

# Welcome to the Rural Health Clinic Technical Assistance Webinar

This webinar is brought to you by the National Association of Rural Health Clinics and is supported by cooperative agreement UG6RH28684 from the Federal Office of Rural Health Policy, Health Resources and Services Administration (HRSA). It is intended to serve as a technical assistance resource based on the experience and expertise of independent consultants and guest speakers.

*The contents of this webinar are solely the responsibility of the authors and do not necessarily represent the official views of HRSA.*





# NHSC New Site Application Webinar

June 30, 2020

**Michelle Stewart, Ed.D**

Division of Regional Operations (DRO)

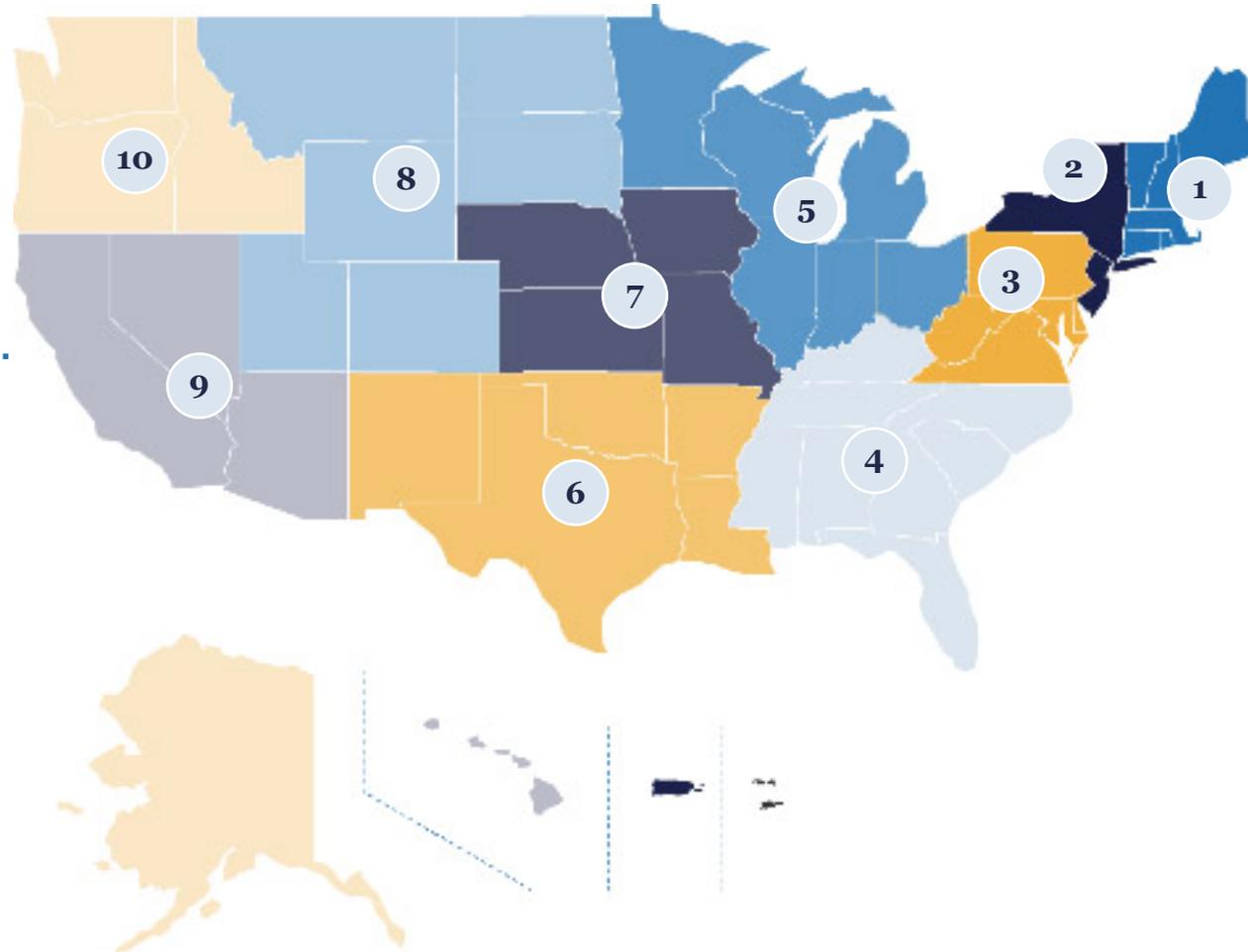
Bureau of Health Workforce (BHW)

Health Resources and Services Administration (HRSA)



## Support for Providers

- Support for you in your region
- Dedicated BHW staff located in 10 regional offices provide dedicated contacts for your area.
- Find your contact on the NHSC website



## Regions

- 1 Boston
- 2 New York
- 3 Philadelphia
- 4 Atlanta
- 5 Chicago
- 6 Dallas
- 7 Kansas City
- 8 Denver
- 9 San Francisco
- 10 Seattle

# The National Health Service Corps

- **The National Health Service Corps (NHSC)** builds healthy communities by supporting qualified health care providers dedicated to working in areas of the United States and its territories with limited access to primary health care, regular dental, behavioral health care, and preventive screenings.
- **NHSC clinicians improve access to these crucial services** by practicing in health professional shortage areas across the country.
- **In exchange for their service in high-need areas, NHSC offers scholarship or loan repayment funding** that helps pay off their health profession student loan debt.



# NHSC-Approved Sites

## NHSC-Approved Sites

- NHSC clinicians serve at approved sites throughout the nation.
- NHSC-approved sites are outpatient facilities providing primary care medical, dental, and/or mental and behavioral health services.
- The facility may be located in a rural, urban or tribal community.
- To apply to become an NHSC site, the facility must be an [eligible site type](#) and meet applicable requirements.



1. What are the benefits of being an NHSC site?
2. Is my site eligible?
3. How do I apply?





# Benefits of Being an NHSC Site

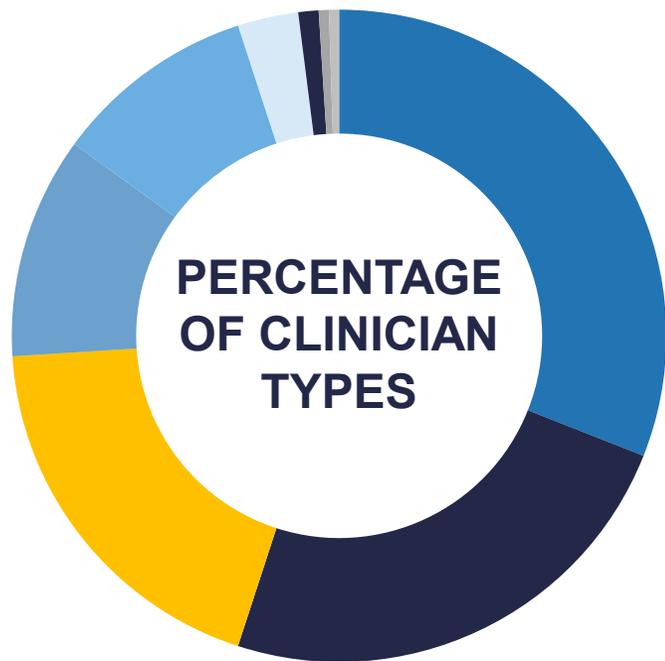
## Recruitment and Retention of Providers

- NHSC Loan Repayment Program
- NHSC SUD Workforce Loan Repayment Program
- NHSC Rural Community Loan Repayment Program
- NHSC Scholarship Program
- NHSC Students to Service Loan Repayment Program
- Health Workforce Connector and Virtual Job Fairs

## Networking and Resources

- NHSC Site Network
- Primary Care Offices
- Division of Regional Operations

# National Health Service Corps



- 29% Behavioral Health Providers
- 24% Nurse Practitioners
- 19% Physicians
- 11% Dentists
- 10% Physician Assistants
- 3% Registered Hygienists
- 1% Nurse Midwives
- .5% \*Registered Nurses
- .5% \*Pharmacists

\*New disciplines added with SUD Workforce LRP and Rural Community LRP





# NHSC Loan Repayment Programs: One Application, Three Programs

PROGRAM TYPE	NHSC Loan Repayment Program	NHSC SUD Workforce Loan Repayment Program	NHSC Rural Community Loan Repayment Program
DISCIPLINES ELIGIBLE FOR ALL PROGRAMS	Physicians (DO/MD) • Nurse Practitioners (NP) • Physician Assistants (PA) • Certified Nurse Midwives (CNM) Health Service Psychologists (HSP) • Licensed Clinical Social Workers (LCSW) • Psychiatric Nurse Specialists (PNS) Marriage and Family Therapists (MFT) • Licensed Professional Counselors (LPC)		
DISCIPLINES ELIGIBLE FOR SPECIFIC PROGRAMS	<p>+</p> Dentists (DDS/DMD) Dental Hygienists (RDH)	<p>+</p> Substance Use Disorder (SUD) Counselors Pharmacists (PHARM) Registered Nurses (RN)	<p>+</p> Substance Use Disorder (SUD) Counselors Pharmacists (PHARM) Registered Nurses (RN) Certified Registered Nurse Anesthetists (CRNA)
AWARD AMOUNT	\$50K <sup>full-time</sup> / \$25K <sup>part-time</sup>	\$75K <sup>full-time</sup> / \$37.5K <sup>part-time</sup>	\$100K <sup>full-time</sup> / \$50K <sup>part-time</sup>
SERVICE COMMITMENT	2 YEARS	3 YEARS	
NHSC HEALTH CARE SITE	✓ Any NHSC-approved site	✓ Any NHSC-approved SUD site	✓ Any rural, NHSC-approved SUD site

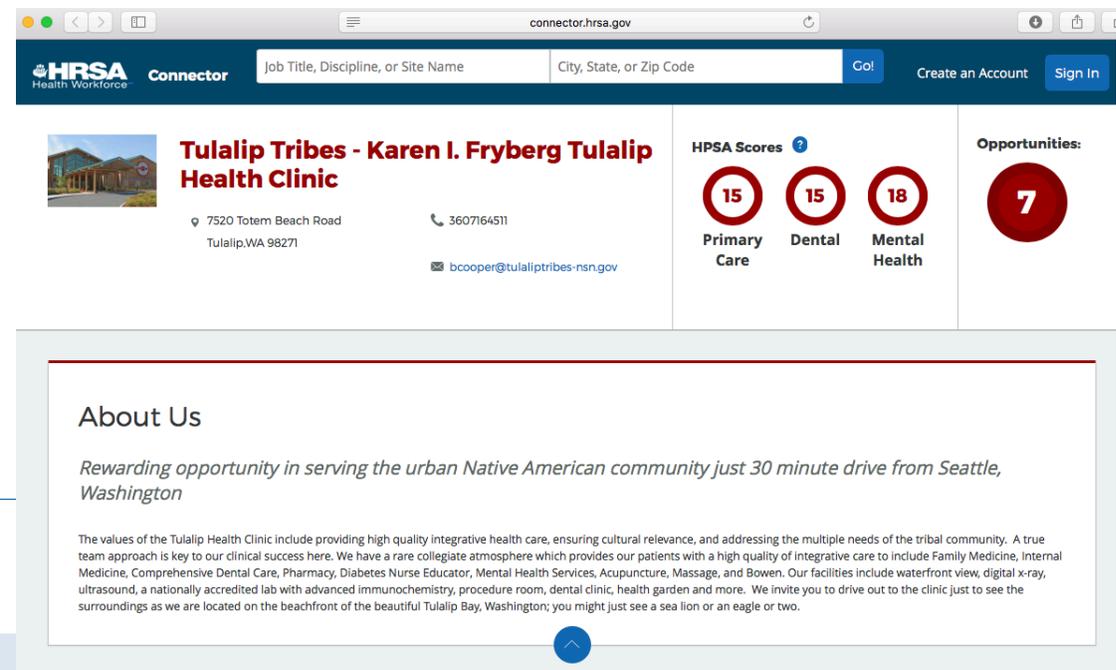
All programs use one application, but you can only apply to one program.

## Health Workforce Connector Site Profiles

NHSC- and Nurse Corps-approved sites can create a profile and post job vacancies, visible to thousands of health care professionals who are actively seeking employment in underserved communities.

*Create a site profile highlighting:*

- Job Opportunities
- Services Provided
- Employee Benefits.
- Site Characteristics
- Local Community (schools, attractions, etc.)
- Photos
- Relevant Links & Websites

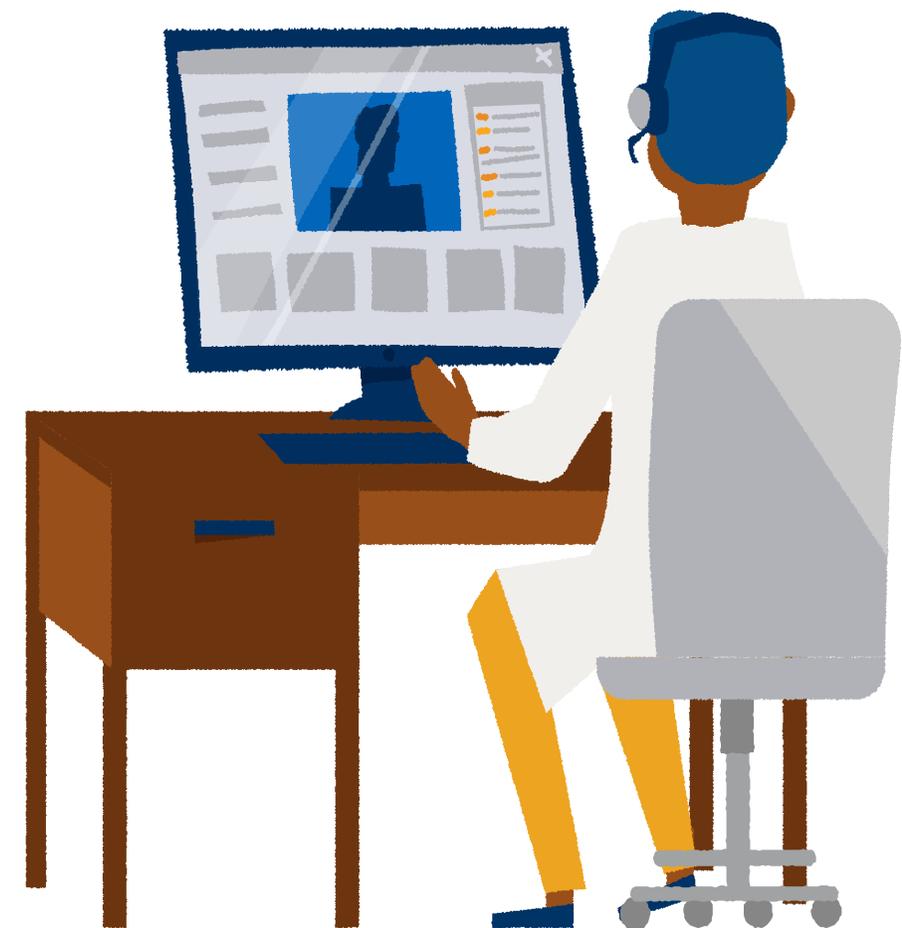


## What Is A Virtual Job Fair?

Virtual Job Fairs offer an innovative way for NHSC- and Nurse Corps-approved sites to promote job opportunities to a targeted audience of primary care clinicians who are interested in serving communities with limited access to health care

### Benefits:

- Sites advertise to a wider audience
- Connections are made virtually with no travel costs
- Clinicians connect with sites in targeted areas where they are looking to work
- Clinicians explore jobs at sites they may not have been aware of for consideration
- Both job-seekers and sites are provided technical assistance on using the Health Workforce Connector





# Is My Site Eligible to Apply?

- Located in and serves a federally-designated Health Professional Shortage Area (HPSA)
- Is a primary care outpatient facility (medical, dental, or behavioral), with the exception of Critical Access Hospitals (CAHs), or Indian Health Service (IHS) Hospitals
- Utilizes and prominently advertises a qualified discounted/sliding fee schedule for individuals at or below 200% of the federal poverty level
- Does not deny services based on inability to pay or enrollment in Medicare, Medicaid, and Children's Health Insurance Program (CHIP)
- Ensures access to ancillary, inpatient, and specialty care
- Credentialing process includes query of National Practitioner Data Bank
- Meets all requirements listed in the NHSC Site Agreement

**View the NHSC Site Reference Guide:**

**<https://nhsc.hrsa.gov/sites/default/files/NHSC/nhsc-sites/nhsc-site-reference-guide.pdf>**  
**for complete information on eligibility and the application process.**



# Eligible Site Types

## NHSC Eligible Site Types

- Federally Qualified Health Centers
  - Community Health Center
  - Migrant Health
  - Homeless Program
  - Public Housing Program
  - School-Based Program
  - Mobile Clinic
- FQHC Look-Alikes
- Indian Health Service Facilities
- Certified Rural Health Clinics
- Correctional or Detention Facilities (Federal/State/Immigration and Customs Enforcement)
- Critical Access Hospitals
- Community Mental Health Centers
- State or Local Health Departments
- Community Outpatient Facilities
  - Hospital Affiliated
  - Non-Hospital Affiliated
- Private Practices (Solo & Group Practice)
- School-Based Clinics
- Mobile Clinics
- Free Clinics
- Substance Use Disorder Treatment Facilities

## NHSC-Approved Substance Use Disorder (SUD) Eligible Treatment Facilities

**To be an NHSC-approved SUD treatment facility, sites must have demonstrated that they meet the requirements set forth in the NHSC Site Agreement and NHSC Site Reference Guide, including submission of SUD documentation.**

- SAMHSA-certified opioid treatment programs (OTPs)
- Office-based opioid treatment facilities (OBOTs)
- Non-opioid substance use disorder treatment facilities (SUD treatment facilities)
- Federally Qualified Health Care Centers (FQHCs)
- Rural Health Clinics (RHCs)
- American Indian Health facilities
- FQHC Look-Alikes
- State or federal correctional facilities
- Critical Access Hospitals
- Community health centers
- State or local health departments
- Community outpatient facilities
- Private practices
- School-based clinics
- Mobile units and free clinics



# Ineligible Site Types

- **Inpatient hospitals (except for CAHs and some IHS hospitals)**
- **Other types of inpatient facilities and inpatient rehabilitation programs**
- **Clinics for veterans and active duty military personnel**
- **Residential facilities**
- **Local/County/City correctional facilities**
- **Home-based health care settings**
- **Clinics that limit care by gender identity, organ system, illness, categorical population or service (e.g., *clinics that only provide STD/HIV/TB services*)**



# Health Professional Shortage Areas

## What is a HPSA?

**A Health Professional Shortage Area (HPSA) is a geographic area, population group, or healthcare facility that has been designated by the Health Resources and Services Administration (HRSA) as having a shortage of health professionals.**

# Health Professional Shortage Areas (Continued)

## Three HPSA Types:

### Primary Care

### Dental

### Mental Health

- HPSA type must match site's services and NHSC provider discipline
- Funding priority of many NHSC programs\* is based on HPSA
- Higher HPSA score = higher funding priority, scores range 0 to 26
- Applicant site must have a HPSA designation as of the first day of the NHSC Site Application Cycle.
- Find HPSAs: <https://data.hrsa.gov/tools/shortage-area/hpsa-find/>
- If you have a HPSA score question, please contact your State Primary Care Office (PCO)



**\* HPSA scores are not a determining factor for the Substance Use Disorder Workforce and Rural Community Loan Repayment Programs.**

# Comprehensive Primary Care

- **Sites must provide preventive, acute, and chronic primary health services in an NHSC-approved specialty**
  - Adult, family, internal medicine, pediatric, geriatrics, psychiatry, general behavioral health, women's health, and obstetrics/gynecology
- **Continuum of care not focused or limited to non-approved NHSC specialty (e.g., organ system, singular illness, categorical population)**
- **Provide care for the whole person on an ongoing basis**
- **Access to ancillary, inpatient, and specialty referrals**



# Behavioral Health Guidance

**Primary care behavioral and mental health providers are required to practice in a community-based setting that provides access to comprehensive mental and behavioral health services.**

**NHSC sites that do not offer all required services must demonstrate a formal affiliation with a comprehensive community based primary behavioral and mental health setting or facility to provide these services.**

**View the checklist:**

**<https://nhsc.hrsa.gov/sites/default/files/NHSC/nhsc-sites/nhsc-site-reference-guide.pdf#page=62>**

# SUD/Opioid Required Documentation

## New sites applying for the SUD/Opioid Expansion must provide the following SUD documentation:

- *Opioid Treatment Program (OTP) facilities* must provide a current SAMHSA-issued OTP certificate.
- *Office Based Opioid Treatment (OBOT) facilities* must provide documentation of services provided onsite, and verification of on-site MAT.
- *Non-opioid SUD facilities* must provide documentation of services provided on-site.



# Sliding Fee Discount Program

**NHSC-approved sites must provide services for free or on a sliding fee scale (SFS) to low-income individuals.**

1. Offer full (100%) discount to those at or below 100% poverty
2. Offer discounts on a sliding scale up to 200% poverty
3. Use most recent HHS Poverty Guidelines: <https://aspe.hhs.gov/poverty-guidelines>
4. Utilize family size and income to calculate discounts (not assets or other factors)
5. In place for minimum of 6 months
6. Additional information: Please reference the Site Reference Guide



# Sliding Fee Discount Documents

1. **Sliding Fee Schedule**
2. **Patient Application for the Sliding Fee Discount**
3. **Site Policies on the Sliding Fee Discount Program**
4. **Posted Signage Notifying Patients about the Sliding Fee Discount Program**

## **Sliding Fee Scale Policy requirements, include:**

- Patient eligibility
- Verification and documentation requirements
- How site will advertise program
- Explanation of any nominal charges
- Collection policies (if applicable to SFS patients)

# Advertise – Onsite and Online

## Post notices that state:

- No one will be denied access to services due to inability to pay.
- There is a discounted/ sliding fee schedule available.

**When applicable, this statement should be translated into the appropriate language/dialect.**



**HRSA**  
NATIONAL HEALTH SERVICE CORPS

**AS A NATIONAL HEALTH SERVICE CORPS SITE, WE PROMISE TO**

- ✓ **Serve all patients**
- ✓ **Offer discounted fees for patients who qualify**
- ✓ **Not deny services based on a person's:**
  - Race
  - Color
  - Sex
  - Age
  - National Origin
  - Disability
  - Religion
  - Gender identity
  - Sexual orientation
  - Inability to pay
- ✓ **Accept insurance, including:**
  - Medicaid
  - Medicare
  - Children's Health Insurance Program (CHIP)

**This facility is a member of the National Health Service Corps: [NHSC.hrsa.gov](http://NHSC.hrsa.gov).**

 U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
HEALTH RESOURCES AND SERVICES ADMINISTRATION

June 2018

Welcome  
to the  
BHW  
portal

*I am ...*

## AN APPLICANT

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[Applying for the NHSC Loan Repayment Program ▶](#)

[Applying for the NHSC Scholarship Program ▶](#)

[Applying for the Nurse Corps Scholarship Program ▶](#)

[Applying for the NURSE Corps Loan Repayment Program ▶](#)

[Applying for the Faculty Loan Repayment Program ▶](#)

[Applying for the Students to Service Loan Repayment Program ▶](#)

## A PARTICIPANT

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[In a Loan Repayment or Scholarship Program ▶](#)

## A SITE POINT OF CONTACT, REPRESENTATIVE OR PCO

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[A Site Administrator ▶](#)

[A State Primary Care Office Member ▶](#)

[A School Representative ▶](#)

## INTERESTED IN LEARNING MORE

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[About BHW ▶](#)



# Required Supporting Documentation

- 1. Site Policies on Non-Discrimination (race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, inability to pay)**
- 2. Sliding Fee Schedule**
- 3. Patient Application for the Sliding Fee Discount**
- 4. Site Policies on the Sliding Fee Discount Program**
- 5. Photo of Required Signage (and updated website)**
- 6. Clinician Recruitment and Retention Plan**
- 7. Proof of Patient Access to Ancillary, Inpatient, and Specialty Care**
- 8. NHSC Site Data Tables (6 months of data)**
- 9. Behavioral Health Checklist (only for applicable sites)**
- 10. Proof of SUD Services (only for applicable sites)**

# NHSC Site Agreement

## Agreement For All Participating NHSC Sites

*\*required field*

### NHSC SITE AGREEMENT:

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

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

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

I certify that **test site 6** currently meets all requirements listed in the NHSC Site Agreement above and will continue to meet these requirements in order to maintain status as an NHSC-approved service site. I also verify that all the information given in this NHSC Site Application is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and certify that the information given in this request is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79). I understand that submitting my request does not guarantee its approval, and that it requires review for compliance with my obligation and program policies.

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

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

Sign with your password \*

**SUBMIT**



# How to Apply

## Is your site eligible to apply? If so...

1. Collect the required documentation.
2. Login to the BHW Customer Service Portal to begin your application during the application period:
  - May 26 – July 21 (if never approved – new site application)
  - Fall 2020 (if previously approved – recertification application)
3. Check with your state PCO or the Division of Regional Operations if you have questions about the site requirements or application process.

**\*\*Remember to allow enough time to collect documentation and complete the online application by July 21, 2020 at 11:59 p.m. ET.**

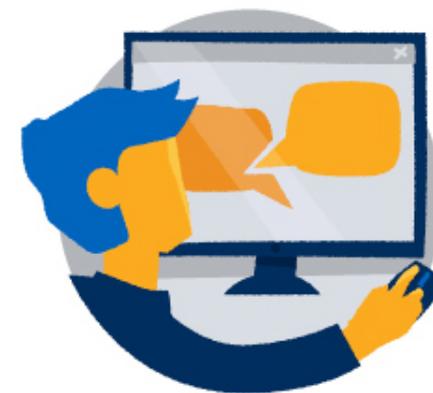


# After You Submit Your Application

- **Once submitted, your application will be reviewed by the State Primary Care Office and NHSC.**
- **You can view your application status by logging into the Customer Service Portal.**
- **NHSC site application reviews generally take 6-8 weeks, but may take longer due to application volume, pre-approval site visit requirements, and the quality of submitted application information.**
- **If approved, your site can recruit through NHSC immediately and clinicians can apply for the next NHSC Loan Repayment Application Cycle.**

## Additional Resources

- **NHSC website:** [www.nhsc.hrsa.gov](http://www.nhsc.hrsa.gov)
- **How to Apply web page:** <https://nhsc.hrsa.gov/sites>
- **Customer Care Center:** 1-800-221-9393 (TTY:1-877-987-9910)  
8:00 p.m. ET Monday through Friday, except federal holidays
- **State Primary Care Offices:** <https://bhw.hrsa.gov/shortage-designation/hpsa/primary-care-offices>
- **DRO Contacts:** <https://nhsc.hrsa.gov/nhsc-sites/contacts/regional-offices-state-contacts.html>



# NHSC Site-related Deadlines

Who?	What? How?	When?
Sites that are <u>currently NHSC-approved</u>	<b>Opt your site in for SUD:</b> Contact your BHW State Contact, either via e-mail or via BHW Portal inquiry. Explain that you want to <u>opt in your site for SUD eligibility</u> .	At any time
Sites that have <u>never been NHSC-approved</u> and that have not previously applied for NHSC site approval	<b>Apply for NHSC Site Approval:</b> Review site eligibility and requirements and gather required documentation. Create BHW Portal Account. Apply to become an NHSC-approved site during <u>NHSC New Site Application Cycle</u> .	May 26 – July 21, 2020
Sites that were <u>previously NHSC-approved</u> and/or that have previously applied for NHSC site approval	<b>Apply for NHSC Recertification:</b> Review site eligibility and requirements and gather required documentation. Access existing BHW Portal Account. Apply to become an NHSC-approved site during <u>NHSC Site Recertification Cycle</u> .	Fall 2020



# NHSC and COVID-19 Response

- **National Health Service Corps COVID-19 flexibilities for current participants:**
  - Application deadlines
  - Start dates
  - Service obligation
  - Provisional licensing
  - Site approval
  - Support payments
- **Frequently Asked Questions web page:** <https://nhsc.hrsa.gov/coronavirus/faqs>



## Contact Us

Phone: 1-800-221-9393 (Customer Care Center); M-F, 8 a.m. to 8 p.m. ET, except federal holidays

Web: <http://nhsc.hrsa.gov/>

BHW Customer Service Portal: <https://programportal.hrsa.gov/>

Virtual Job Fair: <https://jobfair.hrsa.gov>

Health Workforce Connector: <https://connector.hrsa.gov>



Facebook: <http://facebook.com/nationalhealthservicecorps>



Twitter: <http://twitter.com/NHSCorps>



LinkedIn: <http://www.linkedin.com/company/national-health-service-corps>