BHW Management Information System Solution (BMISS)

BHW Program Portal

Site Points of Contact User Guide

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Introduction

What is a Site Point of Contact?

A site point of contact (POC) is a person who serves as the coordinator or focal point of information concerning the Bureau of Health Workforce (BHW) programs and activities at an organization. The organization typically has employees interested in or actively participating in one or more BHW programs. The BHW utilizes POCs in cases where information is time-sensitive and accuracy is important.

A single organization may have multiple POCs depending on the programs the organization is involved in and the role of the identified POCs. Specifically, the BHW is interested in POCs who:

- Own, oversee, or manage a significant portion of their organization and/or understand and have the ability to answer questions about organization policies and operating procedures.
- Manage and can confirm employment status, work schedules, and/or absences of employees within their organization.
- Hire and/or recruit new employees for the organization

What is a Site?

A "site" is a specific location at which an employee fulfills a service obligation for a BHW program. An organization may consist of one or more sites and a POC can be registered as a POC for one or more sites within the same organization.

What is the BHW Program Portal for Site Points of Contact?

The BHW Program Portal for Site Points of Contact facilitates the completion of important BHW program activities and serves as the method by which the BHW contacts POCs in cases where information is time- sensitive and accuracy is important. More information about these programs is available by visiting the BHW website. The following programs are currently supported by the Program Portal:

- National Health Service Corps
- Nurse Corps

Registration and Log In

The BHW requires that all site POCs create a BHW Program Portal account. Creating and activating an account allows a POC to perform self-service tasks for their site and helps to support their employees fulfilling BHW program service obligations. A POC can access the Program Portal here. This section of the user guide will highlight how to create and log into your Program Portal account.

Creating an Account

To create a program portal account, you must first receive an invitation to join a site's network by an administrative Site POC. Once you have received and confirmed the invitation, navigate to the portal home page and complete the required fields below.

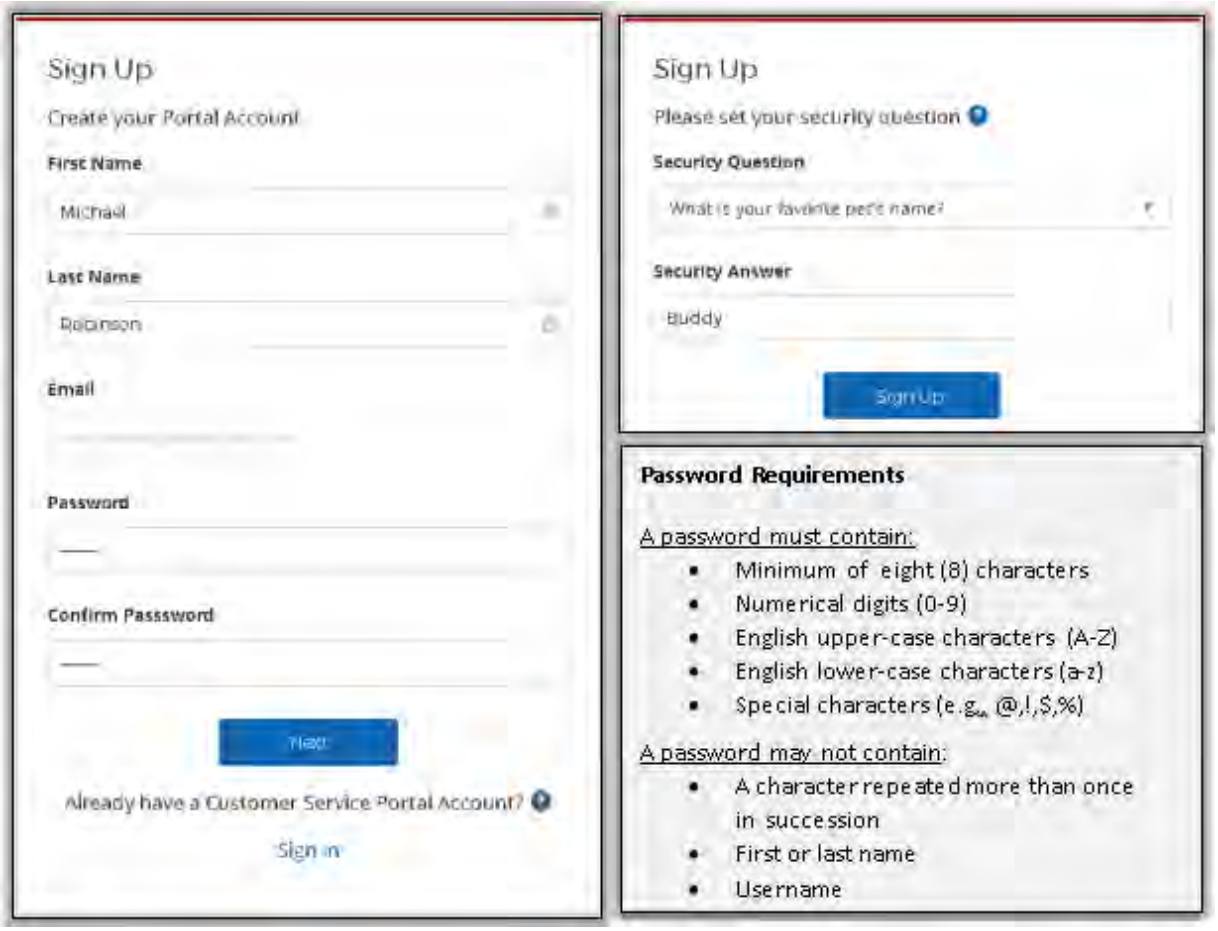


Figure 1 Creating an Account

Logging In

Once an account for the Program Portal has been created and activated, you can log into the portal from the Site Points of Contact sign in page.

Enter the email address and password you used when creating your account. If you forget your password, you can reset it by selecting the **FORGOT YOUR PASSWORD** link.

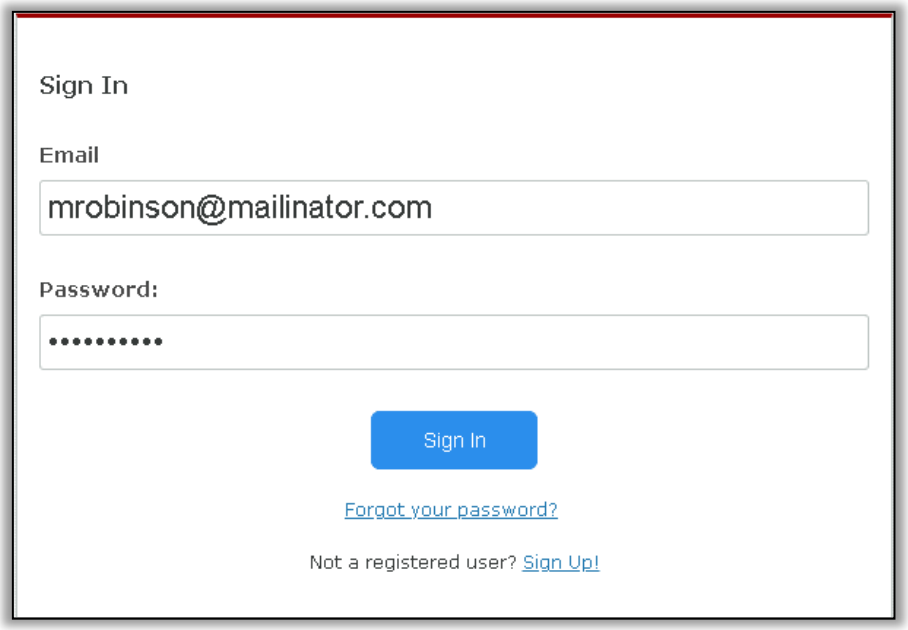


Figure 2 Sign in

Failed Log In Attempts

If the email and password combination is incorrect, the system will display a warning message. After three (3) unsuccessful login attempts your account will be locked and cannot be accessed until the password is reset using the **FORGOT YOUR PASSWORD** link.

Forgot Your Password

If you forget your account password or would like to reset it, select the **FORGOT YOUR PASSWORD** link. You will be required to enter your email address and an answer to your security question in the fields provided to reset your password.

First-Time Log In

If you are logging into the portal for the first time, you will be taken directly to the Account Profile page (See: Updating Personal Information section) in order to verify that your account details are correct. After you have verified the information found in your account, please select the **Rules of Behavior** checkbox, then select Save

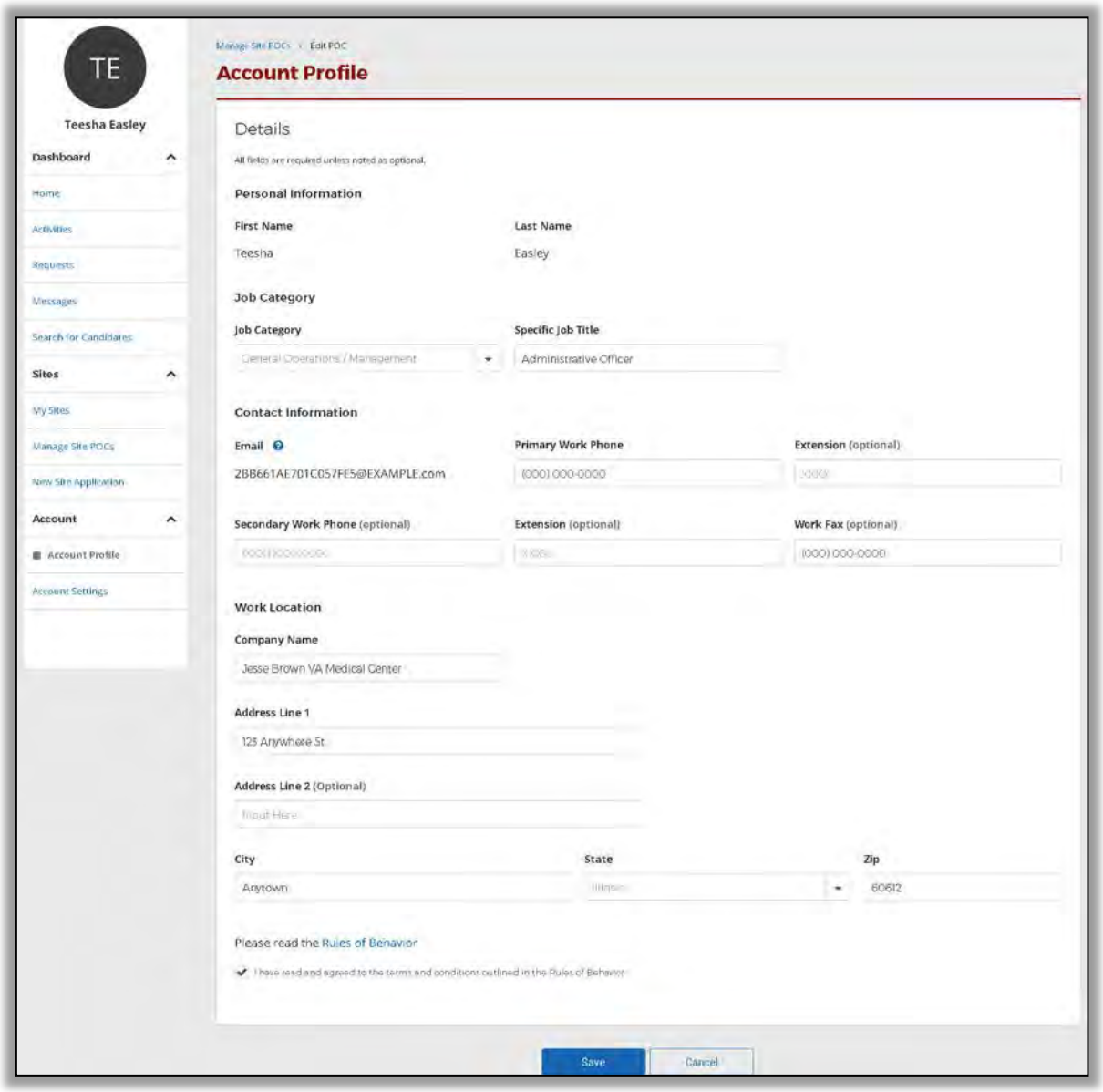


Figure 3 Account Profile

Home Dashboard

As a Site POC you are responsible for completing various site & clinician related activities. Some of these responsibilities include managing your sites operating procedures, validating employment status, confirming work schedules, and even hiring/recruiting new employees.

The POC Program Portal home page will help to facilitate each of these Site POC responsibilities. Use left-hand menu to navigate to the sub-pages of the POC Portal. The sections below will break down each of the POC Portal pages in detail.

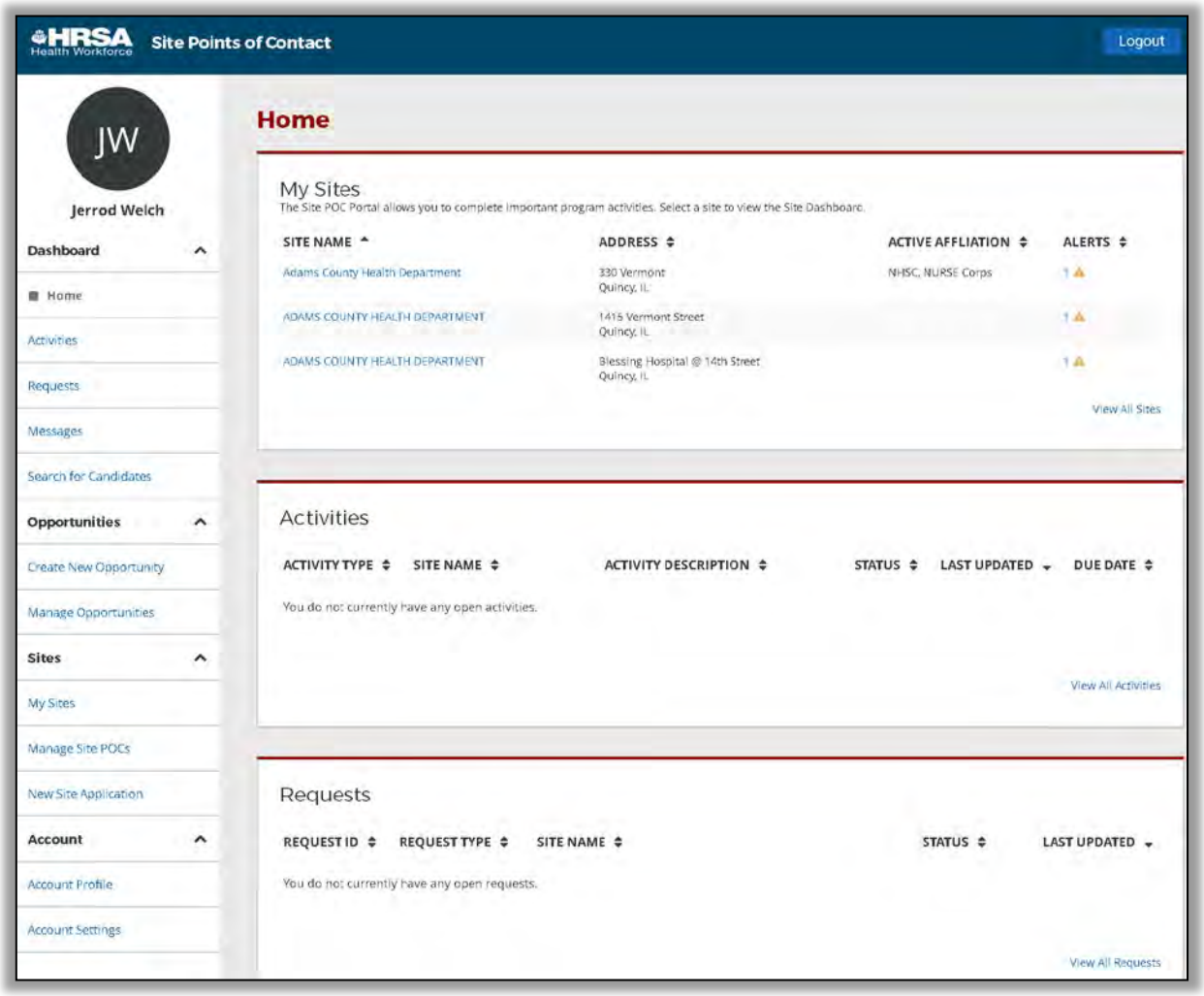


Figure 4 Home

My Sites Table

One of the primary functions of the BHW Program Portal for Site Points of Contact is to allow you, as a POC, to view information about your site network and the various programs your site supports. This section outlines the functionality allowing you to view your site information.

Featured at the top of the Site POC Portal landing page, the **My Sites** table displays a listing of all the sites for which you are identified as a Site POC. Selecting **View All Sites** will open an expanded view of the sites listed within your network.

The **Connections** Column is a new addition to the table that highlights the number of HWC Users who have connected to a site listed in your network.

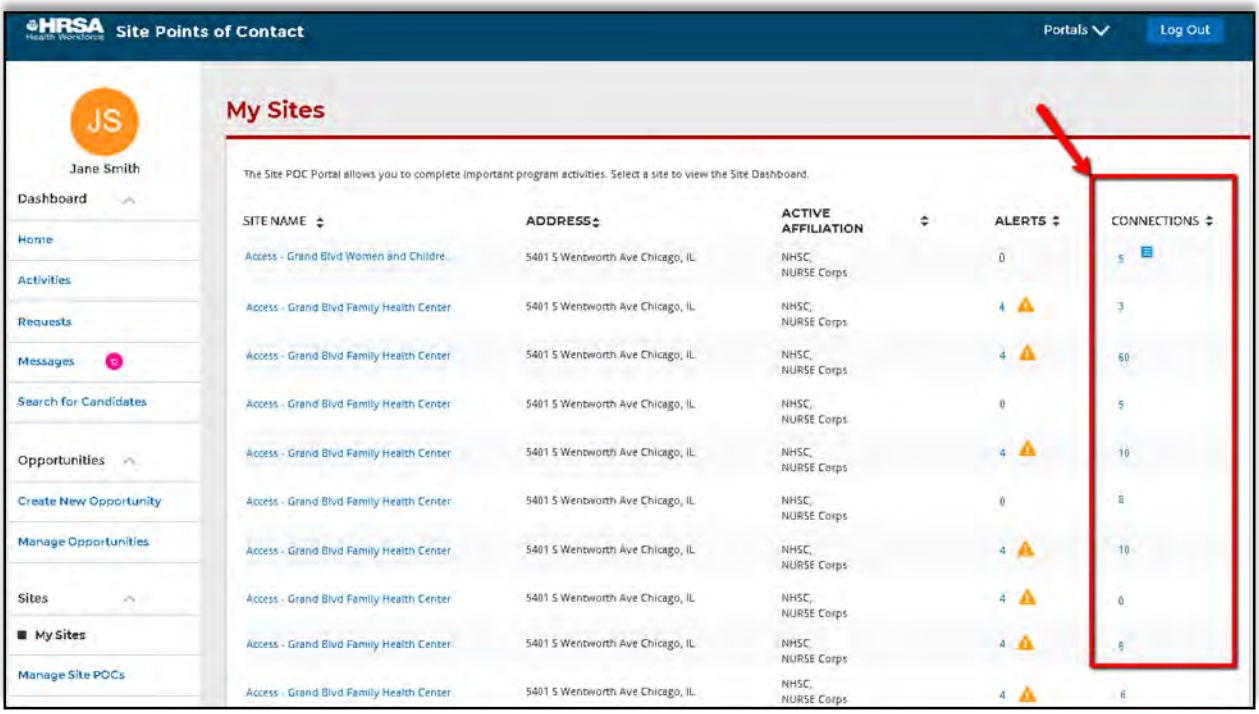


Figure 5 My Sites table

The table displays the following information about each of your sites:

- **Site Name**: The name of the site recorded by the BHW
- **Address**: The physical address of the site recorded by the BHW
- **Active Affiliation**: Displays the BHW programs for which the respective site actively supports
- **Alerts**: Displays the urgent actions required of the site
    - Adding Points of Contact to a site
    - Managing expiring job opportunity positions
    - Recertifying a site's program affiliation
    - Updating your incomplete site profile

Why Don't I See My Sites?

The **My Sites** table only displays sites where you have been confirmed as a POC. You are not automatically added as a POC for any site based on your account information alone. There are three ways that you can be added to a site:

1. You are added as a POC by the BHW
2. You are added as a POC by another POC at the site. The POC can use their Program Portal account to add you as a POC for the site. Reference the Managing Site Points of Contact - Adding a POC section of this guide for more information.
3. You submit a site application. If you submit an application for a new site, you will automatically be added as a POC for that site. *(Note: This applies to NHSC affiliated sites only)*

Viewing Your Sites

To view additional information about a specific site or perform self-service activities, select the site's name from the **My Sites** table. You will be redirected to the respective site's dashboard which displays a summary of information pertaining to the site and provides access to various levels of self service functions such as:

- Managing your Site Profile
- Creating Job Opportunities
- Viewing your Clinician Roster
- Managing Site Points of Contact
- Viewing & Completing Activities, Requests, and Site Visits
- Submitting Program Portal Inquiries

For more in depth information pertaining to the self-service actions above, please visit the Sites section.

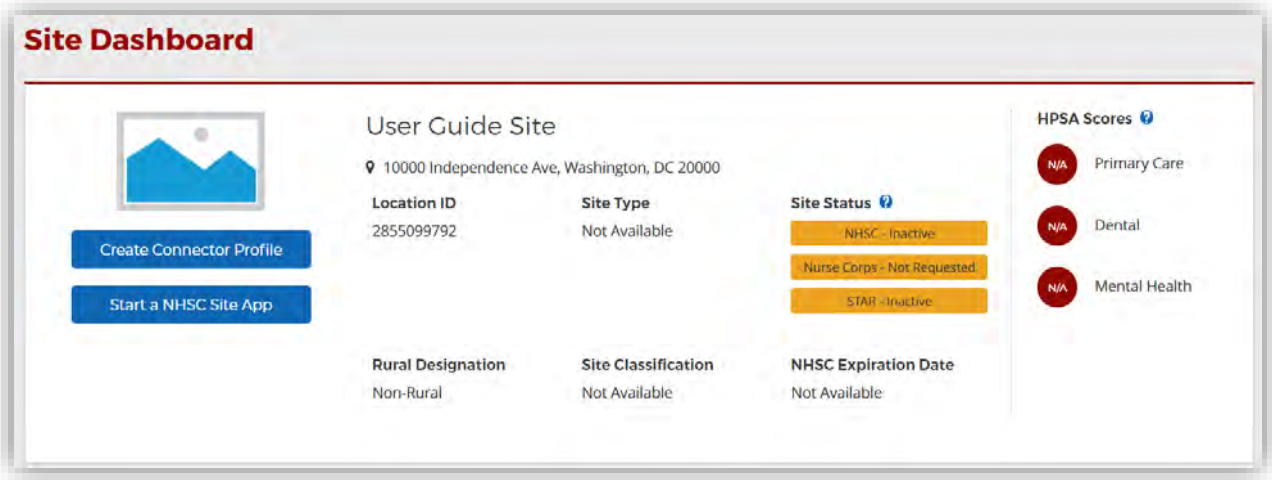


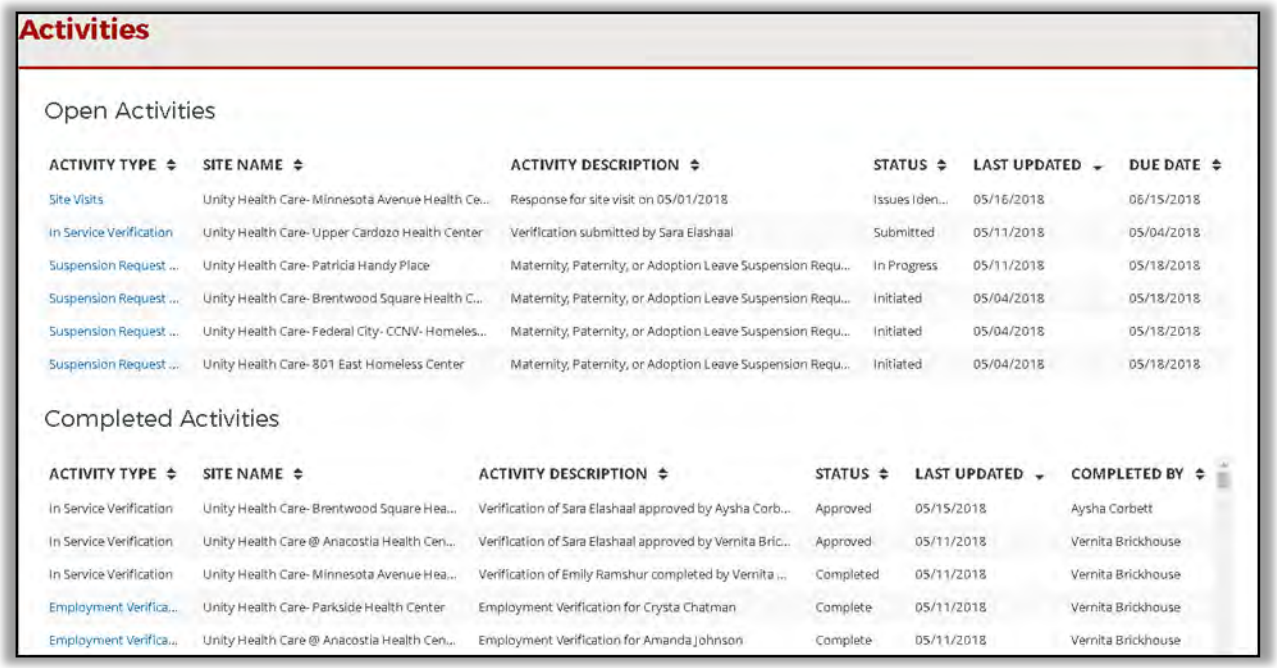
Figure 6 Site Dashboard banner

Activities Table | Viewing and Completing

As a Site POC you will periodically be asked to perform tasks to help verify that your site and the clinicians serving in BHW programs are within compliance of each program's regulations. The activities that are listed within this table include: Employment Verification Forms (EVFs), In Service Verifications (ISVs), Suspension & Site Status Change requests, and Site Visits.

Activities that become available for completion will appear within the **Activities** section of the Site POC portal. This section is divided into two tables:

1. **Open Activities**: This table displays tasks that are pending completion. This list is a combination of all the tasks from all of your sites
2. **Completed Activities**: – This table displays tasks that were recently completed by a Site POC. To view a complete list of tasks, select the "View all Activities" link below the table.
    a *Note: After completing an activity, it may take up to 5 minutes for the updated status to be reflected in the table.*



Activities

Open Activities

ACTIVITY TYPE	SITE NAME	ACTIVITY DESCRIPTION	STATUS	LAST UPDATED	DUE DATE
Site Visits	Unity Health Care- Minnesota Avenue Health Ce...	Response for site visit on 05/01/2018	Issues Iden...	05/16/2018	06/15/2018
In Service Verification	Unity Health Care- Upper Cardozo Health Center	Verification submitted by Sara Elashaal	Submitted	05/11/2018	05/04/2018
Suspension Request ...	Unity Health Care- Patricia Handy Place	Maternity, Paternity, or Adoption Leave Suspension Requ...	In Progress	05/11/2018	05/18/2018
Suspension Request ...	Unity Health Care- Brentwood Square Health C...	Maternity, Paternity, or Adoption Leave Suspension Requ...	Initiated	05/04/2018	05/18/2018
Suspension Request ...	Unity Health Care- Federal City- CCNV- Homeles...	Maternity, Paternity, or Adoption Leave Suspension Requ...	Initiated	05/04/2018	05/18/2018
Suspension Request ...	Unity Health Care- 801 East Homeless Center	Maternity, Paternity, or Adoption Leave Suspension Requ...	Initiated	05/04/2018	05/18/2018

Completed Activities

ACTIVITY TYPE	SITE NAME	ACTIVITY DESCRIPTION	STATUS	LAST UPDATED	COMPLETED BY
In Service Verification	Unity Health Care- Brentwood Square Hea...	Verification of Sara Elashaal approved by Aysha Corb...	Approved	05/15/2018	Aysha Corbett
In Service Verification	Unity Health Care @ Anacostia Health Cen...	Verification of Sara Elashaal approved by Vernita Bric...	Approved	05/11/2018	Vernita Brickhouse
In Service Verification	Unity Health Care- Minnesota Avenue Hea...	Verification of Emily Ramshur completed by Vernita ...	Completed	05/11/2018	Vernita Brickhouse
Employment Verifica...	Unity Health Care- Parkside Health Center	Employment Verification for Crysta Chatman	Complete	05/11/2018	Vernita Brickhouse
Employment Verifica...	Unity Health Care @ Anacostia Health Cen...	Employment Verification for Amanda Johnson	Complete	05/11/2018	Vernita Brickhouse

Figure 7 Activities table

The **Activities** table contains the following information about your activities:

- **Activity Type**: The type of activity that is pending completion or already completed
- **Site Name**: The name of the site the activity is for
- **Activity Description**: A short description about the activity to help differentiate activities of the same type
- **Status**: The status of the activity which varies by activity type
- **Due Date**: The date the activity needs to be completed by (Note: Not all activities have due dates)

Requests Table | Viewing and Completing

Another primary function of the Program Portal for Site Points of Contact is that it allows you, as a Site POC, to perform and monitor site specific requests. The types of Portal Requests that are listed within this table include portal inquiries, NHSC site applications and recertifications, and Nurse Corps site eligibility verification requests for your site.

The options available depend on the job responsibilities identified as part of your Program Portal Profile. For more information on POC roles and responsibilities, reference Appendix A: Site POC Roles and Responsibilities of this guide. You can also access the **Request** options by selecting the site name in the **My Sites** list, and choosing from the options located on the site dashboard screen.

Note: After submitting a new request, it may take up to 5 minutes for the updated status to be reflected in the table.

Requests

Open Requests

REQUEST ID	REQUEST TYPE	SITE NAME	STATUS	LAST UPDATED
77469	Inquiry	Unity Health Care @ Anacostia Health Center	Open	05/11/2018

Completed Requests

REQUEST ID	REQUEST TYPE	SITE NAME	STATUS	LAST UPDATED
74055	Inquiry	Unity Health Care- DC General	Closed	02/14/2018
72287	Inquiry	Unity Health Care- DC General	Closed	02/06/2018
60971	Inquiry	Unity Health Care- Southwest Health Center	Closed	04/25/2017
58081	Inquiry	Unity Health Care - So Others Might Eat (S.O.M.E.)	Closed	02/13/2017

Figure 8 Requests table

The **Requests** table contains the following information about your activities:

- **Request ID**: The ID tracking number of the request
- **Request Type**: The type of request that is pending completion or already completed
- **Site Name**: The name of the site the request is for
- **Status**: The status of the request which varies by activity type
- **Last Updated**: The last time that the request was changed

Portal Messages

Portal messages are the primary means by which the BHW will communicate with Site Points of Contact. Messages may be about changes to your site, upcoming dates of importance, task notifications, or application updates.

Messages are delivered through the portal under the **Messages** tab. A generic email notifying you of a new message is also sent to your work email address.

When a new message is received on the portal, you will be notified by a red counter that will appear next to the **Messages** tab in the left-navigation menu.

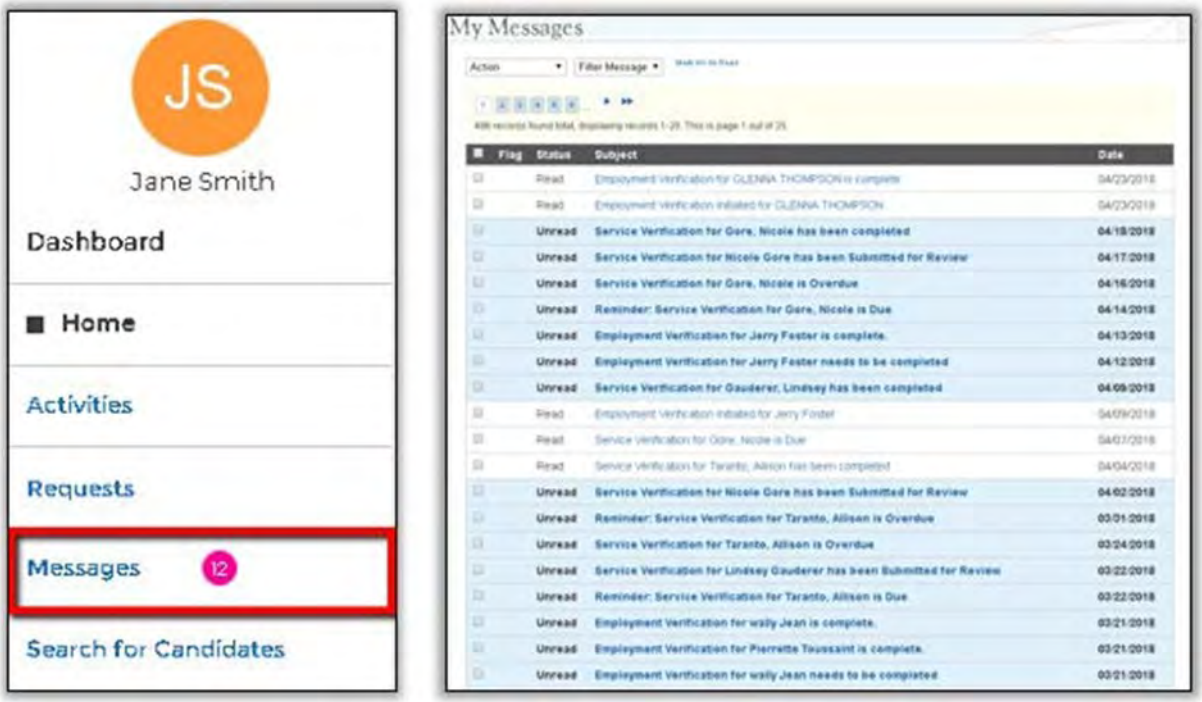


Figure 9 Messages

Viewing Your Portal Messages

To view your Portal messages, select the **MESSAGES** link located in the left-navigation menu. This will open the **Messages** page which displays the entire history of your messages in a paginated list. The newest messages are on the top of the list, and unread messages are marked with a symbol. To read a message, select the name of the message to view it.

Search For Candidates

One of the primary recruitment tools available to Site POCs is the **Candidate Search** functionality. This allows verified Site POCs to search a database of potential candidates to fill job vacancies at their site. A few of the key features are highlighted below:

1. **Basic & Advanced Search Tool**: Users are able to customize their search criteria in order to locate specific clinicians that are capable of filling job vacancies at their site.
2. **Program Affiliated User Profiles**: The Health Workforce Connector allows users to create personalized profiles that are publically searchable by Site POCs. These profiles contain information on a health clinician's experience, education, and other relevant information that highlights their competencies.
3. **Site Recruitment Tool**: Site POCs at medical facilities are able to search for users across the database of clinician profiles in order to fill an open position at their respective site.

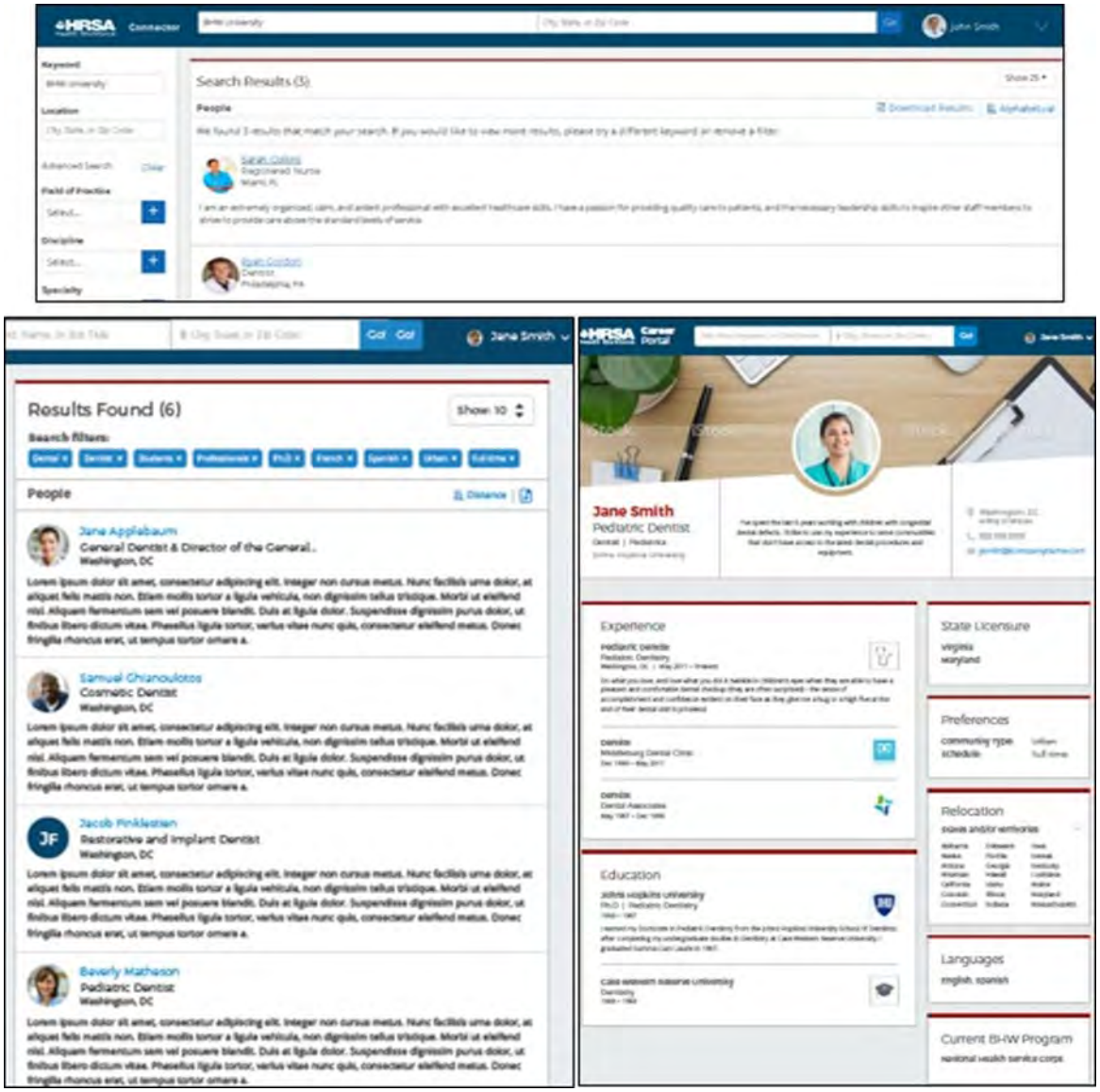


Figure 10 Candidate search

Opportunities

One of the primary benefits of the Site POC Portal is that it allows Site POCs to create and manage job opportunities at a site that you are affiliated with.

The ability to create and manage job opportunities depends on the roles and responsibilities identified as part of your Program Portal Profile. For more information on POC roles and responsibilities, reference Appendix A: Site POC Roles and Responsibilities of this user guide.

Creating Job and Training Opportunities

To create or advertise a new job or training position, select the **CREATE NEW OPPORTUNITY** button on the left-hand menu. When editing or creating a job or training position, you will be required to provide supporting information about the opportunity such as the position description, location, work schedule, qualifications, salary, benefits, and relevant dates.

The posting start and expiration dates will determine the timeframe when the position will be visible on the Health Workforce Connector.

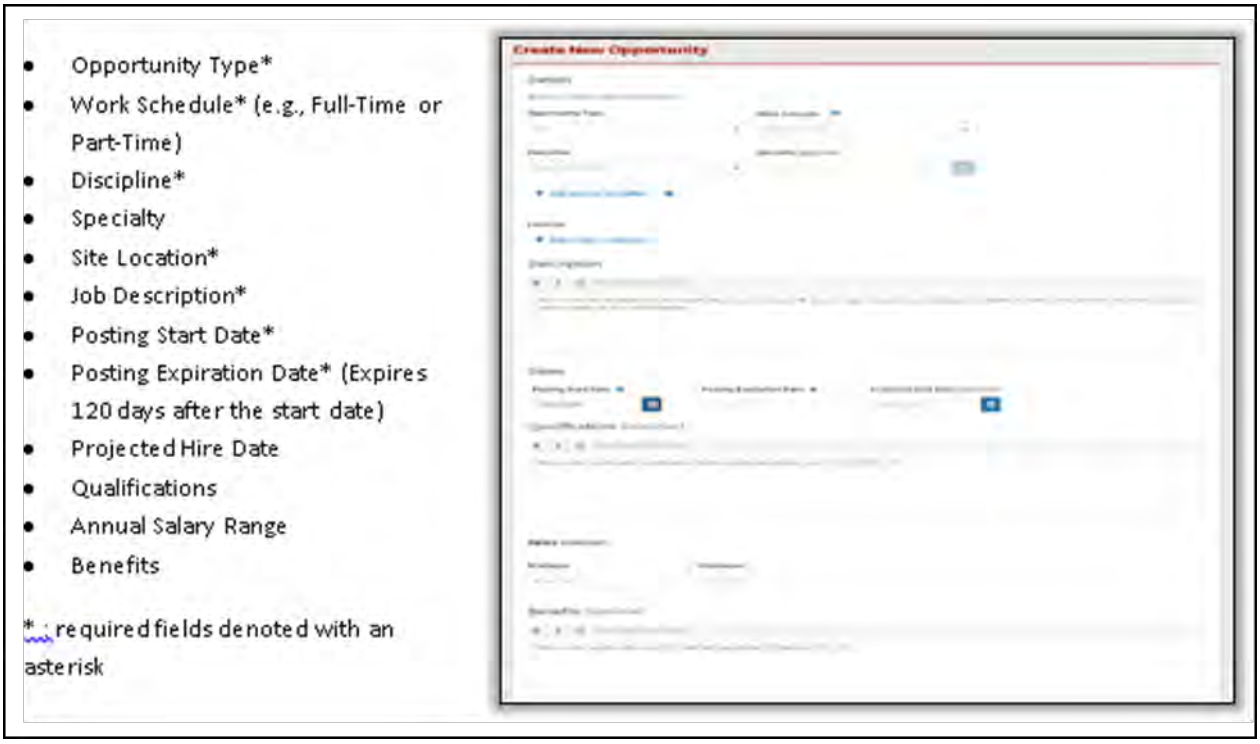


Figure 11 Create an Opportunity

Managing Job and Training Opportunities

Select the **Manage Opportunities** tab to view, edit, close, or repost job openings for the site. Job openings for a site will be posted publically on the Health Workforce Connector. Only POCs who indicate that they hire and/or recruit new employees for the organization can manage current job opportunities at their site.

The **Manage Opportunities** table displays a history of all positions posted for the site. This includes the entire list of open positions that are currently being advertised by the site. Additionally, the table also shows a list of all expiring, expired, and closed job opportunities at your site.

Site POCs are also able to view a comprehensive list of job seekers or students who have expressed interest in an advertised position on the Health Workforce Connector. Selecting the link under the **Candidates** column and then an applicant's name within the pop-up will redirect the user to the respective user profile containing their personal information and qualifications.

To sort the job opportunities by status or location, simply use the filter tool located at the top of the page.

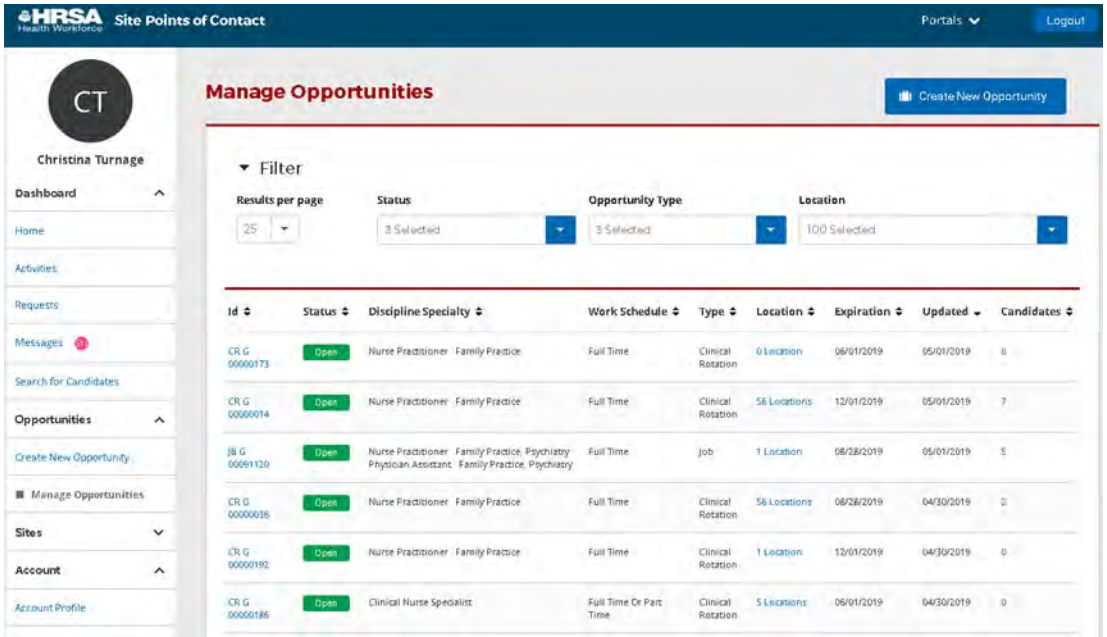


Figure 12 Manage Opportunities

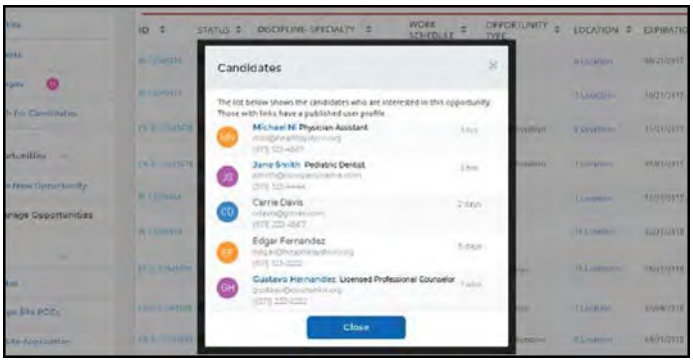


Figure 13 Candidates

Edit an Opportunity

To edit a job opportunity, select the ID of the position and then click **EDIT** button. You will be redirected to the **Edit Opportunity** screen where you can modify the job opportunity details such as the: opportunity type, work schedule, discipline, specialty, work location, job description, posting start date, expiration date, hire date, qualifications, salary range, and any additional benefits. Select save to confirm your changes.

Repost an Opportunity

To repost a job opportunity, select the ID of the position and then select the **REPOST** button. You will be redirected to the **Create New Opportunity** page with the fields prepopulated with the job details you wish to repost. Feel free to make any additional modifications before selecting save

Close and Opportunity

To close an open opportunity, select the ID of the position, and then select the **CLOSE** button. Please provide a reason for closing the position when prompted, and select the save button to successfully close the position. The position will be closed immediately and will no longer appear on the Health Workforce Connector.

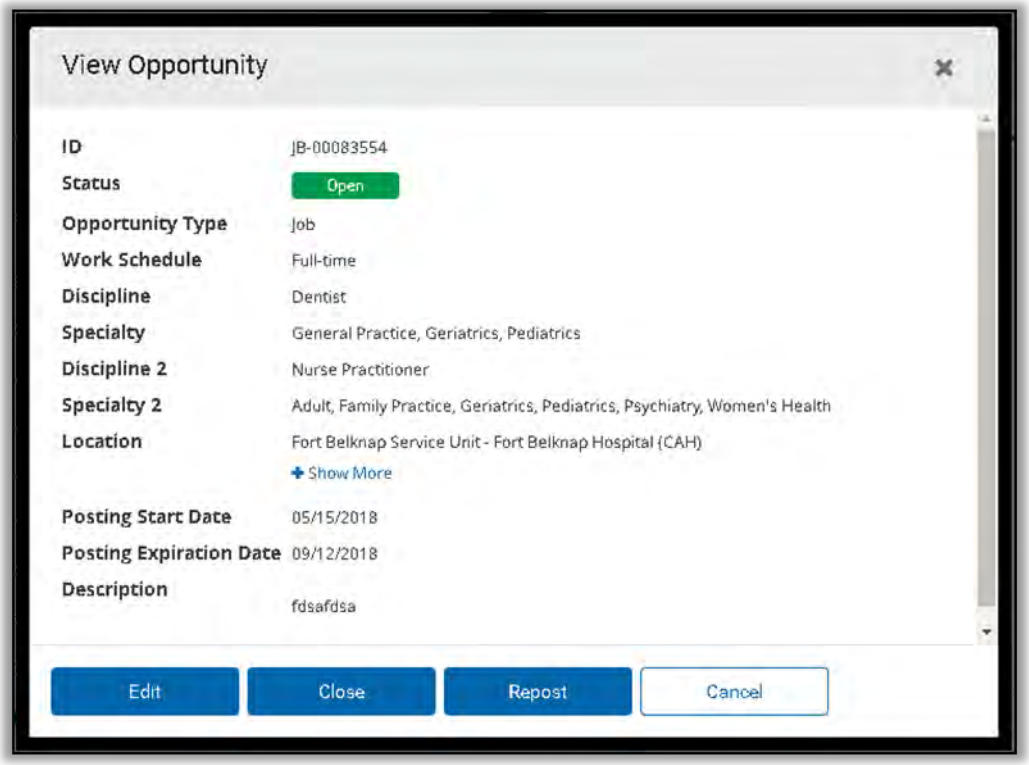


Figure 14 View Opportunity

Sites

One of the primary functions of the BHW Program Portal for Site Points of Contact is to allow you, as a POC, to view information about your site and the various programs your site supports. This section outlines the functionality allowing you to view your site information.

My Sites Table

Featured at the top of the Site POC Program Portal landing page, the **My Sites** table displays a listing of all the sites for which you are identified as a Site POC. Selecting **VIEW ALL SITES** will open a larger view of the sites within your network.

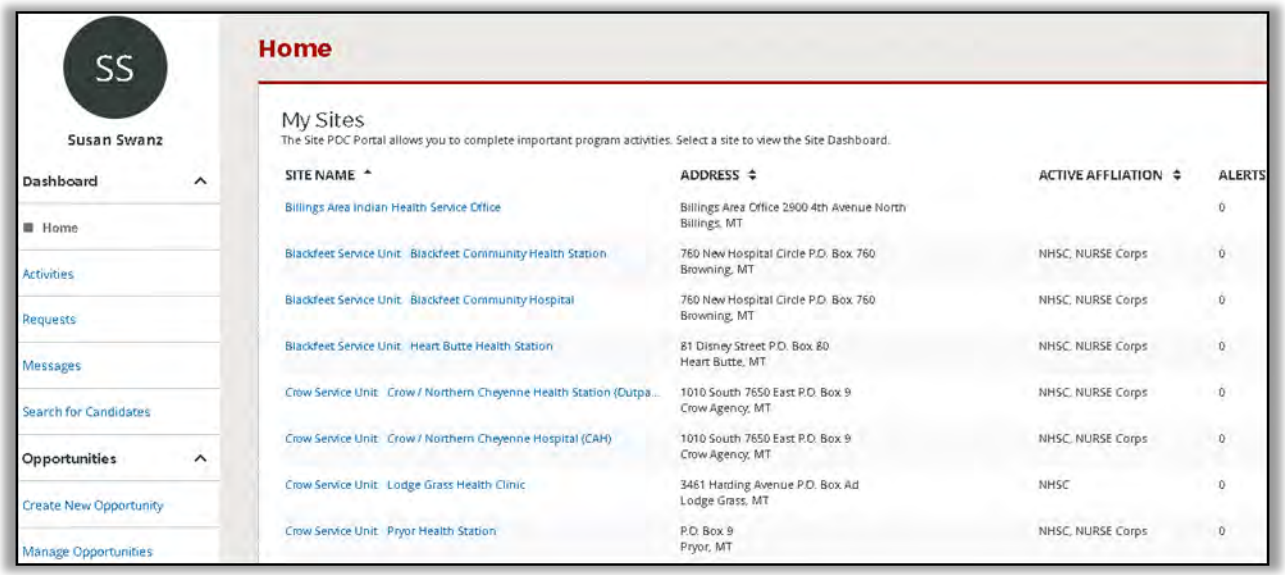


Figure 15 My Sites table

The **My Sites** table displays the following information about each of your sites:

- **Site Name**: The name of the site recorded by the BHW
- **Address**: The physical address of the site recorded by the BHW
- **Active Affiliation**: Displays the BHW programs for which the respective site actively supports
- **Alerts**: Displays the urgent actions required of the site
    - Adding Points of Contact to the site profile
    - Managing expiring job positions
    - Recertifying a site's program affiliation

Create New Site

To see and manage additional sites, they must first be created in the BHW Program Portal. Below are the steps to create a new site:

1. Click on **CREATE NEW SITE** in the left-navigation menu
    - This option is only available to Site POCs with the **Administrator** role.

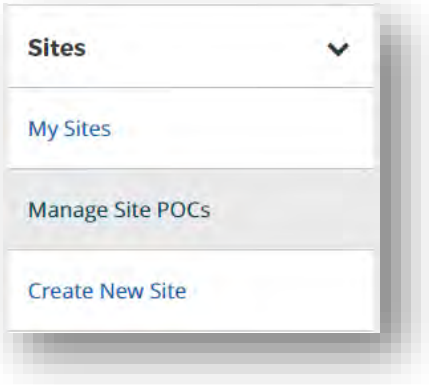


Figure 16 Create New Site location

2. Enter basic information about the site
    a Enter the physical address of the site
        - Address Line 1 must be the street address of the site, such as “101 Main St”).
        - Address Line 2 may include a suite, floor, office, or other additional information.
        - The physical address of the site will assist in identifying eligible HPSAs for that area.

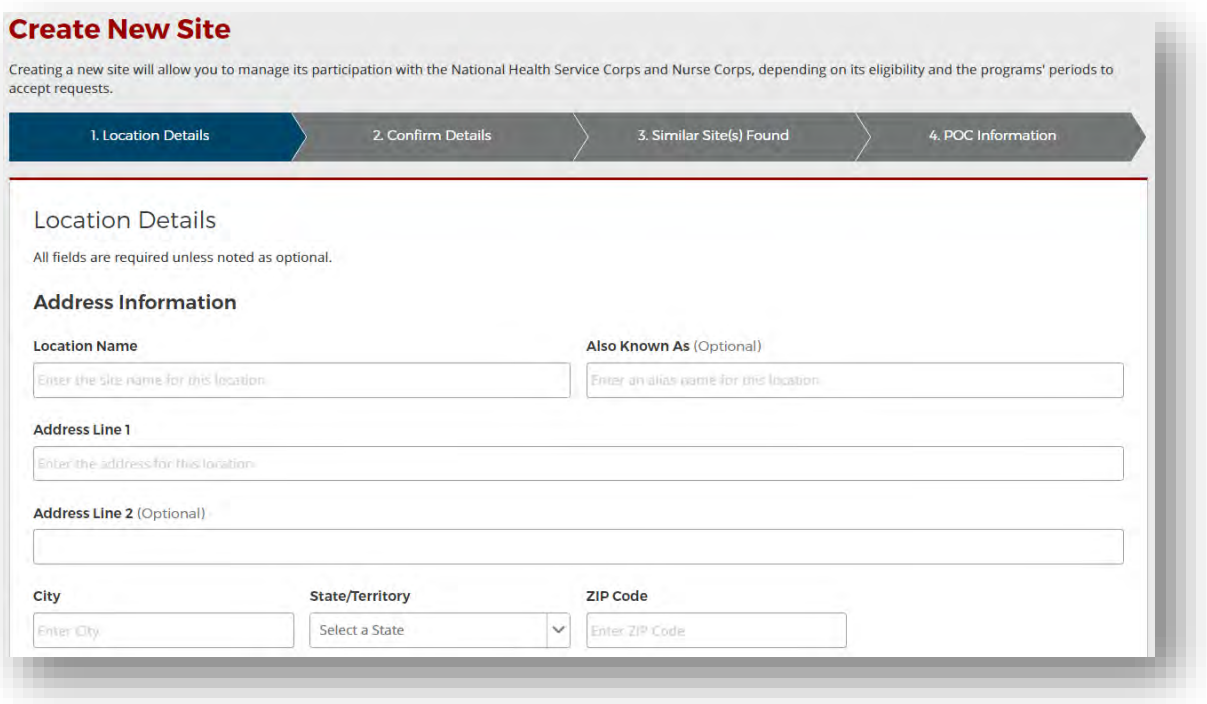


Figure 17 Create New Site - Address

    b Enter a Mailing Address if it is different than the site’s physical address, such as a PO Box.
    c Enter contact information.

d Provide any unique identifiers that applicable.

- These will assist in identifying eligible HPSAs.

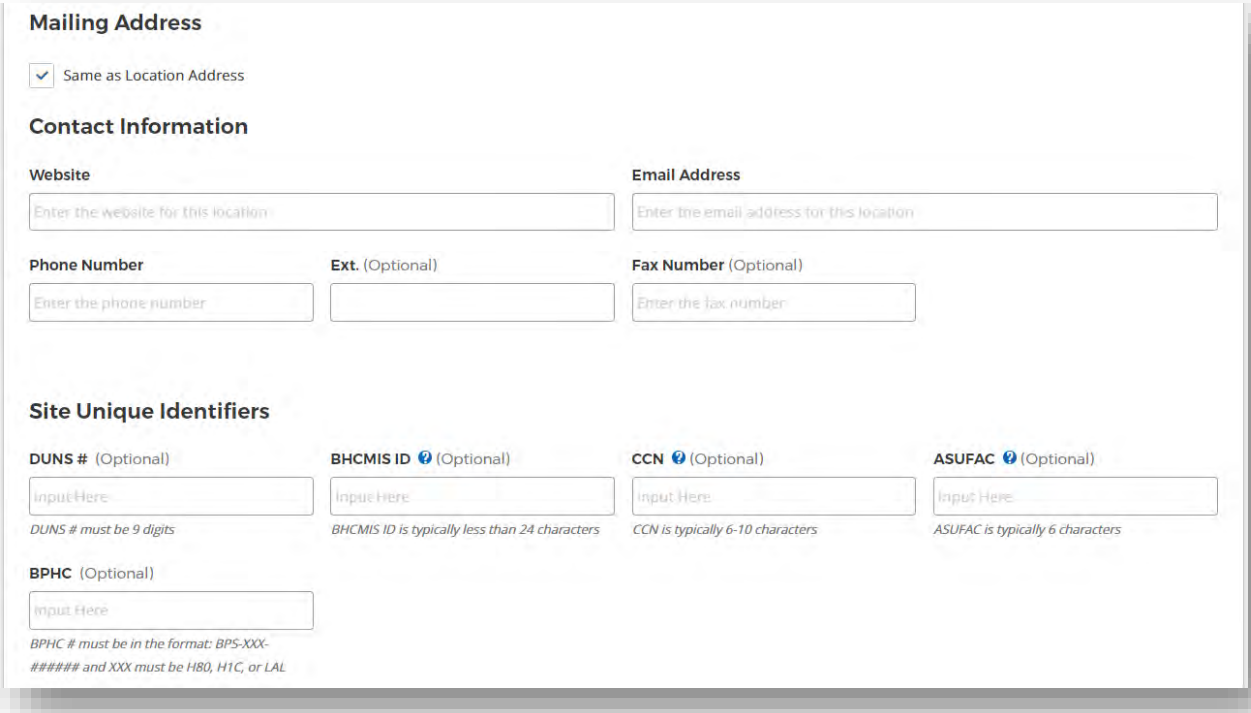
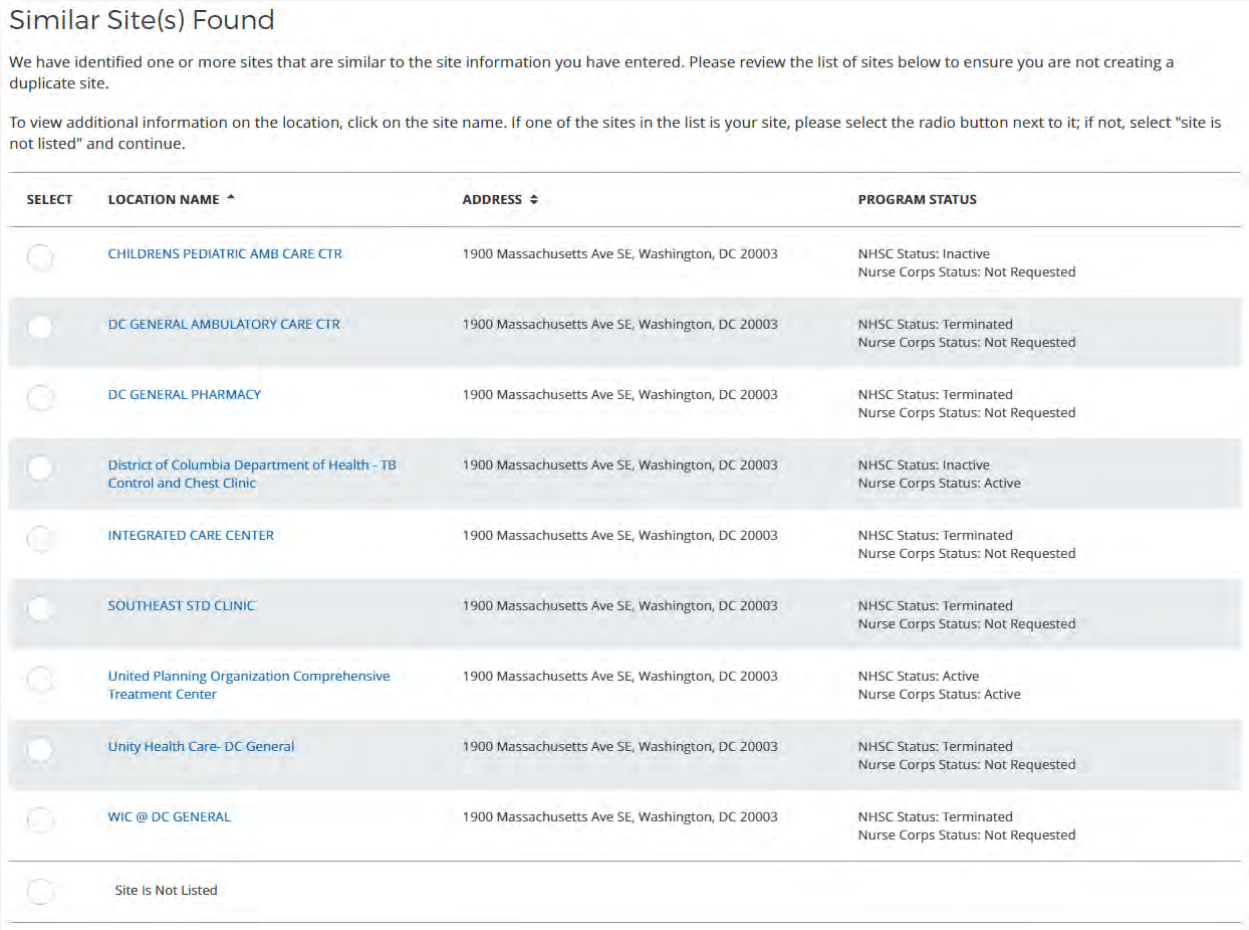


Figure 18 Create New Site - additional site information

e Click **CONTINUE** once the necessary information has been provided.

3. Confirm the accuracy of the information you provided.
   - Go back to the **Location Details** page to correct any errors.
   - If the map pin location is not correct, you have an opportunity to explain why when seeking site participation in a program.
4. Review the list of similar sites to ensure that you are not creating a duplicate site record.
   - Similar sites may be geographically nearby, may have a similar site name in the same state, or may share the same site identifier (such as BPHC ID).
   - If your site is listed, select it in the table to learn more about becoming affiliated with that site, rather than creating a new one.
   - If you site is not listed, select **Site Is Not Listed** in the table and click **CONTINUE**.



Similar Site(s) Found

We have identified one or more sites that are similar to the site information you have entered. Please review the list of sites below to ensure you are not creating a duplicate site.

To view additional information on the location, click on the site name. If one of the sites in the list is your site, please select the radio button next to it; if not, select "site is not listed" and continue.

SELECT	LOCATION NAME	ADDRESS	PROGRAM STATUS
	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	Site is Not Listed		

Figure 19 Create New Site - similar sites found

5. Add any additional POCs that should be affiliated with the new site.
    - Only existing Site POC can be added during this step. To invite a new Site POC, first create the new site and then use the **Manage Site POCs** interface to add a new POC.
6. Click Create Site when done. You will be directed to the **Site Dashboard** of the new site.

Viewing the Site Dashboard

To view additional information about a specific site or perform self-service activities, select the site's name from the **My Sites** table. You will be redirected to the respective site's dashboard which displays a summary of information pertaining to the site and also provides access to various levels of self service functions such as:

- Managing your Site Profile
- Creating Job Opportunities
- Viewing your Clinician Roster
- Managing Site Points of Contact

- Completing Activities, Requests, and Site Visits
- Submitting Program Portal Inquiries

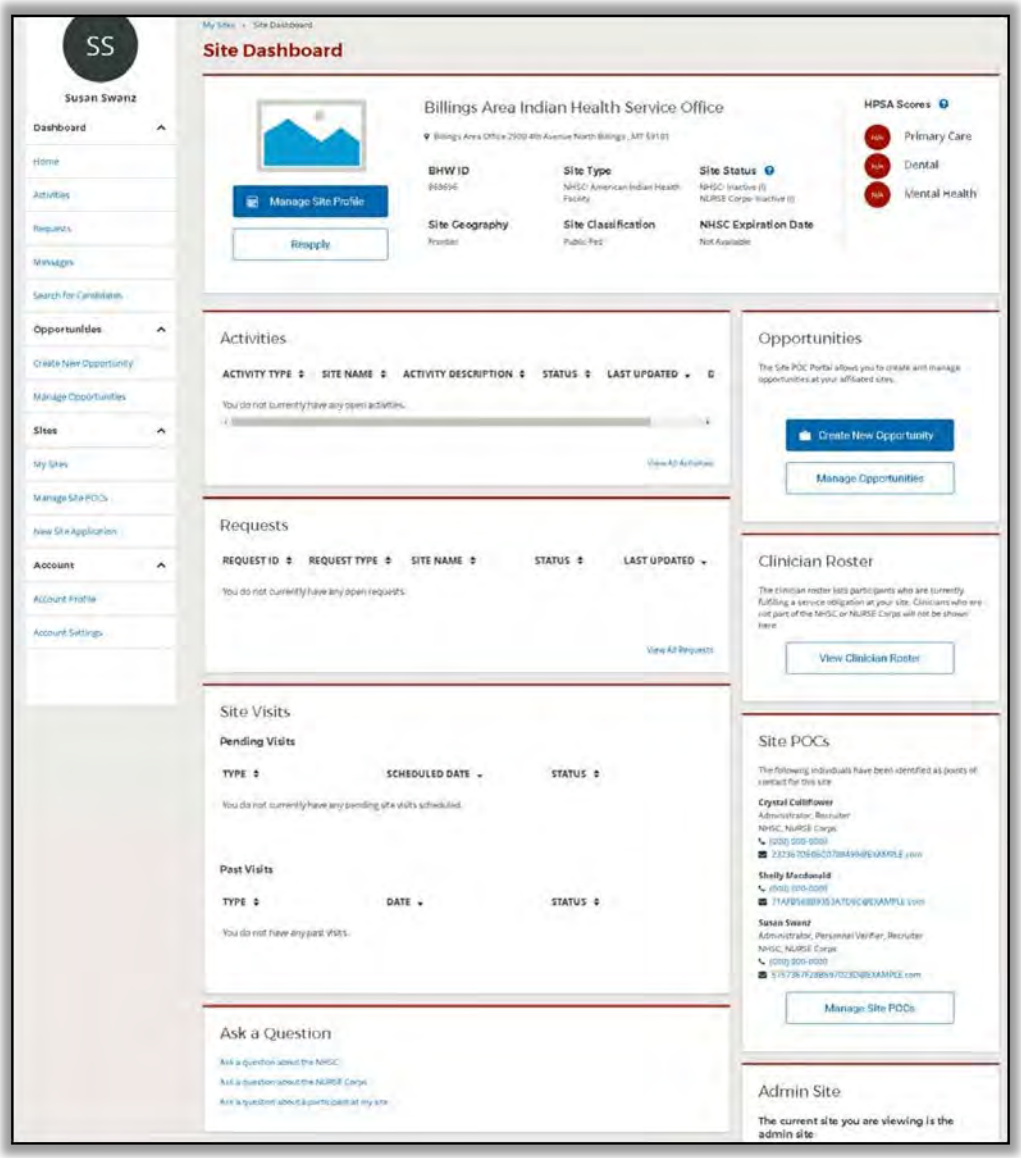


Figure 20 Site Dashboard

Create Site Profile Wizard

If you have not already created a site profile for your site, there will be a **CREATE SITE PROFILE** button located at the top of the site dashboard. Select this button to begin the creation process, and follow the step-by-step creation wizard to complete the process. After you have created your site profile, your site will be searchable within the Health Workforce Connector.

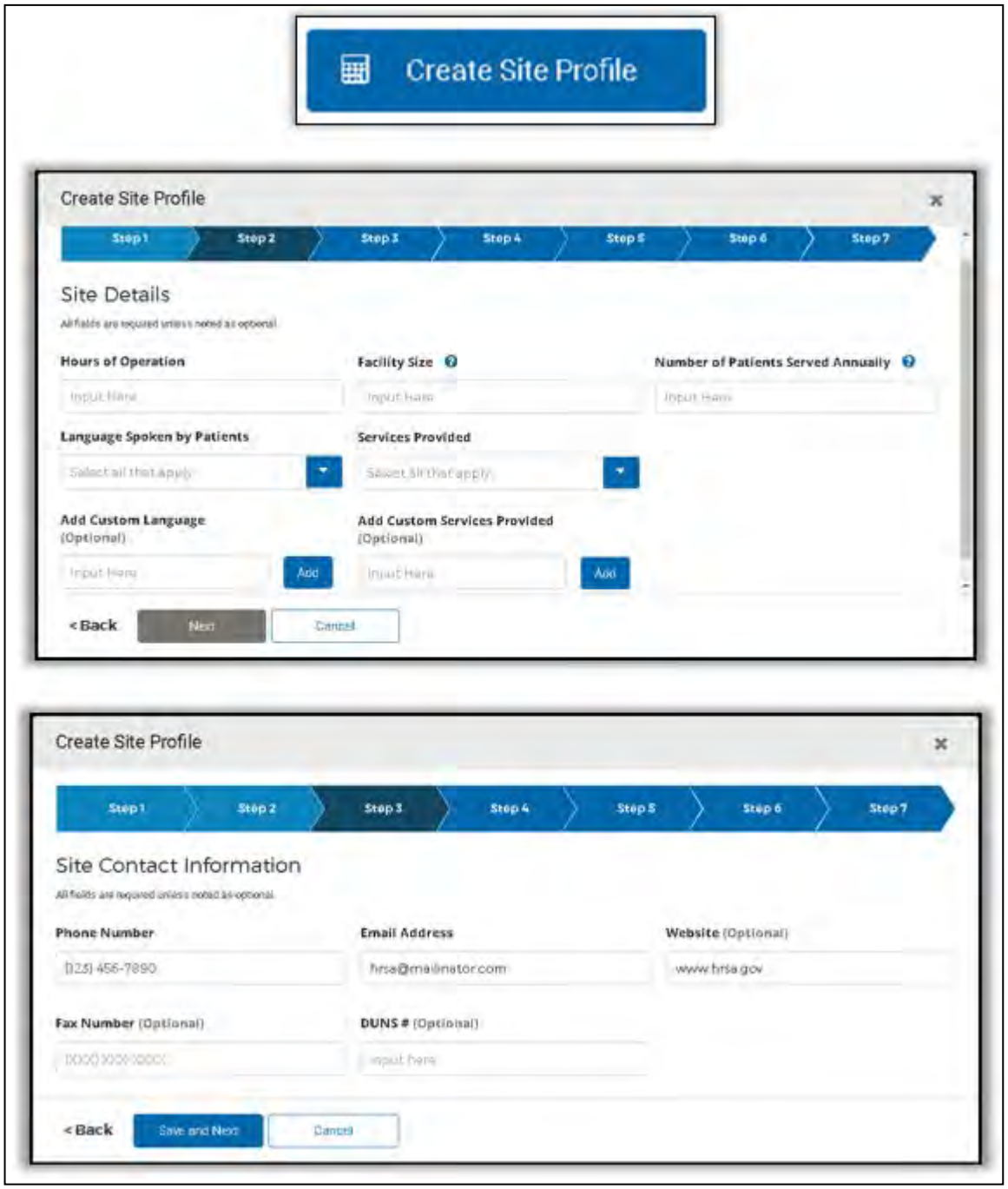


Figure 21 Create Site Profile

Managing Your Site Profile

Your site profile displays comprehensive information pertaining to your site such as specific site details, headlines & descriptions, contact information, social media links, site images and more. Your site profile information is also publically available to users who search for jobs and sites on the Health Workforce Connector. In order to update your site's profile information, select the **MANAGE SITE PROFILE** button located at the top of the site dashboard.

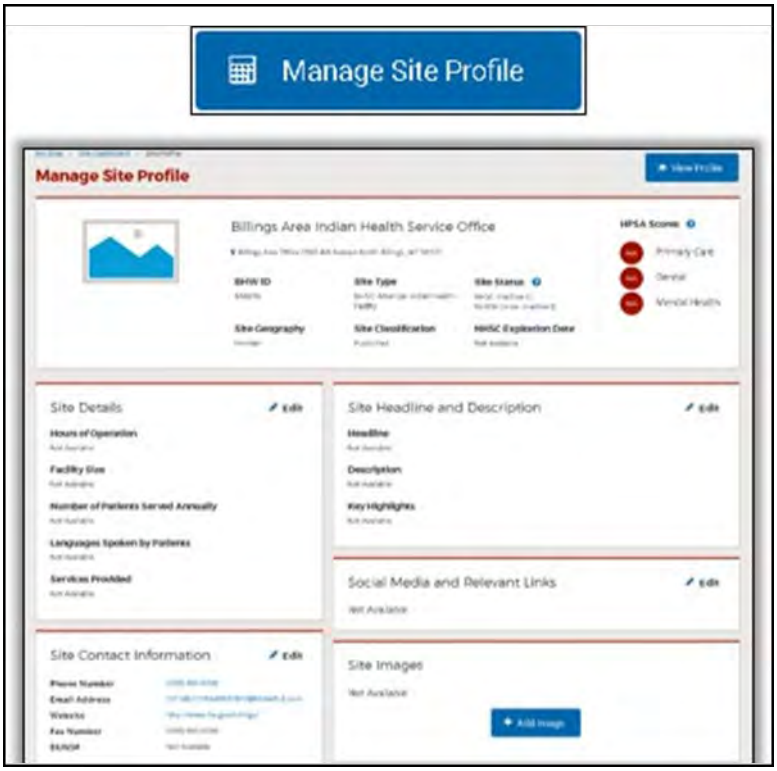


Figure 22 Manage Site Profile

The various components of your site profile are outlined below:

- **Site Headline and Description**: Brief headline, description, and key highlights in relation to your site
- **Site Details**: Hours of Operation, Facility Size, Number of Patients Served, Languages Spoken, Services Provided
- **Site Contact Information**: Site Phone Number, Email Address, Website, Fax Number, DUNS Number
- **Training Opportunities**: Specify the types of training opportunities offered at the site. This content acts as a permanent placeholder for sites to advertise their training offerings, and will benefit both students & Grantee POCs alike.
- **Additional Benefits and Services**: Specify the additional benefits and/or services that your site provides
- **Site Brochure**: Attach a personalized marketing brochure to promote additional site information
- **Social Media and Relevant Links**: Include links to LinkedIn, Facebook, Twitter, YouTube or other webpages
- Site Images: Include multiple site images to display alongside your site's profile on the HWC

Note: After creating or updating a section of the site profile, it may take up to 12 hours for the system to reflect your changes.

Viewing the Clinician Roster

Select the **VIEW CLINICIAN ROSTER** to view a list of all BHW clinicians who are currently fulfilling a service obligation at your site. Clinicians who are not part of a BHW program will not be shown.

Clinician Roster

SITE INFORMATION

Basic Site Information

BHW ID 868696

Site Name
Billings Area Indian Health Service Office

Address
Billings Area Office
2900 4th Avenue North
Billings, MT 59101

Highest HPSA Scores

NHSC

Highest Dental HPSA Score N/A
Highest Mental Health HPSA Score N/A

NURSE Corps

Highest HPSA Score N/A

ROSTER

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

This site has no clinicians in service.

Figure 23 Clinician Roster

The clinician roster lists the following information about each clinician in service at your site:

- Name
- Discipline
- Specialty
- Program
- Work Schedule (i.e. Full-Time or Part-Time)
- Start Date
- Obligation End Date – *the date by which their program service obligation will be fulfilled*

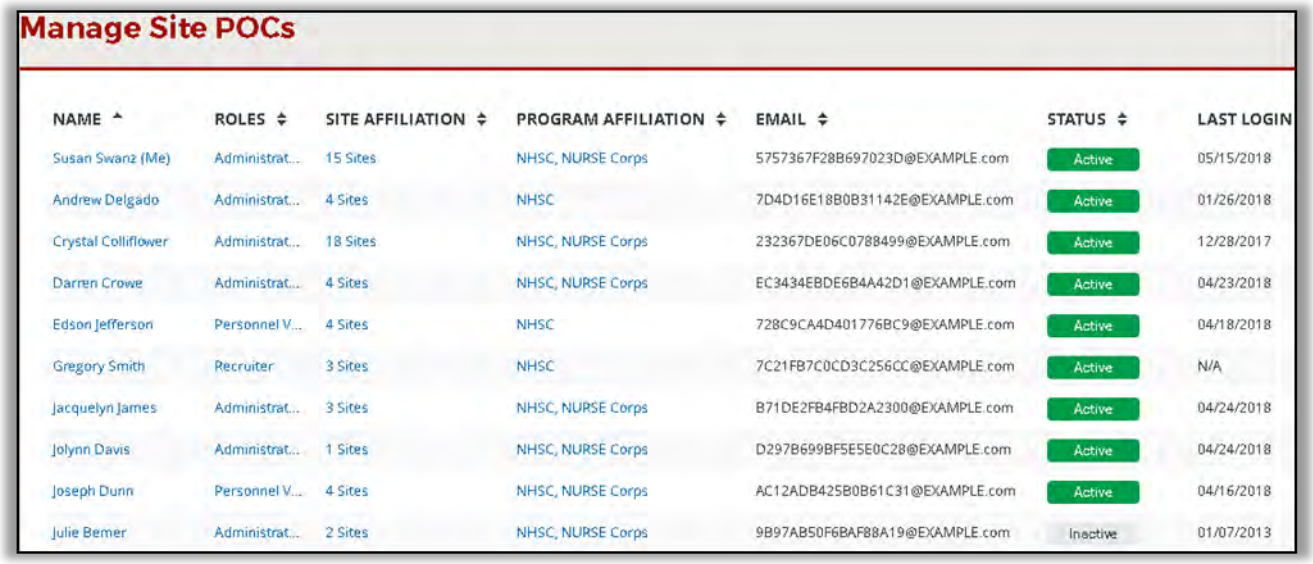
Note: If your site does not currently have any clinicians in service, a message display stating that the site has no clinicians in service

Site Visits

Select the **SITE VISITS** link to view pending and past site visits for the site. Site visits apply only to NHSC approved sites and are conducted on a regular basis to ensure compliance with NHSC rules and regulation. For more information about visits, please see the NHSC Site Reference Guide

Managing Site Points of Contact

Select the **MANAGE SITE POCS** tab to edit, add, or remove points of contact from your site. Selecting the tab will take you to a page that displays a holistic table of all the points of contact associated with your site's network, as well as, their active roles, site affiliation, program affiliation, contact information, and portal account status.



Manage Site POCs

NAME	ROLES	SITE AFFILIATION	PROGRAM AFFILIATION	EMAIL	STATUS	LAST LOGIN
Susan Swanz (Me)	Administrat...	15 Sites	NHSC, NURSE Corps	5757367F28B697023D@EXAMPLE.com	Active	05/15/2018
Andrew Delgado	Administrat...	4 Sites	NHSC	7D4D16E18B0B31142E@EXAMPLE.com	Active	01/26/2018
Crystal Colliflower	Administrat...	18 Sites	NHSC, NURSE Corps	232367DE06C0788499@EXAMPLE.com	Active	12/28/2017
Darren Crowe	Administrat...	4 Sites	NHSC, NURSE Corps	EC3434EBDE6B4A42D1@EXAMPLE.com	Active	04/23/2018
Edson Jefferson	Personnel V...	4 Sites	NHSC	728C9CA4D401776BC9@EXAMPLE.com	Active	04/18/2018
Gregory Smith	Recruiter	3 Sites	NHSC	7C21FB7C0CD3C256CC@EXAMPLE.com	Active	N/A
Jacquelyn James	Administrat...	3 Sites	NHSC, NURSE Corps	B71DE2FB4FBD2A2300@EXAMPLE.com	Active	04/24/2018
Jolynn Davis	Administrat...	1 Sites	NHSC, NURSE Corps	D297B699BF5E5E0C28@EXAMPLE.com	Active	04/24/2018
Joseph Dunn	Personnel V...	4 Sites	NHSC, NURSE Corps	AC12ADB425B0B61C31@EXAMPLE.com	Active	04/16/2018
Julie Bemer	Administrat...	2 Sites	NHSC, NURSE Corps	9B97AB50F6BAF88A19@EXAMPLE.com	Inactive	01/07/2013

Figure 24 Manage Site Points of Contact

The point of contact table displays the following information about the site's points of contact:

- Name of the Site POC
- Roles
    - More information on POC roles and responsibilities can be found in [Appendix A: Site POC Roles and Responsibilities]. These roles refer to the types of POCs the BHW is interested in at each site
- Site Affiliation
- Program Affiliation
- Email Address
- Account Status
    - **Active** – An active POC has created, activated and logged into their account within the last 12 months
    - **Inactive** – An inactive POC has created an account, but has not activated it or logged in
    - **Idle** – An idle POC has created and activated an account, but has not logged in 12 or more months
    - **No Account** – A POC with "No Account" has never created a Program Portal account
- Last Login Date

Editing a POC | Account Information

Select the POC's name from the Site POC list to edit their account profile information. Modify any of the information displayed on the page and select the 'Save' button to successfully update the POC. Please note you cannot edit the work email of another POC, as this would modify their account settings and affect their ability to log into the portal.

Editing a POC | Roles and Responsibilities

To change the associated roles and responsibilities that are affiliated with a POC listed in the **Manage Site POCs** table, simply select the link in the roles column located next to the POC you wish to modify. Selecting the link will open a **Roles** pop-up window that allows you to multi-select various roles to tie to your point of contact. More information on POC roles and responsibilities can be found in Appendix A: Site POC Roles and Responsibilities.

Editing a POC | Program Affiliation

To change the program affiliation(s) that are tied to a respective POC listed in the Manage Site POCs table, simply select the link in the program affiliation column located next to the POC you wish to modify. Selecting the link will open a **Program Affiliation** pop-up window that allows you to multi-select from the available programs (e.g., NHSC, Nurse Corps) that you can tie to a POCs portal account.

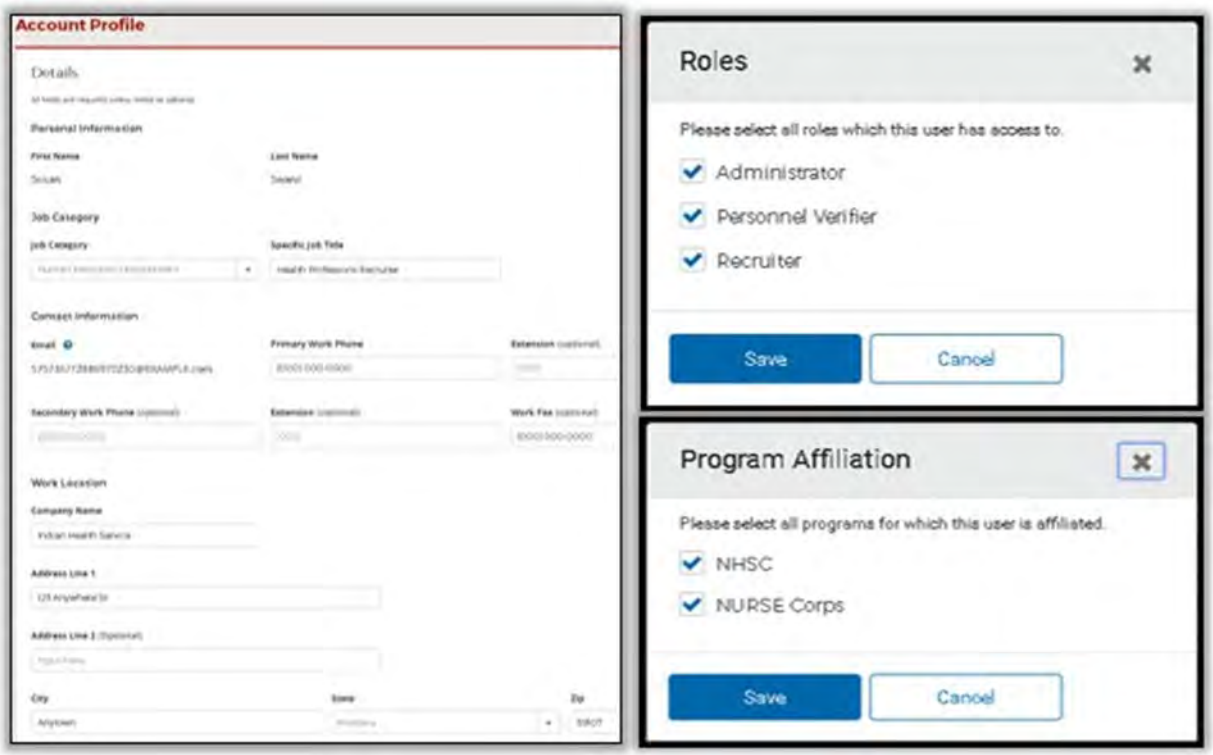


Figure 25 Managing a POC

Note: POCs may not be tied to STAR LRP via Program Affiliation at this time.

Adding a POC

There are 2 methods available to adding a POC to your site's network. The first method is to add the POC through the Site POC database if he/she already has an existing portal account. If the POC does not have a portal account, the other method is to invite him/her to register for an account and join the portal. Each method is outlined below.

Adding a POC from the Database

The first method is adding a POC from the database if he/she is already in the system (i.e., they have an existing program portal account). To search for and add a POC from the database, please follow the steps provided:

1. Select the **SEARCH DATABASE** button located at the bottom of the **Manage Site POCs** table
2. Provide information in at least one of the following fields:
    - POC First Name
    - POC Last Name
    - POC Primary Email
3. If you find the POC you are searching for, simply select the **ASSIGN POC** link
4. Complete the informational fields and **SAVE** your changes
5. The new POC will now be listed in the **Manage Site POCs** table

Inviting a New POC to Join the Program Portal

The final method of adding a POC is to manually invite the new POC to join your site's network. To initiate the invitation process, please follow the steps provided:

1. Select the **ADD NEW POC** button located at the bottom of the **Manage Site POCs** table
2. Complete the POCs information in the field provided in the **Add New POC** pop-up window
    - First & Last Name
    - Email Address
    - Site Affiliation(s)
    - Program Affiliation(s)
    - Role(s)
3. Select **SEND INVITE**
4. An email invitation will be sent to the invitee, and he/she will have 7 days to join the portal before the invitation expires. Once he/she has received the invitation and completed the registration process, the new POC will be listed in the **Manage Site POCs** table

Removing a POC

To remove a POC from a site's network, you will first need to remove all of the sites that he/she is directly affiliated with. To do this, simply select the link under the site affiliation column with respect to the POC that you wish to remove. Selecting the link will prompt a 'Site Affiliation' pop-up which displays a full list of site(s) that the POC is directly associated with. To completely remove the POC from the site, please follow the steps provided:

1. Manually delete each of the sites listed on the right-hand column

2. Once you have removed each of the sites listed, select **SAVE**
3. You will be prompted with by a pop-up window, select **REMOVE POC**
4. Now you have officially remove the POC completely from the site, and he/she will no longer reappear on the **Manage Site POCs** table.

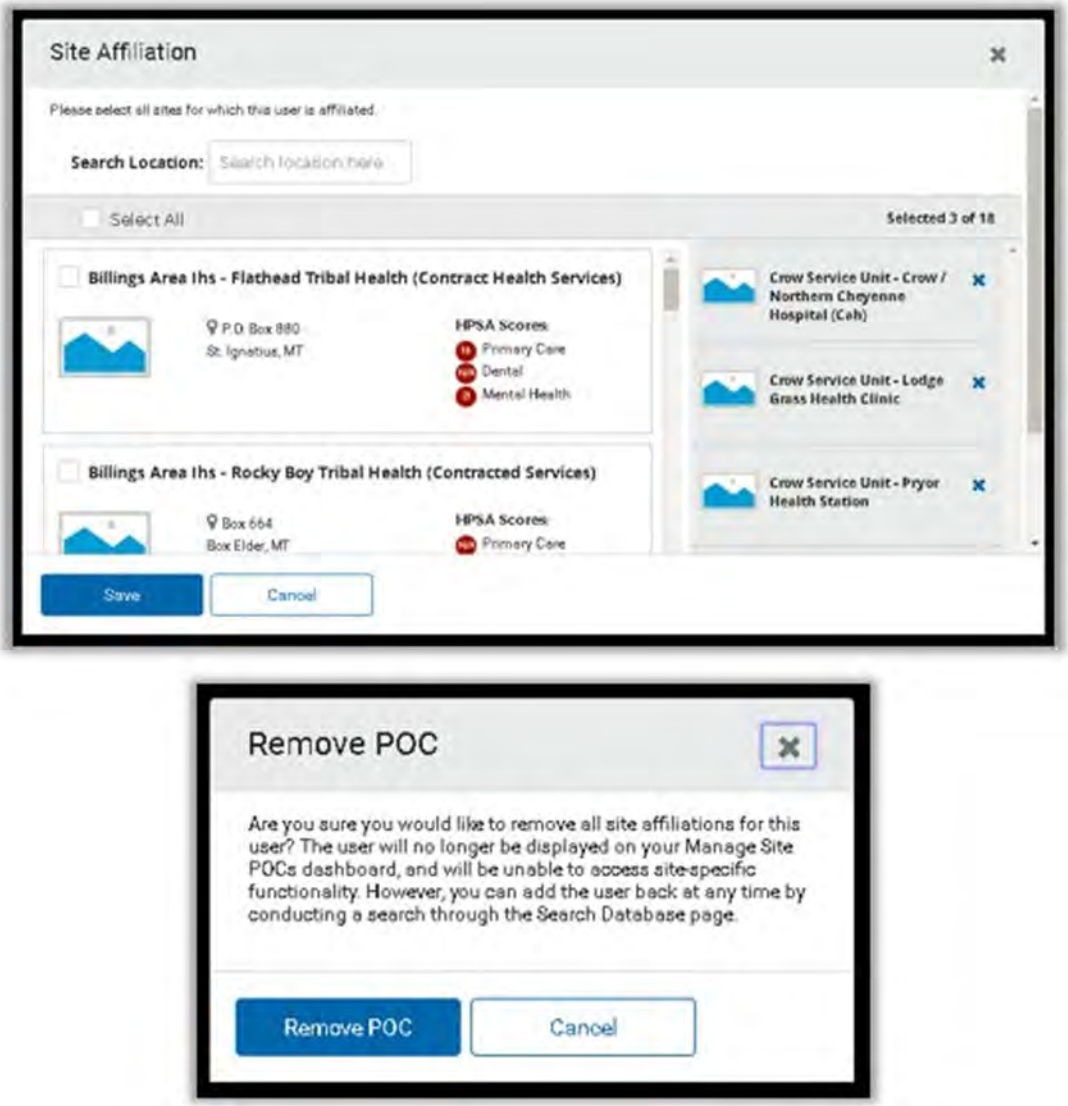


Figure 26 Remove a POC

NHSC Site Applications and Recertifications

NHSC Site Applications

If you are interested in your site being an approved NHSC site, submit an NHSC Site Application. Visit the NHSC website for more information about becoming an NHSC approved site. Please be aware that the NHSC Site Application operates on an annual cycle and may not currently be open. Please check the NHSC website for the most accurate cycle dates.

Before you begin the online application, carefully review the NHSC Site Reference Guide, and the NHSC Site Agreement (appendix A of the NHSC Site Reference Guide) to ensure your site meets all eligibility and program requirements. Sites must meet all requirements listed in the NHSC Site Agreement at the time of application and must continue to meet the requirements in order to maintain status as an NHSC-approved site.

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

If you have questions about the general application process or program requirements, contact your State Primary Care Office. For technical issues in completing the application contact the NHSC Call Center at 1-800-221-9393 or Contact the Division of Regional Operations (DRO) State Lead.

Auto-Approved Site Types

Certain types of sites are categorized as “auto-approved” and have a streamlined process to become NHSC approved. Refer to the NHSC Site Reference Guide for additional information about site types.

Eligible auto-approved NHSC sites may submit an application to the NHSC at any point in the year and are not required to submit an application during the NHSC Site Application cycles, nor are they required to submit a Recertification Application every three years.

NHSC Recertifications

For most sites, an approved NHSC Site Application or Recertification is good for three years from the date of its approval. At the end of three years, your site’s approval with NSHC will expire and your site will no longer be able to support NHSC programs. To prevent this from happening, submit a NHSC Site Recertification prior to your site’s expiration.

Only POCs who have indicated that they own, oversee, or manage a significant portion of their organization and have the ability to answer questions about organization policies and operating procedures can submit a site application or recertification.

Site Application Process for Auto-Approved Site Types

Instructions and Check NHSC Eligibility

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

The first pages of the NHSC Site Application is the instructions and pre-screening page. Please read all the instructions prior to continuing with the site application. When you are ready to proceed, select the **Type of Site** you are applying for from the dropdown provided. Based on your selection, you may be asked to select a site **SubType** as well. Please select the closest match to the site for which you are applying. Certain site types may need to provide additional information.

Auto-approved site types are can begin a Site Application regardless of the Site Application period.

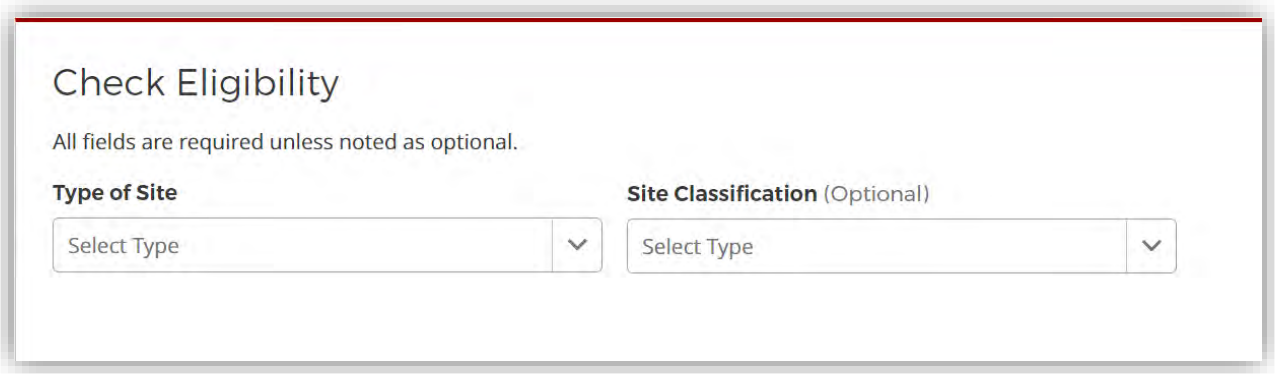


Figure 27 NHSC Site Application – Type of Site

If your site is eligible to continue, you will be presented with the **Confirm Site Details** page of the application. *Note: Eligibility to complete an application does not equate to NHSC approval.*

Confirm Site Details

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Review the site's current address(es), contact information, and unique identifiers to ensure accuracy. After ensuring that the site's physical address is correct, review the location of the **map pin** in the map inset. If the pin location is correct for your site, select **Yes**. If it does not accurately reflect your site's physical location, select **No** and provide an explanation with details about where your site is physically located, including the correct Latitude and Longitude if available.

To make changes, please click on the **EDIT** icon in the top right corner and make the necessary changes. Once complete please select **SAVE AND CONTINUE**.

Note: If the site is co-located in a building with other clinics, please ensure there is a suite or floor number to specify the location of the site.

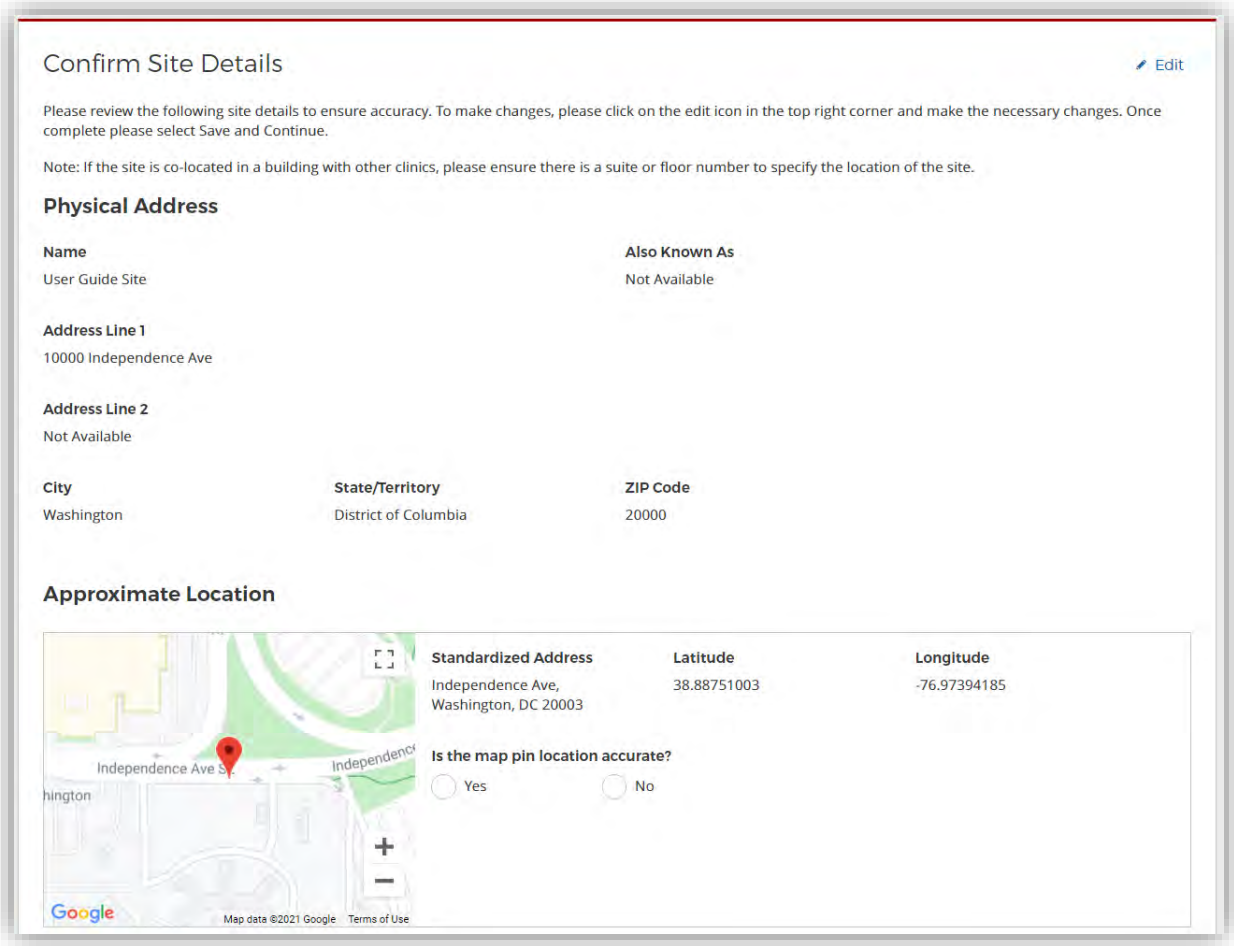


Figure 28 NHSC Site App/Recert – Confirm address and location

Check For Existing Sites

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

After confirming the site information, the system needs to ensure that the applying site is not a duplicate of a site that already exists in the BHW Management Information System Solution. The name, address, and certain unique identifiers provided will be run through the database to determine any exact or similar matches.

Review the list of sites to ensure you are not applying using a duplicate site.

Similar Site(s) Found

We have identified one or more sites that are similar to the site information you have entered. Please review the list of sites below to ensure you are not creating a duplicate site.

To view additional information on the location, click on the site name. If one of the sites in the list is your site, please select the radio button next to it; if not, select "site is not listed" and continue.

SELECT	LOCATION NAME	ADDRESS	PROGRAM STATUS
	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested

Site Is Not Listed

Figure 29 NHSC Site App/Recert – Similar sites found

Click on the site name to view the site's profile on the Health Workforce Connector. Select a site's row in the table for information about how to become affiliated with the site.

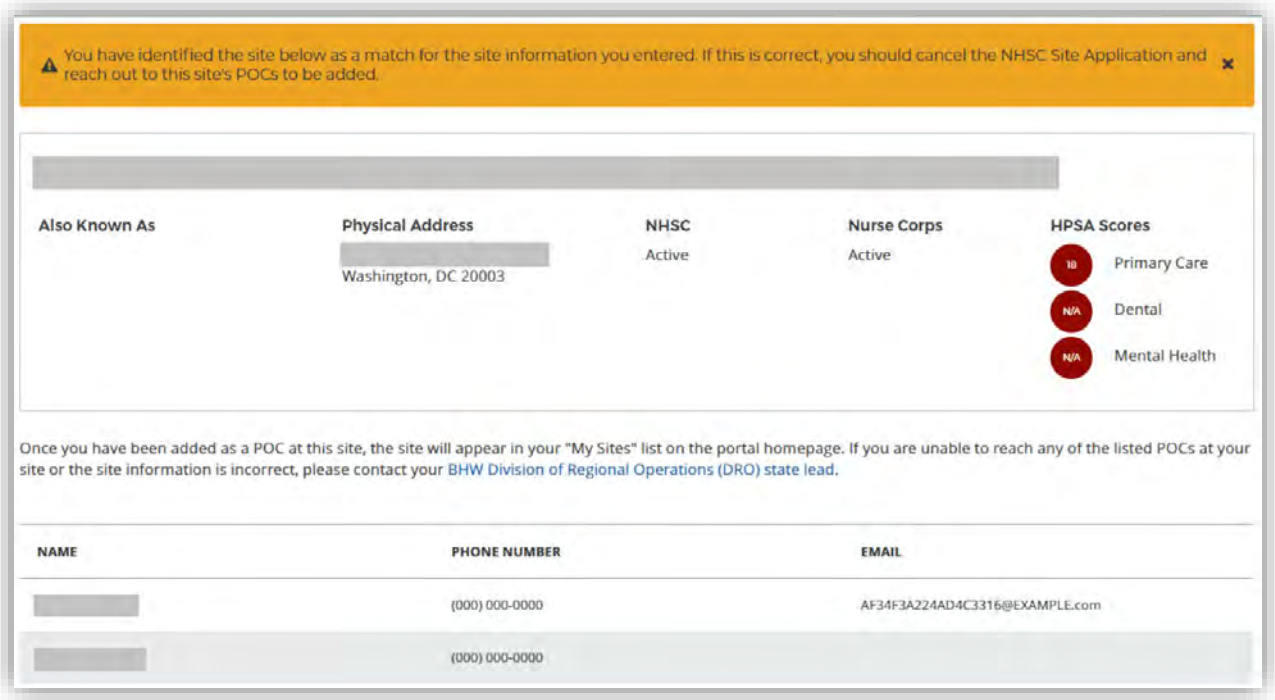


Figure 30 NHSC Site App/Recert – Existing site selected

If one of the sites in the list is your site, consider which site record should be used to apply to NHSC. If not, select **Site Is Not Listed** and then **SAVE AND CONTINUE**.

Services and Staffing

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Services and Staffing

All fields are required unless noted as optional.

Services Provided

Select the type of comprehensive primary medical, mental/behavioral health and/or dental health care services provided onsite by checking all that apply.

Primary Medical Care	Primary Mental/Behavioral Health Care	Primary Dental Care
☐ General Primary Care	☐ General Mental Health Care	☐ General Dentistry
☐ Family Medicine	☐ General Substance Use Disorder Treatment	☐ Pediatric Dentistry
☐ General Internal Medicine	☐ Medication Assisted Treatment (MAT) Program	
☐ General Pediatrics	☐ Opioid Treatment Program (OTP)	
☐ Geriatrics		
☐ Obstetrics/Gynecology		
☐ Women's Health		

Figure 31 NHSC Site App/Recert – Services Provided

Continue by selecting **SAVE AND CONTINUE**.

Telehealth

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Please specify whether your site provides telehealth services at your site. Continue by selecting **SAVE AND CONTINUE**.

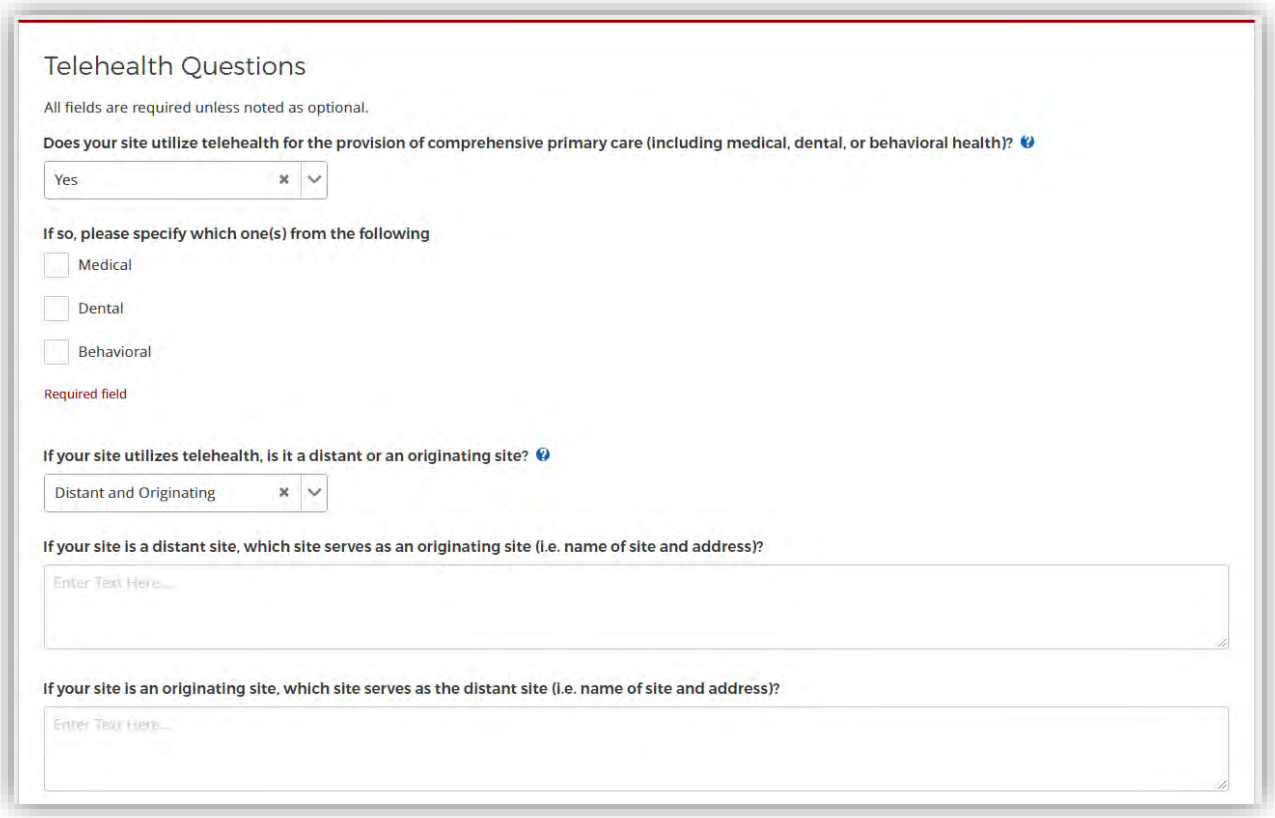


Figure 32 NHSC Site App/Recert – Telehealth

Identify POCs

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

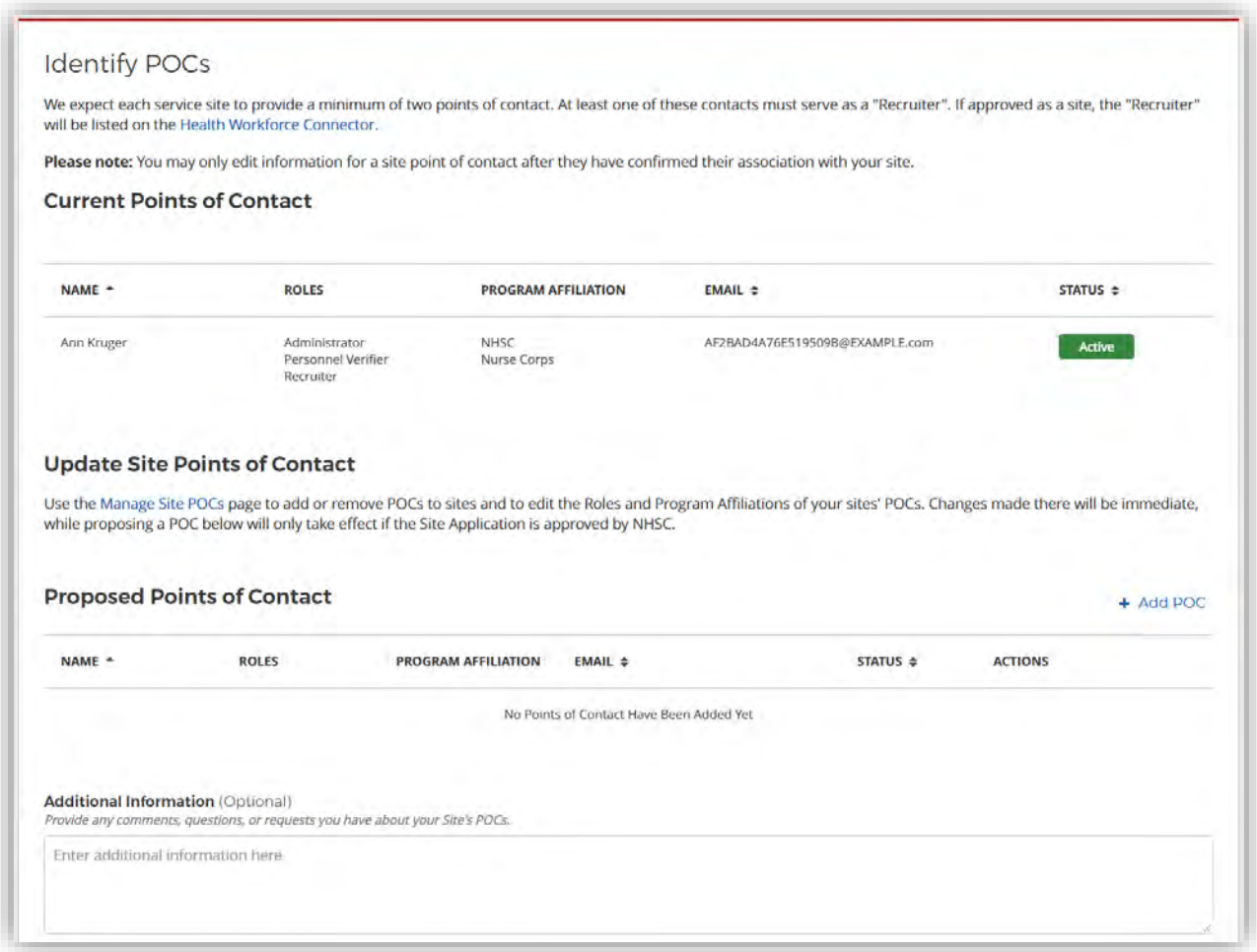
The **Current Points of Contact** displays the Site POCs currently affiliated with the site. Any issues with the current POCs at your site can be addressed using the Manage POCs page, including the assignment of roles or invitation of new POCs.

The **Proposed Points of Contact**, if any are added, will have a request to become affiliated with the site sent only if the Site Application is approved.

The **Additional Information** text box can be used to pose questions or make requests to the NHSC program reviewer.

Note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Continue by selecting **SAVE AND CONTINUE**.



Identify POCs

We expect each service site to provide a minimum of two points of contact. At least one of these contacts must serve as a "Recruiter". If approved as a site, the "Recruiter" will be listed on the Health Workforce Connector.

Please note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Current Points of Contact

NAME	ROLES	PROGRAM AFFILIATION	EMAIL	STATUS
Ann Kruger	Administrator Personnel Verifier Recruiter	NHSC Nurse Corps	AF2BAD4A76E519509B@EXAMPLE.com	Active

Update Site Points of Contact

Use the Manage Site POCs page to add or remove POCs to sites and to edit the Roles and Program Affiliations of your sites' POCs. Changes made there will be immediate, while proposing a POC below will only take effect if the Site Application is approved by NHSC.

Proposed Points of Contact

+ Add POC

NAME	ROLES	PROGRAM AFFILIATION	EMAIL	STATUS	ACTIONS
No Points of Contact Have Been Added Yet					

Additional Information (Optional)

Provide any comments, questions, or requests you have about your Site's POCs.

Enter additional information here

Figure 33 NHSC Site App/Recert – Identify POCs

Review HPSAs

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

The **Identified HPSAs** table displays the HPSA designations that matched based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

You may optionally **Recommend Additional HPSAs** if you believe that the site is eligible for any HPSAs that are not identified above. To add a HPSA suggestion:

1. Use the HPSA Find Tool to location HPSAs for your site
2. Enter or copy the HPSA ID into the field provided
3. Select the **ADD** button to add the HPSA suggestion.

If you have questions about HPSAs, please contact your State Primary Care Office. Continue by selecting **SAVE AND CONTINUE**.

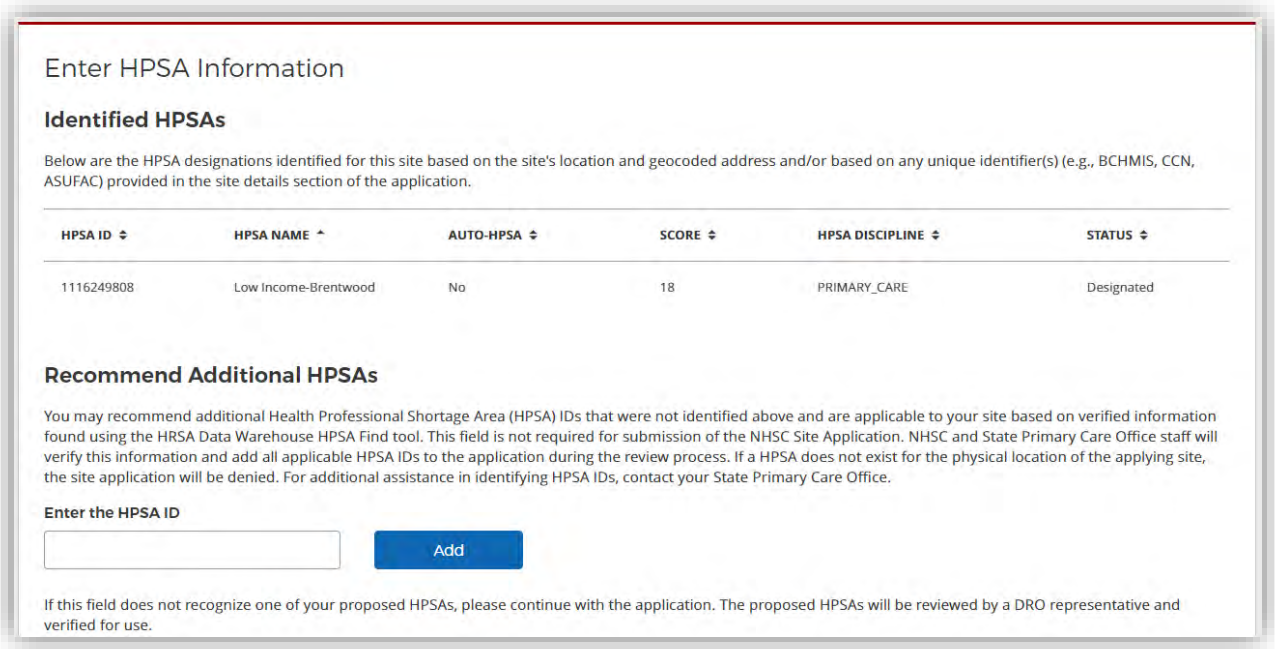


Figure 34 NHSC Site App/Recert – HPSAs

Upload Documents

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Sites that are auto-approved do not have any documentation requirements.

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **SELECT OR DROP FILE HERE** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Continue by selecting **SAVE AND CONTINUE**.

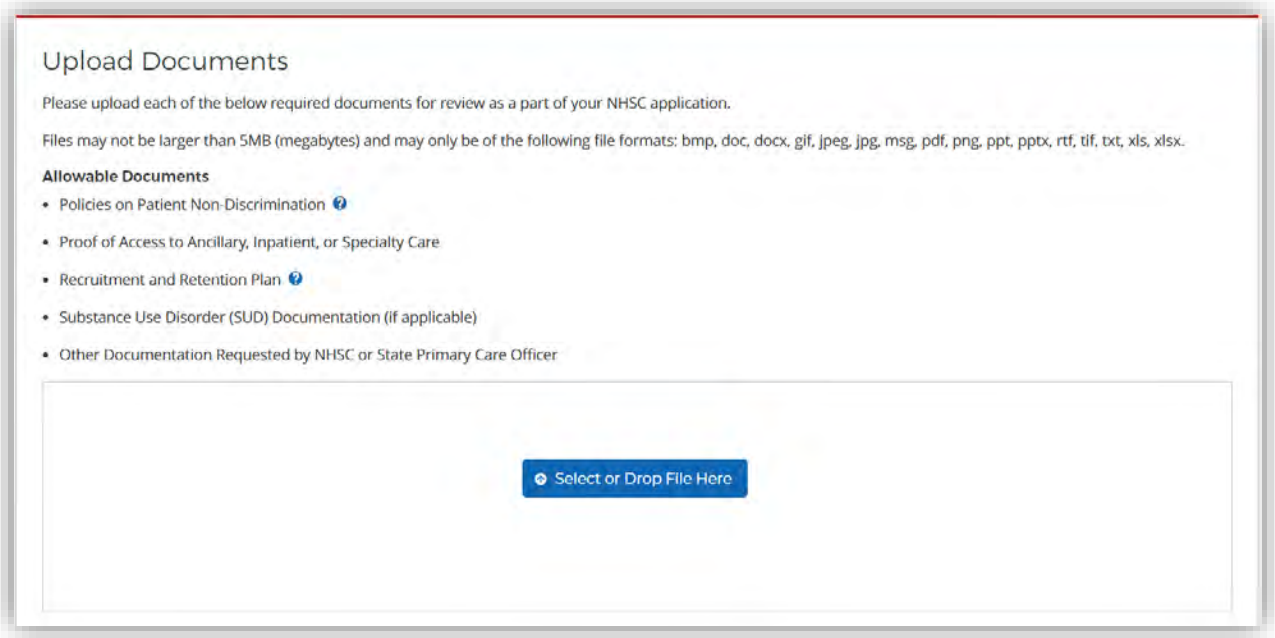


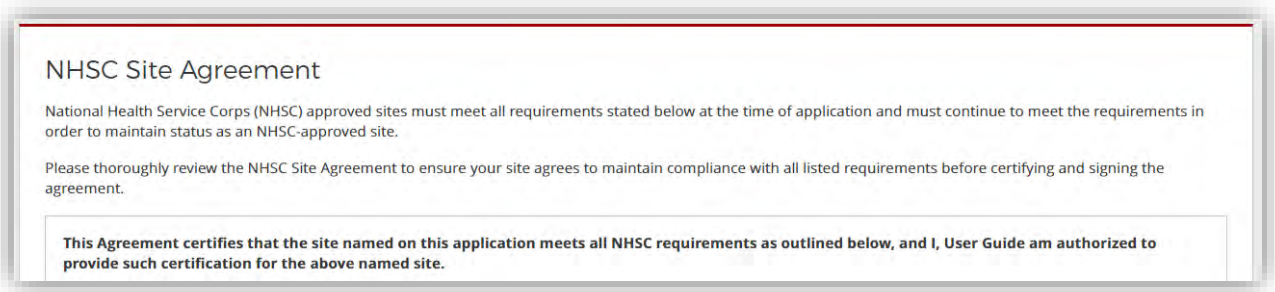
Figure 35 NHSC Site App/Recert – Upload Documents

Review and Submit

For all steps in the NHSC Site Application, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

The final step in the NSHC Site Application process asks you to review the **NHSC Site Agreement** in full. Please read through the agreement and select the boxes certifying the information in the application is correct and that you represent your site.

To complete the application, sign the application by entering your password in the space provided and select the **SUBMIT** button.



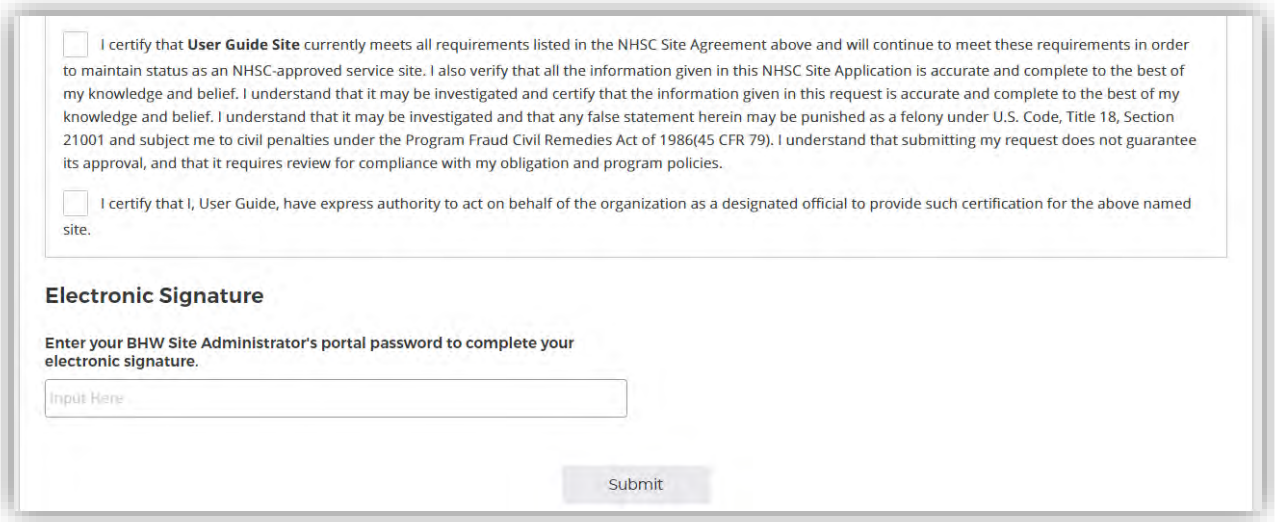
NHSC Site Agreement

National Health Service Corps (NHSC) approved sites must meet all requirements stated below at the time of application and must continue to meet the requirements in order to maintain status as an NHSC-approved site.

Please thoroughly review the NHSC Site Agreement to ensure your site agrees to maintain compliance with all listed requirements before certifying and signing the agreement.

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

Figure 36 NHSC Site App/Recert – Site Agreement part one



☐ I certify that **User Guide Site** currently meets all requirements listed in the NHSC Site Agreement above and will continue to meet these requirements in order to maintain status as an NHSC-approved service site. I also verify that all the information given in this NHSC Site Application is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and certify that the information given in this request is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986(45 CFR 79). I understand that submitting my request does not guarantee its approval, and that it requires review for compliance with my obligation and program policies.

☐ I certify that I, User Guide, have express authority to act on behalf of the organization as a designated official to provide such certification for the above named site.

Electronic Signature

Enter your BHW Site Administrator's portal password to complete your electronic signature.

Input Here

Submit

Figure 37 NHSC Site App/Recert – Site Agreement part two

Upon submission, you will be returned to the **Site Dashboard** with a confirmation banner. The submitted Site Application information can be found by clicking **VIEW NSHC SITE APP**.

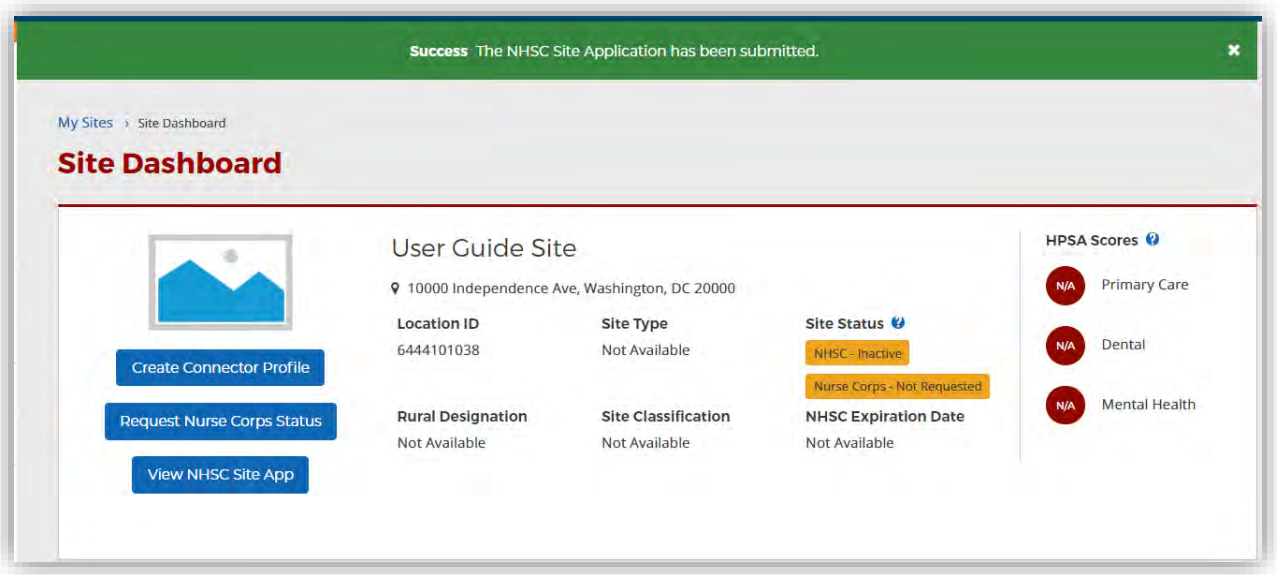


Figure 38 NHSC Site App/Recert – Successful submission

Site Application and Recertification Process for All Other Site Types

Instructions and Check NHSC Eligibility

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

The first pages of the NHSC Site Application and Recertification is the instructions and pre-screening page. Please read all the instructions prior to continuing with the site application. When you are ready to proceed, select the **Type of Site** you are applying for from the dropdown provided. Based on your selection, you may be asked to select a site **SubType** as well. Please select the closest match to the site for which you are applying. Certain site types may need to provide additional information.

As part of a Recertification, the Site Type and related information for the site will be pre-selected and can be updated.

Most sites must apply during the NHSC Site Application or Recertification cycle. See the NHSC website for information about the annual cycles. If the annual cycle is open, you will be presented with a list of NHSC Site Eligibility Questions. These seven "yes or no" questions will help to determine if your site's operating policies and procedures are in line with NHSC requirements. Please answer each of the questions honestly for you site.

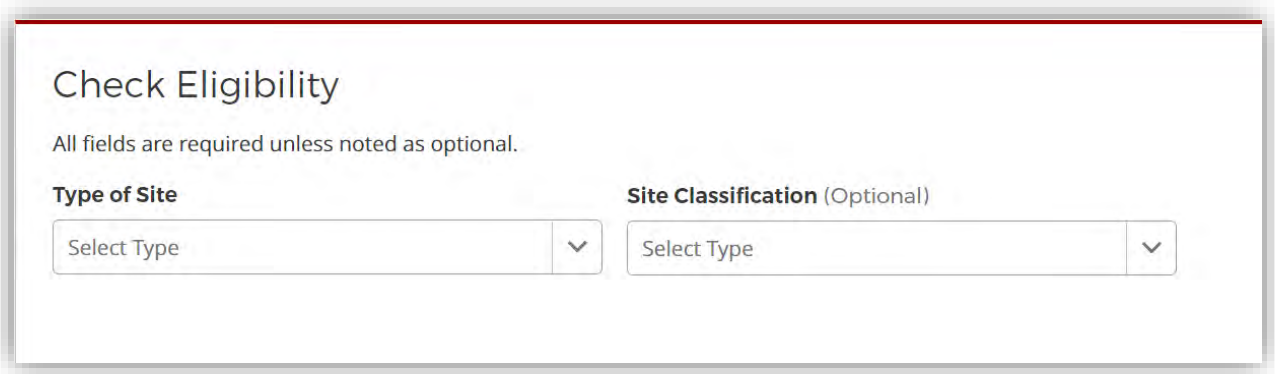


Figure 39 NHSC Site Application – Type of Site

Check Eligibility

All fields are required unless noted as optional.

Type of Site: Community Outpatient Facility

Site Subtype: Non Hospital Affiliated

NHSC Site Eligibility Questions

As an official representative of the applying site, please answer each of the following questions. For more information on NHSC member site eligibility requirements, please reference the NHSC Site Reference Guide.

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

Yes No

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

Yes No

3. Is your site a comprehensive primary care outpatient facility, CMS Certified Critical Access Hospital or IHS Hospital?

Yes No

4. Does your site utilize a qualified discounted/sliding fee schedule and has it been in place for at least 6 months?

Yes No

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

Yes No

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

Yes No

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

Yes No

Figure 40 NHSC Site App/Recert – Eligibility questions

If your site is deemed ineligible, a message will display informing your site ineligibility for the NHSC, and you will not be able to continue with the application.

✖ Not Eligible

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

Figure 41 NHSC Site App/Recert – Not eligible message

If your site is eligible to continue, you will be presented with the **Confirm Site Details** page of the application. *Note: Eligibility to complete an application does not equate to NHSC approval.*

Confirm Site Details

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Review the site's current address(es), contact information, and unique identifiers to ensure accuracy. After ensuring that the site's physical address is correct, review the location of the **map pin** in the map inset. If the pin location is correct for your site, select **Yes**. If it does not accurately reflect your site's physical location, select **No** and provide an explanation with details about where your site is physically located, including the correct Latitude and Longitude if available.

To make changes, please click on the **EDIT** icon in the top right corner and make the necessary changes. Once complete please select **SAVE AND CONTINUE**.

Note: If the site is co-located in a building with other clinics, please ensure there is a suite or floor number to specify the location of the site.

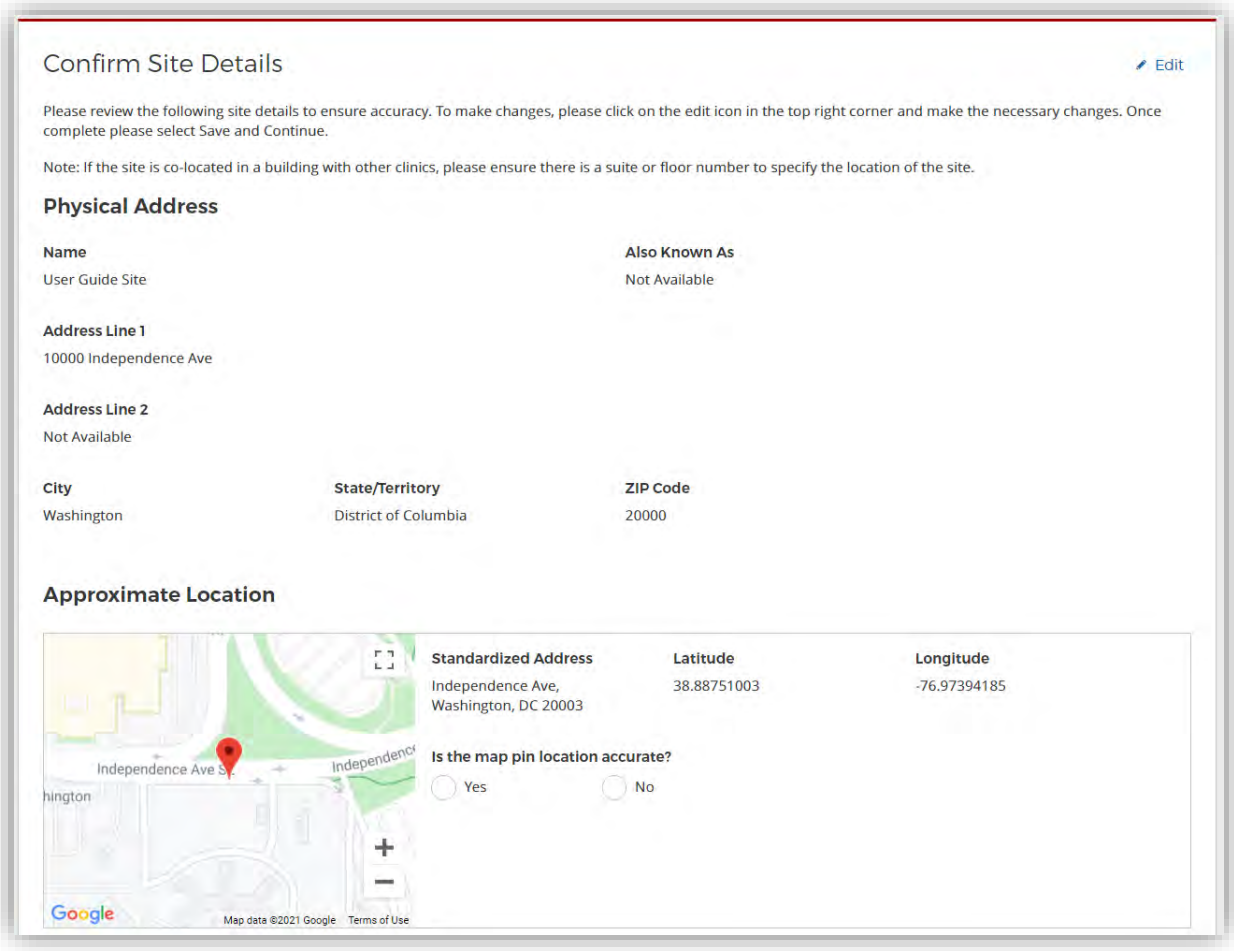


Figure 42 NHSC Site App/Recert – Confirm address and location

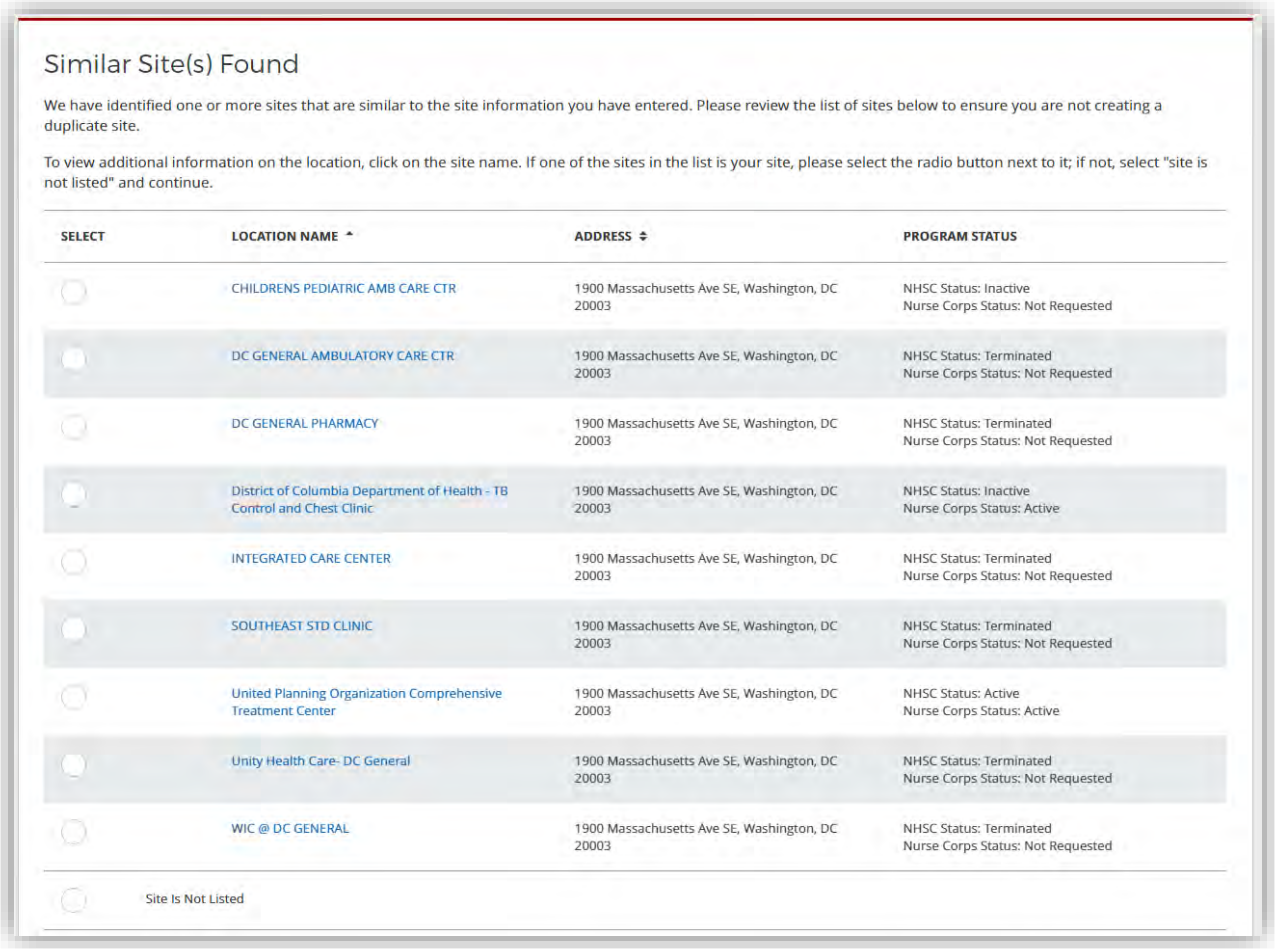
Check For Existing Sites

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Note: The NHSC Site Recertification does not include a check for existing sites.

After confirming the site information, the system needs to ensure that the applying site is not a duplicate of a site that already exists in the BHW Management Information System Solution. The name, address, and certain unique identifiers provided will be run through the database to determine any exact or similar matches.

Review the list of sites to ensure you are not applying using a duplicate site.



Similar Site(s) Found

We have identified one or more sites that are similar to the site information you have entered. Please review the list of sites below to ensure you are not creating a duplicate site.

To view additional information on the location, click on the site name. If one of the sites in the list is your site, please select the radio button next to it; if not, select "site is not listed" and continue.

SELECT	LOCATION NAME	ADDRESS	PROGRAM STATUS
	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	Site Is Not Listed		

Figure 43 NHSC Site App/Recert – Similar sites found

Click on the site name to view the site's profile on the Health Workforce Connector. Select a site's row in the table for information about how to become affiliated with the site.

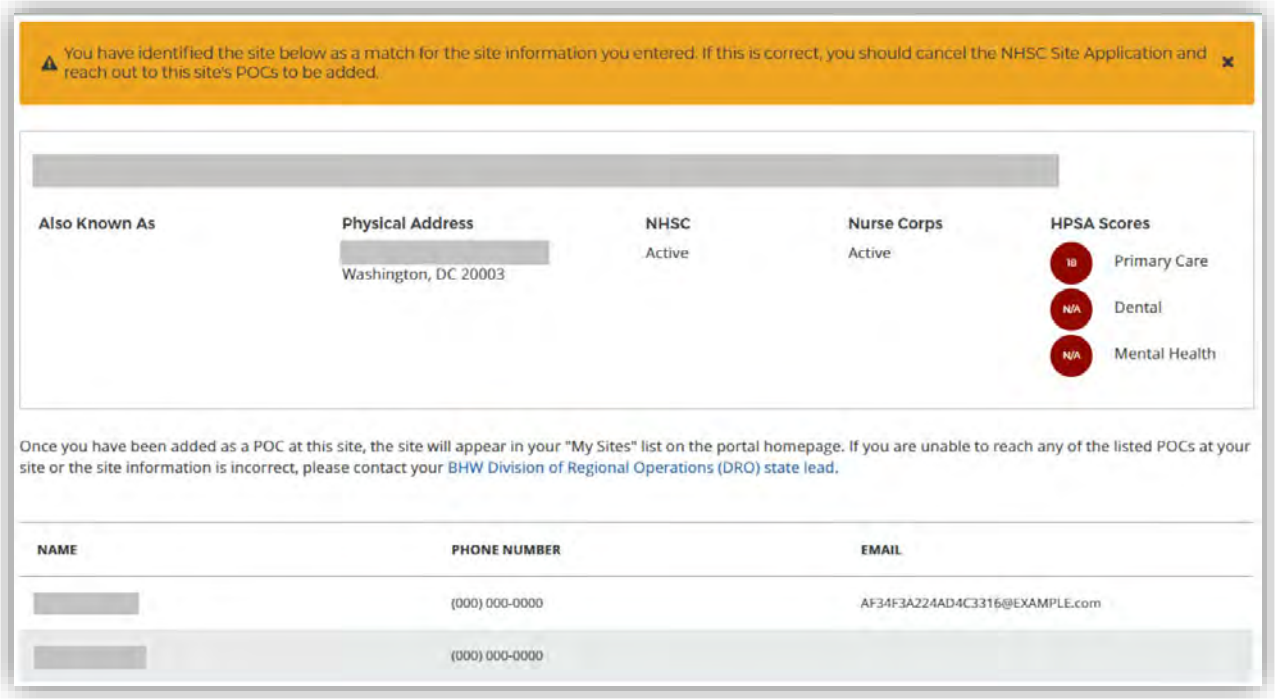


Figure 44 NHSC Site App/Recert – Existing site selected

If one of the sites in the list is your site, consider which site record should be used to apply to NHSC. If not, select **Site Is Not Listed** and then **SAVE AND CONTINUE**.

Services and Staffing

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

All sites must identify the set of **Services Provided** at the site. As part of a Recertification, the Services currently approved at the site will be pre-selected and can be updated.

Selecting **Primary Mental/Behavioral Health Care** services may require additional data and/or documentation to confirm the site's eligibility.

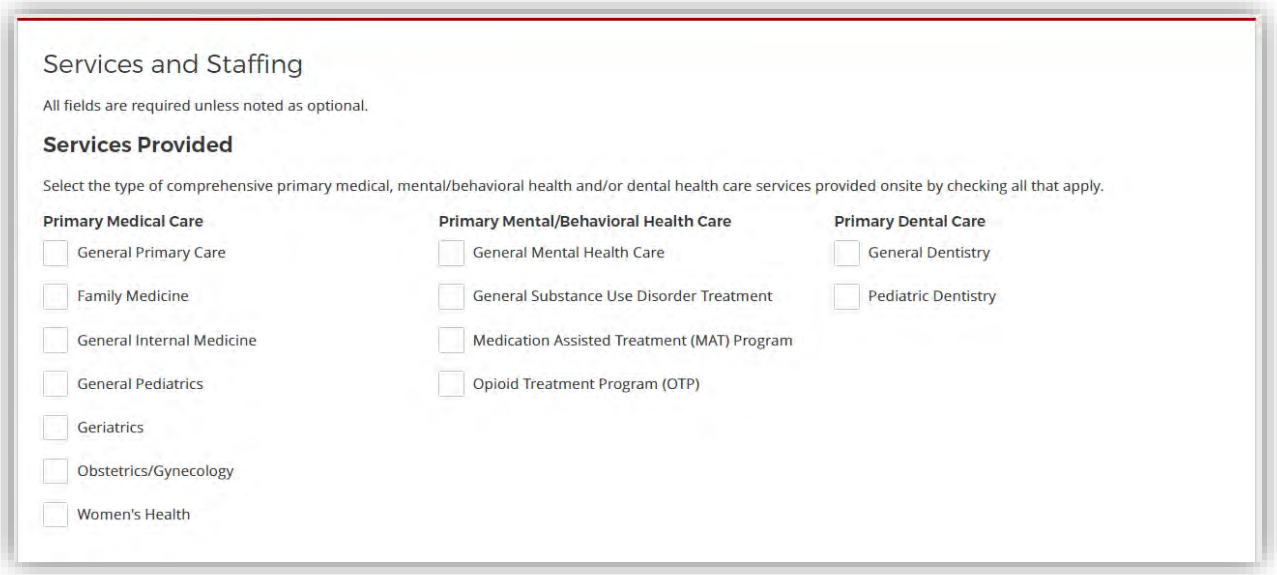


Figure 45 NHSC Site App/Recert – Services Provided

Staffing

Enter the number of full time equivalents (FTEs) staff for each of the services below.

MEDICAL SERVICES

PHYSICIANS

TYPE	FTES
Family Practitioners	# of FTEs
General Practitioners	# of FTEs
Internists	# of FTEs
Obstetricians/Gynecologists	# of FTEs
Pediatricians	# of FTEs
Psychiatrists	# of FTEs
Other Physician Specialists	# of FTEs
Total Physicians	0.000

MEDICAL SUPPORT PERSONNEL

TYPE	FTES
Nurse Practitioners/Physician Assistants	# of FTEs
Certified Nurse Midwives	# of FTEs
Nurses	# of FTEs
Other Medical Support Personnel	# of FTEs
Total Medical Support Personnel	0.000

TOTAL MEDICAL SERVICES FTES	0.000

Figure 46 NHSC Site App/Recert – Staffing part one

ANCILLARY SERVICES

TYPE	FTES
Laboratory Services Personnel	# of FTEs
Pharmacy Personnel	# of FTEs
X-Ray Services Personnel	# of FTEs
TOTAL ANCILLARY SERVICES FTES	0.000

DENTAL SERVICES

TYPE	FTES
Dentists	# of FTEs
Dental Hygienists	# of FTEs
Dental Assistants, Aides, Technicians, and Support	# of FTEs
TOTAL DENTAL SERVICES FTES	0.000

MENTAL AND BEHAVIORAL HEALTH SERVICES

TYPE	FTES
Mental Health & Behavioral Health Specialists	# of FTEs
Mental Health & Behavioral Health Support Personnel	# of FTEs
TOTAL MH & BH SERVICES FTES	0.000

TOTAL OF ALL SERVICE STAFFING	0.000

Notes (Optional)

Enter any relevant information

Figure 47 NHSC Site App/Recert – Staffing part two

Continue by selecting **SAVE AND CONTINUE**. You may continue without completing all of the data entry, but will not be able to submit the Site Application or Recertification until all Data Table information is entered.

Behavioral Health

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Information about the **Primary Mental/Behavioral Health Care** services at the sites is necessary for NHSC to confirm the eligibility of those services at the site. Failure to complete the section thoroughly may lead to NHSC approving the site for other services, but not these.

Continue by selecting **SAVE AND CONTINUE**.

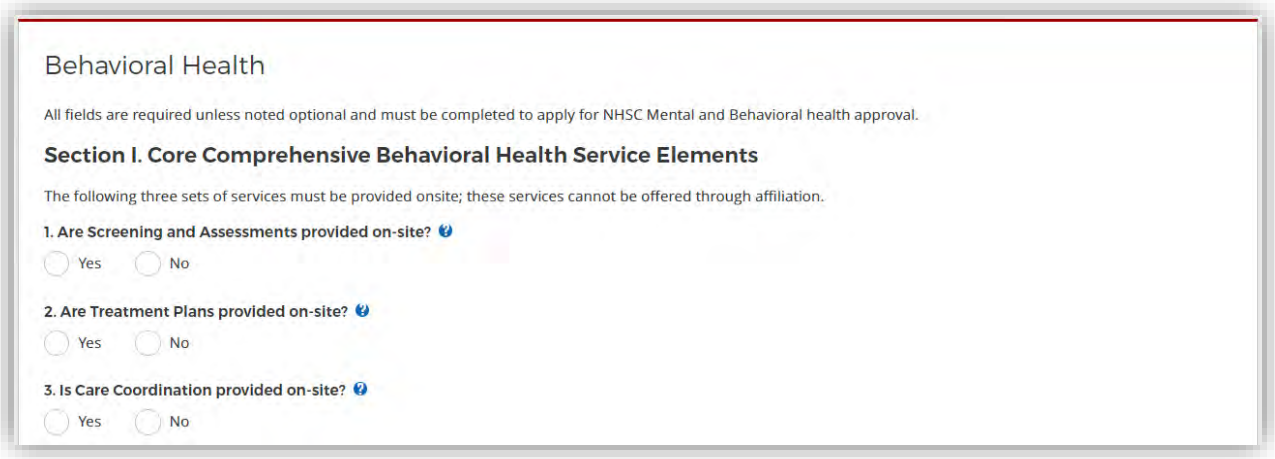


Figure 48 NHSC Site App/Recert – Behavioral Health section one

Section II. Additional Comprehensive Behavioral Health Service Elements

The following five sets of services may be provided onsite or through formal affiliation. For services not provided directly, the site must demonstrate a formal affiliation agreement with a facility to provide these services. Affiliation agreements must be active and signed by both parties. See Sections IV and V for instructions.

1. Will this location provide Diagnosis?

Yes No

2. Will this location provide Therapeutic Services for:

2a. Psychiatric Medication Prescribing and Management

Yes No

2b. Substance Use Disorder Treatment

Yes No

2c. Short/Long-Term Hospitalization

Yes No

Custom Service (Optional)

Add

3. Will this location provide Crisis/Emergency Services?

Yes No

4. Will this location provide Consultative Services?

Yes No

5. Will this location provide Case Management?

Yes No

Figure 49 NHSC Site App/Recert – Behavioral Health section two

Section III. Certification of Compliance with Behavioral Health Clinical Practice Requirements

Certify that the behavioral health site adheres to the clinical practice requirements for behavioral health providers under the NHSC and supports NHSC participants in meeting their obligation related to the clinical practice requirements.

1. This location offers employment opportunities that are Full-Time?

Yes No

2. This location offers employment opportunities that are Part-Time?

Yes No

Section IV. Additional Comprehensive Behavioral Health Service Elements

For each of the services under Section II provided off-site, identify the affiliated entity that provides the off-site service(s).

AFFILIATED ENTITIES

Add Affiliated Entity

NAME	ADDRESS	SERVICES COVERED	REGARDLESS OF PAYMENT?	AFFILIATION DATE

Figure 50 NHSC Site App/Recert – Behavioral Health sections three and four

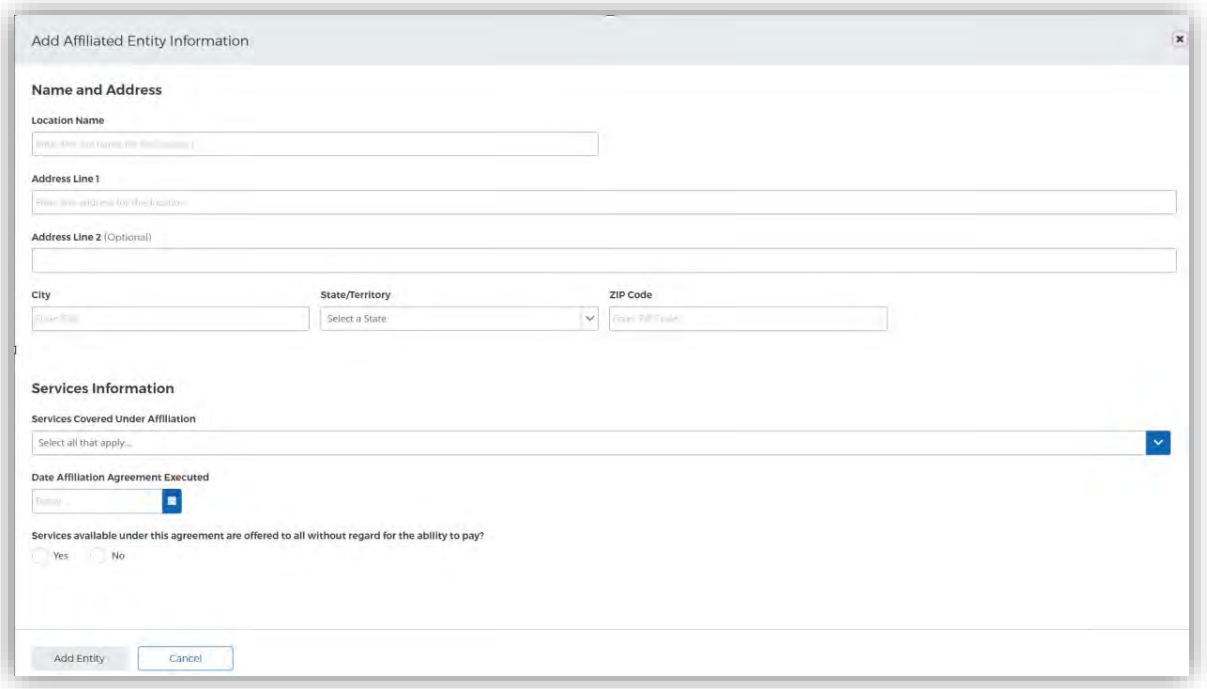


Figure 51 NHSC Site App/Recert – Behavioral Health affiliate entry

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **SELECT OR DROP FILE HERE** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

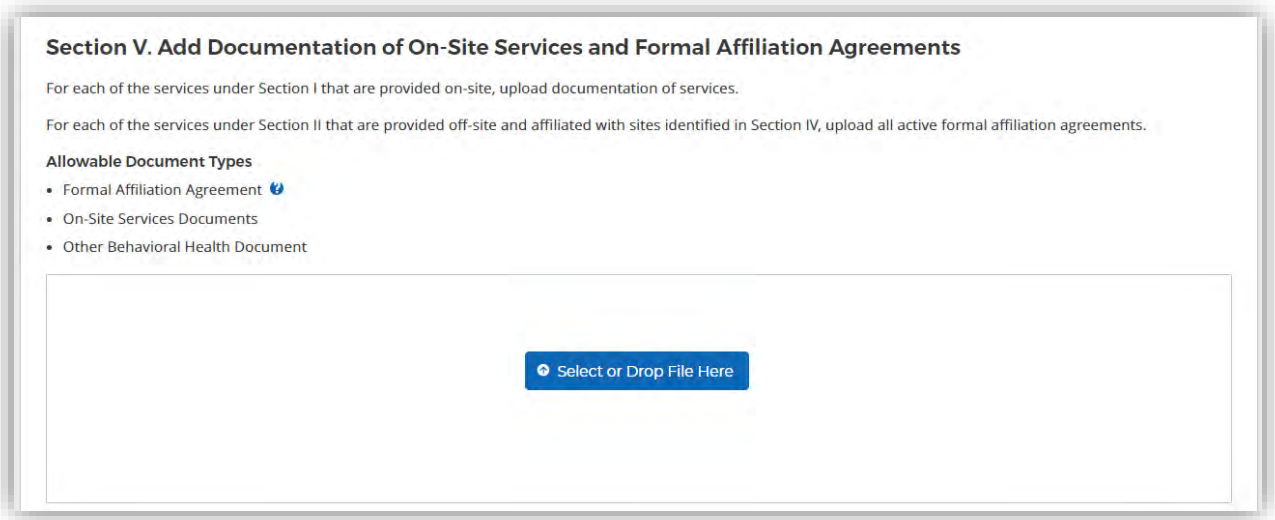


Figure 52 NHSC Site App/Recert – Behavioral Health section five

Payments and Insurance

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Payments and Insurance

All fields are required unless noted as optional.

Coverage Types Accepted

Medicare

Yes No

Medicare Number

Input Here

Medicaid

Yes No

Medicaid Number

Input Here

Children's Health Insurance Program (CHIP)

Yes No

CHIP Number

Input Here

General Payment Information

According to the site's Sliding Fee Discount Program, what is the nominal fee (which would be less than the fee paid by a patient in the first sliding fee discount pay class above 100% of the Federal Poverty Guideline (FPG)).

Enter Nominal Fee

Does the applying site have a current clinical recruitment and retention plan on file and available for NHSC review upon request?

Yes No

Additional Information (Optional)

Provide additional information you feel would be useful in the review of your application.

Figure 53 NHSC Site App/Recert – Payments and Insurance part one

Patient and Visits by Primary Insurance Type

The following data tables are required and must be completed with the most recent six months of reporting data. Please reference the NHSC Site Reference Guide, Appendix D for detailed instructions on completing all of the below data tables.

6 Month Reporting Period

Today to Today

PATIENTS BY PRIMARY INSURANCE TYPE

INSURANCE	MEDICARE	MEDICAID	OTHER PUBLIC	PRIVATE	SFS	SELF PAY	TOTAL
# OF PATIENTS	Input	Input	Input	Input	Input	Input	Input
%	%	%	%	%	%	%	-
CALCULATED TOTAL							

PATIENT VISITS BY PRIMARY INSURANCE TYPE

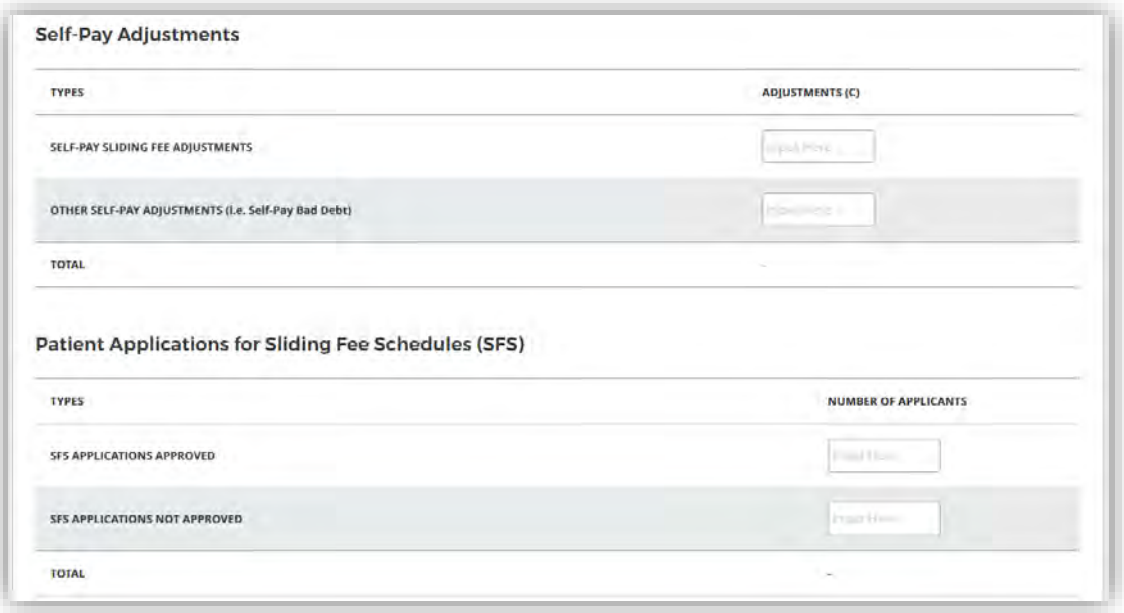
INSURANCE	MEDICARE	MEDICAID	OTHER PUBLIC	PRIVATE	SFS	SELF PAY	TOTAL
# OF VISITS	Input	Input	Input	Input	Input	Input	Input
%	%	%	%	%	%	%	-
CALCULATED TOTAL							

Figure 54 NHSC Site App/Recert – Payments and Insurance part two

Patient Service Charges, Collections, and Adjustments

PAYMENT SOURCE	FULL CHARGES (A)	AMOUNT COLLECTED (B)
MEDICARE	Input Here	Input Here
MEDICAID	Input Here	Input Here
OTHER PUBLIC	Input Here	Input Here
PRIVATE INSURANCE	Input Here	Input Here
SELF PAY	Input Here	Input Here
TOTAL	$0	$0

Figure 55 NHSC Site App/Recert – Payments and Insurance part three



Self-Pay Adjustments

TYPES	ADJUSTMENTS (C)
SELF-PAY SLIDING FEE ADJUSTMENTS	
OTHER SELF-PAY ADJUSTMENTS (i.e. Self-Pay Bad Debt)	
TOTAL	

Patient Applications for Sliding Fee Schedules (SFS)

TYPES	NUMBER OF APPLICANTS
SFS APPLICATIONS APPROVED	
SFS APPLICATIONS NOT APPROVED	
TOTAL	

Figure 56 NHSC Site App/Recert – Payments and Insurance part four

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **SELECT OR DROP FILE HERE** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

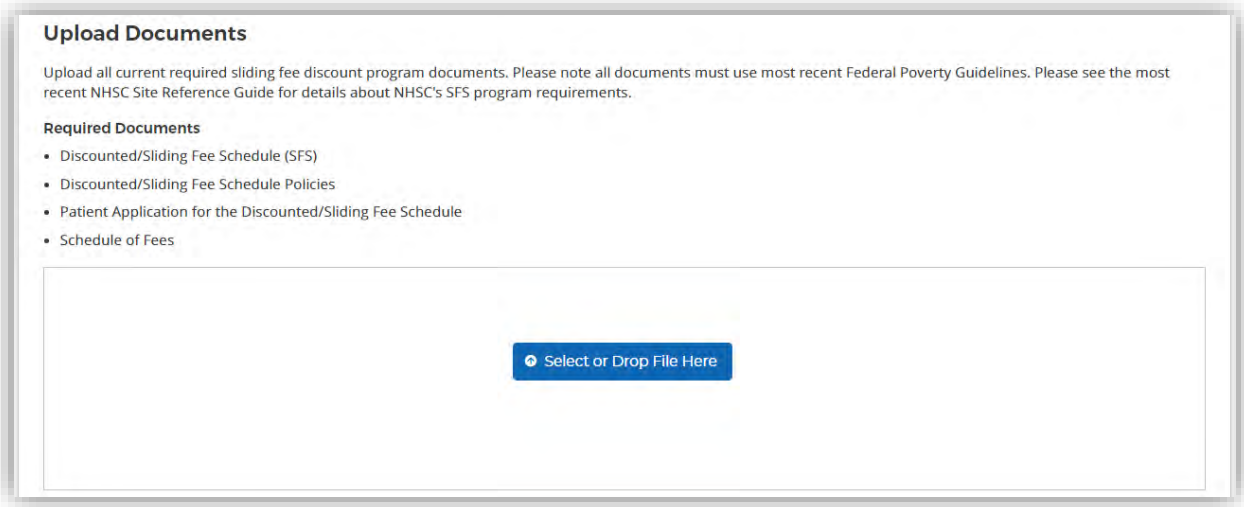


Figure 57 NHSC Site App/Recert – Payments and Insurance part five

Continue by selecting **SAVE AND CONTINUE**. You may continue without completing all of the data entry, but will not be able to submit the Site Application or Recertification until all Data Table information is entered.

Telehealth

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Please specify whether your site provides telehealth services at your site. Continue by selecting **SAVE AND CONTINUE**.

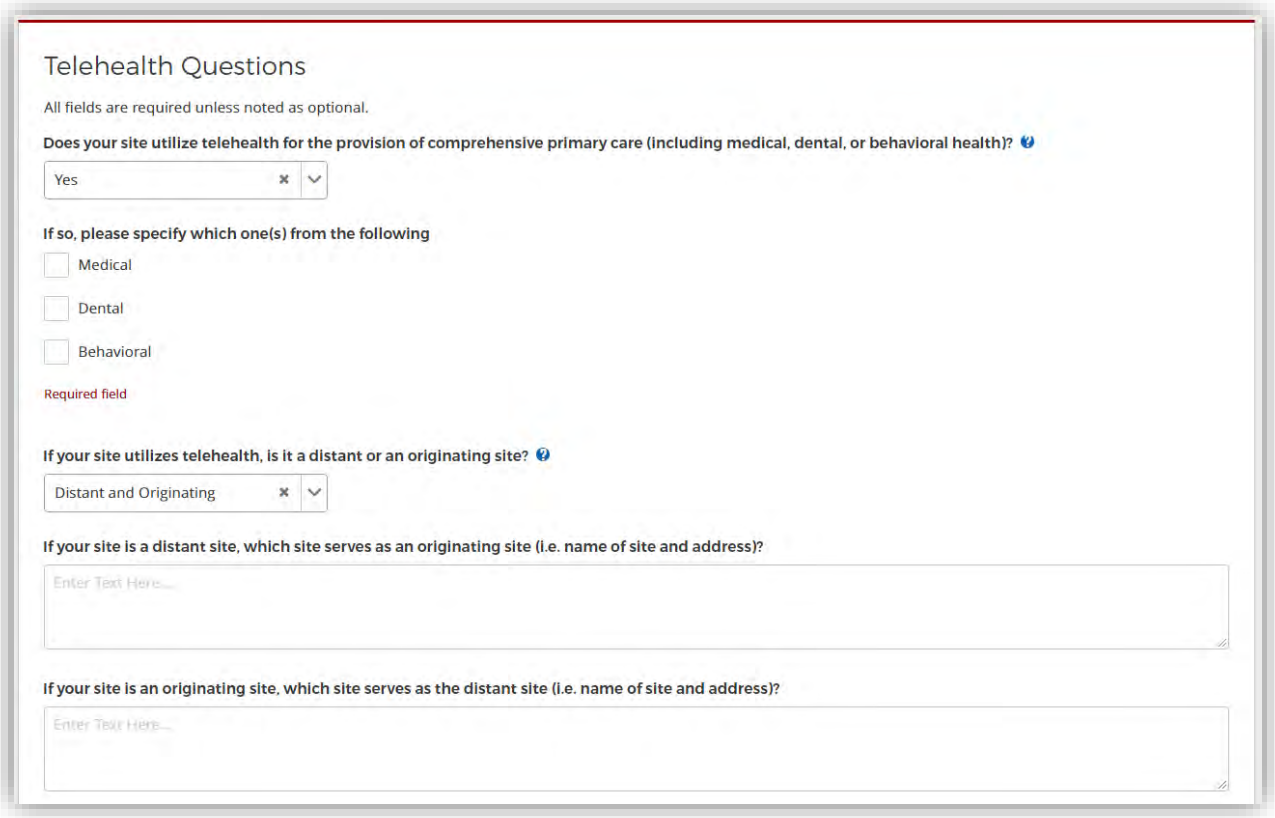


Figure 58 NHSC Site App/Recert – Telehealth

Identify POCs

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

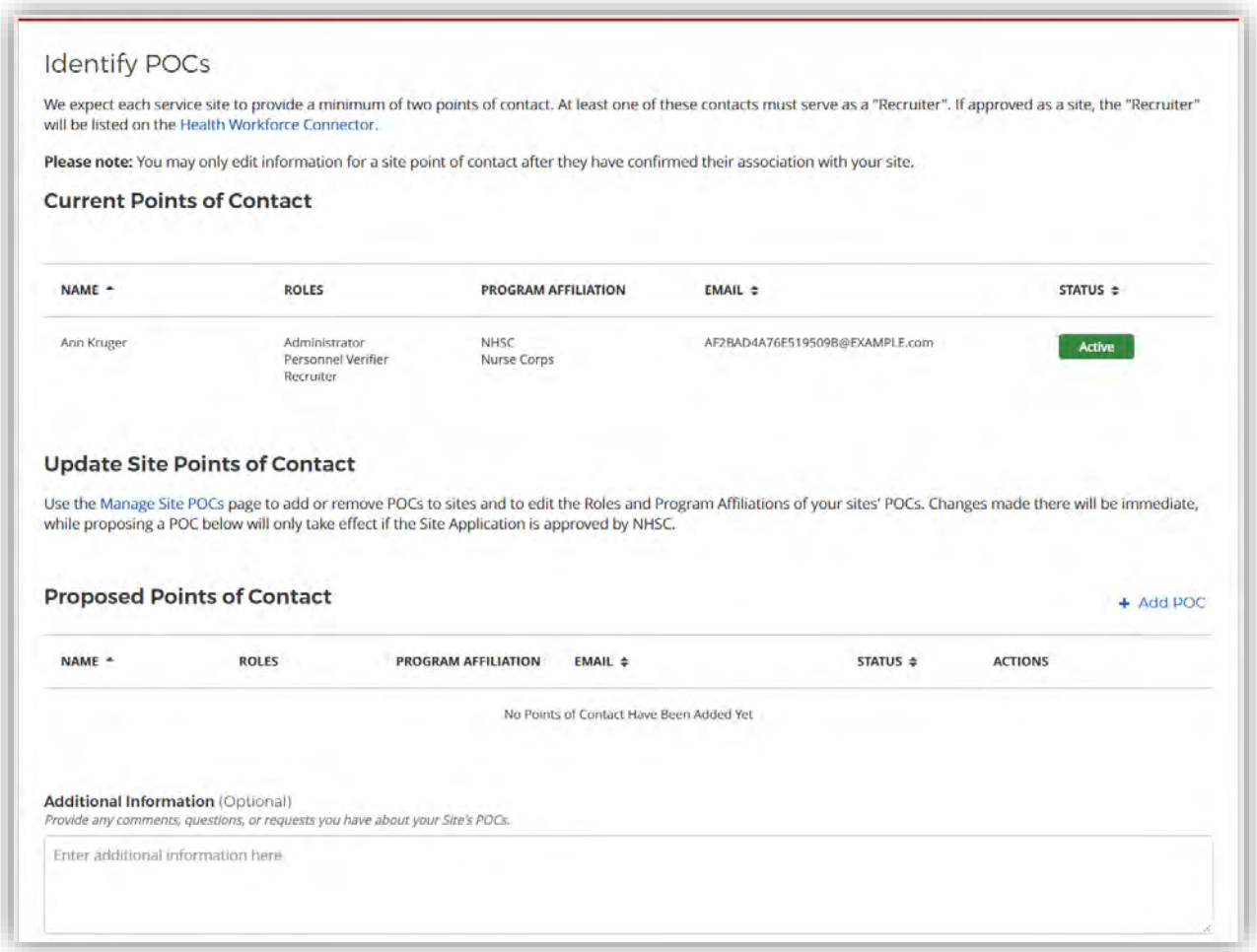
The **Current Points of Contact** displays the Site POCs currently affiliated with the site. Any issues with the current POCs at your site can be addressed using the Manage POCs page, including the assignment of roles or invitation of new POCs.

The **Proposed Points of Contact**, if any are added, will have a request to become affiliated with the site sent only if the Site Application is approved.

The **Additional Information** text box can be used to pose questions or make requests to the NHSC program reviewer.

Note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Continue by selecting **SAVE AND CONTINUE**.



Identify POCs

We expect each service site to provide a minimum of two points of contact. At least one of these contacts must serve as a "Recruiter". If approved as a site, the "Recruiter" will be listed on the Health Workforce Connector.

Please note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Current Points of Contact

NAME	ROLES	PROGRAM AFFILIATION	EMAIL	STATUS
Ann Kruger	Administrator Personnel Verifier Recruiter	NHSC Nurse Corps	AF2BAD4A76E519509B@EXAMPLE.com	Active

Update Site Points of Contact

Use the Manage Site POCs page to add or remove POCs to sites and to edit the Roles and Program Affiliations of your sites' POCs. Changes made there will be immediate, while proposing a POC below will only take effect if the Site Application is approved by NHSC.

Proposed Points of Contact

+ Add POC

NAME	ROLES	PROGRAM AFFILIATION	EMAIL	STATUS	ACTIONS
No Points of Contact Have Been Added Yet					

Additional Information (Optional)

Provide any comments, questions, or requests you have about your Site's POCs.

Enter additional information here

Figure 59 NHSC Site App/Recert – Identify POCs

Review HPSAs

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

The **Identified HPSAs** table displays the HPSA designations that matched based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

You may optionally **Recommend Additional HPSAs** if you believe that the site is eligible for any HPSAs that are not identified above. To add a HPSA suggestion:

4. Use the HPSA Find Tool to location HPSAs for your site
5. Enter or copy the HPSA ID into the field provided
6. Select the **ADD** button to add the HPSA suggestion.

If you have questions about HPSAs, please contact your State Primary Care Office. Continue by selecting **SAVE AND CONTINUE**.

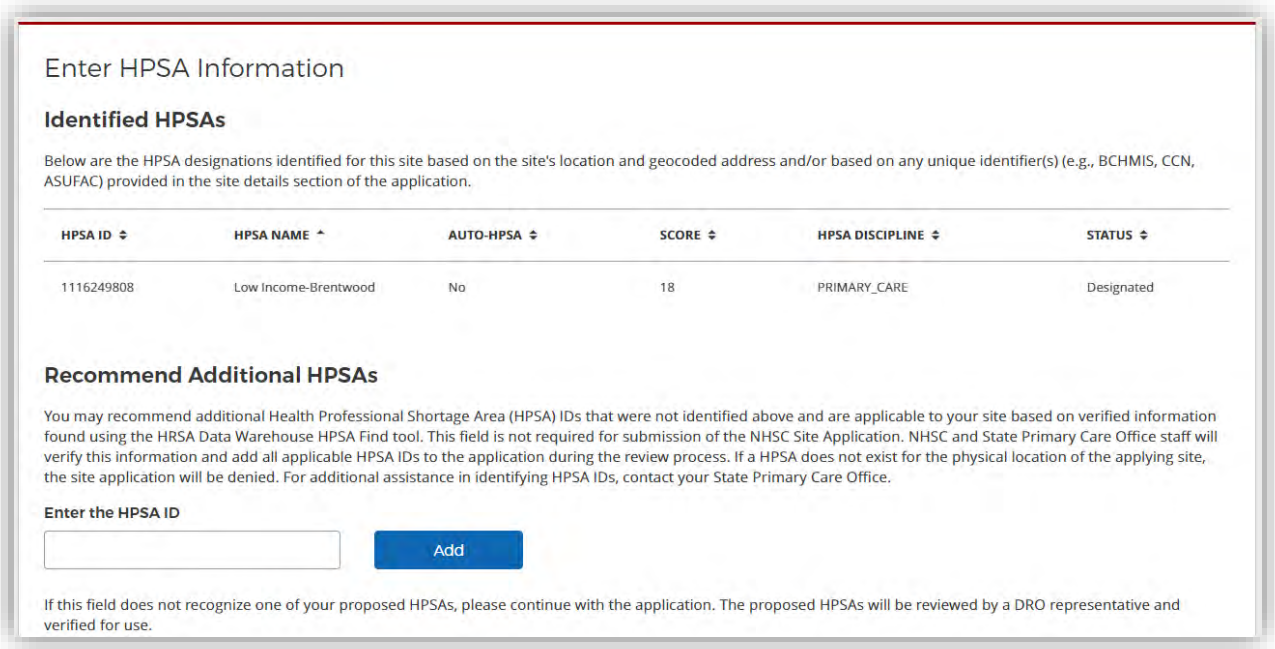


Figure 60 NHSC Site App/Recert – HPSAs

Upload Documents

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

Site must provide all of the required supporting documentation.

A single upload may satisfy one or more document types, but documentation may be easier to compile and review if separated into different files for each document purpose.

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **SELECT OR DROP FILE HERE** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the Site Application is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Continue by selecting **SAVE AND CONTINUE**.

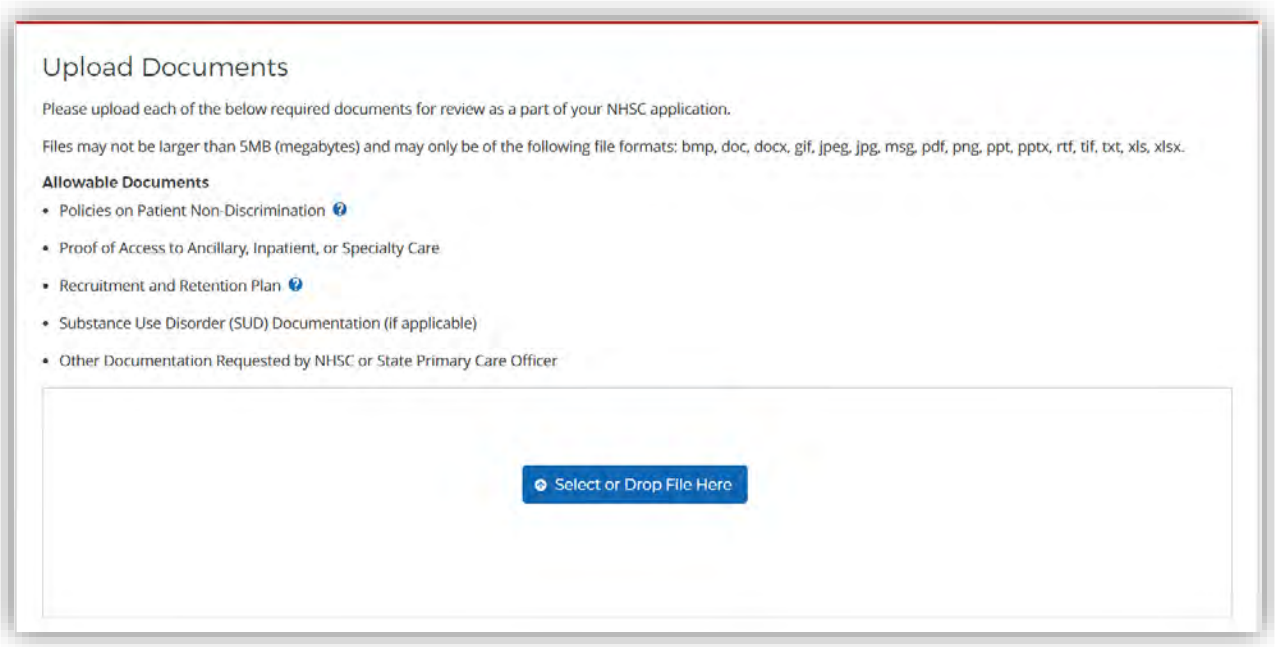


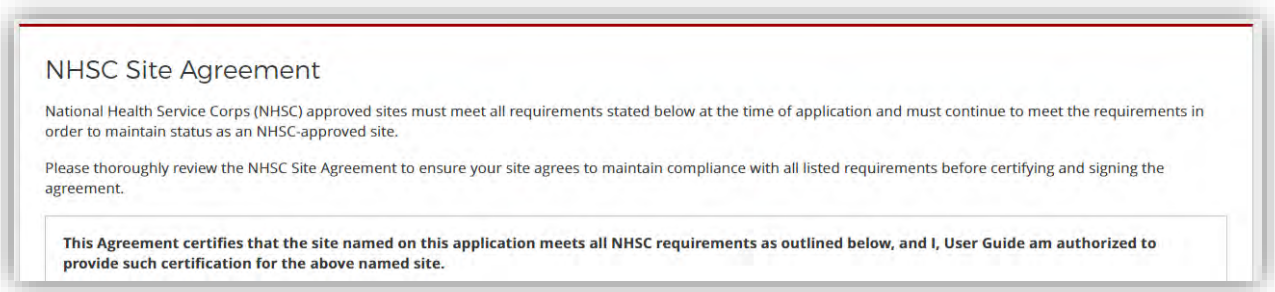
Figure 61 NHSC Site App/Recert – Upload Documents

Review and Submit

For all steps in the NHSC Site Application and Recertification, refer to the NHSC Site Reference Guide for additional guidance on eligibility and required documentation.

The final step in the NSHC Site Application and Recertification process asks you to review the **NHSC Site Agreement** in full. Please read through the agreement and select the boxes certifying the information in the application is correct and that you represent your site.

To complete the application, sign the application by entering your password in the space provided and select the **SUBMIT** button.



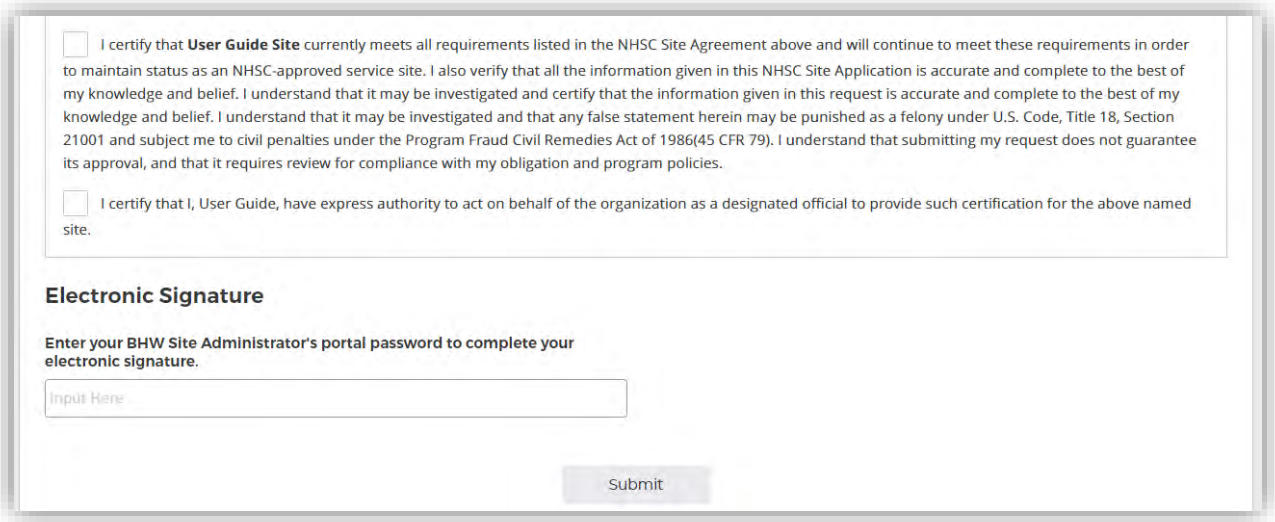
NHSC Site Agreement

National Health Service Corps (NHSC) approved sites must meet all requirements stated below at the time of application and must continue to meet the requirements in order to maintain status as an NHSC-approved site.

Please thoroughly review the NHSC Site Agreement to ensure your site agrees to maintain compliance with all listed requirements before certifying and signing the agreement.

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

Figure 62 NHSC Site App/Recert – Site Agreement part one



☐ I certify that **User Guide Site** currently meets all requirements listed in the NHSC Site Agreement above and will continue to meet these requirements in order to maintain status as an NHSC-approved service site. I also verify that all the information given in this NHSC Site Application is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and certify that the information given in this request is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986(45 CFR 79). I understand that submitting my request does not guarantee its approval, and that it requires review for compliance with my obligation and program policies.

☐ I certify that I, User Guide, have express authority to act on behalf of the organization as a designated official to provide such certification for the above named site.

Electronic Signature

Enter your BHW Site Administrator's portal password to complete your electronic signature.

Input Here

Submit

Figure 63 NHSC Site App/Recert – Site Agreement part two

Upon submission, you will be returned to the **Site Dashboard** with a confirmation banner. The submitted Site Application information can be found by clicking **VIEW NSHC SITE APP**.

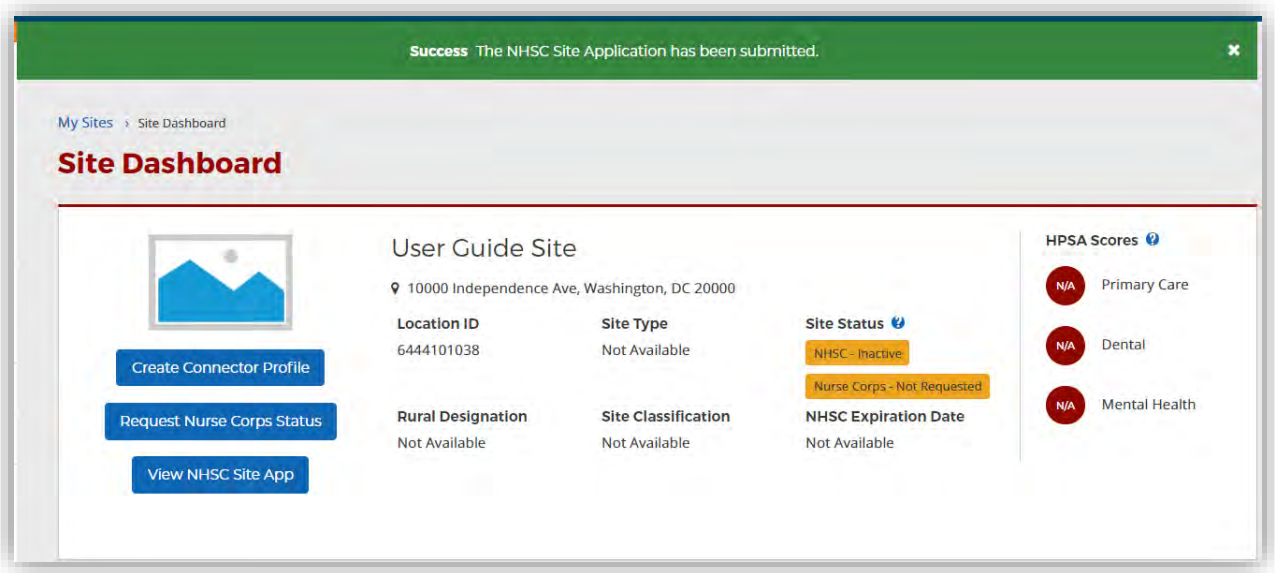


Figure 64 NHSC Site App/Recert – Successful submission

What to Expect Next

After your application is submitted, both your State Primary Care Office and the NHSC will review your application to determine your eligibility. The complete review process generally takes one to two months to complete. You will be notified through the Program Portal when a decision on your application is reached.

State PCO Review

The appropriate State Primary Care Office has an opportunity to review the NHSC Site Application and provide a recommendation as to whether or not the NHSC Site Application should be approved

NHSC Review

NHSC Regional Operations staff will review the site information, selections, and documentation in order to make a determination on NHSC eligibility of the site for each of the Services Provided selected.

Resubmitting the NHSC Site Application

If NHSC staff need additional information, they may return the Site Application to the Site POCs for revision and resubmission.

- Site POCs will receive a portal message notifying them of this event.
- A View Communications page will provide any notes from the NHSC staff members.
- All Site Application data can be updated as needed.
- The Site Application must be submitted again to continue the review process.

Pending Site Visit

If NHSC staff determine that a Site Visit must be performed before a decision can be made, the Site Application will be marking as Pending Site Visit. NHSC staff will reach out to Site POCs to schedule an in-person or virtual visit.

- Site POCs will receive a portal message notifying them of this event.
- The Site Application cannot be revised while the Site Visit is pending.
- After the Site Visit, NHSC staff will complete their assessment of eligibility and make a determination on the Site Application.

Nurse Corps Site Eligibility Verification Request

To be considered an eligible Critical Shortage Facility (CSF), a site must be a health care facility located in, designated as, or serving a primary medical care or mental health, Health Professional Shortage Area (HPSA) and must fall into one of the eligible health care facility types listed in the Nurse Corps LRP Application and Program Guidance. Refer to this guidance to answer any questions about Nurse Corps site eligibility and participation.

Upon receipt of an eligibility verification request, the Nurse Corps will review and verify your submitted information. Be advised, if the program needs further information, someone may reach out to you through this eligibility request.

Nurse Corps Site Type

Select the CSF Type that best describes the site. Refer to the Nurse Corps LRP Application and Program Guidance for CSF Type definitions. Select the Profit Status of the site.

Continue by selecting **SAVE AND CONTINUE**.

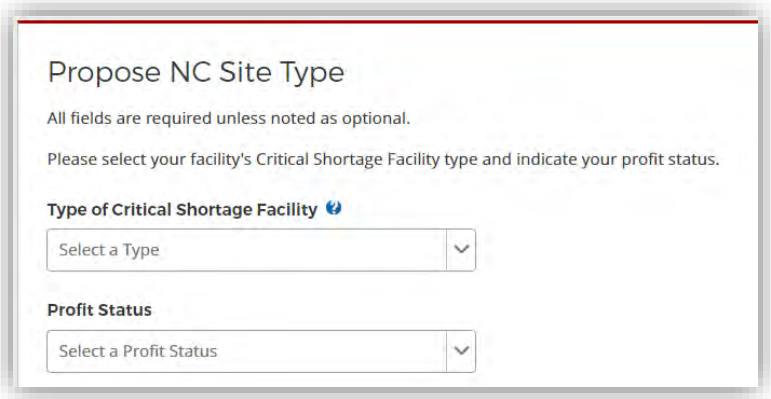


Figure 65 Nurse Corps Site Eligibility – CSF Type

Confirm Site Details

Review the site's current address(es), contact information, and unique identifiers to ensure accuracy. After ensuring that the site's physical address is correct, review the location of the **map pin** in the map inset. If the pin location is correct for your site, select **Yes**. If it does not accurately reflect your site's physical location, select **No** and provide an explanation with details about where your site is physically located, including the correct Latitude and Longitude if available.

To make changes, please click on the **EDIT** icon in the top right corner and make the necessary changes. Once complete please select **SAVE AND CONTINUE**.

Note: If the site is co-located in a building with other clinics, please ensure there is a suite or floor number to specify the location of the site.

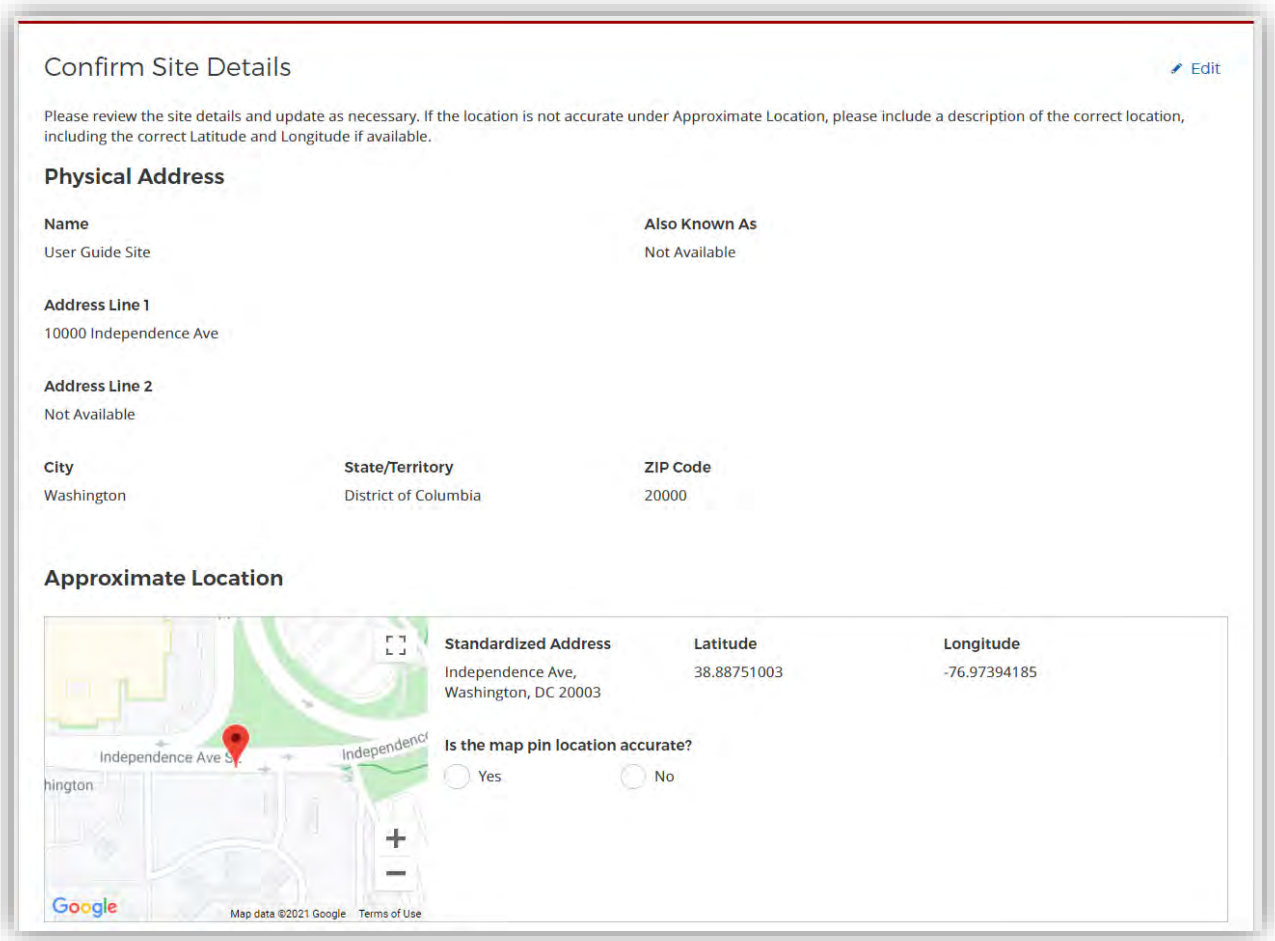
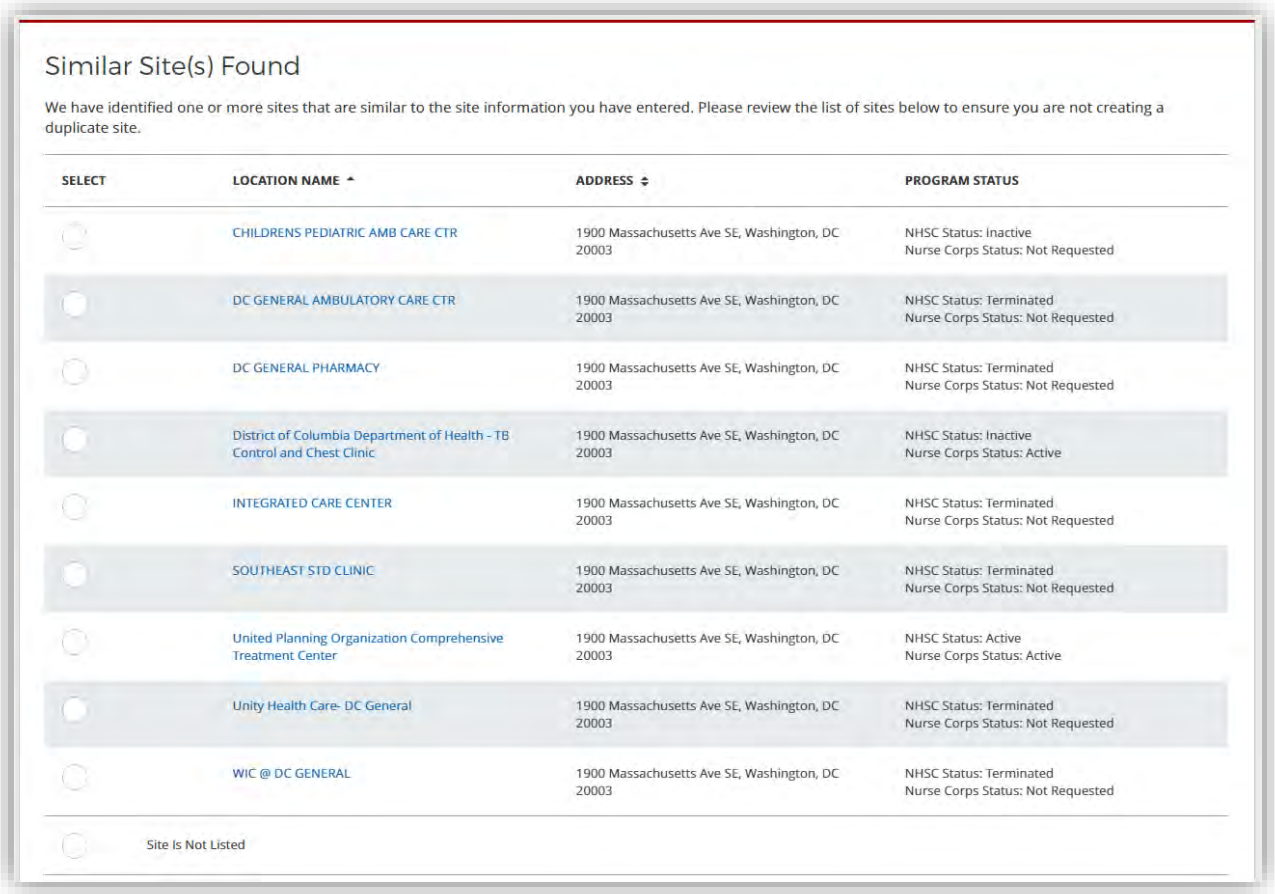


Figure 66 Nurse Corps Site Eligibility – Confirm site details

Check For Existing Sites

After confirming the site information, the system needs to ensure that the applying site is not a duplicate of a site that already exists in the BHW Management Information System Solution. The name, address, and certain unique identifiers provided will be run through the database to determine any exact or similar matches.

Review the list of sites to ensure you are not applying using a duplicate site.



Similar Site(s) Found

We have identified one or more sites that are similar to the site information you have entered. Please review the list of sites below to ensure you are not creating a duplicate site.

SELECT	LOCATION NAME	ADDRESS	PROGRAM STATUS
	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested

Site Is Not Listed

Figure 67 Nurse Corps Site Eligibility – Similar sites table

Click on the site name to view the site's profile on the Health Workforce Connector. Select a site's row in the table for information about how to become affiliated with the site.

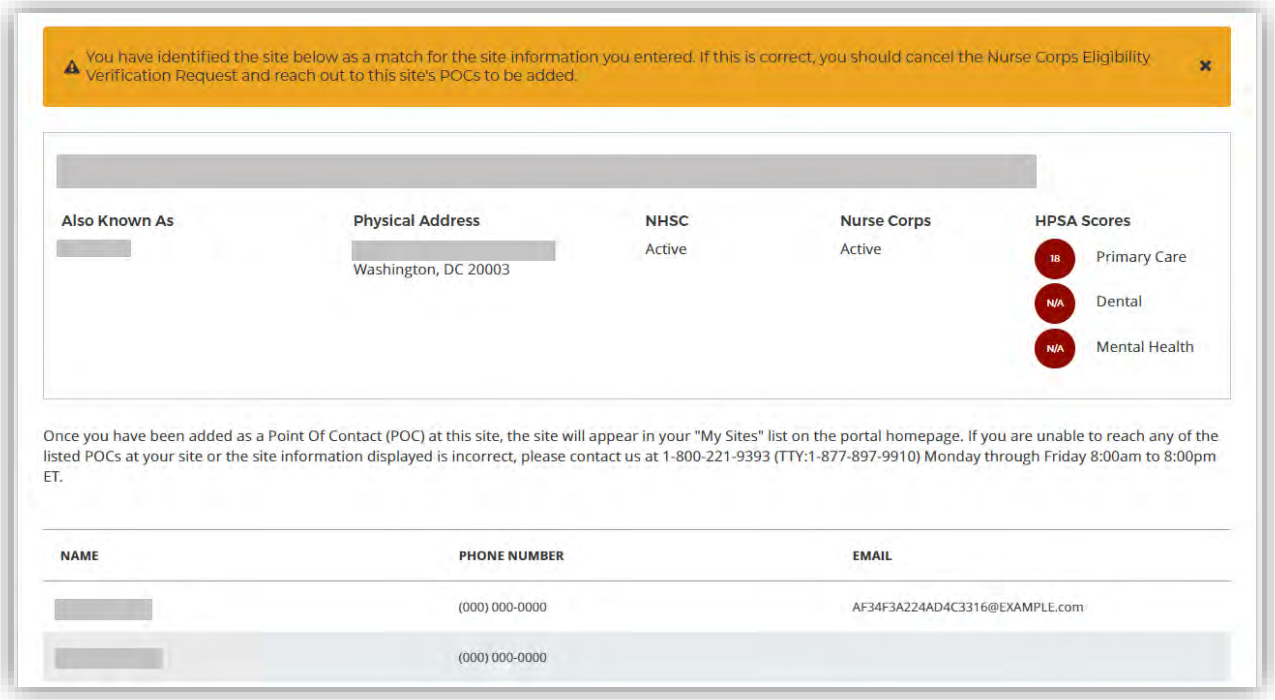


Figure 68 Nurse Corps Site Eligibility – Potential duplicate site

If one of the sites in the list is your site, consider which site record should be used to participate in Nurse Corps. If not, select **Site Is Not Listed** and then **SAVE AND CONTINUE**.

Identify POCs

The **Current Points of Contact** displays the Site POCs currently affiliated with the site.

The **Proposed Points of Contact**, if any are added, will have a request to become affiliated with the site sent only if the Site Application is approved.

Note: You may only edit information for a site point of contact after they have confirmed their association with your site.

Continue by selecting **SAVE AND CONTINUE**.

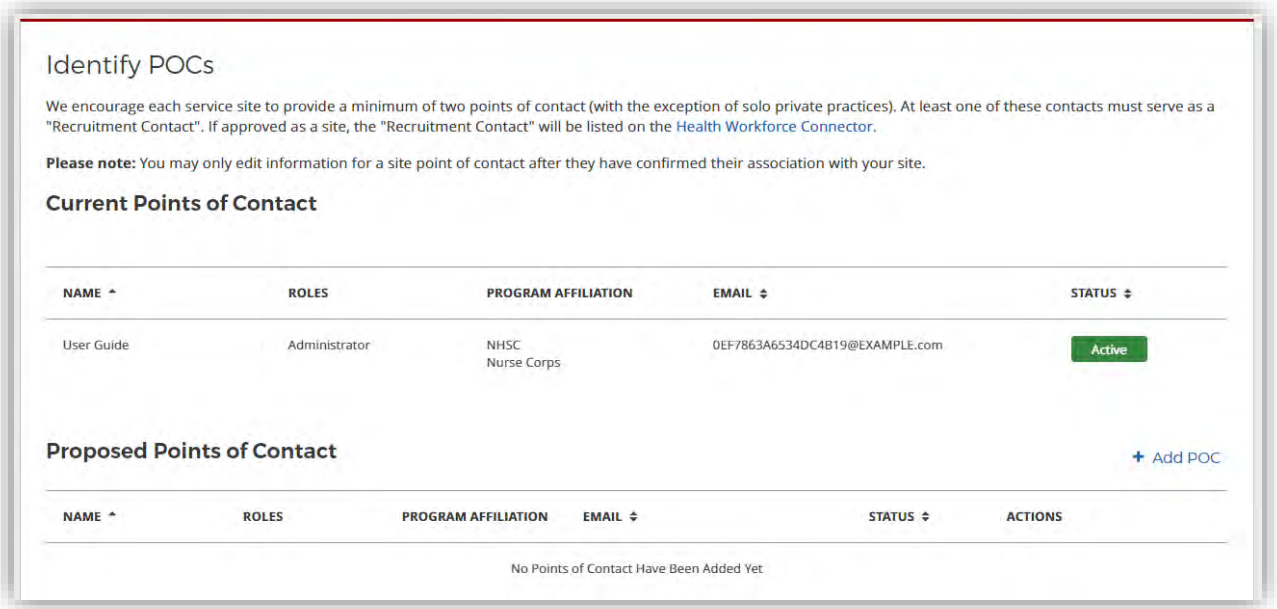


Figure 69 Nurse Corps Site Eligibility – Identify POCs

Review HPSAs

The **Identified HPSAs** table displays the HPSA designations that matched based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

You may optionally **Recommend Additional HPSAs** if you believe that the site is eligible for any HPSAs that are not identified above. To add a HPSA suggestion:

7. Use the HPSA Find Tool to location HPSAs for your site
8. Enter or copy the HPSA ID into the field provided
9. Select the **ADD** button to add the HPSA suggestion.

If you have questions about HPSAs, please contact your State Primary Care Office. Continue by selecting **SAVE AND CONTINUE**.

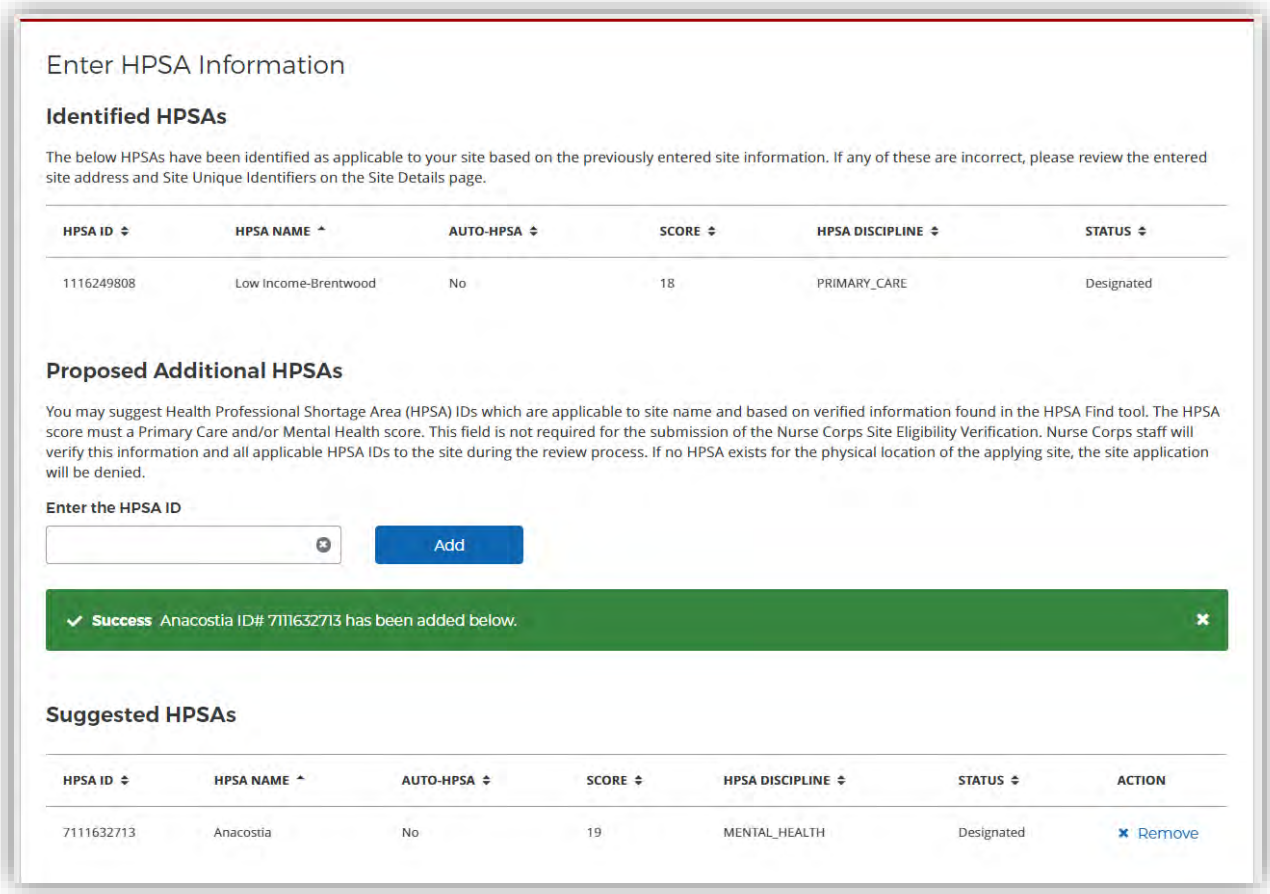


Figure 70 Nurse Corps Site Eligibility – Review HPSAs

Upload Documents

No documents are required to continue, though you can upload additional documentation that may help in the review of your facility

Documents can be added by drag-and-dropping them onto the designated area of the screen or by clicking the **SELECT OR DROP FILE HERE** button and selecting the file from your computer.

- Documents that have been uploaded can be removed only until the request is submitted
- Maximum file size: 5MB
- Acceptable file types or extensions: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx

Continue by selecting **SAVE AND CONTINUE**.

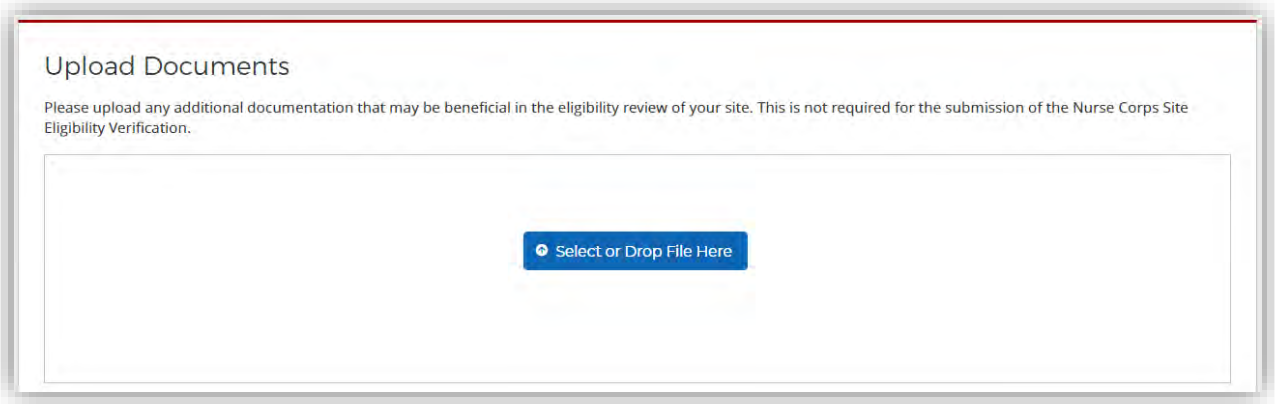


Figure 71 Nurse Corps Site Eligibility – Upload documents

Review and Submit

To submit the request for Nurse Corps consideration, select the boxes to certify that the information provided is correct and that you represent your site. Then sign by entering your password in the space provided and select the **SUBMIT** button.

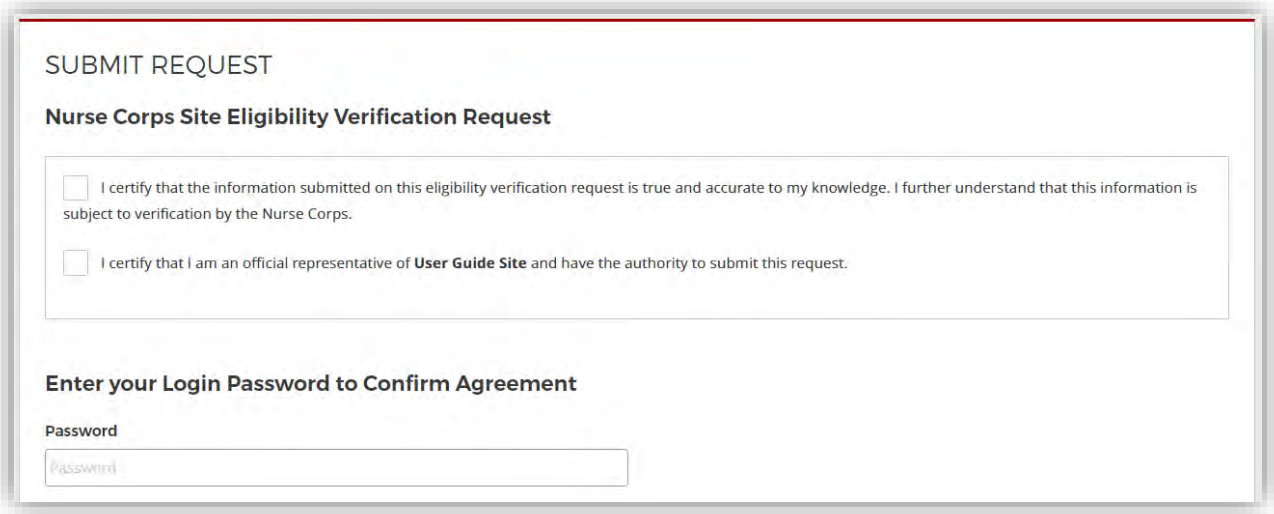


Figure 72 Nurse Corps Site Eligibility – Submit

Upon submission, you will be returned to the **Site Dashboard** with a confirmation banner. The submitted information can be found by clicking **VIEW NURSE CORPS REQUEST**.

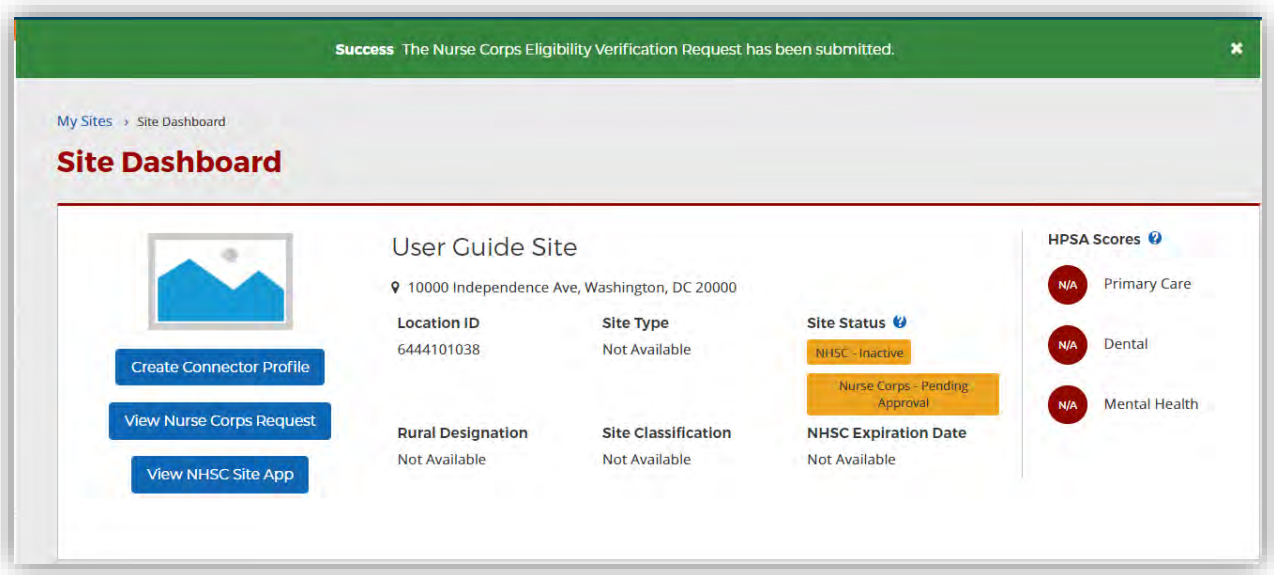


Figure 73 Nurse Corps Site Eligibility – Successfully submission

What to Expect Next

After your request is submitted, the Nurse Corps will review your site information to determine your eligibility. You will be notified through the Program Portal when a decision on your application is reached.

Resubmitting the Nurse Corps Site Eligibility Verification

If Nurse Corps staff need additional information, they may return the request to the Site POCs for revision and resubmission.

- Site POCs will receive a portal message notifying them of this event.
- A View Communications page will provide any notes from the NHSC staff members.
- All site data can be updated as needed.
- The request must be submitted again to continue the review process.

Account Management

Once logged in to the BHW Program Portal for Site Points of Contact, you can make changes to your account and Program Portal Profile information as needed. This section of the user guide demonstrates how to keep your account and contact information up to date.

Updating Personal Information

Your Program Portal account profile contains your contact information and your job responsibilities. Once you have created and activated your account, you can update your account profile at any time. It is important to keep your profile information up to date, as this is the information the BHW will use to contact you about any important and time-sensitive information.

To access and update your Account Profile information, select the **ACCOUNT PROFILE** link on the left-hand navigation menu.

The following information can be updated and edited as part of your Account Profile:

- Job Category
- Specific Job Title
- Primary Work Phone Number
- Secondary Phone Number
- Work Fax Number
- Company Name
- Work Address

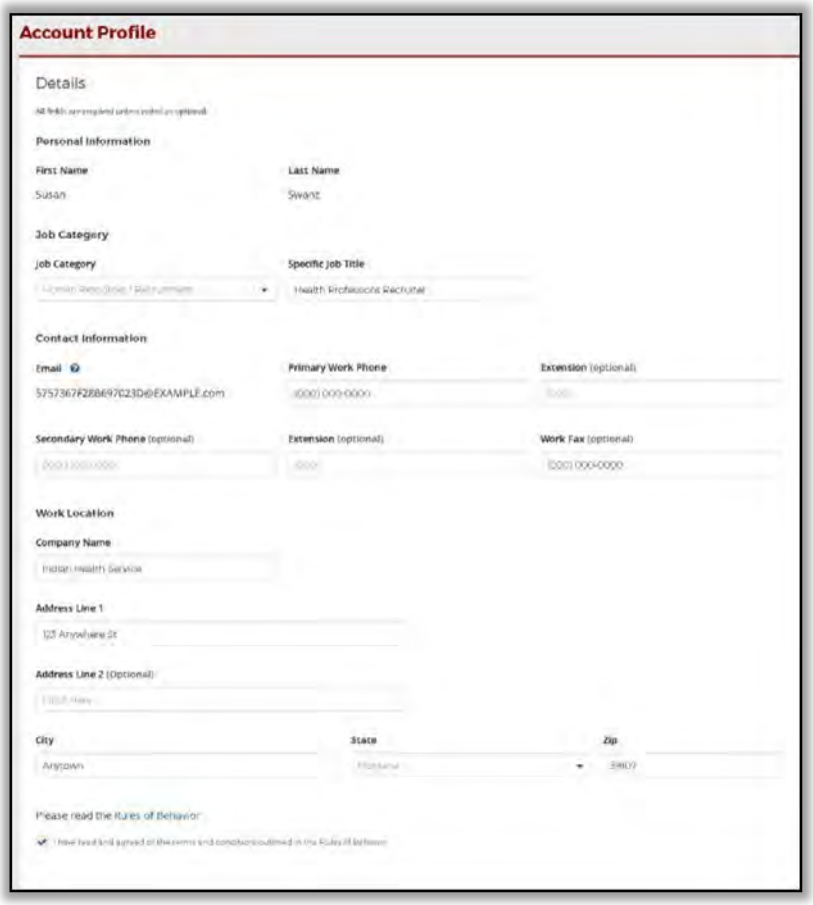


Figure 74 Account Profile

Updating Account Settings

Updating your account settings allows you to edit your email address, password and security question. To access your account settings, select the **Account Settings** tab on the left-hand navigation menu.

Change Email Address

To change the email address used to log into your account, complete the following steps:

1. On the account settings page, under the **Change Email Address** section enter and confirm your new email address and enter your current password
2. Select the **CHANGE EMAIL ADDRESS** button to confirm your changes
3. The new email address can now be used to access your account

Change Password

To change the password used to log into your account, complete the following steps:

1. On the account settings page, under the **Change Password** section enter and confirm your new password; and enter your current password
2. Select the **CHANGE PASSWORD** button to confirm your changes
3. The new password can now be used to access your account

Change Security Questions

To change the security question and answer used to unlock or reset your account, complete the following steps:

1. On the account settings page, under the **Change Security Question** section – select a new security question and answer then enter your current password
2. Select the **CHANGE SECURITY QUESTION** button to confirm your changes
3. The new security information will now be used to unlock or reset your account

Log Out

If you wish to end your session and log out of your Site POC Program Portal account, simply select the **LOG OUT** button located under the top-right corner dropdown menu.

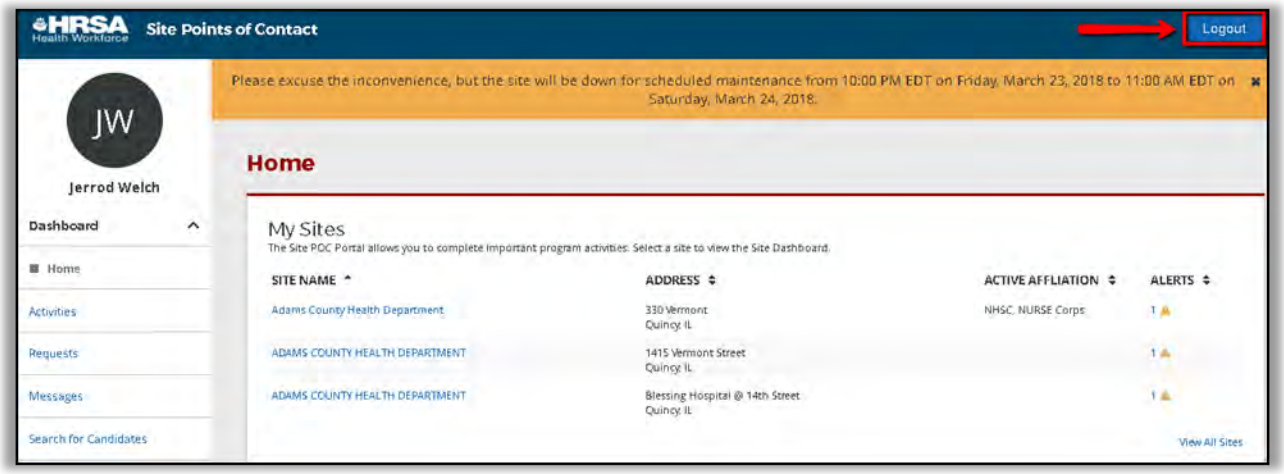


Figure 75 Logout button

Appendix

Appendix A: Site POC Roles and Responsibilities

The BHW is interested in POCs who perform the following duties at their sites:

- Own, oversee, or manage a significant portion of their organization and have the ability to answer questions about organization policies and operating procedures.
- Manage and can confirm employment status, work schedules and/or absences of employees within their organization.
- Hire and/or recruit new employees for the organization.

The duties that you perform at your site will determine the roles and permissions granted for you on the portal. A single POC can have multiple roles at a site and different roles at different sites. In addition to roles, each POC will also be associated with one or more BHW programs. The roles are the same regardless of program affiliation. For more information regarding role based access in the portal, please refer to the role and responsibilities matrix on the next page.

Administrator

If you indicate that you own, oversee or manage a significant portion of their organization and have the ability to answer questions about organization policies and operating procedures then you will be granted the administrator role. You will be responsible for ensuring your site's eligibility with NHSC programs, submitting applications and recertifications and answering any questions about your site's policies and procedures. The specific roles and responsibilities can be found below:

- Registration / Login / Forgot Password
- View Home Page
- View Activities Page
- View Requests Page
- View My Messages Page
- Search for Candidates
- Opportunities | Create New Opportunity
- Opportunities | Manage Opportunities
- Sites | My Sites
- Sites | Manage Site POCs
- Sites | NHSC Site Application
- Sites | Nurse Corps Site Eligibility Verification
- Account | Account Profile
- Account | Account Settings – Change Email
- Account | Account Settings – Change Password
- Account | Account Settings – Change Security Question
- My Sites | Site Dashboard
- My Sites | Site Dashboard | Create New Opportunity
- My Sites | Site Dashboard | Manage Opportunities

- My Sites | Site Dashboard | Create Site Profile
- My Sites | Site Dashboard | Manage Site Profile
- My Sites | Site Dashboard | Site Recertification
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Update Roles (others)
- Manage Site POCs | Update Site Affiliations (others)
- Manage Site POCs | Update Program Affiliations (others)
- Manage Site POCs | Edit POC (others)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users
- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite
- View Site Visits Details (Site Dashboard)
- View Requests Details (Home Page, Requests Page, Site Dashboard)
- View Activities Details (Home Page Activities Page, Site Dashboard)
- Complete Activity | Employment Verification (EV)
- Complete Activity | In Service Verification (ISV)
- Complete Activity | Suspension Employment Review
- Complete Activity | Suspensions Confirmation
- Complete Activity | Site Status Change Request – Confirmation Reviews (SSCR)

Personnel Verifier

If you indicate that you manage and can confirm employment status, work schedules, and/or absences of employees within their organization you are granted the personnel verifier role. You will be responsible for verifying participant's employment status, work schedules and days away from the site by completing employment and in-service verifications. . The specific roles and responsibilities can be found below:

- Registration / Login / Forgot Password
- View Home Page
- View Activities Page
- View Requests Page
- View My Messages Page
- Search for Candidates
- Sites | My Sites
- Sites | Manage Site POCs
- Sites | Create New Site

- Account | Account Profile
- Account | Account Settings – Change Email
- Account | Account Settings – Change Password
- Account | Account Settings – Change Security Question
- My Sites | Site Dashboard
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users
- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite
- View Site Visits Details (Site Dashboard)
- View Requests Details (Home Page, Requests Page, Site Dashboard)
- View Activities Details (Home Page Activities Page, Site Dashboard)
- Complete Activity | Employment Verification (EV)
- Complete Activity | In Service Verification (ISV)
- Complete Activity | Suspension Employment Review
- Complete Activity | Suspensions Confirmation
- Complete Activity | Site Status Change Request – Confirmation Reviews (SSCR)

Recruiter

If you indicate that you hire and/or recruit new employees for the organization you will be granted the recruiter role. You will be responsible for maintaining open positions and the site's profile for the Health Workforce Connector. . The specific roles and responsibilities can be found below:

- Registration / Login / Forgot Password
- View Home Page
- View Activities Page
- View Requests Page
- View My Messages Page
- Search for Candidates
- Opportunities | Create New Opportunity
- Opportunities | Manage Opportunities
- Sites | My Sites
- Sites | Manage Site POCs
- Account | Account Profile
- Account | Account Settings – Change Email
- Account | Account Settings – Change Password

- Account | Account Settings – Change Security Question
- My Sites | Site Dashboard
- My Sites | Site Dashboard | Create New Opportunity
- My Sites | Site Dashboard | Manage Opportunities
- My Sites | Site Dashboard | Create Site Profile
- My Sites | Site Dashboard | Manage Site Profile
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users
- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite

Appendix B: BHW Program Point of Contact Requirements

Each BHW program has its own requirements on the number and types of POCs that are needed to fully support the participants at their sites. Currently the Program Portal for Site Points of Contact supports the following programs:

- National Health Service Corps
- Nurse Corps

Appendix C: Activity Types

Employment Verification Forms (EVF)

When a clinician applies to become part of a BHW program, transfers to a new location or changes work hours, an Employment Verification form is required. The BHW utilizes online forms only to verify employment.

POCs who indicated that they manage and can confirm employment status, work schedules, and/or absences of employees within their organization serve as the primary POCs for the completion of employment verification forms. POCs who serve managers and/or site administrators serve as a backup if needed.

To complete an employment verification form, select the activity from the activity list and complete the following steps:

1. Review the instructions, site information and the participant information.
2. Answer the questions about the participant's current (or future, pending) employment and license to practice
    - a You may indicate that the participant does not currently have a license to practice due to the pending completion of a residency or other similar program. This is only available if the participant's discipline and specialty allow are eligible for a residency program.
    - b If you indicate that the participant does not work at your site or does not have (or will not have) a license to practice, the verification activity will be completed when you attempt to continue.
3. Complete the employment information for the participant.
4. Complete any additional verification questions for the participant.
5. Provide any additional credentialing information for the participant.
6. Indicate whether you performed a National Practitioner Databank search for this participant, and if so, what the results were.

After providing all of the above information, select the **CONTINUE** button to proceed to the next page.

Review all the verification information entered, confirm the verification request and sign the online form by entering you r password. Select the **SUBMIT** button to submit the form to the BHW.

Selecting the **CANCEL** button will cancel the request and no progress will be saved.

In-Service Verifications (ISV)

For every six months of a clinician's service, the BHW requires that the clinician report of the number of days absent from the site to determine if the participant is in compliance. The BHW utilizes only online forms to perform this verification.

Only POCs who indicated that they manage and can confirm employment status, work schedules and/or absences of employees within their organization can complete employment verification forms.

The BHW relies on the Site POCs to verify that the number of days absent reported by the participant is accurate. To complete an in-service verification, select the task from the list, and perform the following steps:

1. Review the participant information
2. Review the number of days missed reported by the participant.
3. Indicate whether the number of days missed is accurate.
    a If the participant's report is incorrect, please provide an explanation for the participant.
4. Sign the form by entering your password.
5. Select the "submit" button to submit the form to the BHW.

If you indicate that the number of days missed is not correct, the participant will receive a task to update their report.

Site Visit Pending Responses

When a site visit is performed and issues are identified for correction at the site, an activity is sent to the site to collect information on the actions taken to correct the issues. To complete the site visit response activity, select the activity from the list and perform the following steps:

1. Review the site visit summary and the site visit issues.
2. Provide a detailed response on the actions taken to correct the issues identified.
3. Upload any supporting documents as required to verify the corrective actions taken.
    a Select the **BROWSE** button and select the file from your computer.
    b Enter a document description.
    c Select the **UPLOAD** button.
4. Select the **SUBMIT RESPONSE** button to send your response back to the BHW.