Applicant must enter at least one school at which the applicant received or will receive an eligible degree/discipline in order to continue.
- The School End Date and Received Degree Date (if applicable) of each school must be before or on 6/28 of the current fiscal year in order for the applicant to be eligible.
- The School End Date must be on or before the Received Degree Date.
- The School Start Date must be:
    - After Birth Date
    - Prior to Current Date
    - Before School End Date
- The applicant must submit an unofficial transcript for each school entered on the qualifying education page in order to continue to the Loan Information.

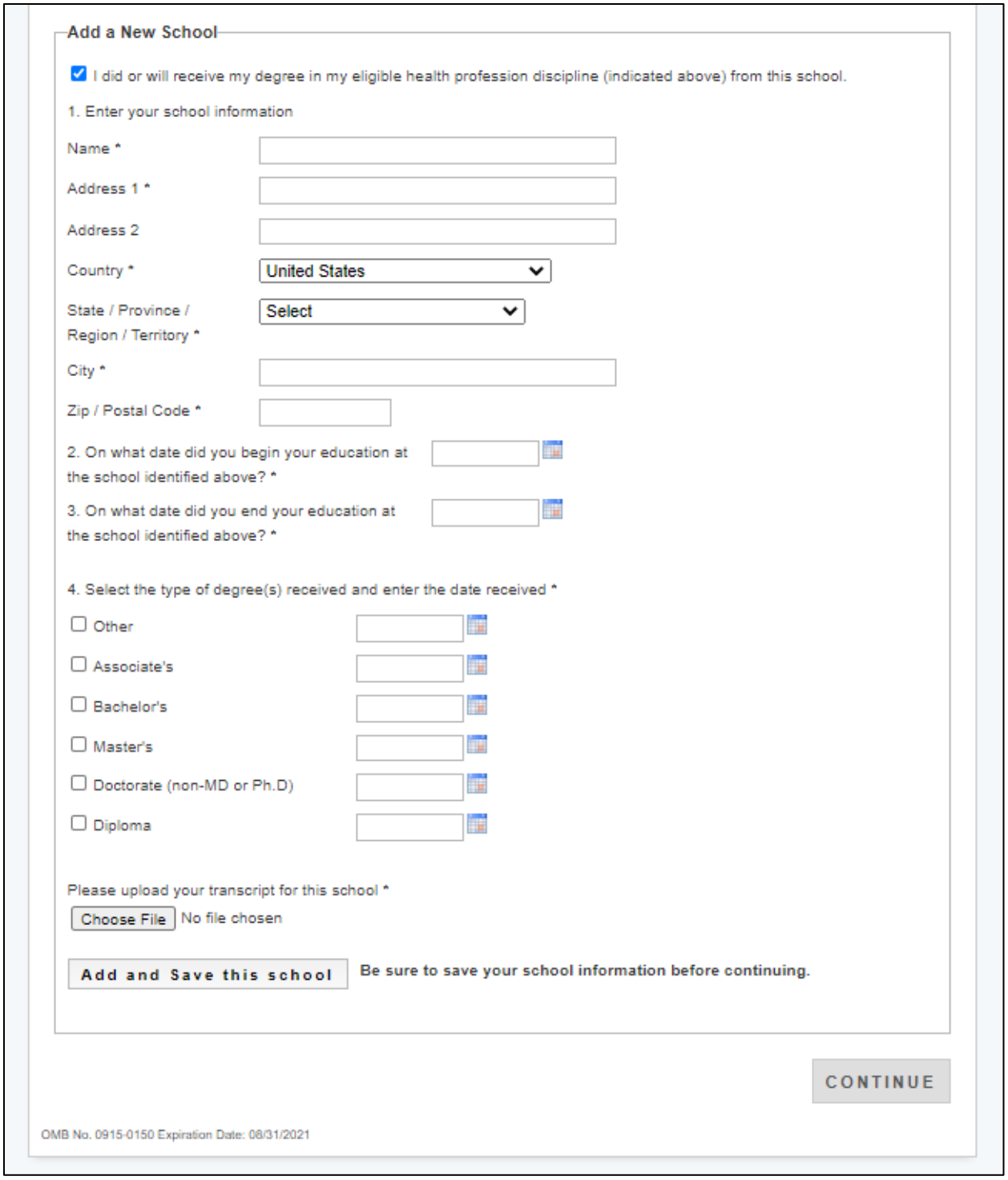


Figure 11: Add a New School

Section 8: Loan Information

The Loan Information page collects the applicant's information regarding the loan information the applicant will submit with his/her FLRP Application. The applicant will be required to provide the loan account servicing lender, original amount, balance, related dates and supporting documentation for each loan submitted.

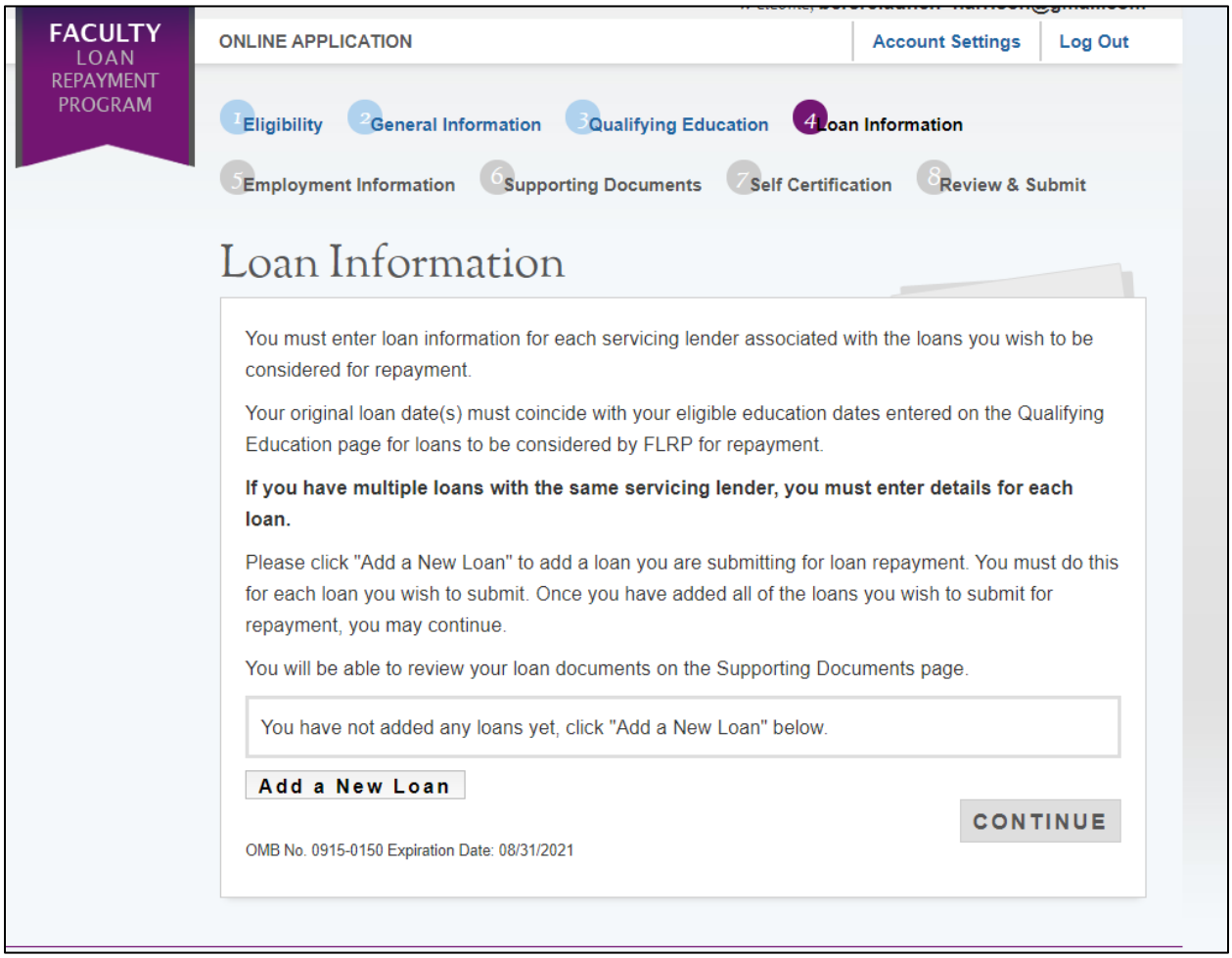


Figure 12: Loan Information Page

Steps:

1. Applicant selects "Add a New Loan" **(Figure 11)**
2. Applicant is directed to the Loan Details page **(Figure 12)**
3. Applicant selects "Continue to Documents" once he/she has answered all required fields.
4. On the Supporting Documents page for the loan, the applicant will upload the required documentation for each loan **(Figure 13)**.
5. Applicant selects the type of document he/she wants to upload.
6. Applicant selects 'Choose File" to find the file that contains the document selected.
7. Applicant selects "Upload" to upload the file selected.
8. Applicant will see the documents that have been uploaded, the type of document uploaded and the status of the document.

a. The applicant will also have the option to remove the document in a table at the bottom of the page.

9. Applicant will repeat steps 1-7 for each loan submitted for repayment.
10. Applicant selects 'Save" once he/she have uploaded all required documents.
11. After selecting 'Save", the applicant will be directed to a loan summary page where he/she can view each loan submitted under each servicing lender with the loan's account number, balance, and if the applicant uploaded all required documents for the loan **(Figure 14)**.

Business Rules:

- If the applicant selects "Other" to Question 1 "Name of Current Servicing Lender," the applicant will be required to enter the name of the servicing lender, phone number, and fax number.
- If the applicant answers "Yes" to Question 7 "Is this loan in default?" the applicant will be required to provide the date of default.
- If the applicant answers "Yes" to Question 8 "Is this loan under federal court judgment?" the applicant will be required to provide the date of judgment.
- If the applicant answers "Yes" to Question 9 "Was this loan sold?" the applicant will be required to provide the name of the original servicing lender.
- If the applicant answers "Yes" to Question 10 "Is this a consolidated loan," the applicant will be required to give the number of loans that have been consolidated and the original dates of each consolidated loan.
- The applicant will be required to provide supporting documentation for each loan entered in order to submit the application. The applicant will be prompted to upload the documents on the Loan Supporting Documents page. The applicant may continue, but will not be able to submit the application until all supporting documents are uploaded. The required documents are determined by the loan type.

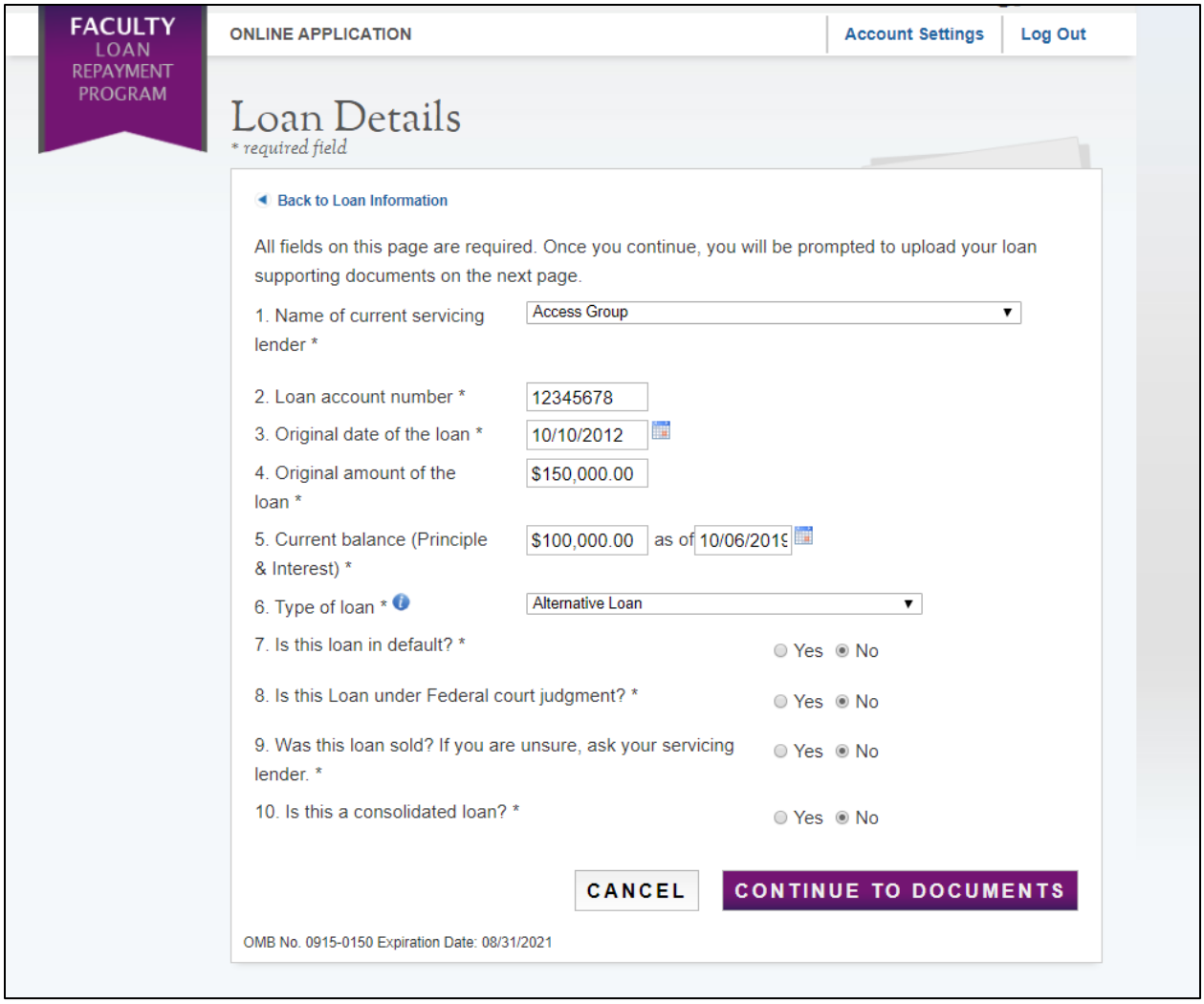


Figure 13: Loan Details

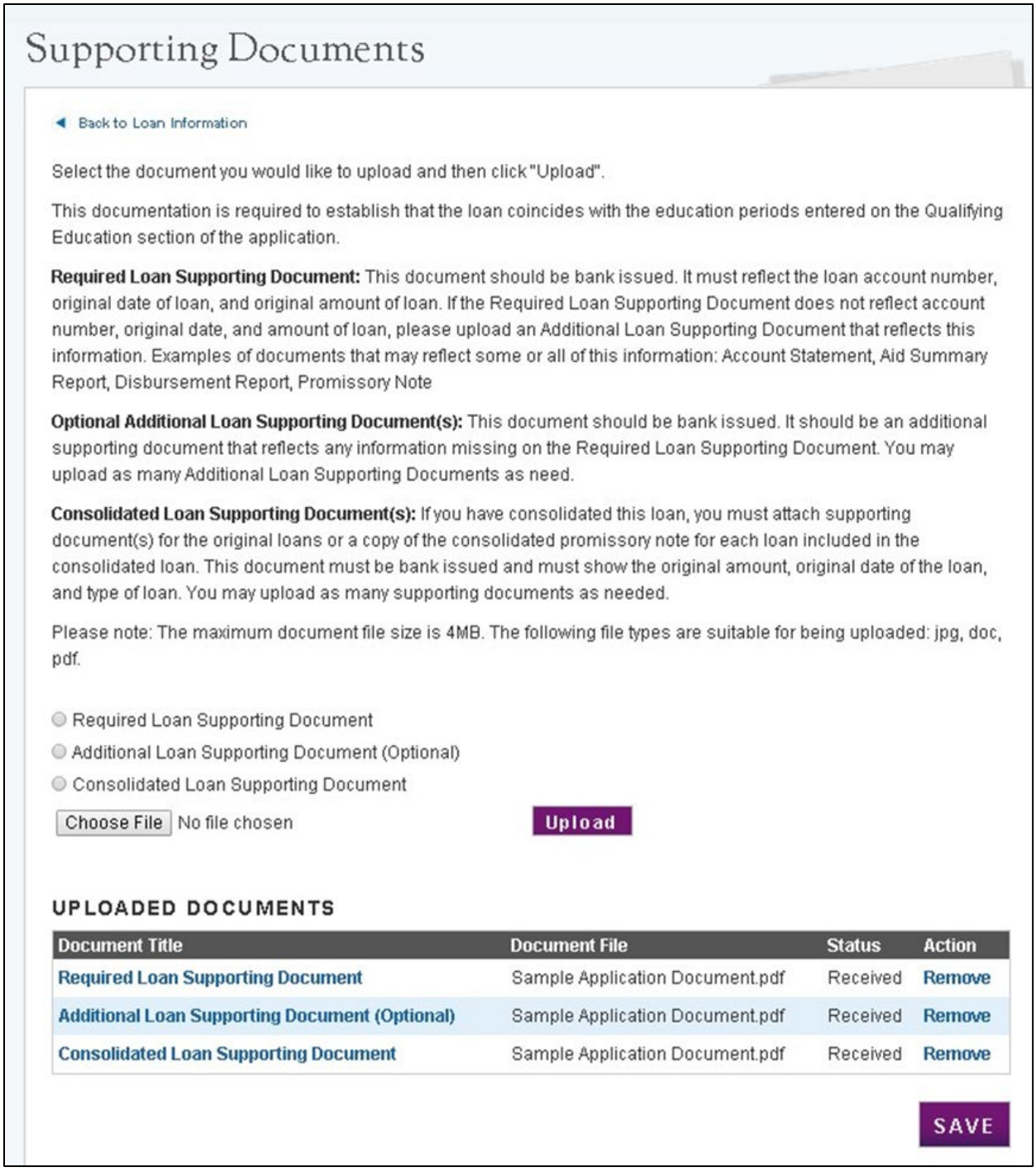


Figure 14: Loan Supporting Documents

Business Rules (continued):

- Applicants will have the option to edit any loans that have been entered by selecting Edit in the loan summary table. This will direct the applicant to the loan details page where the applicant may edit the loan information or remove the loan from the application.
- Applicant will have the option to delete any loan document that has been uploaded by selecting Remove in the uploaded documents table next to the document.
- The loan information page will display each servicing lender. The details associated with the servicing lender will be collapsed, and can be expanded to view the account number, balance, status of uploaded documents, and option to edit the loan.
- System shall require that Original Date of Loan be:
    - No more than (3) months prior to earliest school start date, if No to Consolidated Loan
    - No more than (3) months after latest School End Date, if No to Consolidated Loan
    - After Loan Consolidated Dates, if applicant indicated that the loan was consolidated
    - Prior to Loan in Default/Loan Judgment Dates, if Yes to Loan in Default or Loan under Judgment
- System shall require Consolidated Loan Dates to be:
    - No more than 3 months prior to earliest school start date
    - No more than 3 months after latest school end date
    - Prior to Original Date of Loan
- The application will automatically remove any document uploaded for Consolidated Loans if the loan is edited and the Consolidated Loan supporting document is no longer required.

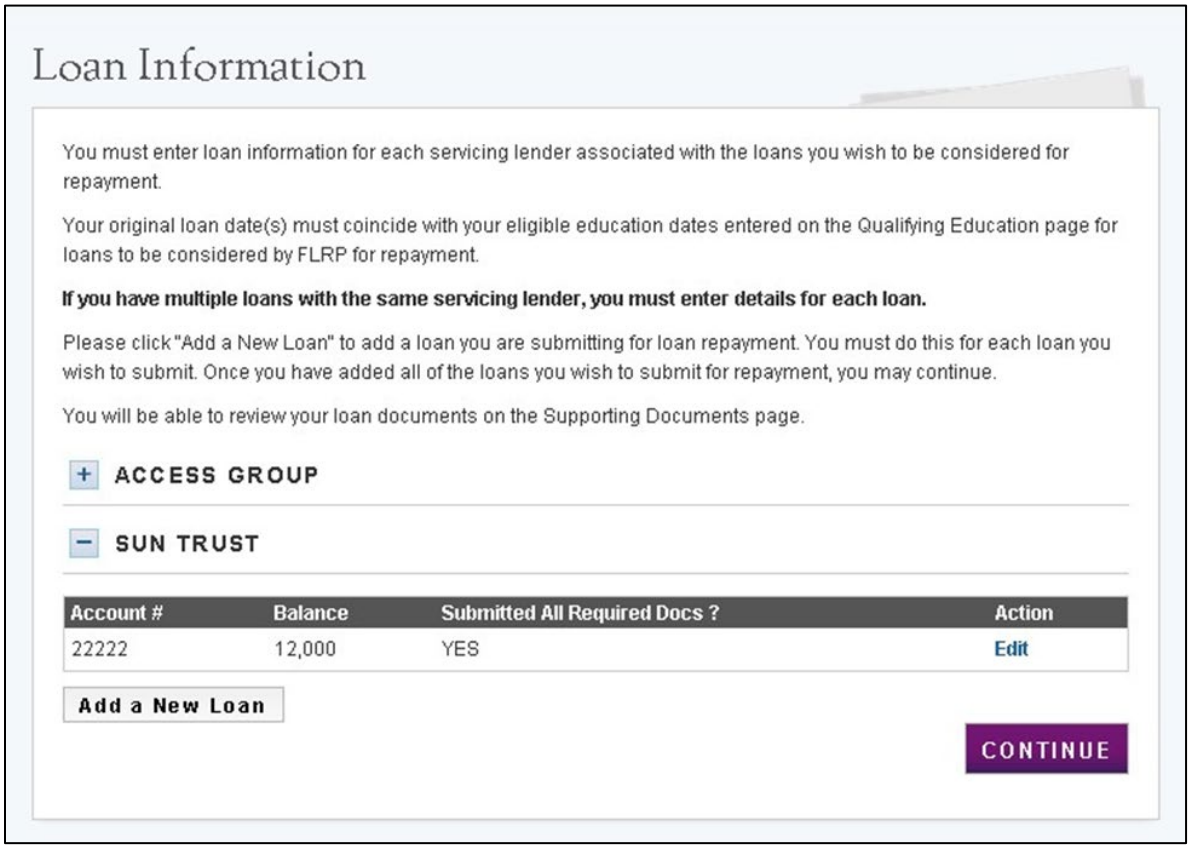


Figure 15: Loan Summary Page

Section 9: Employment Search & Information

The Employment Information page asks for the applicant's current employment information. FLRP applicants must apply with a school as the site of employment.

Steps:

1. Applicant enters required information for the employment site **(Figure 15)**
2. Applicant selects "Search"
3. Applicant chooses the appropriate school from the list of search results. If the applicant does not see the correct school on the list of results, the option at the bottom of the results list, "I do not see my school listed. Please add this school with the address above as the accredited school at which I am employed" should be selected.
4. Upon selecting a school, the applicant will be required to enter all required fields **(Figure 16)**
5. Applicant selects "Continue"

Business Rules:

- Applicant must enter a school name and address in order to continue.
- Applicant must indicate contract duration and contract appointment dates if response to appointment status = Not Tenured
    - Applicant must select appointment duration months from dropdown if "Other" is selected
    - Appointment End Date must be after Appointment Start Date
    - Appointment Start Date must be on or prior to July 31st of the current fiscal year

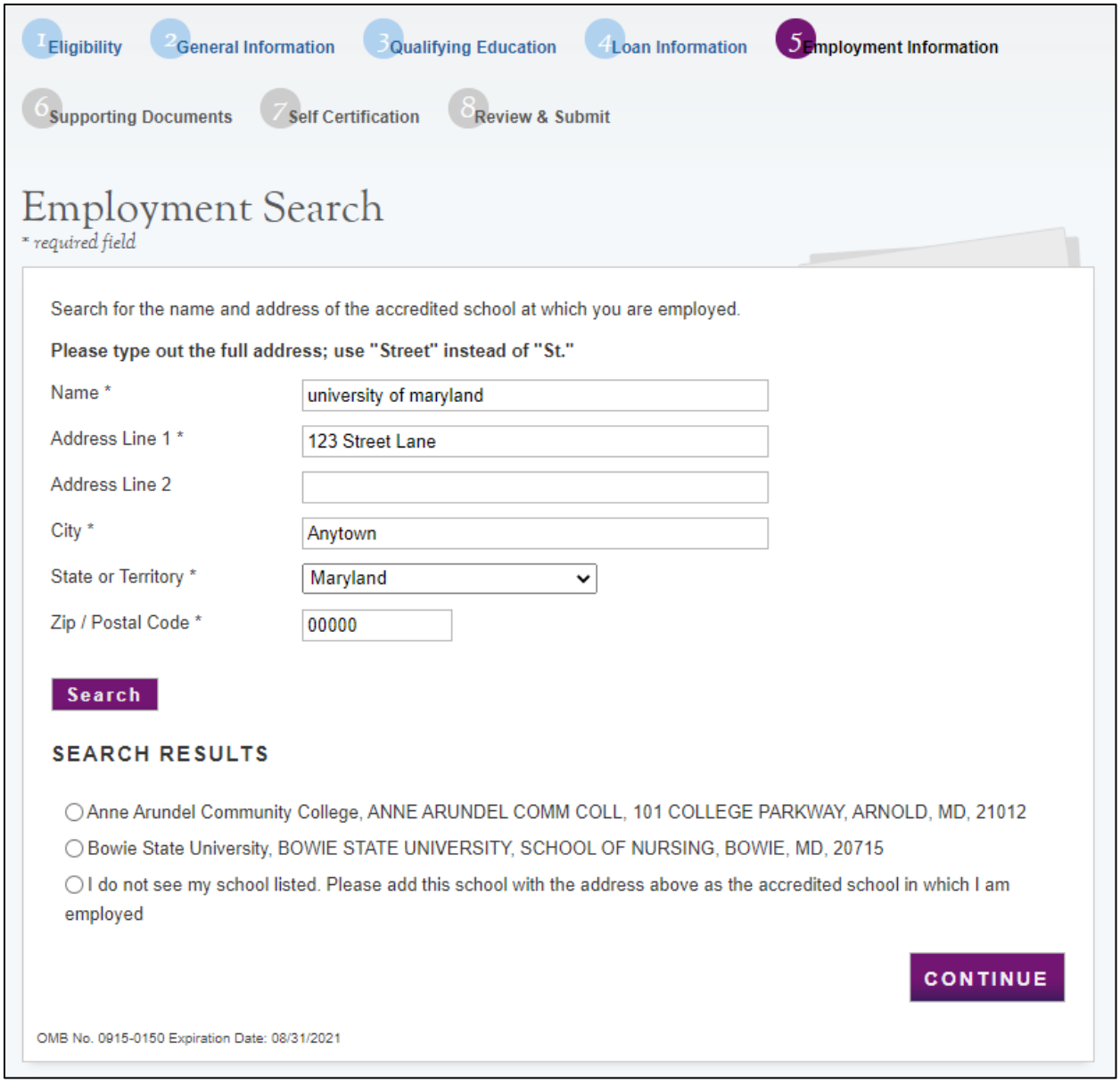


Figure 16: Employment Search

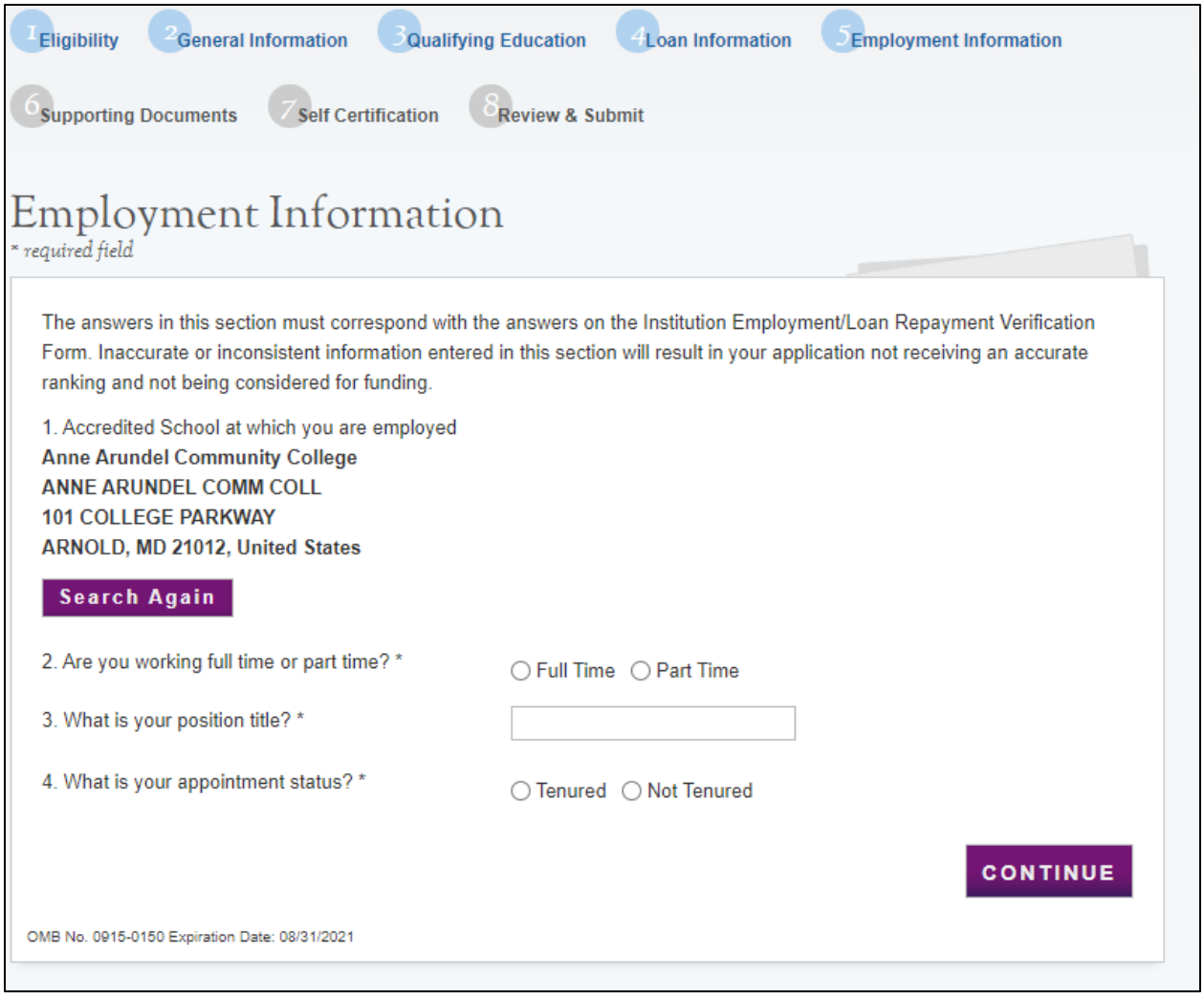


Figure 17: Employment Information

Section 10: Supporting Documents

The Supporting Documents page displays all required documentation that an applicant must submit with his/her FLRP application. Applicants may be required to upload documents that correspond to the answers provided on the application.

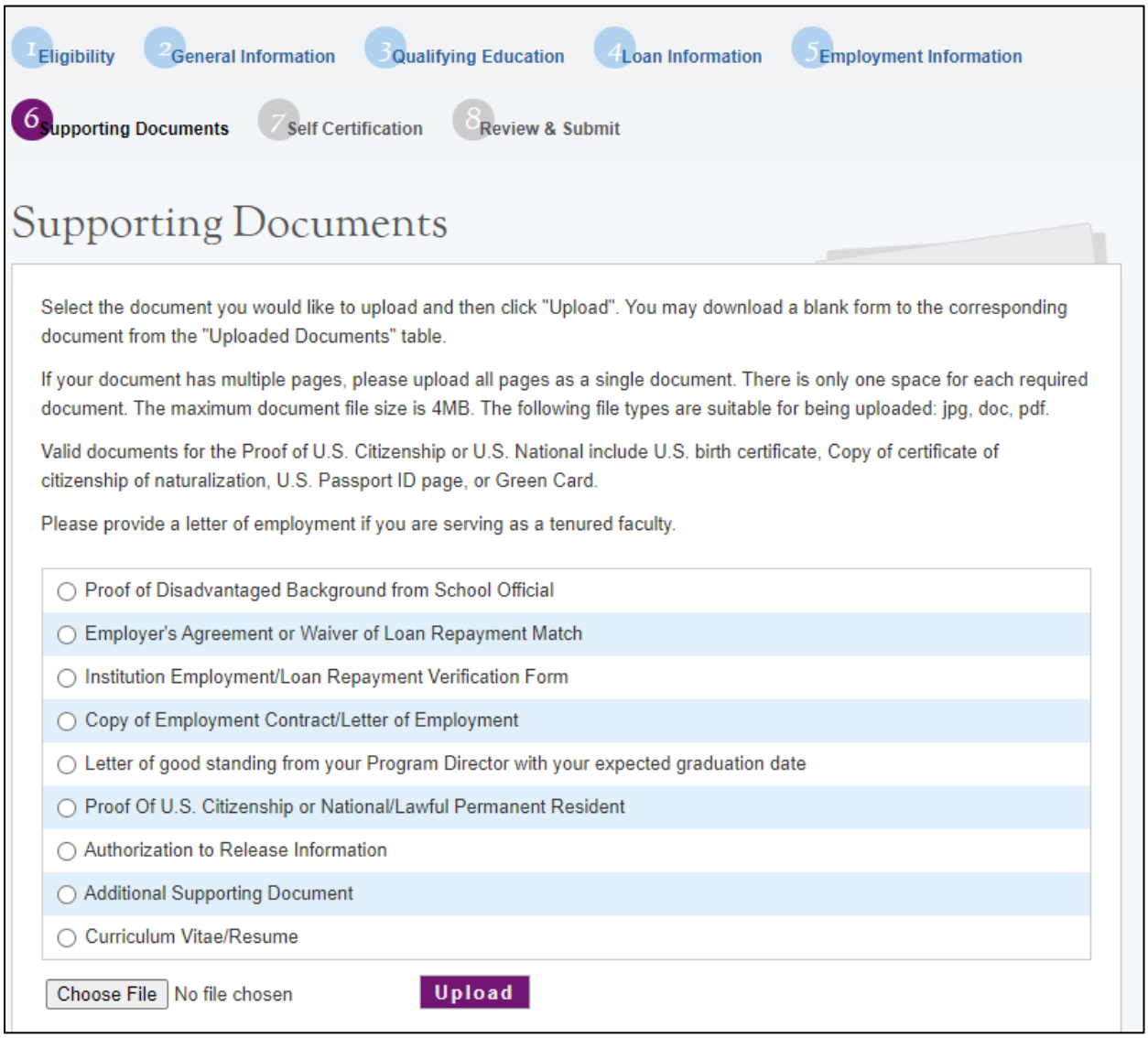


Figure 18: Supporting Documents

Steps:

1. Applicant selects the type of required document intended to upload **(Figure 17)**.
2. Applicant selects "Browse" to find the document he/she wishes to upload.
3. Applicant selects "Upload" when he/she selects the appropriate document.
4. Applicant repeats these steps for all of the required documents.
5. Applicant selects "Continue" **(Figure 18)**.

Business Rules:

- The file name of the uploaded documents will be displayed.
- Applicant can upload the following formats:
    - Jpg
    - .doc
    - .pdf
    - .txt
- Applicant can upload document size up to 4 MB.
- The document status will be updated as:
    - Not Received
    - Received
- A transcript will be required for each school submitted on the Qualified Education page for the applicant to continue.
- If the applicant answered “Yes” to Existing Service Complete Prior to Deadline on the Eligibility page, a “Service Obligation Document” is required for the applicant to continue.
- If the applicant answered “Yes” to Still in School on the Education page, a Letter of Good Standing is required in lieu of a copy of diploma or certificate.
- If the applicant answered “Yes” to Previously Received FLRP Award on the General page, a copy of the most recent FLRP Payment History will be required.
- The applicant will be able to view documents that have been uploaded after application submission.
- All required documents must have a status of “Received” for the applicant to submit the application.
- The Document Type of each loan under the Loan Documents table will be displayed based on the type of loan document:
    - Required Loan Supporting Document
    - Additional Loan Document
    - Consolidated Loan Supporting Document
- The loan service and account number will be displayed next to each loan document uploaded. The required loan documents and required school transcripts must be uploaded on the Loan Information page and Qualified Education page respectively. The status of the documents will be reflected on the Supporting Documents page.

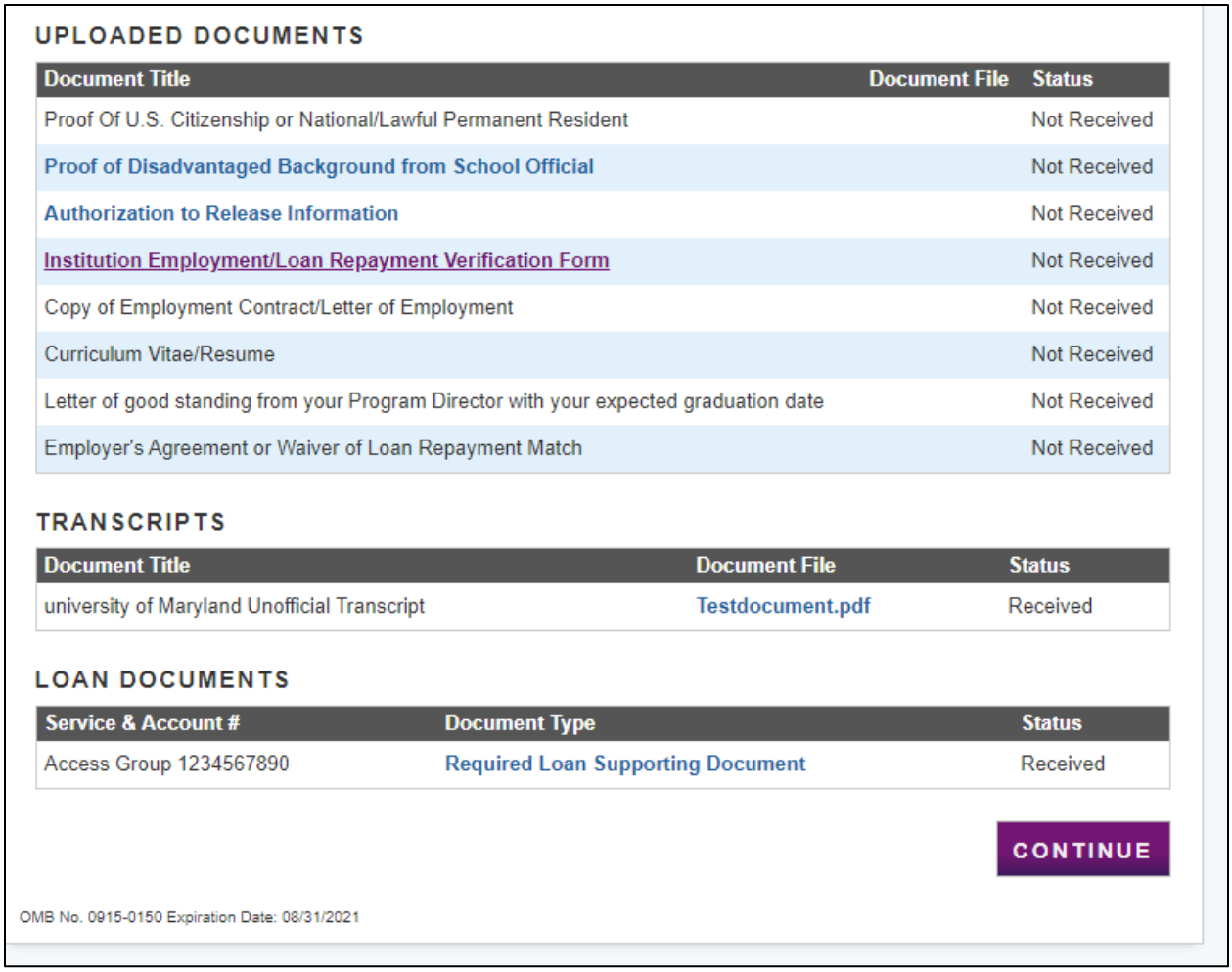


Figure 19: Uploaded Supporting Documents

Section 11: Self-Certification

The purpose of the Self-Certification page is for the applicant to confirm the statements regarding debarment, suspension, disqualification and related matters form. The applicant also gives authorization for disclosure of financial information. The applicant must agree to these certifications in order to submit the FLRP application.

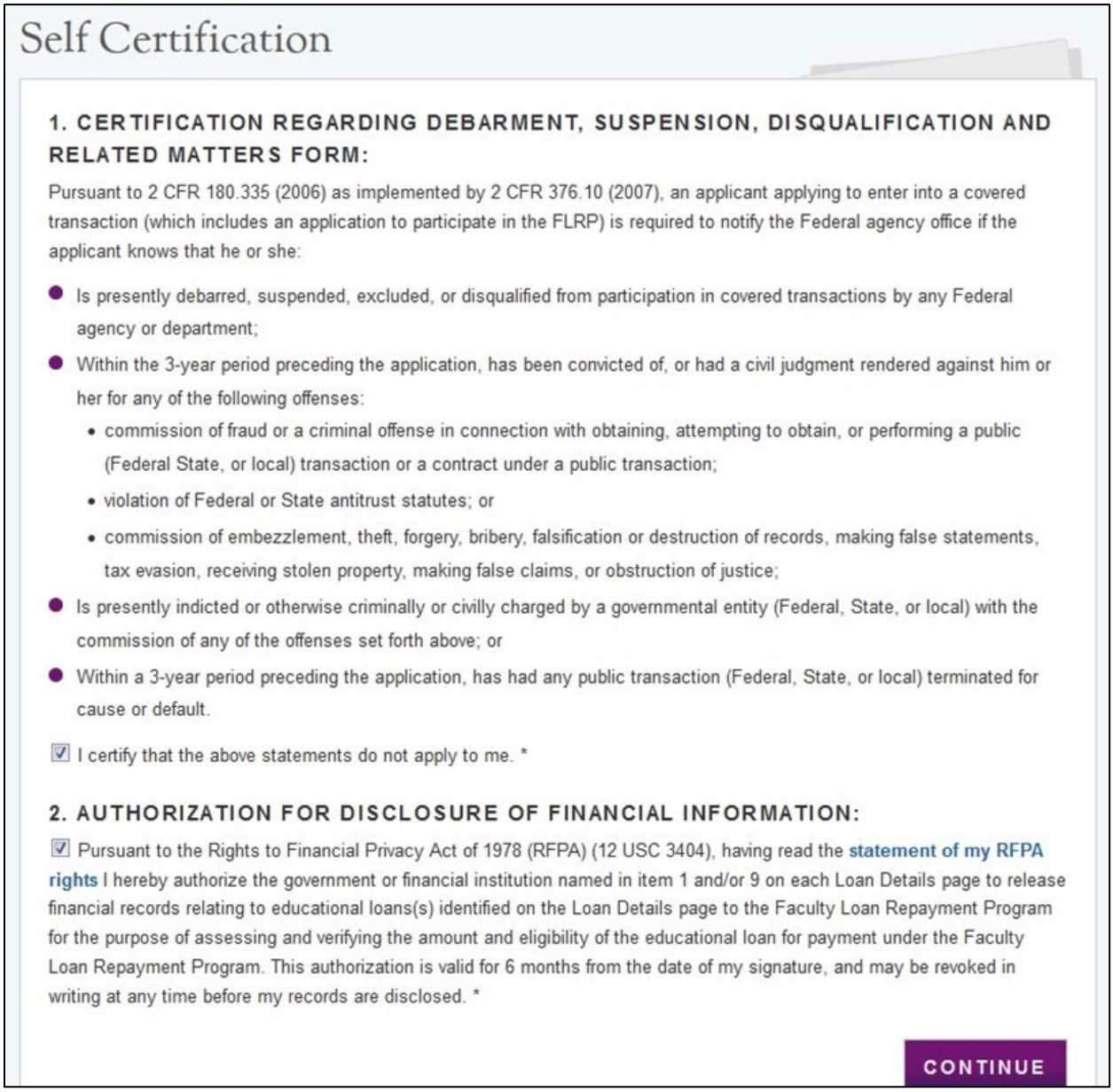


Figure 20: Self-Certification

Steps:

1. Applicant reads the Certification Regarding Debarment, Suspension, Disqualification and Related Matters statement **(Figure 19)**
2. Applicant checks the that certifies to the statement
3. Applicant reads the Authorization for Disclosure of Financial Information
4. Applicant selects “Continue”

Business Rules:

- The applicant must check both boxes to continue.
- The applicant will be directed to the Review and Submit page after he/she completes the certification page.

Section 12: Review & Submit

The Review & Submit page is the final opportunity that the applicant has to review and update the application prior to submission. The Review & Submit page has a table with each section and the status of that section. The applicant can select the top navigation menu or a link in the Review & Submit table to view the chosen page.

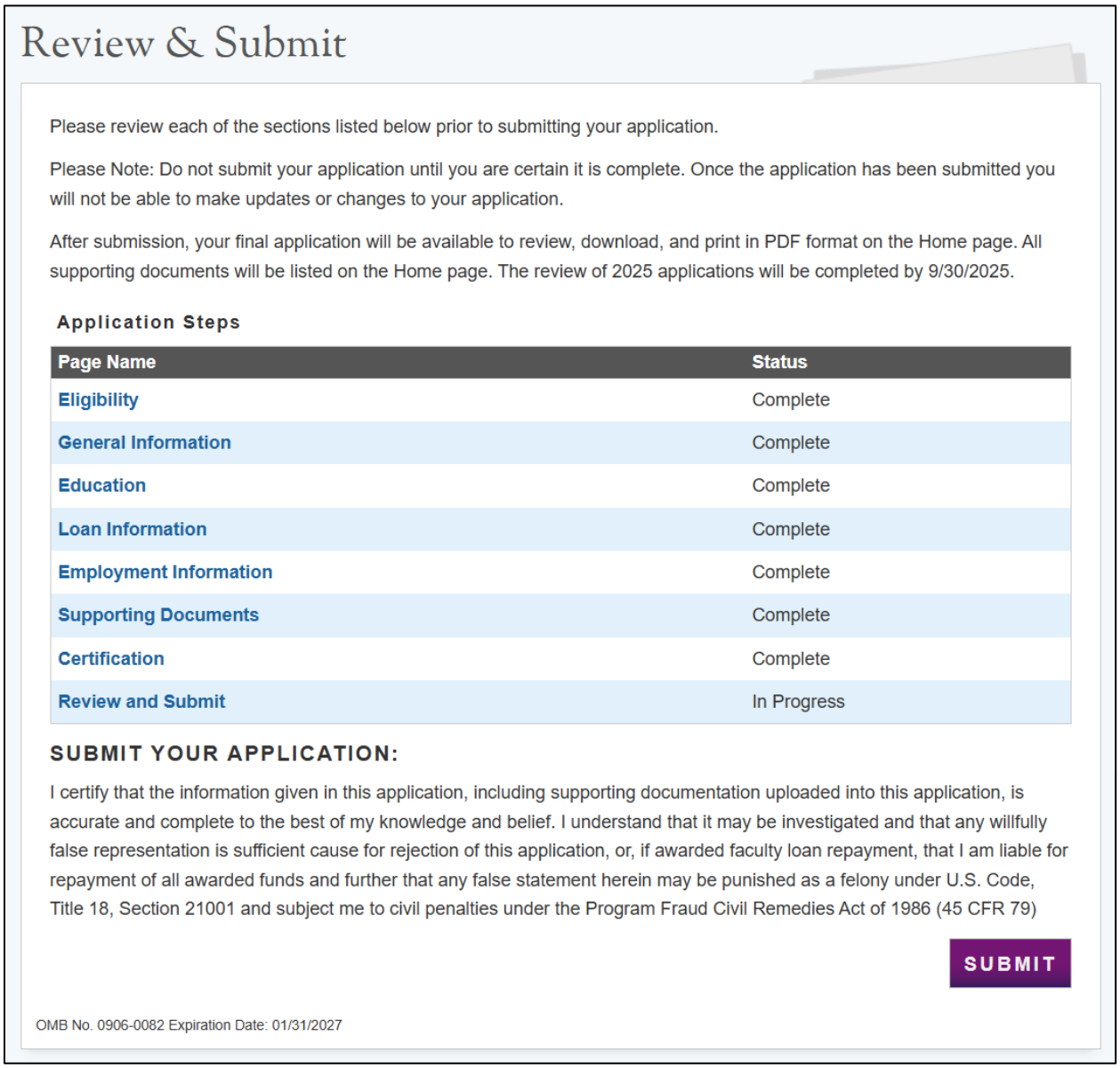


Figure 21: Review & Submit Page

Steps:

1. Applicant reviews the application **(Figure 20)**.
2. Applicant enters the password and selects

Business Rules:

- Applicant may view and edit any page of the application by clicking on the page name before submitting.
- Applicant must enter in their correct password in order to submit the application.
- All page statuses except for the review and submit must be complete in order for the applicant to submit the application.

Section 13: Home Page ("Submitted" status)

After the applicant submits the FLRP application, the home page will display a "Submitted" status (see figure 13.1). The home page will always display the overall application status. Additionally, the page will provide the applicant links to the uploaded supporting documentation. The tables are divided by type of documents, with the supporting documentation in the first table, transcripts in the second table, and the loan documents in the last table. The table displays the document title, the document file, and the status (which will all be received), and provides the applicant the ability to view each document. The applicant will also have the ability to update the Account Settings, view the submitted application (in .pdf, non-editable form) and view the FAQs page.

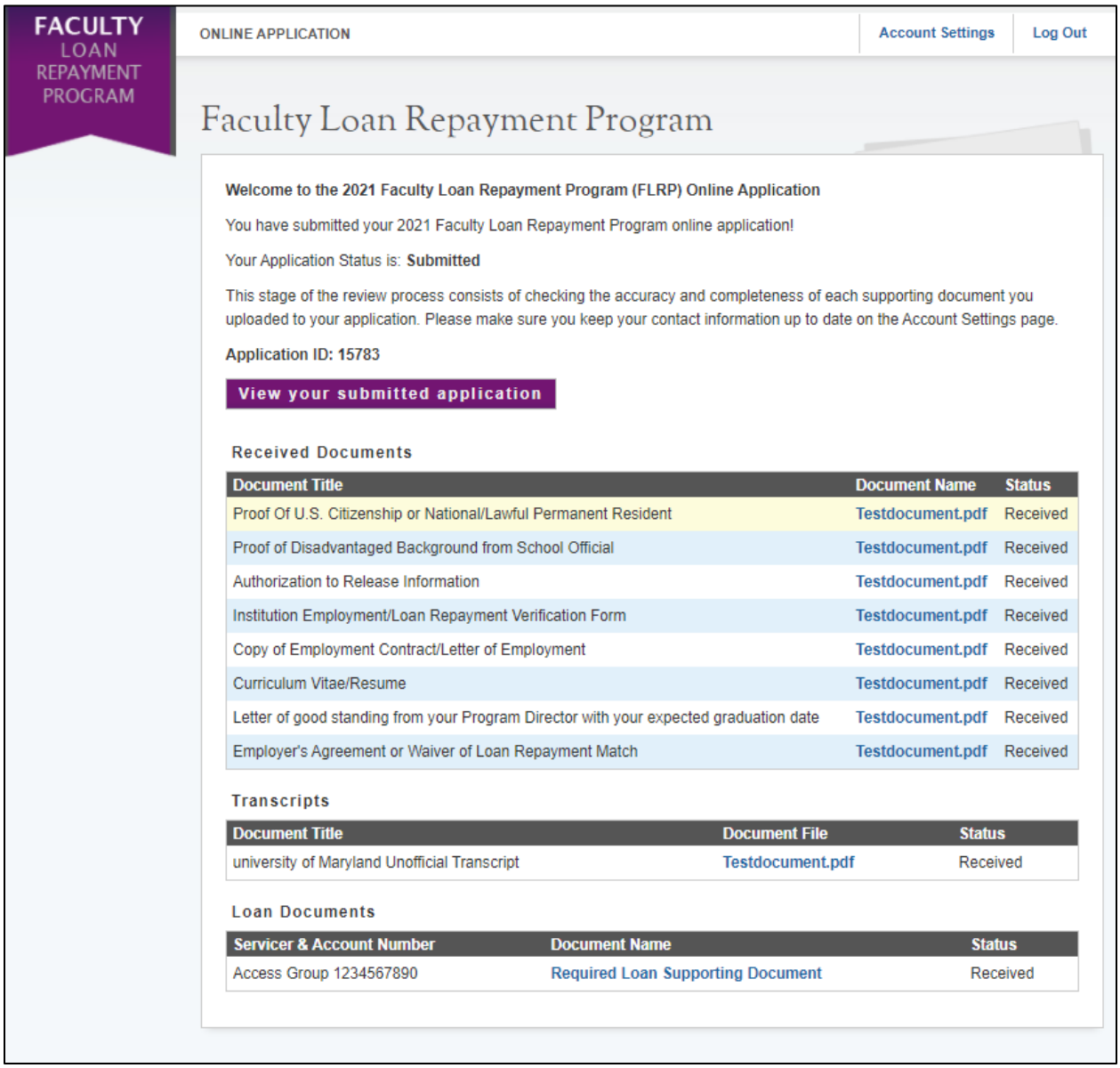


Figure 22: Submitted Landing Page

Section 14: Resolving Issues

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

For Technical Issues:

a. When a technical issue is encountered, e.g. Applicant cannot upload supporting documents, the Call Center should log this issue in the BMISS Issue Tracker 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.
b. **Call Center email**: GetHelp@hrsa.gov
c. **Call Center phone number**: 1-800-221-9393 or TTY for hearing impaired at 1-800-897-9910

For Logging Issues:

a. When logging issues into the BMISS Issue Tracker (http://www.hrsabmissspuat.com:1000/default.aspx) – Log issues as "FLRP Online App" for the *Type of Issue* field.
   - Attach a screenshot to the issue (if applicable)
   - Include the following details in the *Summary* section:
     - Applicant information: Full name, email, phone number, unique ID and last four of SSN
     - The exact Online Application screen the applicant was on when the issue occurred
     - The Web Browser the applicant was using
     - The frequency of the issue

For Program Related Issues:

a. 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, the Faculty Loan Repayment Program should be contacted by Call Center.

Online Application Program Related Issues Contacts:

- **FLRP main email**: NURSECORPSLRPSupport@hrsa.gov
- **FLRP main phone number**: 301-594-4098

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
  - Phone Number
  - Unique ID
  - Section of online application the user was on when the problem was encountered
  - Detailed summary of the problem
  - Supporting Document (If applicable)