

Nurse Corps Scholarship Program

School Year 2024-2025 Application & Program Guidance March 5, 2024

Application Submission Deadline: May 2, 2024, 7:30 p.m. ET

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES Health Resources and Services Administration Bureau of Health Workforce 5600 Fishers Lane Rockville, Maryland 20857

For questions, please call 1-800-221-9393 (TTY: 1-877-897-9910) Monday through Friday (except federal holidays) 8:00 a.m. to 8:00 p.m. ET or contact the Bureau of Health Workforce online.

Authority: Section 846(d)-(i) of the Public Health Service Act, as amended (42 U.S C. 297n(d)-(i)).

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Executive Summary

The Health Resources and Services Administration is accepting applications for the Nurse Corps Scholarship Program. The Health Resources and Services Administration improves the health of underserved and vulnerable populations by strengthening the health workforce and connecting skilled professionals to communities in need.

The Nurse Corps Scholarship Program provides scholarships to nursing students in exchange for a minimum two-year, full-time service commitment (or part-time equivalent) at an eligible health care facility with a critical shortage of nurses. A complete understanding of the commitment to serve at a Critical Shortage Facility and the financial, legal, and other consequences of failing to perform the commitment is critical to successfully completing the mandatory service obligation associated with a Nurse Corps Scholarship award.

Eligible	Students accepted or enrolled at an accredited school of nursing located in the		
Applicants	United States or territory, pursuing a nursing degree or certificate program. Types		
and	of eligible nursing programs include:		
Programs	Diploma in Nursing		
1 Tograms	Associate degree in Nursing		
	Bachelor of Science in Nursing		
	Graduate-level nurse practitioner		
	Graduate level advanced registered nurse		
	 Bridge Nursing Graduate-level Programs (registered nurse to Bachelor of 		
	Science in nursing, registered nurse to Master of Science in nursing-nurse		
	practitioners, Direct Entry Master of Science in nursing-nurse		
	practitioners)		
Funding	The Nurse Corps Scholarship award includes funds for:		
	Tuition		
	Required fees		
	Monthly stipend, and		
	 Other reasonable educational costs (e.g., books, supplies, uniforms) 		
Service	All participants incur, at a minimum, a two-year full-time service obligation		
Obligation	(or part-time equivalent) but will have a longer service obligation if they		
	receive support for more than two years.		
Where	Participants serve in a Critical Shortage Facility, which is an approved health care		
Participants	facility with a critical shortage of nurses, located in, designated as, or serving a		
Serve	Health Professional Shortage Area with a primary care or mental health score of 14		
	or higher. See list of eligible <u>Critical Shortage Facilities</u> .		
Application	May 2, 2024, 7:30 p.m. ET		
Deadline			
Tax Liability	All components of the Nurse Corps Scholarship Program award are taxable.		





Rockville, MD 20857 Bureau of Health Workforce

A Letter from Luis Padilla, MD

Dear Potential Applicant,

Thank you for taking the time to consider applying to the Nurse Corps Scholarship Program.

Since the passage of the Nurse Reinvestment Act of 2002, the Nurse Corps Scholarship Program has carried out its mission of growing the nursing workforce in underserved communities by selecting recipients who are likely to remain with their service sites to continue serving those in need after fulfilling their service commitment. We need students like you to commit to serving communities with a shortage of skilled nursing professionals. If you qualify and are selected, we will provide a scholarship to support a nursing degree in exchange for a minimum two-year commitment to serve at an eligible health care facility with a critical shortage of nurses.

/Luis Padilla, MD/

Luis Padilla, MD

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

Privacy Act Notification Statement

General

This information is provided pursuant to the Privacy Act of 1974 (Public Law 93-579), as amended, for individuals supplying information for inclusion in a system of records.

Statutory Authority

Section 846(d)-(i) of the Public Health Service Act (PHSA), as amended (42 USC 297n (d)-(i)).

Purpose and Use

The Nurse Corps Scholarship Program provides scholarships to nursing students in exchange for a minimum two-year, full-time service commitment (or part-time equivalent), at an eligible health care facility with a critical shortage of nurses. Applicants must supply the information that will be used to evaluate their eligibility, qualifications, and compliance with the applicable standards for participation in the Nurse Corps Scholarship Program. Please note that information from other sources is also considered (e.g., credit bureau reports).

Certain parts of an applicant's application may also be disclosed outside the U.S. Department of Health and Human Services ("Department"), as permitted by the Privacy Act and Freedom of Information Act, to the Congress, the National Archives, the Government Accountability Office, and pursuant to court order and various routine uses as described in the System of Record Notice 09-15-0037 for Scholarship and Loan Repayment Program Records. You will be notified if your information will be shared.

Effects of Nondisclosure

Disclosure of the information sought is voluntary; however, if not submitted, except for the replies to questions related to race/ethnicity, an application may be considered incomplete and therefore may not be considered for funding under the Nurse Corps Scholarship Program.

Non-Discrimination Policy Statement

In accordance with applicable federal laws and U.S. Department of Health and Human Services policy, the Department does not discriminate based on any non-merit factor, including race, color, national origin, religion, sex, sexual orientation, gender identity, disability (physical or mental), age, status as a parent, or genetic information.

Nurse Corps Scholarship Program Overview

The Nurse Corps Scholarship Program is a competitive program administered by the Bureau of Health Workforce within the Health Resources and Services Administration of the U.S. Department of Health and Human Services. The Health Resources and Services Administration improves the health of underserved and vulnerable populations by strengthening the health workforce and connecting skilled professionals to communities in need. This Scholarship Program provides scholarships to nursing students in exchange for a minimum two-year, full-time service commitment (or part-time equivalent) at an eligible health care facility with a critical shortage of nurses.

The Nurse Corps Scholarship Program's holistic approach to application review allows consideration of the student as a whole person and helps in the selection of recipients likely to remain at their service sites even after fulfilling their Nurse Corps Scholarship commitment.

Upon graduation and licensing, all participants must fulfill their service obligation at an eligible Critical Shortage Facility and are required to do so in the discipline for which they were funded (see the <u>Service Requirements</u> section). Applicants are strongly encouraged to explore the types of nursing opportunities that exist in eligible Critical Shortage Facilities before applying to the Nurse Corps Scholarship Program. As a resource, applicants may use the <u>Health</u> <u>Workforce Connector</u> to learn about opportunities at currently approved Critical Shortage Facilities.

What's New for 2024

The Nurse Corps Scholarship Program will expand applicant eligibility for the Women's Health funding allocation to include current lactation consultants and doulas who are pursuing nursing education and planning to practice in women's health, obstetrics, and/or gynecology. This eligibility is in addition to the current eligibility of registered nurses planning to work in women's health or obstetrics, nurse practitioners with a women's health or obstetrics and gynecological specialization, and certified nurse midwives.

Application and Program Guidance

Please read the Nurse Corps Scholarship Program Application and Program Guidance (Guidance) in its entirety before proceeding with the application. The Guidance explains the eligibility requirements and obligations of individuals selected to participate in the Nurse Corps Scholarship Program. Applicants should review the guidance and have a complete understanding of the requirement to serve at an eligible health care facility with a critical shortage of nurses as well as the financial, legal, and other consequences of failing to perform that commitment.

KEY APPLICATION DATES

• Applications Open: March 5, 2024

Application Submission Deadline: May 2, 2024, 7:30 p.m. ET

• Notification of Award: September 30, 2024

Funding Allocations

Funds for the Nurse Corps Scholarship Program are used to make awards to qualified applicants pursuing nursing education as registered nurses, nurse practitioners, clinical nurse specialist and certified nurse anesthetist, and certified nurse midwives in exchange for a minimum two-year, full-time service commitment (or part-time equivalent) at a critical shortage facility. For the 2024 application cycle, the Health Resources and Services Administration reserved funds for scholarships in the following areas:

Funding Category	Description	Funding Allocation
Women's health	For the education of students pursuing registered nursing degrees to work in women's health or obstetrics (including current doulas and lactation consultants pursuing a registered nursing degree); nurse practitioners with a women's health or obstetrics and gynecological specialization, and certified nurse midwives.	Up to \$5 million
Career pathways (leading to registered nurse careers)	For education of students pursuing registered nursing degrees with entry-level health professional certifications that may include certified nursing assistants, community health workers, mental/behavioral health aides, school health aides, home health aides, medical assistants, and licensed practical (vocational) nurses	Up to \$2 million

Funding Category	Description	Funding Allocation
Nurse practitioners	 For education of nurse practitioners specializing in psychiatric-mental health (including a Post-Graduate Certificate) Education of other nurse practitioners 	 Up to 20 percent of the remaining Nurse Corps Scholarship Program funding Up to 30 percent of the remaining Nurse Corps Scholarship Program funding
All other registered nurses and advanced practice registered nurses (excluding nurse practitioners)	 For education of all other remaining nursing specialties 	 Up to 50 percent of the remaining Nurse Corps Scholarship Program funding

APPLICATION ELIGIBLITY REQUIREMENTS

To be **eligible** for a Nurse Corps Scholarship Program award, all applicants must:

 Be a U.S. citizen (either U.S. born or naturalized), U.S. National, or Lawful Permanent Resident and provide acceptable documentation of their status. Acceptable documents must be valid and unexpired and include a U.S. Birth Certificate, Certificate of Citizenship, Naturalization Certificate, unexpired U.S. Passport ID page or U.S. Passport Card, or Permanent Resident Card (Green Card).

Please note: A marriage certificate or Social Security card is **not** acceptable proof of U.S. Citizenship, U.S. National, or Lawful Permanent Resident status. Failure to provide the acceptable documentation will result in an ineligible application. Documentation requirements can be found in the <u>Required</u> <u>Supporting Documentation</u> section.

2. Be enrolled or accepted for enrollment as a full-time student in an accredited nursing degree program in clinical nursing, that must be in a U.S. state, the District of Columbia, or a U.S. territory. The following table describes the eligible degrees and training locations:

If Pursuing a(n):	Required to Attend	
Associate Degree	Junior college, community college, college, or university which provides primarily or exclusively a two-year, accredited program of education in professional nursing and allied subjects leading to an associate degree in nursing or to an equivalent degree.	
Collegiate Degree in Nursing (School of Nursing)	College or university that provides an accredited program of education in professional nursing and related subjects leading to a degree of Bachelor of Arts, Bachelor of Science, Bachelor of Science in Nursing, graduate degree in nursing, or to an equivalent degree, and includes advanced training related to such program of education provided by such school.	
Diploma from a School of Nursing	School affiliated with a hospital or university, or an independent school, which provides primarily or exclusively an accredited program of education in professional nursing and allied subjects leading to a diploma or to equivalent evidence of completion.	
Bachelor of Science in Nursing as a Registered Nurse-to-Baccalaureate (Bridge Program)	An accredited nursing program for registered nurses who already have an associate degree in nursing or diploma degree in nursing and receive a Bachelor of Science in Nursing.	
Master's Degree in Nursing from a Direct/Entry Level Nursing Program	An accredited program that prepares graduates with baccalaureate degrees in other disciplines and no previous nursing education for entry into the nursing profession and awards a Master of Science in Nursing. • Eligible: Graduate Entry into nursing program, which confers two degrees: Bachelor of Science in nursing, then a Master of Science in nursing. an eligible applicant has completed the registered nurse portion of the program and is accepted/enrolled in the Master of Science in nursing/nurse practitioner portion or applied for the Master of Science in nursing/nurse practitioner funding. In addition, the applicant must hold an unencumbered registered nurse license in a U.S. state, the District of Columbia, or a U.S. territory. • Not Eligible: If the applicant has not completed the registered nurse portion of the program, the applicant is not eligible to apply to or receive Master of Science in nursing /nurse practitioner funding.	

3. Begin taking **classes on or before September 30, 2024** in the accredited nursing degree program for which you are applying to use Nurse Corps Scholarship Program funds for academic term 2024-2025.

Note: The degree indicated on the application is the ONLY degree that the Nurse Corps Scholarship Program will support during your matriculation in school.

Applicants are deemed ineligible for a Nurse Corps Scholarship Program Award if they experienced any of the following situations:

- **Have defaulted on a prior service obligation** to the federal, state, or local government, unless the obligation was previously satisfied.
- Have defaulted on any federal payment obligations (e.g., student loans, student service obligation, federal income tax liabilities, etc.) or non-federal payment obligations (e.g., court-ordered child support payments).
- Have any current or past judgment liens arising from a federal debt;
- Are currently excluded, debarred, suspended, or disqualified by a federal agency from financial and nonfinancial assistance and benefits under federal program and activities; or
- Have an existing service obligation for professional practice or service after academic training. An exception may be made if the entity to which the obligation is owed provides documentation of no conflict in fulfilling the Nurse Corps Scholarship Program service commitment and that the Nurse Corps Scholarship Program service commitment will be served first. A Nurse Corps Scholarship Program participant who subsequently enters into another service commitment and is not immediately available after completion of their degree to fulfill their service commitment is subject to the breach-of-contract provisions described in the Non-Compliance Penalties section of the Guidance. (However, participation in a program with a service commitment that will be completed prior to the beginning of the Nurse Corps service obligation will not bar a participant's eligibility for the Nurse Corps Scholarship Program);
- Had any federal or nonfederal debt written off as uncollectible or had any federal service or payment obligation waived; or
- If an applicant has not completed the registered nurse portion of the Direct-Entry or Equivalent Degree Program and does not hold an unencumbered registered nurse license at the time of application, the applicant is ineligible to apply for or receive graduate nurse practitioner funding.

Note: The Nurse Corps Scholarship Program will conduct a <u>hard inquiry</u>¹ with the credit bureaus prior to making an award and consult <u>System For Award Management</u> to determine if an applicant has been suspended or debarred.

¹ According to the U.S. Consumer Financial Protection Bureau, these inquiries "are typically inquiries by lenders after you apply for credit. These inquiries will impact your credit score because most credit scoring models look at how recently and how frequently you apply for credit." (Source: Consumer Financial Protection Bureau: What's a credit inquiry?)

Selection Factors and Funding Preferences

Among eligible applicants, the Nurse Corps Scholarship Program determines awardees using a holistic approach (community service, extracurricular activities, work and life experiences, academic performance, etc.) combined with **selection factors** and **funding preferences**.

Selection Factors

- Academic performance.
- Response to an essay question.
- Two professional signed letters of recommendation.

Funding Preferences

Funding preference is given to applicants with the greatest financial need. An applicant's financial need is determined based on the applicant's Student Aid Index, which is provided on the official 2024-2025 Free Application for Federal Student Aid Submission Summary. The Free Application for Federal Student Aid Submission Summary is calculated by the U.S. Department of Education, **not** by the Nurse Corps Scholarship Program. All awards are made based on the following tiers:

Tier	Description
Tier 1	Applicants enrolled or accepted for enrollment in an accredited diploma,
	undergraduate, or graduate nursing program leading to a registered nurse
	license and/or nurse practitioner or an accredited graduate level nurse
	practitioner program, including psychiatric mental health nurse practitioner
	post-graduate certificates and certified nurse midwives, registered as full-time
	students for consecutive term.
Tier 2	Applicants enrolled or accepted for enrollment in an accredited graduate nursing
	program for certified registered nurse anesthetists or clinical nurse specialists as full-time
	students for consecutive terms.

AWARD INFORMATION

The Nurse Corps Scholarship Program provides a scholarship to students that covers various costs, with **limitations and exclusions. The Nurse Corps Scholarship Program will**:

Pay tuition and required fees for each term after receiving an itemized invoice
from the school of nursing or the school's authorized financial aid office. Any
required fees on the invoice already included in the other reasonable costs

- (discussed below) will not be approved for payment to the nursing school.
- Only pay tuition and required fees for required courses during a summer session if it is part of the academic term normally required by the school for all students in the same program and is in progress during a participant's contract period.
- NOT pay for tuition and required fees for participants to repeat coursework. If the repeated coursework does not change a participant's full-time enrollment status, the scholarship payments for remaining tuition and required fees may continue. The decision to continue scholarship payments while participants are repeating coursework is contingent upon the nursing school allowing the participant to continue with the remaining non-repeated courses. This must be confirmed in writing to the Nurse Corps Scholarship Program. Participants who repeat coursework must immediately contact the Nurse Corps Scholarship Program via the Bureau of Health Workforce Customer Service Portal. Failure to do so will result in the discontinuation of monthly stipend payments or other actions from the Nurse Corps Scholarship Program.
- Pay an overload fee or increased tuition rate charged to participants who enroll in courses for a total number of credit hours more than a full course load.
- Pay for increases in tuition or required fees; however, payment is not guaranteed and is subject to the availability of funds.
- Only pay for institutions named in the participant's application that have degree
 program agreements with the nursing institution, and only for courses required as
 part of the degree program, if the participant attends more than one
 school/campus.
- Not pay for additional courses beyond those required for graduation, and for tuition costs or required fees unrelated to the degree/program, such as loan processing required fees, penalty or late fees, and other similar expenses.
- Consider transfer requests on a case-by-case basis. Transfers to other academic institutions are strongly discouraged once the applicant has been accepted into the Nurse Corps Scholarship Program. Transfer requests must be approved by the Nurse Corps Scholarship Program in advance to ensure continued eligibility for funding. Transfer requests must include a completed Verification of Acceptance and/or Enrollment Verification Form as appropriate, for the school to which the requested transfer is being made. The Nurse Corps Scholarship Program award is based on the cost of attendance at the initial school of record for all school year contracts executed during the Fiscal Year 2024 application cycle. If a transfer is approved, the Nurse Corps Scholarship Program will not cover any increase in tuition and/or required fees for the new institution; participants are responsible for the difference. Changes in the type of nursing program will not be approved.

Other Reasonable Costs

Other reasonable costs are a single annual payment provided directly to each Nurse Corps Scholarship Program participant to assist in covering the cost of books, clinical supplies/instruments, and uniforms. The payment is based on information obtained directly from the institution regarding the approximate cost of these items. The amount paid for *other reasonable costs* is determined prior to the disbursement of the scholarship award, cannot be adjusted or changed even if additional expenses arise, and will vary from student to student depending on the participant's program and graduation date. The *other reasonable costs* payment **is reduced proportionately** for participants who plan to attend less than a full school year (e.g., December graduates).

Stipend Payment

For the 2024-2025 academic year, the Nurse Corps Scholarship Program will pay each full-time student a monthly stipend of \$1,599. This stipend is taxable, and the Department will withhold federal income and Federal Insurance Contributions Act taxes.

- a. The Nurse Corps Scholarship Program will delay or place on hold stipend payments if requested documents (e.g., invoices, Enrollment Verification Forms/In-School Verifications, transcripts, etc.) have not been received. If a student repeats coursework already paid for by the Nurse Corps Scholarship Program or if the repeated coursework results in a change in registration status (full-time/part-time), stipend payments may be stopped.
- b. Stipend payments will stop the month following nursing coursework completion, upon graduation, or when the Nurse Corps Scholarship Program contract terminates for any reason, whichever comes first.

Anticipated Awards

For the 2024-2025 academic year, the Nurse Corps Scholarship Program anticipates more applicants for scholarship awards than funds available. After selecting an applicant for an award, the Nurse Corps Scholarship Program will provide the applicant with information for logging into the <u>Bureau of Health Workforce Customer Service Portal</u>. This web-based system will allow for communication between Nurse Corps Scholarship Program participants and staff. Please note Nurse Corps Scholarship Program participants are subject to changes in the statute and/or policies occurring after receipt of award.

UNDERSTANDING SERVICE OBLIGATION AND THE CONTRACT

Service Obligation

All participants incur, at a minimum, a two-year full-time service obligation (or part-time equivalent) but will incur a longer service obligation if receiving support beyond two years, as set forth in the table below. Participants must serve their service obligations working

under the degree for which they were funded and in an eligible facility, as defined below. Participants may begin searching and applying for open positions upon graduation. Participants have up to (9) months from the date of graduation to:

- obtain an unencumbered permanent nursing license,
- accept an offer of employment from a Nurse Corps Scholarship Program-approved Critical Shortage Facility, and
- commence full-time (or, if approved, part-time) work providing clinical services at the Critical Shortage Facility.

Participants who sign "Full-Time Student" contracts incur an obligation to provide one year of full-time service for each full or partial school year of support received beyond two years as set forth in the table below. For example, a student who receives a full year of support (12 months) the first school year, a partial year of support (six months) the second school year, and a full year of support the third school year will owe the equivalent of three years of full-time clinical service. If a participant receives support for one year or less, they will have an obligation to serve two years.

Years of Scholarship Support	Years of Service Obligation
Up to 1 Full or Partial School Year (2024-2025)	2 Years Full-Time
Up to 2 Full or Partial School Years (2025-2026)	2 Years Full-Time
Up to 3 Full or Partial School Years (2026-2027)	3 Years Full-Time
Up to 4 Full or Partial School Years (2027-2028)	4 Years Full-Time

Additional Support through Continuation Awards

To request additional scholarship support for the 2025-2026 school year or any subsequent school years, the scholar must submit an In-School Verification, verifying that they are still in good academic standing, and a signed contract for that school year. The scholar may request contracts for subsequent school years through graduation for a maximum of four (4) school years of support. Each year, the participant must request a continuation award through optional contracts and the Secretary of the U.S. Department of Health and Human Services ("Secretary"), or designee must agree to it via documentation. The scholarship is based on the cost of the initial school of record or school attended at the time of the initial contract. Scholarship funding will not be deferred.

Additional scholarship support or continuation awards will only be provided for the same nursing degree, program, and specialty of the participant's original contract. To request additional scholarship support for any subsequent academic years, a Nurse Corps Scholarship Program participant must submit a signed contract for the additional academic year and a report verifying an acceptable academic level of standing in the nursing program. Participants will not need to reapply. The Nurse Corps Scholarship Program will notify participants when requests for additional support are due.

Continuation awards depend upon the availability of funds for the Nurse Corps Scholarship Program and are contingent upon a participant's:

- Continued eligibility to participate in the Nurse Corps Scholarship Program (e.g., acceptable level of academic standing in the nursing program, not repeating coursework);
- Compliance with policies and procedures established by the Nurse Corps Scholarship Program for requesting continued support; and
- Past compliance with program policies and requirements.

Participants requesting continued support must be able to support themselves financially until the scholarship benefit payment schedule can be reinstated. If a continuation award is granted, the first payment may not be issued until mid-November, but it will include tuition, stipend payments (applied retroactively to July 1), and the annual *other reasonable costs* payment.

Contract Termination

The Secretary or designee will terminate a Nurse Corps Scholarship Program contract for an academic year if, on or before June 1 of the school year, the participant:

- 1. Submits a written request to terminate their contract for that academic year through the Bureau of Health Workforce Customer Service Portal; and
- 2. Repays all amounts paid to, or on behalf of, the participant for that academic year, including pre-tax tuition, stipends, and other reasonable costs.

If a participant meets these requirements and the contract is successfully terminated, the participant will no longer have a service obligation *for that school year*. Please note, however, that if a participant received Nurse Corps Scholarship Program support for one year or any portion of a year, they would still owe **two years minimum** of service in return for those prior years of support. Additionally, if a Nurse Corps Scholarship Program participant does not meet the requirements to terminate, and the contract remains in effect, the participant will incur a service commitment for the full or partial year of support received, as set forth in the "Program Requirements While In School" section of this Guidance.

These requirements apply to requests for terminating the initial/first contract as well as any optional contract(s).

Taxes and Financial Information

Please Note: The ENTIRE Nurse Corps Scholarship Program award is subject to federal taxes, including tuition, required fees, other reasonable costs, and monthly stipend payments.

Under Section 117 of the Internal Revenue Service Code, scholarship amounts received as payment for services required as a condition of the scholarship are taxable income. The

Health Resources and Services Administration will withhold federal income tax and the "employee" share of Federal Insurance Contributions Act tax from ALL components of the award. The withholding of income and employee Federal Insurance Contributions Act tax from tuition payments means that a **participant's award will be reduced accordingly**. If the amount withheld does not cover a participant's tax obligations, the participant is responsible for paying the remainder to the Internal Revenue Service. Nurse Corps Scholarship Program suggests that participants and potential participants speak with a financial aid advisor at their nursing school to learn about financial aid options that may assist with covering any unpaid costs. For questions related to tax withholdings, the Nurse Corps Scholarship Program suggests that participants speak with a professional tax advisor or by using the Internal Revenue Service Tax Withholding Estimator or contact the Internal Revenue Service Tax Help Line at (800) 829-1040.

All the Nurse Corps Scholarship Program funds disbursed to participants, and/or to their school on their behalf, are reported to the Internal Revenue Service on a Form W-2, Wage and Tax Statement after the end of the tax year. Please note that scholarship payments may also be subject to state and local income taxes and that the Nurse Corp Scholarship Program does not withhold state and/or local taxes.

Participants who want additional funds withheld from their award should indicate the amount they would like deducted on their Employee's Withholding Allowance Certificate (Form W- 4).

PROGRAM REQUIREMENTS WHILE IN SCHOOL

Nurse Corps Scholarship Program participants must maintain enrollment in the nursing program until the program is complete. Nurse Corps Scholarship Program participants must verify their enrollment status through the <u>Bureau of Health Workforce Customer Service Portal</u> for each term (e.g., semester, quarter) through an In-School Verification. Additionally, a designated school official must certify the participant's full-time enrollment and each participant must submit a transcript after the add/drop date at the beginning of each term of the courses and credit hours for which the Nurse Corps Scholarship Program will receive an invoice.

Participants must also upload an unofficial or official transcript at the end of every semester. Participants who fail to complete and submit their enrollment verification through the Bureau of Health Workforce Customer Service Portal each academic term will not receive their scholarship and stipend payments.

Participants not in compliance with the enrollment requirements will be recommended for default. School invoices cannot be processed without these documents.

Maintain an Acceptable Level of Academic Standing. Nurse Corps Scholarship
 Program participants must be in an acceptable level of academic standing in their
 nursing program. When participants are on academic probation, they are not

considered to be in an acceptable level of academic standing by the Nurse Scholarship Program. All other determinations of an acceptable level of academic standing are made by the school. Please note that participants who do not meet the acceptable level of academic standing requirements are recommended for default.

- 2. Notify the Nurse Corps Scholarship Program of Any Changes in Enrollment Status. Participants must notify the Nurse Corps Scholarship Program through the <u>Bureau of Health Workforce Customer Service Portal</u> as soon as they anticipate one of the following events:
 - Repeat of any coursework;
 - Change in graduation date;
 - Leave of absence approved by the school²
 - Withdrawal or dismissal from school;
 - Placement on academic probation;
 - Change from full-time student status as determined by the school's registrar, to a less than full-time status for participants who sign "Full-Time Student" contracts;
 - Voluntary withdrawal from courses during an academic term; or
 - Transfer to another school or program.

The Nurse Corps Scholarship Program discontinues all payments while a participant is on approved leave of absence and will resume making payments when the student returns to the course of study for which the scholarship was awarded.

The events listed above could have an adverse impact on a participant's receipt of Nurse Corps Scholarship Program payments. A participant will be placed in default and must repay the support they received if they fail to notify Nurse Corps Scholarship Program of any change in status.

Additional Funding Provided by an Alternative Source

Receipt of the Nurse Corps Scholarship Program award does not automatically preclude an applicant from receiving funds from other programs, as long as the other program does not impose a *service obligation*. Applicants should contact their financial aid officer to determine how the receipt of a Nurse Corps Scholarship Program award affects the receipt of other sources of funding.

1. Financial Aid Received Before Notice of Award

Grants and Scholarships

² When expecting a leave of absence, a participant must notify the Nurse Corps Scholarship Program immediately through the <u>Bureau of Health Workforce Customer Service Portal</u> and submit a letter from the school approving the leave of absence and indicating start and end dates for the period of absence.

If tuition and required fees for the academic year have been paid by another source of financial aid (e.g., Pell Grant, state grants, or tuition-based scholarships) before the applicant receives notice of the Nurse Corps Scholarship Program award, then the participant, in conjunction with the school, may:

- a. Return payments to the funding source and submit an invoice to the Nurse Corps Scholarship Program for payment; or
- b. Submit an invoice itemizing all additional sources of funding if the participant wishes to keep these grants and/or scholarships applied to tuition. The Nurse Corps Scholarship Program will pay the difference between the total tuition and the grant/scholarship funds.

Loans

If a Nurse Corps Scholarship Program participant has taken out a student loan to cover the cost of tuition and required fees for the summer and/or fall semester(s), while waiting for notice of the Nurse Corps Scholarship Program award, the participant should request that their academic institution prepare an itemized invoice detailing the amount of tuition and required fees paid for the student loans to cover this period. The Nurse Corps Scholarship Program will pay the amount on the invoice, to the academic institution.

2. Financial Aid Received After Notice of Award

Please note this section only relates to financial aid/loans solely allocated for tuition. If a participant receives financial aid to pay tuition and required fees from sources other than the Nurse Corps Scholarship Program after receiving notice of the Nurse Corps Scholarship Program award, the academic institution should not submit an invoice to the Nurse Corps Scholarship Program for costs already covered by the other source of financial aid, including grants and scholarships. If the other source of financial aid covers the full cost of tuition and required fees, the academic institution should submit documentation stating it will not seek payment for the term. If a balance remains, then the school should submit an invoice for the balance remaining. The amount of the participant's Nurse Corps Scholarship Program award is not affected if the participant accepts financial aid/loans for non-tuition expenses such as cost of living expenses. Financial aid not solely allocated for tuition does not need to be listed on the invoice.

Circumstances Affecting Scholarship Payments

The following situations will result in a change or discontinuation of the Nurse Corps Scholarship Program's payment of tuition and/or stipend:

Changes in Enrollment Status. A change in enrollment status can result in a
discontinuation of tuition and stipend payments. Participants must promptly notify
the Nurse Corps Scholarship Program, through the <u>Bureau of Health Workforce</u>
<u>Customer Service Portal</u>, if one of the events listed below is anticipated or occurs. If a

change in enrollment status already occurred, participants must submit a letter from the school verifying the status change through the <u>Bureau of Health Workforce</u> <u>Customer Service Portal</u>. Changes include the following:

- Repeat coursework for which the Nurse Corps Scholarship Program already made payments. The Nurse Corps Scholarship Program may continue payments for stipends and all other non-repeated coursework, provided participants continue to meet all other Nurse Corps Scholarship Program requirements;
- Participant's graduation date changed. This affects funding and contract end date:
- Leave of absence approved by the academic institution. All payments will be discontinued during the approved leave of absence and may be terminated if the student does not return to school;
- Withdrawal or dismissal from the academic institution. All payments will be discontinued, and the participant will be recommended to be placed in default;
- Full-time student status to a less than full-time student status. All tuition and stipend payments will be discontinued. To receive support a participant must be enrolled in school as a full-time student (See the Appendix for a glossary of terms). Any courses not required to complete the qualifying degree program will not count toward the hours required for full-time status and will not be supported by the Nurse Corps Scholarship Program. An exception may be made for summer terms and if a participant is in their final academic term;
- Voluntary withdrawal from course(s) during an academic term. All payments will be discontinued; or
- Transfer to another academic institution (See below).
- 2. Changes in Academic Institution. Scholarship awards are based on the cost of attendance at the initial academic institution of record for all school year contracts executed during the fiscal year of the application cycle for which the award was made. Therefore, changes in academic institutions are strongly discouraged once the applicant is accepted into the Nurse Corps Scholarship Program. Please note, changes in disciplines (i.e., registered nurse or nurse practitioner) are not allowed. Changes in academic institutions must be approved in advance by the Nurse Corps Scholarship Program to ensure continued eligibility for funding and are considered only for exceptional circumstances.

Note: Approvals of requests to change academic institutions are not automatic and the Nurse Corps Scholarship Program will review the request for compliance with the Nurse Corps Scholarship Program requirements. If a transfer is approved, the Nurse Corps Scholarship Program will not cover any increase in tuition and/or required fees for the new institution; the participant is responsible for the difference. Participants

- are required to perform their service obligation in the nursing discipline for which their scholarship was funded even if the change in school is approved.
- 3. Delinquent Federal and State Debt. Under the Treasury Offset Program, the U.S. Department of the Treasury (Treasury) is authorized to offset a participant's Nurse Corps Scholarship Program payments if the participant is delinquent on a federal debt. In addition, the Treasury is authorized to offset the Nurse Corps Scholarship Program payments in response to a participant's state debts, including delinquent child support payments.
- 4. Nurse Corps Scholarship Program Overpayments. Nurse Corps Scholarship Program payments that are made to or on behalf of a participant when the participant is ineligible to receive them are considered overpayments and must be repaid. Overpayments can occur when payments are made to the participant directly, or to an academic institution on a participant's behalf, during periods in which a participant is on an approved leave of absence, is repeating coursework, or in other situations in which the participant is ineligible to receive payments. Overpayments may also occur due to administrative error. Any participant who receives an overpayment should immediately contact the Nurse Corps Scholarship Program through the Bureau of Health Workforce Customer Service Portal to make arrangements to promptly return all overpayments, as such overpayments are viewed as a debt owed to the U.S. Department of Health and Human Services, which will trigger the Department's debt collection procedures, as required by 45 CFR Part 30.
- 5. Resumption of Scholarship Benefits. To resume tuition and stipend payments discontinued under existing scholarship contracts, participants must submit documentation from an academic institution official confirming that the participant is now eligible to receive scholarship support (e.g., not repeating coursework, returning from a leave of absence, resuming full-time student status). Requests for the resumption of scholarship benefits must be sent to the Nurse Corps Scholarship Program via the Bureau of Health Workforce Customer Service Portal. They are considered on a case-bycase basis by the Nurse Corps Scholarship Program to determine if a participant is eligible to receive additional funding going forward. For participants who have not repaid overpayments determined to be debts owed to the Department, the resumption of scholarship benefits will be subject to the administrative offset described in the Nurse Corps Scholarship Program Overpayments subsection above. For participants whose tuition and stipend payments were discontinued due to their withdrawal or dismissal from the academic institution, or due to their transfer without Nurse Corps Scholarship Program approval, payments will not resume.
- Veteran Benefits. Educational benefits from the U.S. Department of Veterans
 Affairs generally continue along with Nurse Corps Scholarship Program funds.
 Nurse Corps Scholarship Program benefits will be reduced to reflect funding

received under the Post-9/11 G.I. Bill. Questions or concerns regarding changes in scholarship payments should be submitted through the <u>Bureau of Health</u> <u>Workforce Customer Service Portal</u>.

If the Nurse Corps Scholarship Program has any questions concerning a participant's eligibility for continued support, it reserves the right to delay any award payments pending clarification of the participant's continuing eligibility and status.

PROGRAM REQUIREMENTS WHILE IN POSTGRADUATE RESIDENCY/TRAINING

Deferment for Postgraduate Training Eligibility

Except as described below in the <u>Service Credit During Postgraduate Residency/Training</u> section, registered nurse and nurse practitioner participants can request a deferment (i.e., postponement) of their Nurse Corps Scholarship Program service obligation to complete a postgraduate residency/training program approved by the Nurse Corps Scholarship Program. Participants will have the option to complete a residency program for an approved specialty that must be consistent with the specialty for which the Nurse Corps Scholarship Program awarded funding. The postgraduate training program **cannot** exceed 18 months in length.

To remain in compliance with the Nurse Corps Scholarship Program during postgraduate residency/training, eligible participants must: 1) obtain their license; and 2) start their postgraduate residency/training no later than six (6) months after graduation. After completing postgraduate residency/training, participants will have three (3) months to commence employment before being considered non-compliant with contract terms and being at risk of default. Participants can pursue only the postgraduate training that the Nurse Corps Scholarship Program has officially approved, and participants should not make any changes to the type or length of postgraduate training without prior approval from the Nurse Corps Scholarship Program; failure to do so may result in breach of contract and a recommendation for default. Participants who have not requested or have not been granted service deferment to complete a postgraduate nursing residency program are required to begin their Nurse Corps Scholarship Program service obligation upon degree completion as outlined in the Service Requirements section.

To gain approval from the Nurse Corps Scholarship Program to enter a postgraduate residency/training program, participants must submit a written request for deferment of their service obligation and a copy of their acceptance letter to the postgraduate residency/training program through the <u>Bureau of Health Workforce Customer Service Portal</u>. Residency requests cannot be approved until participants complete the nursing program for which they were awarded. The written request MUST include, or provide as an attachment, a detailed description of the residency program. The Nurse Corps Scholarship Program will review the Postgraduate Training Deferment Request and either approve or disapprove the request.

Participants will not receive Nurse Corps Scholarship Program financial support during their approved postgraduate residency/training, nor will they incur any additional Nurse Corps Scholarship Program service obligation because of the service deferment.

Participants' Requirements While in Deferred Status for Postgraduate Training

To remain in compliance with program requirements, participants must pursue only the postgraduate training that the Nurse Corps Scholarship Program has officially approved and should not make any changes to the type or length of postgraduate training without prior approval from the Nurse Corps Scholarship Program. Participants are required to notify the Nurse Corps Scholarship Program in writing, within 30 days of their new mailing address, email address, and/or any changes that affect their training status. After graduation, participants entering a residency/training program that is not preapproved are out of compliance with the Nurse Corps Scholarship Program requirements and are subject to the actions described in the Consequences of Non-Compliance section of this Guidance.

Participants who withdraw or are terminated from the Nurse Corps Scholarship Program approved postgraduate residency/training program are required to notify the Nurse Corps Scholarship Program immediately through the Bureau of Health Workforce Customer Service Portal, and begin service as required in the Service Requirements section.

Failure to take these steps will lead to default, and participants who default on their Nurse Corps Scholarship Program service obligation incur the debt described in the Breaching the Contract section of this guidance.

Service Credit During Postgraduate Residency/Training

With prior approval, the Nurse Corps Scholarship Program offers credit for nurse practitioner postgraduate residency/training toward satisfying participants' service obligation if the training occurs at an eligible Critical Shortage Facility in a Health Professional Shortage Area with a score of 14 or higher.

Nurse practitioner residents must meet the full-time or part-time clinical practice definition in this guidance (see the <u>Appendices</u> for a glossary of terms). Participants must comply with the service requirements, including having a site point of contact who will submit an in-service verification form every six months.

Please note the following:

 For participants with approval to apply their postgraduate residency/training to their service obligation, the residency/training must be at an eligible Critical Shortage
 Facility located in a Health Professional Shortage Area with a score of 14 or higher. Participants who have received permission to receive service credit for the time they spend in their postgraduate residency/clinical training will be considered in breach of their service obligation if they do not complete their residency/training program.

SERVICE REQUIREMENTS

A Nurse Corps Scholarship participant's transition from school to service is important and requires a participant's full attention. Participants nearing their graduation should refer to the Transition to Service Guide on our website (https://bhw.hrsa.gov/job-search) for detailed guidance about each phase of their transition to service. By accepting the Nurse Corps Scholarship Program award, participants are entering into a contract with the United States Government. Participants are required to practice at an eligible Critical Shortage Facility located in, designated as, or serving a mental health or primary care Health Professional Shortage Area with a score of 14 or higher.

The Health Professional Shortage Area score must be 14 or higher at the time the participant provides a copy of the permanent, unencumbered, and unrestricted nursing license for the awarded discipline, and has accepted an employment offer approved by the Nurse Corps Scholarship Program. Participants must refer to the Nurse Corps Scholarship Program Application and Program Guidance for the current year to verify the selected Critical Shortage Facility meets the minimum Health Professional Shortage Area requirement for their service obligation.

The Nurse Corps Scholarship Program must approve the site where participants wish to complete their service prior to the acceptance of employment to receive service credit. There is no guarantee that Critical Shortage Facilities eligible during participants' training will maintain eligibility at the time participants are available to start their service obligation. Participants may need to relocate to find a job that meets service requirements. To complete the service obligation, after graduation participants must do the following:

1. Obtain a license.

Within nine (9) months of graduation as a registered nurse or, an advanced practice registered nurse, and prior to commencing service at a Critical Shortage Facility, Nurse Corps Scholarship Program participants must be permanently licensed to practice in the state where they will complete their service obligation. In addition, advanced practice registered nurses are required to pass a national certification examination for their specialty (that is administered by a nationally recognized certifying body) prior to obtaining their license to commence service.

a. Credit towards fulfillment of the service commitment will not be given in the absence of a current, unencumbered permanent license in the state of service, or, if serving in a federal facility, in a state. A participant whose license becomes encumbered must notify Health Resources and Services Administration immediately through the <u>Bureau of Health Workforce Customer Service Portal</u>.

- b. Service credit will NOT be given until the Nurse Corps Scholarship Program has received documentation that all licensure and certification requirements have been met. Documents should be uploaded in the <u>Bureau of Health Workforce</u> <u>Customer Service Portal</u>.
- c. Responsibility for obtaining the required state license (and national certification exam, if applicable) prior to the service start date rests with the Nurse Corps Scholarship Program participant.
- d. Nurse Corps Scholarship Program participants are encouraged to take the appropriate licensure/certification exams at a time that will allow them to meet all licensing requirements and obtain a position at a Critical Shortage Facility within nine (9) months after graduation from their clinical nursing program.
- e. If a participant is unsuccessful in obtaining a license or passing the certification exam(s) within nine (9) months of their graduation date, the participant should immediately contact the Nurse Corps Scholarship Program through the <u>Bureau of Health Workforce Customer Service Portal</u> to request a suspension.

2. Obtain a Position at a Critical Shortage Facility

To receive service credit, Nurse Corps Scholarship Program participants will have up to nine (9) months from their date of graduation to: (1) accept an offer of employment and (2) commence full-time (or approved part-time) employment in the nursing capacity for which their scholarship was funded, with a Nurse Corps Scholarship Program-approved Critical Shortage Facility (see boxed section under the list of Critical Shortage Facilities).

Participants can complete their service obligation at multiple sites, provided the sites are under a single employer or within the same network under dependent satellite facilities. All sites must meet the Nurse Corps Scholarship Program Critical Shortage Facility eligibility requirements as described in this Guidance. In such case there may be multiple points of contact, however there should be one designated point of contact responsible for completing and verifying an In-Service Verification for all sites at which the Nurse Corps Scholarship Program participant is employed.

Nurse Corps Scholarship Program participants who are performing telehealth are encouraged to utilize <u>Health Resources and Services Administration's Telehealth</u> <u>Resource Centers</u>. These centers provide free telehealth technical assistance and training for providers using telehealth. Participants will receive service credit when providing telehealth services in a manner consistent with their service site's telehealth policy.

The Nurse Corps Scholarship Program requires participants to be employed full-time or part-time throughout the year, including those employed by a school-based Critical Shortage Facility. If the school-based Critical Shortage Facility is not open year-round, the participant may transfer to an approved Critical Shortage Facility during months the school-based Critical Shortage Facility is closed. Providers who work at school-based clinics that are not open year-round will not receive service credit for any period of time they are not serving at an approved Critical Shortage Facility (refer to the Eligible Health Care Facility Types section). A participant's Nurse Corps Scholarship Program service obligation will be extended if they exceed the annual allotted time they are allowed to be away from the service site.

Participants must contact the Nurse Corps Scholarship Program **prior to accepting employment** to ensure the service site and position are eligible. Nurse Corps Scholarship Program must approve service locations to ensure each participant's compliance with all requirements related to their service obligation.

3. Perform Full-Time or Part-Time Clinical Service

Participants can satisfy their service obligations either on a full-time or, with written approval from the Nurse Corps Scholarship Program, on a part-time basis. At least 80 percent of the hours each week must be spent providing clinical services, or direct patient care, to patients.

- a. Full-time clinical practice is defined as a minimum of 32 hours per week. At least 26 hours per week must be spent providing clinical services or direct patient care at the approved site. The remaining six (6) hours can be spent on administrative or other non-clinical activities.
- b. Part-time clinical practice is defined as a minimum of 16 hours per week and up to a maximum of 31 hours per week. Participants wishing to serve part-time must first obtain approval from Nurse Corps Scholarship Program and must extend their service obligation so that the accumulated amount of service performed will equal the amount of a full-time service obligation.
- c. Under the Nurse Corps Scholarship Program, participants are not permitted to take more than seven (7) weeks (regardless of how many days per week served) per service year of leave from the approved service site for any reason, including for vacation, holidays, continuing professional education, or illness. If a participant has a medical or personal emergency that will result in an extended period of absence, they must request a suspension of their Nurse Corps Scholarship Program service commitment. The Nurse Corps Scholarship Program will consider all requests but cannot guarantee that a suspension request will be approved. If a suspension is requested and approved, the participant's service commitment end date will be extended accordingly.

Note: The information provided above pertains to compliance with the Nurse Corps Scholarship Program service obligation only. Nurse Corps Scholarship Programapproved Critical Shortage Facility sites are private entities, and participants are responsible for confirming leave and absence policies with their specific employer.

4. Verification of Initial and Ongoing Employment During Service Obligation
Nurse Corps Scholarship Program participants who have completed school and are
entering into their service obligation by providing clinical nursing services must have
their initial employment verified through the <u>Bureau of Health Workforce Customer Service Portal</u> before being placed on duty, and then every six (6) months until their
service obligation has been fulfilled. To verify employment, an authorized official or
point of contact at the Nurse Corps Scholarship Program-approved Critical Shortage
Facility must certify the initial terms of employment and the site type where each
participant will work. In addition, the site official must verify the participant's
compliance with the full-time or part-time service requirement during each six-month
period through the <u>Bureau of Health Workforce Customer Service Portal</u>, and indicate
whether the participant is noncompliant with any requirement. The service
verification process is also the mechanism to record participants approved leave from
the Critical Shortage Facility.

Participants will be recommended for default of their service obligation for failure to:

- Obtain an unencumbered license;
- Accept an offer of employment from a Nurse Corps Scholarship Programapproved Critical Shortage Facility site; or
- Commence full-time (or approved part-time) clinical services at the facility within nine months of their date of graduation; or verify their employment.

Participants who default on their Nurse Corps Scholarship Program service obligation incur the debt described in the Breaching the Contract section of this guidance.

Nurse Corps Scholarship Program participants are required to provide full-time (or if approved, part-time) clinical service in an eligible Critical Shortage Facility **and will be expected to obtain the commitment of a site point of contact to verify service hours**. An eligible Critical Shortage is a Critical Shortage Facility located in, designated as, or serving a primary care or mental Health Professional Shortage Area.

Examples of Eligible Primary Care Settings, Hospitals and other Critical Shortage Facilities

Primary Care Settings

- Federally Qualified Health Center
- Community Mental Health Center³

³ Certified Behavioral Health Clinics are eligible under Community Health Center.

- Rural Health Clinic
- Outpatient Facility
- State or Local Health Department
- Critical Access Hospital
- Small Rural Hospital⁴
- American Indian Health Facility
- School Based Clinic
- Nurse Managed Health Clinic/Center
- Free and Charitable Clinic
- Native Hawaiian Health Center

Hospital and Other Critical Shortage Facilities

- Urgent Care Center
- Disproportionate Shared Hospitals
- Public Hospitals⁵
- Private Hospitals
- Home Health Agency
- Ambulatory Surgical Center
- End Stage Renal Disease Dialysis Centers
- Hospice Program
- Residential Nursing Home

Note: The health care facilities listed above are examples of the types of entities that may constitute a Critical Shortage Facility. However, an entity will only be designated as a Critical Shortage Facility if located in, designated as, or serving a primary care or mental Health Professional Shortage Area. Participants must serve in a Critical Shortage Facility with a Health Professional Shortage Area score of 14 or higher.

The facilities and employment statuses below are **ineligible** and do not satisfy the required service obligation:

- Clinics in prisons and correctional facilities
- Any entity that is not located in a Health Professional Shortage Area
- Nurse Staffing Agency/Travel Nurse Agency/or equivalent Contracting Agencies
- Nurses working Pro Re Nata or on an as-needed basis.

If a participant is not sure whether a facility fits into one of the categories above, they should contact the facility's business office or human resources department. Applicants are strongly encouraged to research the types of nursing opportunities that exist in Critical

⁴ Critical Access Hospitals are included as eligible within this Critical Shortage Facility.

⁵ State psychiatric hospitals must use facility Health Professional Shortage Area to determine site eligibility population and geographic Health Professional Shortage Areas cannot be used.

Shortage Facilities using the <u>Health Professional Shortage Area Find</u> and <u>Health Workforce Connector</u> before applying to or accepting a Nurse Corps Scholarship Program award. These resources assist with identifying facilities with Health Professional Shortage Area designations, as well as employment and training opportunities in underserved communities across the nation.

Note: The health care facilities that employ Nurse Corps Scholarship Program participants are responsible for paying participants' salaries. Nurse Corps Scholarship Program participants negotiate their own salary and benefits packages with the Critical Shortage Facility where they are employed after graduation. Additionally, all participants are required to fulfill the service obligation at a Critical Shortage Facility in the discipline (registered nurse or nurse practitioner) under which they were funded.

Participants who must relocate to accept a position in a different geographic area will not receive a relocation incentive or reimbursement from the Nurse Corps Scholarship Program.

Health Professional Shortage Areas

Health Professional Shortage Areas are designated by Health Resources and Services Administration as having shortages of primary care, mental health, or dental health providers. The Nurse Corps Scholarship Program will only use primary care and mental Health Professional Shortage Area designations and scores in determining whether a site qualifies as a Critical Shortage Facility. The Nurse Corps Scholarship Program does NOT use dental Health Professional Shortage Area scores in determining the eligibility of a site. Participants must work at a Critical Shortage Facility with a primary care or mental health score of 14 or above.

For each discipline category, there are three different types of Health Professional Shortage Area designations:

- 1) geographic (a county or service area);
- 2) population group (e.g., low-income population, migratory agricultural workers); and
- 3) facility (e.g., rural health clinic, Federally Qualified Health Center).

Please note, serving uninsured, Medicare and/or Medicaid populations, in and of itself does not qualify an area, population, or facility as a Health Professional Shortage Area.

Participants should consult the Health Professional Shortage Area websites listed below for more information:

<u>Find Shortages by Address</u>: Enter the Critical Shortage Facility's address to see if
the facility is in a Health Professional Shortage Area. The facility **MUST** be in a
primary care or mental Health Professional Shortage area. More specifically,

- "Yes" must appear beside "In a Primary Care or Mental Health Professional Shortage Area." The primary care/mental Health Professional Shortage Area score(s) will appear beneath the respective designation(s).
- <u>Health Professional Shortage Area Find</u>: Find Health Professional Shortage Areas by state, county, and type of shortage (select only primary care or mental health).

Health Professional Shortage Area scores are ONLY used to determine the eligibility of the facility and do not imply or infer the capacity in which a nurse must work. You are required to fulfill the service obligation in the discipline for which you were funded but are eligible to work in any Nurse Corps Scholarship Program-approved Critical Shortage Facility site.

A Health Professional Shortage Area score or Health Professional Shortage Area designation status can change over time. A facility may have one Health Professional Shortage Area score at the time a Nurse Corps Scholarship Program participant begins nursing school but have a different Health Professional Shortage Area score (or no longer be in a Health Professional Shortage Area) by the time the participant completes nursing school. Site eligibility is based on the Health Professional Shortage Area score in effect at the time the Nurse Corps Scholarship Program approves a participant to serve at the site.

PROGRAM COMPLIANCE

Worksite Absences

Participants are required to serve a minimum of 45 weeks per service year and are allowed to be on leave from the Nurse Corps Scholarship Program-approved Critical Shortage Facility site for no more than seven (7) weeks (regardless of how many days per week served) per service year. A participant's service obligation end date is extended for each day of absence over the allowable seven (7) weeks (approximately 35 workdays) missed.

Service Verification

To comply with program requirements, participants must use the <u>Bureau of Health Workforce Customer Service Portal</u> to identify an authorized point of contact for the approved service site, who will need to create a portal account to complete and submit the initial Enrollment Verification Form and continue to complete ongoing In-Service Verifications. If a participant's site point of contact is unable to provide In-Service Verifications online through the <u>Bureau of Health Workforce Customer Service Portal</u>, the participant should contact the Nurse Corps Scholarship Program immediately through the <u>Bureau of Health Workforce Customer Service Portal</u>, by <u>email</u>, or by phone (1-800-221-9393).

Participants who fail to complete and timely submit their In-Service Verifications every six (6) months through the <u>Bureau of Health Workforce Customer Service Portal</u> will not receive service credit and may be recommended for default. In-Service Verifications must be submitted within 30 days of the In-Service Verification request being generated through the <u>Bureau of Health Workforce Customer Service Portal</u>.

Transfer to Another Approved Critical Shortage Facility

The Nurse Corps Scholarship Program expects that participants will fulfill their service obligation at the initial Nurse Corps Scholarship Program-approved Critical Shortage Facility; however, the Nurse Corps Scholarship Program understands that circumstances may arise that require a participant to leave the initial facility and complete their service at another eligible Critical Shortage Facility. If a participant can no longer continue working at their approved facility, they must contact the Nurse Corps Scholarship Program immediately through the <u>Bureau of Health Workforce Customer Service Portal</u> before the participant leaves their site.

Detailed instructions on how to complete a Change My Site Request are provided in <u>Bureau of Health Workforce Customer Service Portal</u>. https://programportal.hrsa.gov/To request a transfer to another site via the Bureau of Health Workforce Customer Service Portal, go to the Activities section, then to Change My Site Request. The request must include the reason for the transfer and initiation of an Employment Verification Form to the prospective site to determine whether the position is eligible and if the site is an eligible Critical Shortage Facility. **All transfers require prior approval**.

Participants must transfer to an approved critical shortage facility with a designated site point of contact that has an active <u>Bureau of Health Workforce Customer Service Portal</u> account. That site point of contact must be willing and able to complete all electronic verifications, including Employment Verifications and In-Service Verifications, through the portal.

Participants must continue to meet all of the service obligation requirements at their prospective transfer site.

Unemployment During Service Obligation

Nurse Corps Scholarship Program participants who resign or are terminated from their Critical Shortage Facility must contact the Nurse Corps Scholarship Program immediately through the <u>Bureau of Health Workforce Customer Service Portal</u>. The Nurse Corps Scholarship Program will provide the participant a certain period in which to obtain an offer and accept a position at an eligible Critical Shortage Facility. It is the **participant's responsibility to obtain employment at an eligible Critical Shortage Facility**. Participants who do not secure employment at an eligible Critical Shortage Facility within the allotted timeframe provided by the Nurse Corps Scholarship Program may be recommended for default.

Request for Suspension

Participants are required to request a suspension for an extended workplace absence of seven (7) consecutive weeks or more. Such requests may be approved by the Nurse Corps Scholarship

Program. Requests should be submitted through the <u>Bureau of Health Workforce Customer Service Portal</u> prior to the period of leave. Participants are required to serve a minimum of 45 weeks per service year and are allowed to be away from the Nurse Corps Scholarship Program-approved Critical Shortage Facility site for no more than seven (7) weeks per service year; therefore, a participant's obligation end date is extended for each day of absence over the allowable seven (7) weeks (approximately 35 workdays) missed.

CONSEQUENCES OF NON-COMPLIANCE

Breaching the Contract

A participant is in breach of the Nurse Corps Scholarship Program contract if they:

- Fail to maintain an acceptable level of academic standing in the nursing program (as determined by the nursing program in accordance with requirements of the Nurse Corps Scholarship Program); or
- Are dismissed from the nursing program for disciplinary reasons; or
- Voluntarily terminate the nursing program; or
- Fail to begin or complete the service obligation as specified in their Nurse Corps Scholarship Program contract.

Failure to complete service for any reason is a breach of the Nurse Corps Scholarship Program contract. The Nurse Corps Scholarship Program will work with participants to assist them, to the extent possible, to avoid a breach and fulfill the service obligation. A participant should immediately contact the Nurse Corps Scholarship Program if a situation arises in which they are potentially unable to fulfill their service obligation. If the Nurse Corps Scholarship Program contract is breached, the participant will be placed in default and will be liable to repay all Nurse Corps Scholarship payments received. This includes the amounts withheld for federal taxes, plus interest at the maximum legal prevailing rate, from the date of the breach of the Nurse Corps Scholarship contract and must be repaid within three (3) years of the date of the participant's default.

Please note a breach of contract may permanently disqualify an individual from receiving future awards under the Nurse Corps Scholarship Program and some other Health Resources and Services Administration federal programs. Failure to repay the Nurse Corps Scholarship Program debt within three (3) years will result in delinquency and have the following consequences:

- 1. The debt is reported to credit reporting agencies as delinquent. During the three-year repayment period, the debt is reported to credit reporting agencies as "current." If the debt becomes past due, it is reported as "delinquent."
- 2. The debt is referred to a debt collection agency and the U.S. Department of Justice. Any Nurse Corps Scholarship Program debt past due for 45 days will be referred to a

debt collection agency. If the debt collection agency is unsuccessful in receiving payment in full, the debt will be referred to the U.S. Department of Justice for enforced collection.

- 3. Administrative offset. Federal and/or state payments due to participants (e.g., an income tax refund) may be offset by the U.S. Department of the Treasury to repay a delinquent Nurse Corps Scholarship Program debt. In addition, recovery through Administrative Wage Garnishment will be enforced to repay a delinquent Nurse Corps Scholarship Program debt.
- 4. **Medicare/Medicaid Exclusion**. As a clinician, you will not be able to participate in Medicare/Medicaid billing. (This does not prevent you as an individual from applying for Medicare benefits.)

Suspension and Waiver

The Secretary or designee may, under certain circumstances, suspend (put "on hold") or waive (excuse) the Nurse Corps Scholarship Program service or payment obligation. A written request for a suspension or waiver must be submitted through the Bureau of Health Workforce Customer Service Portal and be supported by full medical and/or financial information. Additional supporting documentation demonstrating a compelling circumstance is required in order to process a request.

Suspension. A mechanism that provides temporary relief to a Nurse Corps Scholarship Program participant if they have a short-term (not permanent) circumstance that currently make compliance with the obligation impossible or would involve an extreme hardship to the participant such that enforcement of the obligation would be unconscionable. Periods of approved suspension will extend the participant's Nurse Corps Scholarship Program service obligation end date. The major categories of service suspensions are set forth below.

- a. Medical or Personal Hardship. A suspension can be granted for up to one year, if a participant provides independent medical documentation of a physical or mental health disability, or personal hardship, including a terminal or debilitating illness of an immediate family member, which results in the participant's temporary inability to perform the Nurse Corps Scholarship Program obligation. Upon receipt of the suspension request, the Nurse Corps Scholarship Program will notify the participant with instructions for submitting supporting documentation.
- b. Maternity/Paternity/Adoption Leave. A maternity/paternity/adoption leave request will be approved by the Nurse Corps Scholarship Program if adequately documented in the <u>Bureau of Health Workforce Customer Service Portal</u>. If participants plan to be away from their approved service site for maternity/paternity/adoption leave, participants are required to submit their suspension request through the <u>Bureau of Health Workforce Customer Service Portal</u> before taking leave. Nurse Corps Scholarship Program will allow participants to be away from their service site within the timeframes established by either the Family Medical Leave Act (up to 12).

weeks) or for a longer period as permitted under state law where the participant resides, consistent with the leave policies of the employer. If participants plan to take leave beyond the allowed maternity/ paternity/adoption leave period, participants are required to contact the Nurse Corps Scholarship Program for guidance. Remember that a participant may be away from the Nurse Corps Scholarship approved service site for no more than seven (7) weeks per service year; therefore, after a suspension, a participant's obligation end date will be extended for each day of a Nurse Corps Scholarship-approved absence over the allowable seven (7) weeks.

c. Call to Active Duty in the Armed Forces. Participants who are also military reservists and are called to active duty are granted a suspension for up to one year, beginning on the activation date described in the reservist's call to active-duty order. In addition to the written request for a suspension, a copy of the order to active duty must be submitted to Nurse Corps Scholarship Program. Upon receipt of the written request, the suspension will be extended if the participant's period of active duty is extended. The period of active military duty will not be credited toward the Nurse Corps Scholarship Program service obligation.

Waiver. A mechanism that permanently relieves a participant of all or part of the Nurse Corps Scholarship Program service or payment obligation. A waiver may be granted only if a participant demonstrates that compliance with the Nurse Corps Scholarship Program obligation: (a) is impossible, or (b) would involve an extreme hardship such that enforcement of the obligation would be unconscionable. Compliance would be impossible if a participant documents that they suffer from a physical or mental disability that results in their permanent inability to serve their obligation or to be gainfully employed in any capacity and pay their debt. The request must be submitted in writing to the Nurse Corps Scholarship Program and must specify the reason(s) the waiver is being sought. The participant will be contacted directly by the Nurse Corps Scholarship Program regarding the medical and financial documentation necessary to process the waiver request. Waivers are not routinely granted and require a demonstration of compelling circumstances as described above.

Cancellation of the Nurse Corps Scholarship Program Service Obligation. A participant's Nurse Corps Scholarship Program obligation is cancelled only in the unfortunate event of the participant's death. No liability is transferred to a participant's heirs.

Application Information

As previously stated, applicants are encouraged to read this Guidance in its entirety before proceeding with an application. The Guidance explains in detail the rights and obligations of individuals selected to participate in the Nurse Corps Scholarship Program.

Applicants should ensure they have a complete understanding of: (1) the commitment to complete a nursing education program and serve at an eligible Critical Shortage Facility for a minimum of two years, and (2) the financial, legal, and other consequences of failing to

meet those obligations. Applicants are strongly encouraged to research nursing opportunities that exist in various Critical Shortage Facilities before applying to the program. All participants are required to fulfill the service obligation in the discipline for which they are funded.

APPLICATION DEADLINE

The online application and all supporting documents must be submitted to the <u>Bureau of Health Workforce Customer Service Portal</u> by **7:30 p.m. ET on May 2, 2024**.

Applicants are **strongly encouraged** to upload all supporting documents in PDF format to expedite processing of their application.

COMPLETING AN APPLICATION

Application Information

The Nurse Corps Scholarship Program application consists of:

- (1) An online application,
- (2) Required supporting documentation, and
- (3) Additional supporting documentation (if applicable).

Applicants are advised to keep a copy of their completed application package for their records. The information submitted in the online application must match the information submitted in the supporting documentation.

Applicants are responsible for submitting a complete application. Application packages are initially reviewed to determine their completeness and consistency with underlying supporting documents. Application packages deemed incomplete (e.g., blank, password protected, illegible, or incomplete application materials) as of the application deadline will not be considered for funding.

The Nurse Corps Scholarship Program will not accept requests to update a submitted application or permit the submission/resubmission of incomplete, rejected, or otherwise delayed application materials after the deadline. In addition, Nurse Corps Scholarship Program staff will not contact applicants, make changes to the applicant's choice of school or discipline entered on the submitted application, or fill in any missing information. If a document cannot be viewed or accessed, that document will not be considered and may cause the entire application to be deemed ineligible.

If an applicant transfers to a different school after the submission of the application and prior to a signed Nurse Corps Scholarship contract, the application will be deemed ineligible for an award.

1. ONLINE APPLICATION

Applicants are required to complete each of the sections below:

a. Eligibility Screening. If an individual does not meet the eligibility requirements

in the online application, they will not be able to continue with the application. Please refer to the <u>Application Eligibility Requirements</u> section of this Guidance for further details.

- b. **Full-time Status Confirmation**. Answers to this section demonstrate the applicant's status as a full-time nursing student.
- General Information. Answers to this section pertain to the applicant's name, Social Security number, mailing and email addresses, and other contact information.
- d. **Background Information.** Answers to this section pertain to the educational background, individual and family background, and emergency contact information.
- e. **Degree Information.** Answers to this section should pertain only to the degree or certificate program for which the applicant is applying for a Nurse Corps Scholarship.
- f. Letters of Recommendation. Applicants are required to submit two (2) letters of recommendation, one academic and one non-academic. All letters of recommendation must be completed online through the online application portal. For each letter, the applicant's desired recommenders will be sent a link to the online recommender portal. The application can be submitted for processing only after the letters of recommendation are uploaded into the portal. If the original recommender cannot provide a recommendation letter, the applicant must cancel the original recommendation request and submit the name of another individual selected to complete the letter of recommendation before the application deadline. An application will not be complete until the recommender has uploaded a signed (either handwritten or electronic) letter of recommendation. The applicant will not be notified if the recommender does not complete or upload the letter. The applicant is only notified if/when the recommender uploads a letter.

The **applicant** is responsible for checking the portal, verifying the recommenders uploaded the letters of recommendation into the portal, and submitting the application once completed. The burden is on the applicant to submit a completed application through the portal.

Note: The recommendation letters should include the following: application ID number of the applicant; and the recommender's name, title, organization, address, and handwritten or electronic signature. The recommendation letters should not include the

applicant's name, address, or email address. The recommendation letters may also be on institution/organization letterhead.

- g. Academic Letter of Recommendation. If the applicant is currently enrolled in the nursing program, the recommendation letter should be from the department chair, faculty advisor, or a faculty member of that academic program who can attest to the applicant's qualifications. If the applicant has not begun the training associated with the scholarship, the signed letter should be from the department chair, faculty advisor, or a faculty member of the applicant's most recent academic program. The letter must describe their relationship to the applicant and length of time acquainted with the applicant. The recommendation letter should address the three discussion points described in the instructions in the recommender online portal. Recommenders will be emailed a unique link to access their portal account.
- h. Non-Academic Letter of Recommendation. The recommendation letter should be from an individual who is familiar with the applicant's professional, community, and/or civic activities, especially those related to underserved communities and, if applicable, federal pipeline (see the Appendix for a glossary of terms) program experience. The recommender can be an employer or previous employer, community leader, colleague, or anyone who has knowledge of the applicant's interest and motivation to provide care to underserved communities. Applicants should encourage recommenders to document any experience in high priority service areas (i.e., Indian Health, Rural, Tribal, Federally Qualified Health Center, and Community Health Center) or federal pipeline programs. The recommender must describe their relationship to and length of time acquainted with the applicant. The recommendation letter should address the discussion points described in the instructions to the recommender. The recommender cannot be a relative of the applicant or be the same individual who completed the Academic Letter of Recommendation. Recommenders will be emailed a unique link to access their portal account.
- Self-Certification. Applicants are required to certify the accuracy, truthfulness, and completeness of their application and information entered in the online application.

2. REQUIRED SUPPORTING DOCUMENTATION

It is the applicant's responsibility to ensure all required supporting documents have been uploaded by **May 2**, **7:30 p.m. ET**. Failure to submit a complete application package by the deadline **will deem the applicant ineligible** and the applicant will not be considered for a Nurse Corps Scholarship Program award. Applicants must upload all supporting documents at the time of the online application submission. Each

document submitted must include the applicant's first name, last name, and application number. Career Pathways applicants, doulas, and lactation consultants pursing a registered nurse degree must upload an active/current certificate and/or licensure.

- a. **Authorization to Release Information Form.** Applicants must download the "Authorization to Release Information" form from the online application. Applicants must fill out, sign, and upload the form to the application. The signature may be handwritten or an electronic signature. Electronic signatures that contain a date stamp or require a PIN to place the signature on the form are acceptable. Also, signatures signed with a stylus are acceptable. Electronic Signatures that are typed only are not acceptable.
- b. **Proof of U.S. Citizenship, U.S. National, or Lawful Permanent Resident.** Acceptable proof includes a copy of a U.S. Birth Certificate, Certificate of Citizenship or Naturalization; unexpired U.S. Passport; U.S. Passport Card, or Permanent Resident Card (Green Card).
 - Note that a state Driver's License, Nursing License, Social Security card and Non-Driver's ID are not proof of U.S. Citizenship or status as a U.S. National or Lawful Permanent Resident.
- c. Verification of Acceptance/Enrollment Verification Form. The Nurse Corps Scholarship Program uses the Enrollment Verification Forms to confirm the student's enrollment and status, program start date of no later than September 30, 2024, for the 2024-2025 academic year, expected date of program completion, graduation date, academic standing in the nursing program, institution's name and address, and the official contact person for the school of nursing.
- d. Free Application for Student Aid (FAFSA) Submission Summary. Applicants must upload a complete, official 2024-2025 FAFSA Submission Summary issued by the U.S. Department of Education in PDF format. Failure to provide a complete, official 2024-25 FAFSA Submission Summary will render an application ineligible. Additionally, the following documents will not be accepted and render an application ineligible: Submission Summaries received from institutions other than the U.S. Department of Education; incomplete or partial 2024-2025 FAFSA Submission Summary files; Student Aid Index Report files issued in 2023 or earlier.
- e. **Current Tuition and Fee Schedule.** Each applicant must provide a tuition and required fees schedule for the 2024-2025 academic year for their specific school and program or, if not yet available, the most recent tuition and required fees schedule published by the school in the school catalog or on its website.
- f. **Completed Essay Question.** The applicant must provide a typed response to the essay question below that does not exceed one and a half pages single-spaced with Times New Roman 12-point font. **At the top of the essay response, the applicant**

must include their applicant ID number generated by the application as the only identifier. The applicant should not include a name, address, or email address on the essay response.

Essay Question: Describe what motivates you to be interested in providing health care to underserved communities in support of the Nurse Corps Scholarship Program mission. Provide specific personal and professional experience demonstrating your interest in positively impacting underserved communities (i.e., participating in a federal pipeline program, community service, internships).

If you have successfully completed participation in any federal pipeline program, please highlight your experiences in the essay and consider having a reference from one of the pipeline programs write one of your required letters of recommendation.

g. Academic Transcript. Applicants that have not completed one full academic term in the program for which they are seeking Nurse Corps Scholarship Program funding must submit an official or unofficial transcript from the most recently completed undergraduate or graduate academic program attended (or high school, if applicable). The transcript must display the applicant's name, school name, courses taken, grades received for each course, and cumulative Grade Point Average.

3. OTHER SUPPORTING DOCUMENTS

a. Documentation Regarding Existing Service Obligation

If an applicant's responses indicate that they have an outstanding service obligation to another program, additional documentation must be submitted. Specifically, the applicant must submit a Statement Regarding Existing Service Obligation, which is a written statement (satisfactory to the Secretary) provided by the entity to which the applicant owes an existing service obligation (see Application Eligibility Requirements) stating that:

- there is no potential conflict in fulfilling the Nurse Corps Scholarship Program obligation and the entity's obligation; and
- the Nurse Corps Scholarship Program service obligation will be served first. Only applicants who have these documents listed on the Supporting Documents page of their online application should submit them. These documents will be added to their Supporting Documents list once the online application has been submitted.
- b. **Proof of Certificate.** Career Pathways applicants, doulas, and lactation consultants must upload an active/current certificate and/or licensure.
- c. **Registered Nurse License.** Direct entry program applicants must upload a copy of their unencumbered registered nurse license from a U.S. state, the District of Columbia, or a U.S. territory.

Application Review and Award Process

The deadline for submitting an online application and supporting documentation is May 2, 2024, at 7:30 p.m. ET. Applicants will receive an "application submitted successfully" confirmation message once the application has been successfully submitted via the online portal.

The application review process will take approximately three to four months. Finalists for a Nurse Corps Scholarship Program award will receive a Confirmation of Interest email. Once notified, applicants can choose to accept or decline the Nurse Corps Scholarship Program award. Awards are subject to the availability of funds. All applicants, whether selected for an award or not, will be notified of the decision by no later than September 30, 2024.

NOTIFICATION OF AWARD

An applicant eligible for awards will receive the Confirmation of Interest email no later

than September 30, 2024. To accept the award and confirm continued interest an applicant must respond by the deadline indicated in the Confirmation of Interest email. If the applicant does not respond to the Nurse Corps Scholarship Program by the deadline, the applicant is no longer eligible. The Confirmation of Interest is not a guarantee that the individual will receive an award, as availability of funding depends on Congress. Applicants who respond by the deadline are asked to:

- a. Sign the Nurse Corps Scholarship Program contract;
- b. Complete the online banking form for direct deposit;
- c. Complete the Enrollment Verification Form; and
- d. Complete the W-4 form.

Applicants selected for an award must be enrolled as a **full-time** student during the 2024-2025 academic year and full-time class attendance **must begin on or before September 30, 2024.**

Applicants are required to submit their nursing program plan of study (i.e., a list of classes each term). Applicants who will not begin classes on or before September 30, 2024, including applicants who are on a leave of absence from school through September 30, 2024, **must** decline the award.

Individuals selected for an award who decide not to accept the award may decline the scholarship support without further obligation. However, once an applicant declines the offer of award, the award will be offered to an alternate. There will not be any opportunities to reclaim the award. A decision to decline the scholarship award is final and cannot be changed under any circumstance. An applicant who declines an award may apply in the next application cycle. Please subscribe to the Nurse Corps Scholarship Application cycle email list to receive email notifications and guidance before and throughout future application cycles.

Additional Information

PAPERWORK REDUCTION ACT PUBLIC BURDEN STATEMENT

The purpose of this information collection is to obtain information through the Nurse Corps Scholarship Program that is used to assess a Scholarship Program applicant's eligibility and qualifications for the Nurse Corp Scholarship Program, monitor a participant's continued enrollment in a school of nursing, and monitor the participant's compliance with the program's service obligation. Individuals interested in participating in the Nurse Corps Scholarship Program must submit an application to the Nurse Corps. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0301 and it is valid until 05/31/2026. Public reporting burden for this collection of information is estimated to average 0.68 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857.

RESOURCES FOR APPLICANTS

Definitions

See the <u>Appendix</u> for a glossary of terms, which contains the general definitions for BHW terms used throughout this Guidance.

Health Workforce Connector

The <u>Health Workforce Connector</u> contains a free searchable database for many, but not all, Nurse Corps Scholarship Program approved service sites, including those with current job openings. Note: The Health Workforce Connector may contain sites with a Primary Care or Mental Health Professional Shortage Area score below the required score of 14. Please search for "Nurse Corps Active" sites and filter by Health Professional Shortage Area score, as other programs also use the Health Workforce Connector.

Health Professional Shortage Area Find

All Nurse Corps Scholarship Program participants must serve in a federally designated Primary Care or Mental Health Professional Shortage Area with a score of 14 or higher. The websites below provide an understanding of where Health Professional Shortage Areas are currently located.

- Health Professional Shortage Area Find
- Find Shortages by Address

Customer Care Center

Any individual with questions about the Nurse Corps Scholarship Program may contact the Customer Care Center at 1-800-221-9393 (TTY – 1-877-897-9910) Monday through Friday (except federal holidays), 8:00 a.m. to 8:00 p.m. ET.

Bureau of Health Workforce Customer Service Portal

Once an applicant has been selected for an award, they will be provided with instructions for establishing an account on the <u>Bureau of Health Workforce Customer Service Portal</u>. This webbased system allows Nurse Corps Scholarship Program participants to communicate with the Nurse Corps Scholarship, to make certain requests (e.g., suspensions, transfers, waivers), and to access the 6-month In-School Verification form.

Nurse Corps Social Media

- Nurse Corps Facebook
- Nurse Corps LinkedIn

Note: Announcements and information posted by the Nurse Corps Scholarship Program on social media sites are informal and unofficial communications. Official program policies and requirements are set forth in this Application to Program Guidance for the applicable contract, on the Nurse Corps Scholarship Program website, and through other communications provided to the participant via the <u>Bureau of Health Workforce Customer Service Portal</u>.

Appendices:

Glossary: Nurse Corps Scholarship Program School Year 2024-2025 Application Program and Guidance

Nurse Corps Scholarship Program: Frequently Asked Questions