

BHW Management Information System Solution (BMISS)

BHW Program Portal

Site Points of Contact User Guide

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Introduction

What is a Site Point of Contact?

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

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

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

What is a Site?

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

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

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

- [National Health Service Corps](#)
- [Nurse Corps](#)

Registration and Log In

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

Creating an Account

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

The image shows two side-by-side screenshots of the BHW Program Portal account creation process. The left screenshot shows the 'Sign Up' form with the following fields: First Name (Michael), Last Name (Robinson), Email (mrobinson@mailinator.com), Password (masked with dots), and Confirm Password (masked with dots). A 'Next' button is at the bottom, and a link for 'Already have a Customer Service Portal Account?' is at the bottom right. The right screenshot shows the 'Sign Up' form with the 'Security Question' (What is your favorite pet's name?) and 'Security Answer' (Buddy) fields. A 'Sign Up' button is at the bottom. Below the 'Sign Up' button is a 'Password Requirements' section. The requirements are: A password must contain: Minimum of eight (8) characters, Numerical digits (0-9), English upper-case characters (A-Z), English lower-case characters (a-z), and Special characters (e.g., @,!,\$,%). A password may not contain: A character repeated more than once in succession, First or last name, and Username.

Figure 1 Creating an Account

Logging In

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

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

Sign In

Email

mrobinson@mailinator.com

Password:

.....

Sign In

[Forgot your password?](#)

Not a registered user? [Sign Up!](#)

Figure 2 Sign in

Failed Log in Attempts


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

Forgot Your Password

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

First-Time Log In

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



Teesha Easley

Manage Site POCs · Edit POC

Account Profile

Dashboard ^

Home

Activities

Requests

Messages

Search for Candidates

Sites ^

My Sites

Manage Site POCs

New Site Application

Account ^

Account Profile

Account Settings

Details

All fields are required unless noted as optional.

Personal Information

First Name	Last Name
Teesha	Easley

Job Category

Job Category	Specific Job Title
General Operations / Management	Administrative Officer

Contact Information

Email	Primary Work Phone	Extension (optional)
2BB661AE701C057FE5@EXAMPLE.com	(000) 000-0000	XXXX
Secondary Work Phone (optional)	Extension (optional)	Work Fax (optional)
(000) XXX-XXXX	XXXX	(000) 000-0000

Work Location

Company Name

Jesse Brown VA Medical Center

Address Line 1

123 Anywhere St.

Address Line 2 (Optional)

Input Here

City	State	Zip
Arytown	Illinois	60612

Please read the [Rules of Behavior](#)

I have read and agreed to the terms and conditions outlined in the Rules of Behavior

Save
Cancel

Figure 3 Account Profile

Home Dashboard

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

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

HRSA Health Workforce Site Points of Contact Logout

Home

My Sites
The Site POC Portal allows you to complete important program activities. Select a site to view the Site Dashboard.

SITE NAME	ADDRESS	ACTIVE AFFILIATION	ALERTS
Adams County Health Department	330 Vermont Quincy, IL	NHSC, NURSE Corps	1 ▲
ADAMS COUNTY HEALTH DEPARTMENT	1415 Vermont Street Quincy, IL		1 ▲
ADAMS COUNTY HEALTH DEPARTMENT	Blessing Hospital @ 14th Street Quincy, IL		1 ▲

[View All Sites](#)

Activities

ACTIVITY TYPE	SITE NAME	ACTIVITY DESCRIPTION	STATUS	LAST UPDATED	DUE DATE
You do not currently have any open activities.					

[View All Activities](#)

Requests

REQUEST ID	REQUEST TYPE	SITE NAME	STATUS	LAST UPDATED
You do not currently have any open requests.				

[View All Requests](#)

Figure 4 Home

My Sites Table

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

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

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

Figure 5 My Sites table

SITE NAME ^	ADDRESS v	ACTIVE AFFILIATION v	ALERTS v	CONNECTIONS v
Community of Hope, Inc. - The Commons	2375 Elvans Rd Se Washington, DC	NHSC,STAR	1	0
Community of Hope - Family Health & Birth Center	801 17th St Ne Washington, DC	NHSC,Nurse Corps,STAR	0	10
Community of Hope- Conway Health and Resource Center	4 Atlantic St Sw Washington, DC	NHSC,Nurse Corps,STAR	1	11
Community of Hope- Marie Reed	2155 Champlain St Nw Washington, DC	NHSC,Nurse Corps,STAR	0	5

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

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

Why Don't I See My Sites?

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

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

Viewing Your Sites

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

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

Figure 6 Site Dashboard banner

The screenshot shows a 'Site Dashboard' for 'Community of Hope, Inc. - The Commons'. The dashboard includes a location pin for '2375 Elvans Rd, SE, Washington, DC 20020', a 'Location ID' of '6518963321', and a 'Site Type' of 'NHSC: Federally Qualified Health Centers (FQHC)'. The 'Site Status' is 'NHSC - Active', with 'Nurse Corps - Not Requested' and 'STAR - Active' also indicated. The 'Rural Designation' is 'Not Available', the 'Site Classification' is 'Private Non-Profit', and the 'NHSC Expiration Date' is 'Not Available'. On the right, 'HPSA Scores' are listed: '22 Primary Care', '25 Dental', and '21 Mental Health'. Two buttons are visible: 'Create Connector Profile' and 'Request Nurse Corps Status'.

For more in-depth information pertaining to the self-service actions above, please visit the [Sites](#) section.

Activities Table | Viewing and Completing

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

Activities that become available for completion will appear within the **Activities** section of the Site POC

portal. This section is divided into two tables:

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

Activities

Open Activities

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

Completed Activities

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

Figure 7 Activities table

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

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

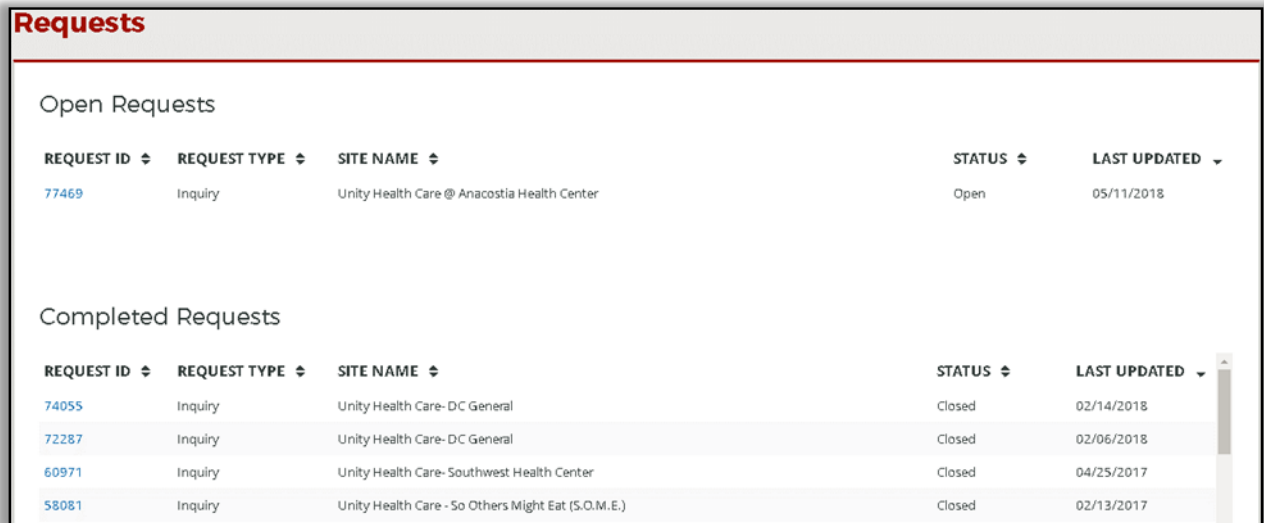
Requests Table | Viewing and Completing

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

The options available depend on the job responsibilities identified as part of your Program Portal Profile. For more information on POC roles and responsibilities, reference [Appendix A: Site POC Roles and](#)

[Responsibilities](#) of this guide. You can also access the **Request** options by selecting the site name in the **My Sites** list and choosing from the options located on the site dashboard screen.

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



The screenshot shows a web interface titled "Requests". It is divided into two sections: "Open Requests" and "Completed Requests". Each section contains a table with columns for Request ID, Request Type, Site Name, Status, and Last Updated. The "Open Requests" table has one row with Request ID 77469, Request Type Inquiry, Site Name Unity Health Care @ Anacostia Health Center, Status Open, and Last Updated 05/11/2018. The "Completed Requests" table has four rows with Request IDs 74055, 72287, 60971, and 58081, all with Request Type Inquiry and Status Closed. The Site Names are Unity Health Care- DC General, Unity Health Care- DC General, Unity Health Care- Southwest Health Center, and Unity Health Care - So Others Might Eat (S.O.M.E.) respectively. The Last Updated dates are 02/14/2018, 02/06/2018, 04/25/2017, and 02/13/2017.

REQUEST ID	REQUEST TYPE	SITE NAME	STATUS	LAST UPDATED
77469	Inquiry	Unity Health Care @ Anacostia Health Center	Open	05/11/2018
Completed Requests				
74055	Inquiry	Unity Health Care- DC General	Closed	02/14/2018
72287	Inquiry	Unity Health Care- DC General	Closed	02/06/2018
60971	Inquiry	Unity Health Care- Southwest Health Center	Closed	04/25/2017
58081	Inquiry	Unity Health Care - So Others Might Eat (S.O.M.E.)	Closed	02/13/2017

Figure 8 Requests table

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

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

Portal Messages

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

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

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

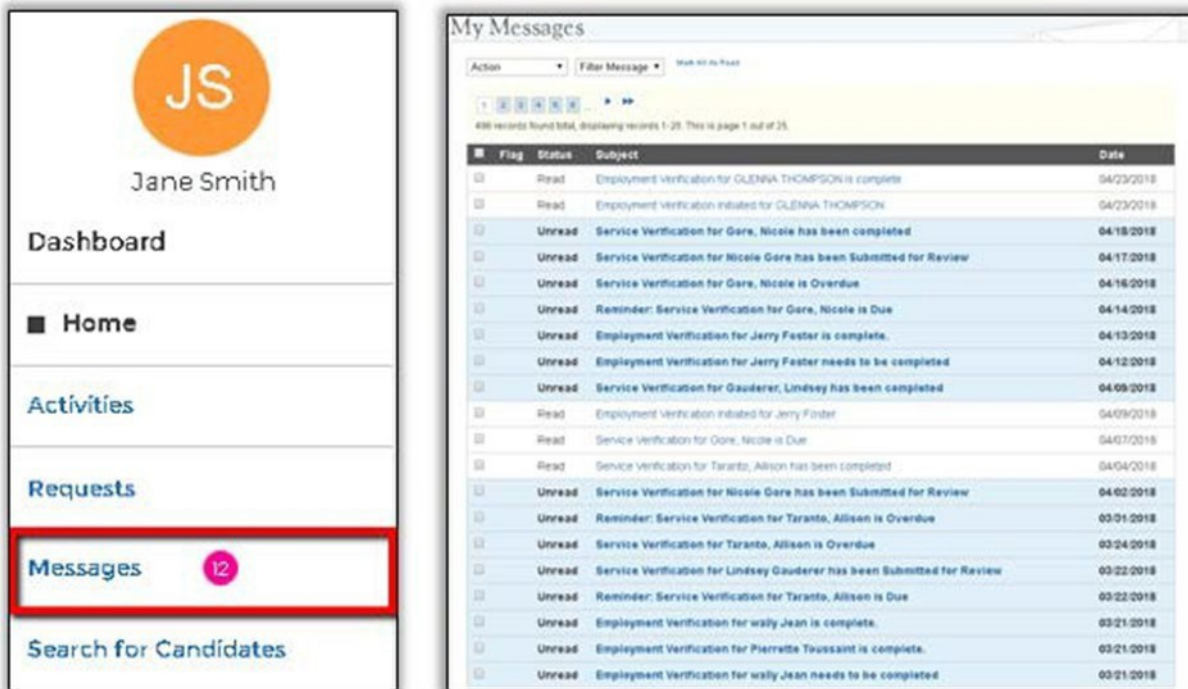


Figure 9 Messages

Viewing Your Portal Messages

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

Search for Candidates

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

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

HRSA Career Portal Connector

BIH University City, State, or Zip Code

John Smith

Keyword: BIH University

Location: City, State, or Zip Code

Advanced Search: Clear

Field of Practice: Select...

Discipline: Select...

Specialty: Select...

Search Results (3)

Download Results | Alphabetical

We found 3 results that match your search. If you would like to view more results, please try a different keyword or remove a filter.

Sarah Collins
Registered Nurse
Miami, FL

I am an extremely organized, calm, and patient professional with excellent healthcare skills. I have a passion for providing quality care to patients, and the necessary leadership skills to inspire other staff members to strive to provide care above the standard levels of service.

Iqbal Gurdian
Dentist
Philadelphia, PA

HRSA Career Portal

Results Found (6)

Search filters: Dental, Dentist, Students, Professionals, PhD, French, Spanish, Italian, Subline

People

Jane Applebaum
General Dentist & Director of the General.
Washington, DC

Samuel Chianoulotos
Cosmetic Dentist
Washington, DC

Jacob Pnkastian
Restorative and Implant Dentist
Washington, DC

Beverly Mathason
Pediatric Dentist
Washington, DC

Jane Smith
Pediatric Dentist
Dentist | Pediatrics
Johns Hopkins University

Washington, DC
Working at Johns Hopkins
555.555.5555
j.smith@jhmi.jhu.edu

Experience

Pediatric Dentist
Pediatric Dentistry
Washington, DC | May 2011 - Present

Dentist
Washington Dental Clinic
Jan 1988 - May 2011

Dentist
Dentist Associates
May 1987 - Jan 1988

State Licensure

Virginia
Maryland

Preferences

community type
schedule: Full-time

Relocation

states and/or countries

Alabama, Arkansas, Arizona, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming

Education

Johns Hopkins University
PhD | Pediatrics, Dentistry
1988 - 1987

Learned my Doctorate in Pediatric Dentistry from the Johns Hopkins University School of Dentistry after completing my undergraduate degree in Dentistry at Case Western Reserve University. Graduated Summa Cum Laude in 1987.

Case Western Reserve University
Dentistry
1988 - 1988

Languages

English, Spanish

Current BI-W Program

National Health Service Corps

Figure 10 Candidate search

Opportunities

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

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

Creating Job and Training Opportunities

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

The posting start and expiration dates will determine the timeframe when the position will be visible on the [Health Workforce Connector](#).

The image shows a screenshot of the 'Create New Opportunity' form. On the left side, there is a list of required fields, each marked with an asterisk (*):

- Opportunity Type*
- Work Schedule* (e.g., Full-Time or Part-Time)
- Discipline*
- Specialty
- Site Location*
- Job Description*
- Posting Start Date*
- Posting Expiration Date* (Expires 120 days after the start date)
- Projected Hire Date
- Qualifications
- Annual Salary Range
- Benefits

Below the list, a note states: *** : required fields denoted with an asterisk**

The screenshot of the form itself is titled 'Create New Opportunity' and includes the following sections:

- Details:** Includes dropdowns for 'Responsibility Type' and 'Work Schedule', and a 'Specialty (optional)' dropdown.
- Location:** Includes a 'Select Site Location' button.
- Description:** A text area for the job description.
- Dates:** Includes dropdowns for 'Posting Start Date', 'Posting Expiration Date', and 'Proposed Hire Date'.
- Qualifications (optional):** A text area for listing qualifications.
- Salary (optional):** Includes input fields for 'Minimum' and 'Maximum'.
- Benefits (optional):** A text area for listing benefits.

Figure 11 Create an Opportunity

Managing Job and Training Opportunities

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

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

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

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

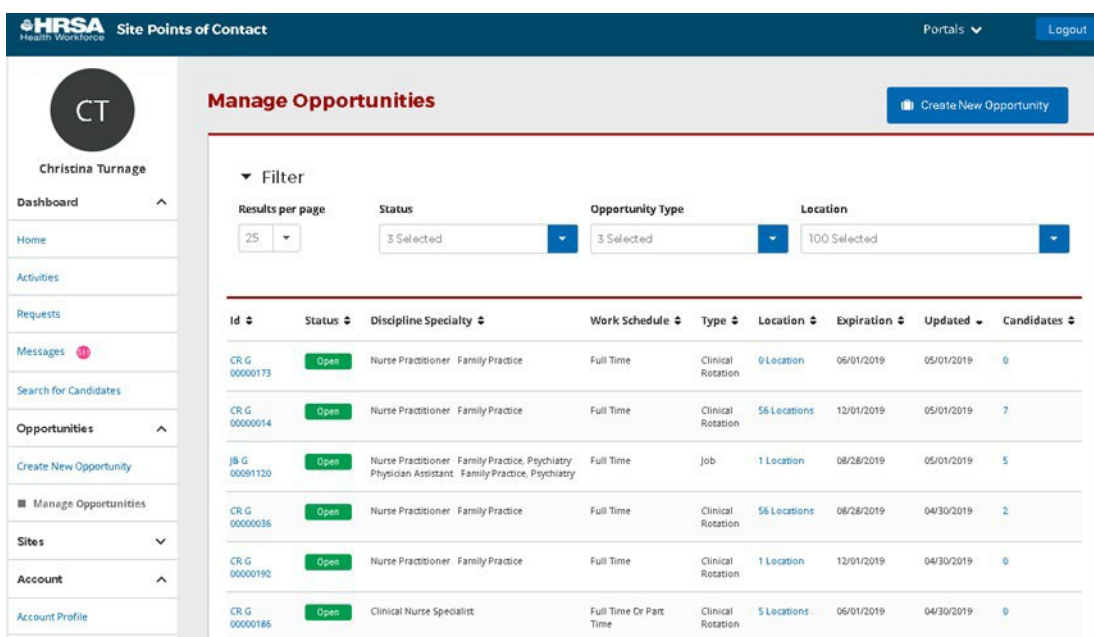


Figure 12 Manage Opportunities

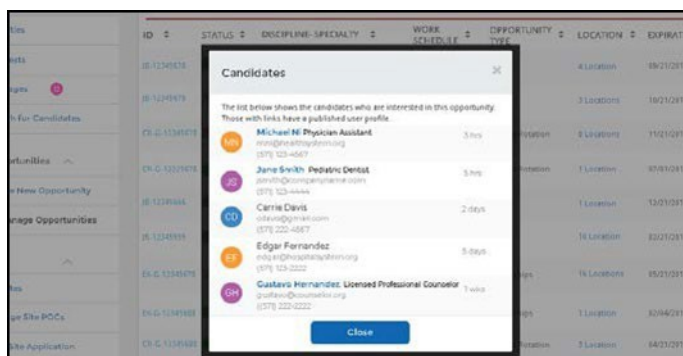


Figure 13 Candidates

Edit an Opportunity

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

Repost an Opportunity

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

Close and Opportunity

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

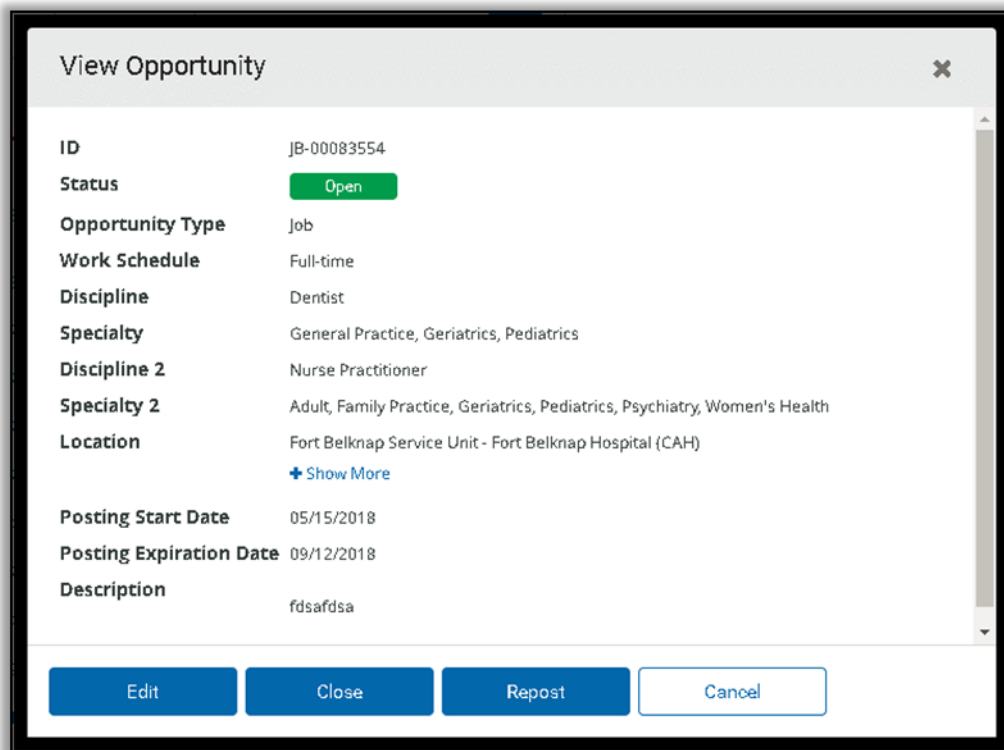


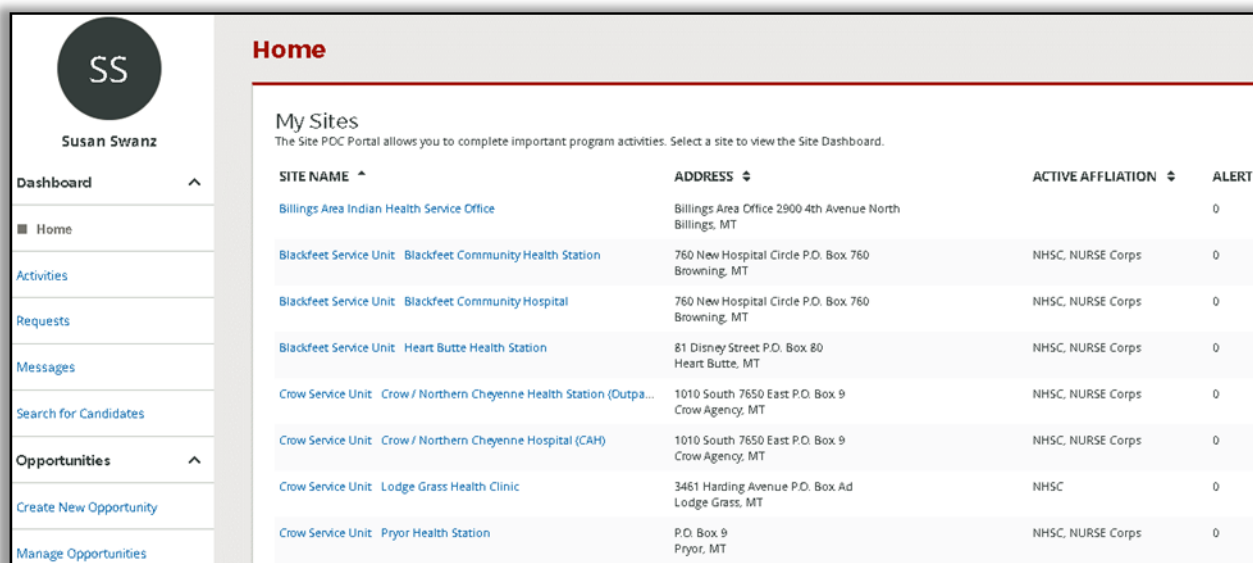
Figure 14 View Opportunity

Sites

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

My Sites Table

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



SITE NAME ^	ADDRESS ↕	ACTIVE AFFILIATION ↕	ALERTS
Billings Area Indian Health Service Office	Billings Area Office 2900 4th Avenue North Billings, MT		0
Blackfeet Service Unit Blackfeet Community Health Station	760 New Hospital Circle P.O. Box 760 Browning, MT	NHSC, NURSE Corps	0
Blackfeet Service Unit Blackfeet Community Hospital	760 New Hospital Circle P.O. Box 760 Browning, MT	NHSC, NURSE Corps	0
Blackfeet Service Unit Heart Butte Health Station	81 Disney Street P.O. Box 80 Heart Butte, MT	NHSC, NURSE Corps	0
Crow Service Unit Crow / Northern Cheyenne Health Station (Outpa...	1010 South 7650 East P.O. Box 9 Crow Agency, MT	NHSC, NURSE Corps	0
Crow Service Unit Crow / Northern Cheyenne Hospital (CAH)	1010 South 7650 East P.O. Box 9 Crow Agency, MT	NHSC, NURSE Corps	0
Crow Service Unit Lodge Grass Health Clinic	3461 Harding Avenue P.O. Box Ad Lodge Grass, MT	NHSC	0
Crow Service Unit Pryor Health Station	P.O. Box 9 Pryor, MT	NHSC, NURSE Corps	0

Figure 15 My Sites table

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

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

Create New Site

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

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

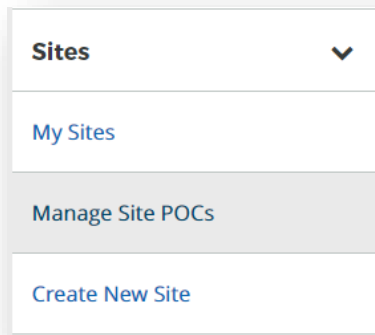


Figure 16 Create New Site location

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

A screenshot of the 'Create New Site' form. The form is titled 'Create New Site' in red. Below the title is a sub-header 'Location Details' and a note: 'All fields are required unless noted as optional.' The form is divided into four steps: 1. Location Details (highlighted), 2. Confirm Details, 3. Similar Site(s) Found, and 4. POC Information. The 'Address Information' section includes fields for 'Location Name', 'Also Known As (Optional)', 'Address Line 1', 'Address Line 2 (Optional)', 'City', 'State/Territory', and 'ZIP Code'. Each field has a placeholder text indicating what to enter.

Figure 17 Create New Site - Address

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

- d Provide any unique identifiers that applicable.
 - These will assist in identifying eligible HPSAs.

Mailing Address

Same as Location Address

Contact Information

Website

Email Address

Phone Number **Ext. (Optional)**

Fax Number (Optional)

Site Unique Identifiers

DUNS # (Optional)
DUNS # must be 9 digits

BHCMIS ID (Optional)
BHCMIS ID is typically less than 24 characters

CCN (Optional)
CCN is typically 6-10 characters

ASUFAC (Optional)
ASUFAC is typically 6 characters

BPHC (Optional)
BPHC # must be in the format: BPS-XXX-##### and XXX must be H80, H1C, or LAL

Figure 18 Create New Site - additional site information

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

Similar Site(s) Found

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

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

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

Figure 19 Create New Site - similar sites found

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

Viewing the Site Dashboard

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

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

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

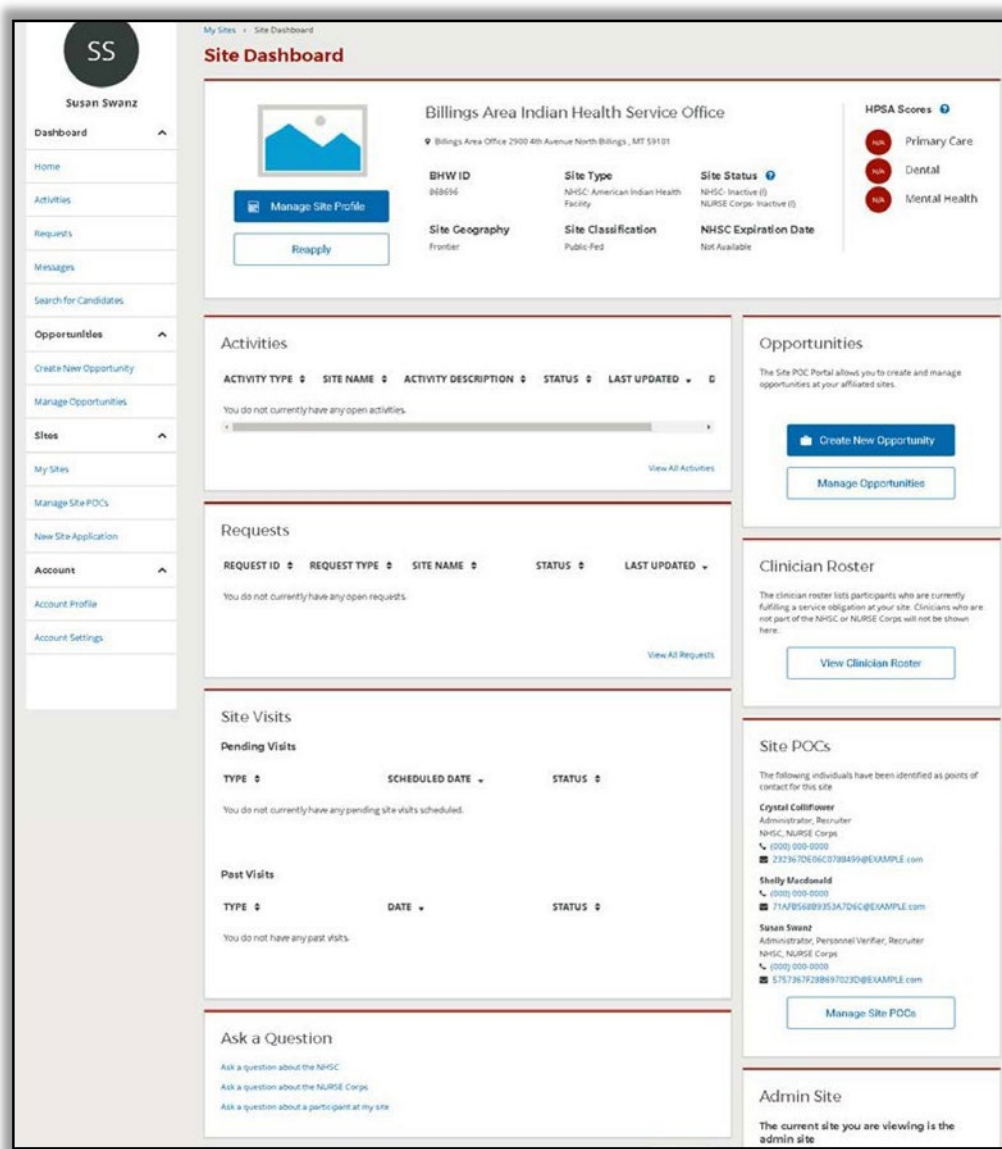


Figure 20 Site Dashboard

Create Site Profile Wizard

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

Create Site Profile

Create Site Profile
✕

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Step 7

Site Details

All fields are required unless noted as optional.

Hours of Operation	Facility Size ⓘ	Number of Patients Served Annually ⓘ
<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>
Language Spoken by Patients	Services Provided	
<input type="text" value="Select all that apply."/>	<input type="text" value="Select all that apply."/>	
Add Custom Language (Optional)	Add Custom Services Provided (Optional)	
<input type="text" value="Input Here"/> <input type="button" value="Add"/>	<input type="text" value="Input Here"/> <input type="button" value="Add"/>	

Create Site Profile
✕

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Step 7

Site Contact Information

All fields are required unless noted as optional.

Phone Number	Email Address	Website (Optional)
<input type="text" value="(123) 456-7890"/>	<input type="text" value="hrsa@mailinator.com"/>	<input type="text" value="www.hrsa.gov"/>
Fax Number (Optional)	DUNS # (Optional)	
<input type="text" value="(000) XXX-XXXX"/>	<input type="text" value="input here"/>	

Figure 21 Create Site Profile

Managing Your Site Profile

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

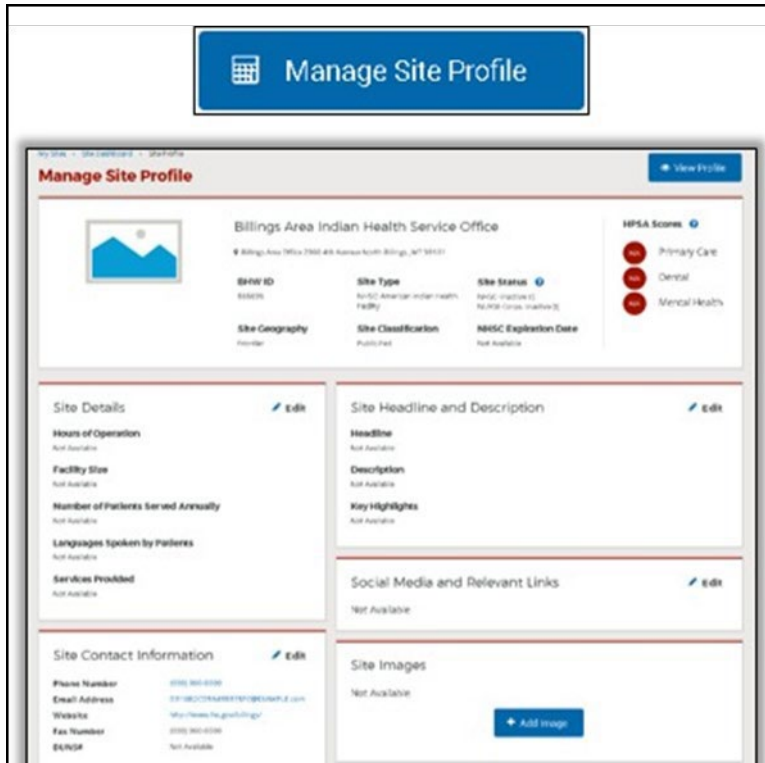


Figure 22 Manage Site Profile

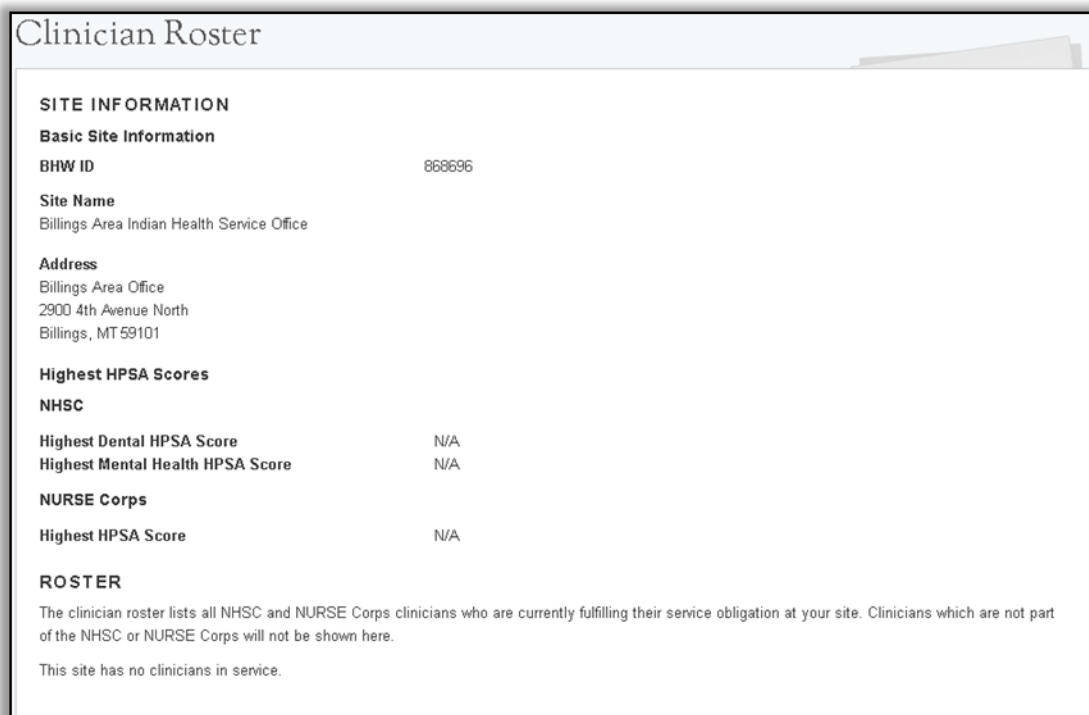
The various components of your site profile are outlined below:

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

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

Viewing the Clinician Roster

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



The screenshot displays a web interface titled "Clinician Roster". It is divided into several sections: "SITE INFORMATION", "Basic Site Information", "Address", "Highest HPSA Scores", "NURSE Corps", and "ROSTER".

SITE INFORMATION	
Basic Site Information	
BHW ID	868696
Site Name	
Billings Area Indian Health Service Office	
Address	
Billings Area Office 2900 4th Avenue North Billings, MT 59101	
Highest HPSA Scores	
NHSC	
Highest Dental HPSA Score	N/A
Highest Mental Health HPSA Score	N/A
NURSE Corps	
Highest HPSA Score	N/A
ROSTER	
The clinician roster lists all NHSC and NURSE Corps clinicians who are currently fulfilling their service obligation at your site. Clinicians which are not part of the NHSC or NURSE Corps will not be shown here.	
This site has no clinicians in service.	

Figure 23 Clinician Roster

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

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

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

Site Visits

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

See Appendix C for the Site Visits Pending Responses section.

Managing Site Points of Contact

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

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

Figure 24 Manage Site Points of Contact

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

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

Editing a POC | Account Information

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

Editing a POC | Roles and Responsibilities

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

Editing a POC | Program Affiliation

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

The image displays two screenshots from a web application. The left screenshot shows the 'Account Profile' form, which is divided into several sections: 'Details' (with a note that all fields are required unless optional), 'Personal Information' (with fields for First Name, Last Name, Suffix, and Suffix), 'Job Category' (with a dropdown for Job Category and a text field for Specific Job Title), 'Contact Information' (with fields for Email, Primary Work Phone, Extension (optional), Secondary Work Phone (optional), and Work Fax (optional)), and 'Work Location' (with fields for Company Name, Address Line 1, Address Line 2 (Optional), City, State, and Zip). The right screenshot shows two pop-up windows. The top one is titled 'Roles' and contains a list of roles with checkboxes: Administrator, Personnel Verifier, and Recruiter. The bottom one is titled 'Program Affiliation' and contains a list of programs with checkboxes: NHSC and NURSE Corps. Both pop-up windows have 'Save' and 'Cancel' buttons at the bottom.

Figure 25 Managing a POC

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

Adding a POC

There are 2 methods available to adding a POC to your site's network. The first method is to add the

POC through the Site POC database if he/she already has an existing portal account. If the POC does not

have a portal account, the other method is to invite him/her to register for an account and join the portal. Each method is outlined below.

Adding a POC from the Database

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

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

Inviting a New POC to Join the Program Portal

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

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

Removing a POC

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

1. Manually delete each of the sites listed on the right-hand column
2. Once you have removed each of the sites listed, select **SAVE**
3. You will be prompted with by a pop-up window, select **REMOVE POC**

- Now you have officially removed the POC completely from the site, and he/she will no longer reappear on the **Manage Site POCs** table.

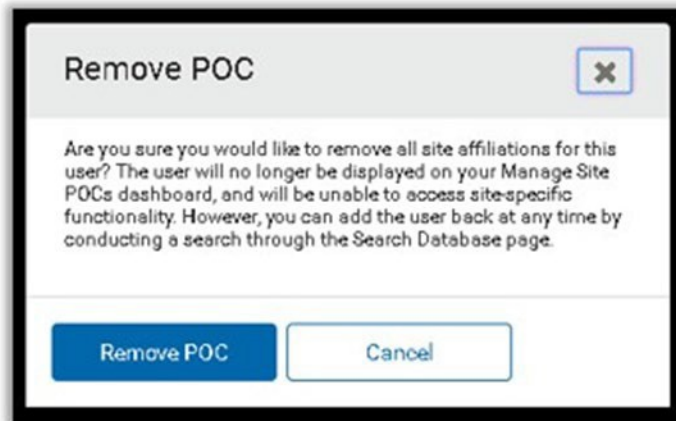
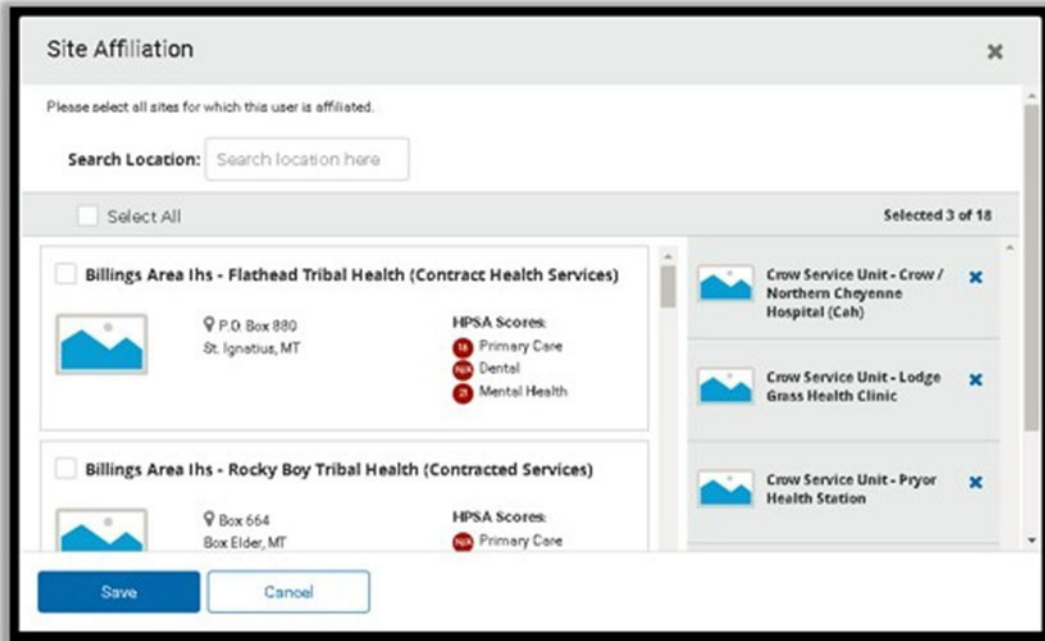


Figure 26 Remove a POC

NHSC Site Application

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

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

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

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

Instructions and Check NHSC Eligibility

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

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

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

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

Check Eligibility

All fields are required unless noted as optional.

Type of Site

Federally Qualified Health Centers (FQHC) x v

Site Subtype

Select SubType v

Required field

BHCNIS ID ⓘ

Enter ID

Figure 27 NHSC Site Application – Type of Site

Check Eligibility

All fields are required unless noted as optional.

Type of Site Community Outpatient Facility **Site Subtype** Non Hospital Affiliated

NHSC Site Eligibility Questions

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

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

Yes No
2. Is your site physically located in and does it serve the population of a [Health Professional Shortage Area \(HPSA\)](#) which corresponds to the services provided at the site?

Yes No
3. Is your site a comprehensive primary care outpatient facility, CMS Certified Critical Access Hospital or IHS Hospital?

Yes No
4. Does your site utilize a qualified [discounted/sliding fee schedule](#) and has it been in place for at least 6 months?

Yes No
5. Does your site deny services to an individual based on inability to pay or enrollment in Medicare, Medicaid or your state's Children's Health Insurance Program (CHIP)?

Yes No
6. Does your site utilize a credentialing process which, at a minimum, includes reference review, licensure verification, and a query of the [National Practitioner Data Bank \(NPDB\)](#)?

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

Yes No

Figure 28 NHSC Site Application – Eligibility questions

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

✘ Not Eligible

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

Figure 29 NHSC Site Application – Not eligible message

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

Confirm Site Details

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

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

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

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

Confirm Site Details ✎ Edit

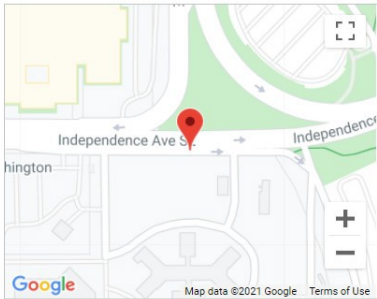
Please review the following site details to ensure accuracy. To make changes, please click on the edit icon in the top right corner and make the necessary changes. Once complete please select Save and Continue.

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

Physical Address

Name	Also Known As	
User Guide Site	Not Available	
Address Line 1	10000 Independence Ave	
Address Line 2	Not Available	
City	State/Territory	ZIP Code
Washington	District of Columbia	20000

Approximate Location

	Standardized Address	Latitude	Longitude
	Independence Ave, Washington, DC 20003	38.88751003	-76.97394185

Is the map pin location accurate?

Yes No

Map data ©2021 Google Terms of Use

Figure 30 NHSC Site Application – Confirm address and location

Check for Existing Sites

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

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

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

Similar Site(s) Found

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

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

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

Figure 31 NHSC Site Application – Similar sites found

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

⚠ You have identified the site below as a match for the site information you entered. If this is correct, you should cancel the NHSC Site Application and reach out to this site's POCs to be added. ✕

Also Known As	Physical Address	NHSC	Nurse Corps	HPSA Scores
	Washington, DC 20003	Active	Active	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; border-radius: 50%; margin-right: 5px; display: flex; align-items: center; justify-content: center; color: white; font-size: 8px;">IB</div> Primary Care </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; border-radius: 50%; margin-right: 5px; display: flex; align-items: center; justify-content: center; color: white; font-size: 8px;">N/A</div> Dental </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; border-radius: 50%; margin-right: 5px; display: flex; align-items: center; justify-content: center; color: white; font-size: 8px;">N/A</div> Mental Health </div> </div>

Once you have been added as a POC at this site, the site will appear in your "My Sites" list on the portal homepage. If you are unable to reach any of the listed POCs at your site or the site information is incorrect, please contact your [BHW Division of Regional Operations \(DRO\) state lead](#).

NAME	PHONE NUMBER	EMAIL
	(000) 000-0000	AF34F3A224AD4C3316@EXAMPLE.com
	(000) 000-0000	

Figure 32 NHSC Site Application – Existing site selected

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

Services and Staffing

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

All sites must identify the set of **Services Provided** at the site.

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

Services and Staffing

All fields are required unless noted as optional.

Services Provided

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

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

Figure 33 NHSC Site Application – Services Provided

Sites that are auto approved have no further requirements on this page. Other site types must provide certain NHSC Data Table information here.

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

Staffing

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

MEDICAL SERVICES

PHYSICIANS

TYPE	FTEs
Family Practitioners	<input type="text" value="# of FTEs"/>
General Practitioners	<input type="text" value="# of FTEs"/>
Internists	<input type="text" value="# of FTEs"/>
Obstetricians/Gynecologists	<input type="text" value="# of FTEs"/>
Pediatricians	<input type="text" value="# of FTEs"/>
Psychiatrists	<input type="text" value="# of FTEs"/>
Other Physician Specialists	<input type="text" value="# of FTEs"/>
Total Physicians	0.000

MEDICAL SUPPORT PERSONNEL

TYPE	FTEs
Nurse Practitioners/Physician Assistants	<input type="text" value="# of FTEs"/>
Certified Nurse Midwives	<input type="text" value="# of FTEs"/>
Nurses	<input type="text" value="# of FTEs"/>
Other Medical Support Personnel	<input type="text" value="# of FTEs"/>
Total Medical Support Personnel	0.000

TOTAL MEDICAL SERVICES FTEs

0.000

Figure 34 NHSC Site Application – Staffing part one

ANCILLARY SERVICES		DENTAL SERVICES	
TYPE	FTEs	TYPE	FTEs
Laboratory Services Personnel	<input type="text" value="# of FTEs"/>	Dentists	<input type="text" value="# of FTEs"/>
Pharmacy Personnel	<input type="text" value="# of FTEs"/>	Dental Hygienists	<input type="text" value="# of FTEs"/>
X-Ray Services Personnel	<input type="text" value="# of FTEs"/>	Dental Assistants, Aides, Technicians, and Support	<input type="text" value="# of FTEs"/>
TOTAL ANCILLARY SERVICES FTEs	0.000	TOTAL DENTAL SERVICES FTEs	0.000
MENTAL AND BEHAVIORAL HEALTH SERVICES			
TYPE	FTEs		
Mental Health & Behavioral Health Specialists	<input type="text" value="# of FTEs"/>		
Mental Health & Behavioral Health Support Personnel	<input type="text" value="# of FTEs"/>		
TOTAL MH & BH SERVICES FTEs	0.000		
TOTAL OF ALL SERVICE STAFFING		0.000	
Notes (Optional)			
<input type="text" value="Enter any relevant information"/>			

Figure 35 NHSC Site Application – Staffing part two

Behavioral Health

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

Sites that are auto approved will not complete this page. For other site types, information about the **Primary Mental/Behavioral Health Care** services at the sites is necessary for NHSC to confirm the eligibility of those services at the site. Failure to complete the section thoroughly may lead to NHSC approving the site for other services, but not these.

Continue by selecting **SAVE AND CONTINUE**.

Behavioral Health

All fields are required unless noted optional and must be completed to apply for NHSC Mental and Behavioral health approval.

Section I. Core Comprehensive Behavioral Health Service Elements

The following three sets of services must be provided onsite; these services cannot be offered through affiliation.

1. Are Screening and Assessments provided on-site? ⓘ

Yes No

2. Are Treatment Plans provided on-site? ⓘ

Yes No

3. Is Care Coordination provided on-site? ⓘ

Yes No

Figure 36 NHSC Site Application – Behavioral Health section one

Section II. Additional Comprehensive Behavioral Health Service Elements

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

1. Will this location provide Diagnosis? 

Yes No

2. Will this location provide Therapeutic Services for: 

2a. Psychiatric Medication Prescribing and Management

Yes No

2b. Substance Use Disorder Treatment

Yes No

2c. Short/Long-Term Hospitalization

Yes No

Custom Service (Optional)

Add

3. Will this location provide Crisis/Emergency Services? 

Yes No

4. Will this location provide Consultative Services? 

Yes No

5. Will this location provide Case Management? 

Yes No

Figure 37 NHSC Site Application – Behavioral Health section two

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

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

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

Yes No

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

Yes No

Section IV. Additional Comprehensive Behavioral Health Service Elements

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

AFFILIATED ENTITIES

Add Affiliated Entity

NAME	ADDRESS	SERVICES COVERED	REGARDLESS OF PAYMENT?	AFFILIATION DATE
------	---------	------------------	------------------------	------------------

Figure 38 NHSC Site Application – Behavioral Health sections three and four

Figure 39 NHSC Site Application – Behavioral Health affiliate entry

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

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

Figure 40 NHSC Site Application – Behavioral Health section five

Payments and Insurance

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

Sites that are auto approved will not complete this page. Other site types must provide certain NHSC Data Table information here.

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

Payments and Insurance

All fields are required unless noted as optional.

Coverage Types Accepted

Medicare <input checked="" type="radio"/> Yes <input type="radio"/> No	Medicare Number <input type="text" value="Input Here"/>
Medicaid <input checked="" type="radio"/> Yes <input type="radio"/> No	Medicaid Number <input type="text" value="Input Here"/>
Children's Health Insurance Program (CHIP) <input checked="" type="radio"/> Yes <input type="radio"/> No	CHIP Number <input type="text" value="Input Here"/>

General Payment Information

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

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

Yes No

Additional Information (Optional)

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

Figure 41 NHSC Site Application – Payments and Insurance part one

Patient and Visits by Primary Insurance Type

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

6 Month Reporting Period

Today to Today

PATIENTS BY PRIMARY INSURANCE TYPE

INSURANCE	MEDICARE	MEDICAID	OTHER PUBLIC	PRIVATE	SFS	SELF PAY	TOTAL
# OF PATIENTS	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>
%	%	%	%	%	%	%	-
CALCULATED TOTAL							

PATIENT VISITS BY PRIMARY INSURANCE TYPE

INSURANCE	MEDICARE	MEDICAID	OTHER PUBLIC	PRIVATE	SFS	SELF PAY	TOTAL
# OF VISITS	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>	<input type="text" value="Input"/>
%	%	%	%	%	%	%	-
CALCULATED TOTAL							

Figure 42 NHSC Site Application – Payments and Insurance part two

Patient Service Charges, Collections, and Adjustments

PAYMENT SOURCE	FULL CHARGES (A)	AMOUNT COLLECTED (B)
MEDICARE	<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>
MEDICAID	<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>
OTHER PUBLIC	<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>
PRIVATE INSURANCE	<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>
SELF PAY	<input type="text" value="Input Here"/>	<input type="text" value="Input Here"/>
TOTAL	\$0	\$0

Figure 43 NHSC Site Application – Payments and Insurance part three

Self-Pay Adjustments	
TYPES	ADJUSTMENTS (C)
SELF-PAY SLIDING FEE ADJUSTMENTS	<input type="text" value="Input Here"/>
OTHER SELF-PAY ADJUSTMENTS (i.e. Self-Pay Bad Debt)	<input type="text" value="Input Here"/>
TOTAL	-

Patient Applications for Sliding Fee Schedules (SFS)	
TYPES	NUMBER OF APPLICANTS
SFS APPLICATIONS APPROVED	<input type="text" value="Input Here"/>
SFS APPLICATIONS NOT APPROVED	<input type="text" value="Input Here"/>
TOTAL	-

Figure 44 NHSC Site Application – Payments and Insurance part four

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

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

Upload Documents

Upload all current required sliding fee discount program documents. Please note all documents must use most recent Federal Poverty Guidelines. Please see the most recent NHSC Site Reference Guide for details about NHSC's SFS program requirements.

Required Documents

- Discounted/Sliding Fee Schedule (SFS)
- Discounted/Sliding Fee Schedule Policies
- Patient Application for the Discounted/Sliding Fee Schedule
- Schedule of Fees

Figure 45 NHSC Site Application – Payments and Insurance part five

Telehealth

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

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

Telehealth Questions

All fields are required unless noted as optional.

Does your site utilize telehealth for the provision of comprehensive primary care (including medical, dental, or behavioral health)? ⓘ

Yes ✕ ▾

If so, please specify which one(s) from the following

Medical

Dental

Behavioral

Required field

If your site utilizes telehealth, is it a distant or an originating site? ⓘ

Distant and Originating ✕ ▾

If your site is a distant site, which site serves as an originating site (i.e. name of site and address)?

Enter Text Here...

If your site is an originating site, which site serves as the distant site (i.e. name of site and address)?

Enter Text Here...

Figure 46 NHSC Site Application – Telehealth

Identify POCs

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

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

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

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

Continue by selecting **SAVE AND CONTINUE**.

Identify POCs

We encourage each service site to provide a minimum of two points of contact (with the exception of solo private practices). At least one of these contacts must serve as a "Recruiter". If approved as a site, the "Recruiter" will be listed on the Health Workforce Connector.

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

Current Points of Contact

NAME ^	ROLES	PROGRAM AFFILIATION	EMAIL ↕	STATUS ↕
User Guide	Administrator	NHSC Nurse Corps	0EF7863A6534DC4819@EXAMPLE.com	Active

Proposed Points of Contact

[+ Add POC](#)

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

Figure 47 NHSC Site Application – Identify POCs

Review HPSAs

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

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

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

1. Use the [HPSA Find Tool](#) to location HPSAs for your site
2. Enter or copy the HPSA ID into the field provided
3. Select the **Add** button to add the HPSA suggestion.

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

Enter HPSA Information

Identified HPSAs

Below are the HPSA designations identified for this site based on the site's location and geocoded address and/or based on any unique identifier(s) (e.g., BCHMIS, CCN, ASUFAC) provided in the site details section of the application.

HPSA ID ↕	HPSA NAME ↑	AUTO-HPSA ↕	SCORE ↕	HPSA DISCIPLINE ↕	STATUS ↕
1116249808	Low Income-Brentwood	No	18	PRIMARY_CARE	Designated

Recommend Additional HPSAs

You may recommend additional Health Professional Shortage Area (HPSA) IDs that were not identified above and are applicable to your site based on verified information found using the HRSA Data Warehouse HPSA Find tool. This field is not required for submission of the NHSC Site Application. NHSC and State Primary Care Office staff will verify this information and add all applicable HPSA IDs to the application during the review process. If a HPSA does not exist for the physical location of the applying site, the site application will be denied. For additional assistance in identifying HPSA IDs, contact your State Primary Care Office.

Enter the HPSA ID

If this field does not recognize one of your proposed HPSAs, please continue with the application. The proposed HPSAs will be reviewed by a DRO representative and verified for use.

Figure 48 NHSC Site Application – HPSAs

Upload Documents

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

Sites that are auto approved do not have any documentation requirements. Other site types must provide all supporting documentation here.

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

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

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

Continue by selecting **SAVE AND CONTINUE**.

Upload Documents

Please upload each of the below required documents for review as a part of your NHSC application.

Files may not be larger than 5MB (megabytes) and may only be of the following file formats: bmp, doc, docx, gif, jpeg, jpg, msg, pdf, png, ppt, pptx, rtf, tif, txt, xls, xlsx.

Required Documents

- Policies on Patient Non-Discrimination
- Photograph(s) of Posted Signage
- Proof of Access to Ancillary, Inpatient, or Specialty Care
- Recruitment and Retention Plan

Select or Drop File Here

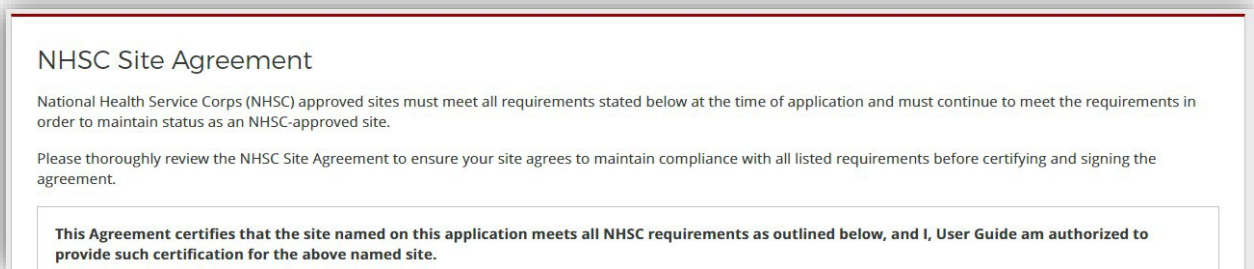
Figure 49 NHSC Site Application – Upload Documents

Review and Submit

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

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

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



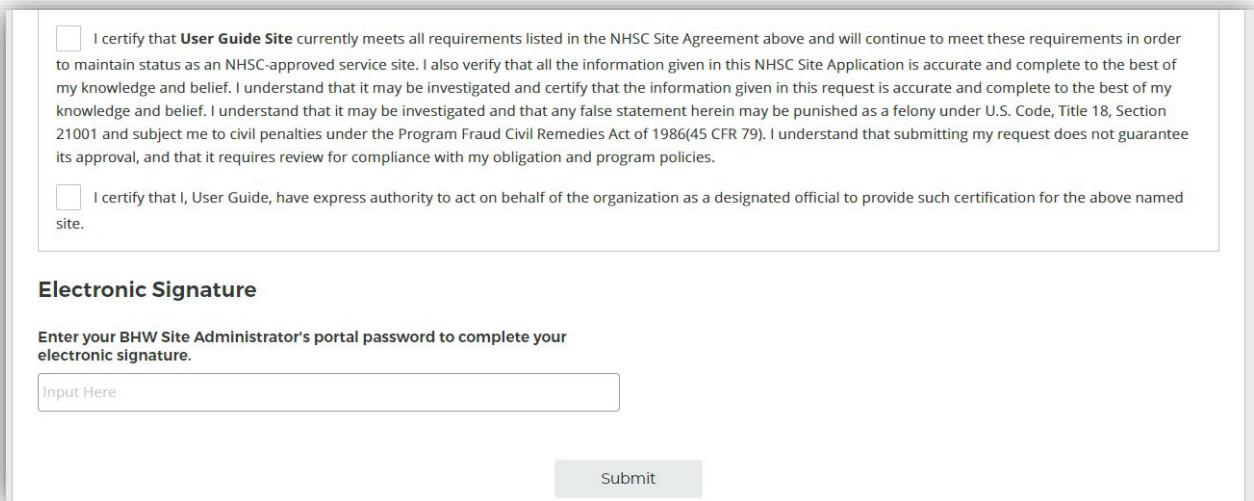
NHSC Site Agreement

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

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

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

Figure 50 NHSC Site Application – Site Agreement part one



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

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

Electronic Signature

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

Input Here

Submit

Figure 51 NHSC Site Application – Site Agreement part two

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

The screenshot displays a web interface for a 'Site Dashboard'. At the top, a green banner contains a success message: 'Success The NHSC Site Application has been submitted.' Below this, the breadcrumb 'My Sites > Site Dashboard' is visible. The main heading is 'Site Dashboard'. On the left, there is a placeholder image for a site profile and three blue buttons: 'Create Connector Profile', 'Request Nurse Corps Status', and 'View NHSC Site App'. The central area, titled 'User Guide Site', shows the address '10000 Independence Ave, Washington, DC 20000' and a table of site details. The table includes Location ID (6444101038), Site Type (Not Available), Site Status (NHSC - Inactive, Nurse Corps - Not Requested), Rural Designation (Not Available), Site Classification (Not Available), and NHSC Expiration Date (Not Available). On the right, 'HPSA Scores' are listed for Primary Care, Dental, and Mental Health, all marked as 'N/A'.

Location ID	Site Type	Site Status
6444101038	Not Available	NHSC - Inactive Nurse Corps - Not Requested

Rural Designation	Site Classification	NHSC Expiration Date
Not Available	Not Available	Not Available

HPSA Scores
N/A Primary Care
N/A Dental
N/A Mental Health

Figure 52 NHSC Site Application – Successful submission

What to Expect Next

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

State PCO Review

The appropriate State Primary Care Office has an opportunity to review the NHSC Site Application and provide a recommendation as to whether the NHSC Site Application should be approved.

NHSC Review

NHSC Regional Operations staff will review the site information, selections, and documentation to decide on NHSC eligibility of the site for each of the Services Provided selected.

Resubmitting the NHSC Site Application

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

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

Pending Site Visit

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

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

Approval Period and Recertification

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

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

The NHSC Site Recertification follows the same process steps at the NHSC Site Application.

Nurse Corps Site Eligibility Verification Request

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

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

Nurse Corps Site Type


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

Continue by selecting **SAVE AND CONTINUE**.

Propose NC Site Type

All fields are required unless noted as optional.

Please select your facility's Critical Shortage Facility type and indicate your profit status.

Type of Critical Shortage Facility 

Select a Type

Profit Status

Select a Profit Status

Figure 53 Nurse Corps Site Eligibility – CSF Type

Confirm Site Details

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

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

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

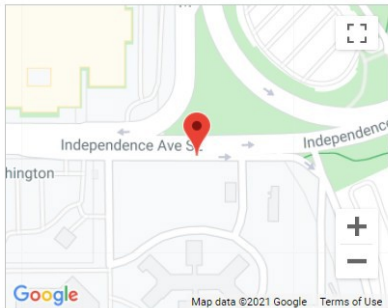
Confirm Site Details

Please review the site details and update as necessary. If the location is not accurate under Approximate Location, please include a description of the correct location, including the correct Latitude and Longitude if available.

Physical Address

Name	User Guide Site		Also Known As	Not Available
Address Line 1	10000 Independence Ave			
Address Line 2	Not Available			
City	State/Territory	ZIP Code		
Washington	District of Columbia	20000		

Approximate Location

	Standardized Address	Latitude	Longitude
	Independence Ave, Washington, DC 20003	38.88751003	-76.97394185

Is the map pin location accurate?

Yes No

Map data ©2021 Google Terms of Use

Figure 54 Nurse Corps Site Eligibility – Confirm site details

Check for Existing Sites

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

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

Similar Site(s) Found			
We have identified one or more sites that are similar to the site information you have entered. Please review the list of sites below to ensure you are not creating a duplicate site.			
SELECT	LOCATION NAME ▲	ADDRESS ▼	PROGRAM STATUS
<input type="radio"/>	CHILDRENS PEDIATRIC AMB CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Not Requested
<input type="radio"/>	DC GENERAL AMBULATORY CARE CTR	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
<input type="radio"/>	DC GENERAL PHARMACY	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
<input type="radio"/>	District of Columbia Department of Health - TB Control and Chest Clinic	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Inactive Nurse Corps Status: Active
<input type="radio"/>	INTEGRATED CARE CENTER	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
<input type="radio"/>	SOUTHEAST STD CLINIC	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
<input type="radio"/>	United Planning Organization Comprehensive Treatment Center	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Active Nurse Corps Status: Active
<input type="radio"/>	Unity Health Care- DC General	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
<input type="radio"/>	WIC @ DC GENERAL	1900 Massachusetts Ave SE, Washington, DC 20003	NHSC Status: Terminated Nurse Corps Status: Not Requested
<input type="radio"/>	Site Is Not Listed		

Figure 55 Nurse Corps Site Eligibility – Similar sites table

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

⚠ You have identified the site below as a match for the site information you entered. If this is correct, you should cancel the Nurse Corps Eligibility Verification Request and reach out to this site's POCs to be added. ✕

Also Known As	Physical Address	NHSC	Nurse Corps	HPSA Scores
[REDACTED]	[REDACTED] Washington, DC 20003	Active	Active	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; border-radius: 50%; margin-right: 5px; display: flex; align-items: center; justify-content: center; font-size: 8px; color: white;">1B</div> Primary Care </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; border-radius: 50%; margin-right: 5px; display: flex; align-items: center; justify-content: center; font-size: 8px; color: white;">N/A</div> Dental </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; border-radius: 50%; margin-right: 5px; display: flex; align-items: center; justify-content: center; font-size: 8px; color: white;">N/A</div> Mental Health </div> </div>

Once you have been added as a Point Of Contact (POC) at this site, the site will appear in your "My Sites" list on the portal homepage. If you are unable to reach any of the listed POCs at your site or the site information displayed is incorrect, please contact us at 1-800-221-9393 (TTY:1-877-897-9910) Monday through Friday 8:00am to 8:00pm ET.

NAME	PHONE NUMBER	EMAIL
[REDACTED]	(000) 000-0000	AF34F3A224AD4C3316@EXAMPLE.com
[REDACTED]	(000) 000-0000	

Figure 56 Nurse Corps Site Eligibility – Potential duplicate site

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

Identify POCs

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

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

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

Continue by selecting **SAVE AND CONTINUE**.

Identify POCs

We encourage each service site to provide a minimum of two points of contact (with the exception of solo private practices). At least one of these contacts must serve as a "Recruitment Contact". If approved as a site, the "Recruitment Contact" will be listed on the [Health Workforce Connector](#).

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

Current Points of Contact

NAME ^	ROLES	PROGRAM AFFILIATION	EMAIL ↕	STATUS ↕
User Guide	Administrator	NHSC Nurse Corps	0EF7863A6534DC4B19@EXAMPLE.com	Active

Proposed Points of Contact

[+ Add POC](#)

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

Figure 57 Nurse Corps Site Eligibility – Identify POCs

Review HPSAs

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

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

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

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

Enter HPSA Information

Identified HPSAs

The below HPSAs have been identified as applicable to your site based on the previously entered site information. If any of these are incorrect, please review the entered site address and Site Unique Identifiers on the Site Details page.

HPSA ID	HPSA NAME	AUTO-HPSA	SCORE	HPSA DISCIPLINE	STATUS
1116249808	Low Income-Brentwood	No	18	PRIMARY_CARE	Designated

Proposed Additional HPSAs

You may suggest Health Professional Shortage Area (HPSA) IDs which are applicable to site name and based on verified information found in the HPSA Find tool. The HPSA score must be a Primary Care and/or Mental Health score. This field is not required for the submission of the Nurse Corps Site Eligibility Verification. Nurse Corps staff will verify this information and all applicable HPSA IDs to the site during the review process. If no HPSA exists for the physical location of the applying site, the site application will be denied.

Enter the HPSA ID

✓ **Success** Anacostia ID# 7111632713 has been added below.

Suggested HPSAs

HPSA ID	HPSA NAME	AUTO-HPSA	SCORE	HPSA DISCIPLINE	STATUS	ACTION
7111632713	Anacostia	No	19	MENTAL_HEALTH	Designated	Remove

Figure 58 Nurse Corps Site Eligibility – Review HPSAs

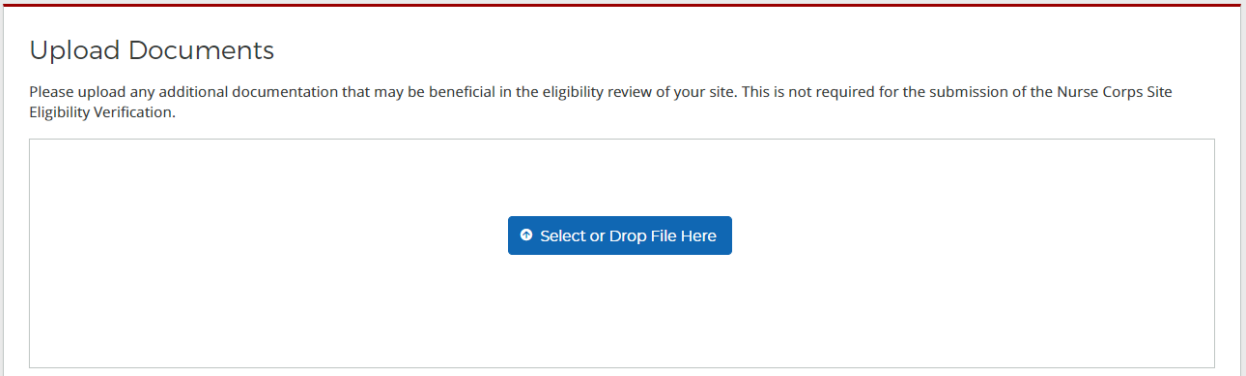
Upload Documents

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

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

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

Continue by selecting **SAVE AND CONTINUE**.



Upload Documents

Please upload any additional documentation that may be beneficial in the eligibility review of your site. This is not required for the submission of the Nurse Corps Site Eligibility Verification.

Select or Drop File Here

Figure 59 Nurse Corps Site Eligibility – Upload documents

Review and Submit

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

The screenshot shows a web form titled "SUBMIT REQUEST" with a sub-heading "Nurse Corps Site Eligibility Verification Request". It contains two checkboxes for certification, a password field, and a submit button.

SUBMIT REQUEST

Nurse Corps Site Eligibility Verification Request

I certify that the information submitted on this eligibility verification request is true and accurate to my knowledge. I further understand that this information is subject to verification by the Nurse Corps.

I certify that I am an official representative of **User Guide Site** and have the authority to submit this request.

Enter your Login Password to Confirm Agreement

Password

Password

Figure 60 Nurse Corps Site Eligibility – Submit

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

The screenshot shows a "Success" banner at the top: "The Nurse Corps Eligibility Verification Request has been submitted." Below is the "Site Dashboard" for a "User Guide Site".

Success The Nurse Corps Eligibility Verification Request has been submitted.

My Sites > Site Dashboard

Site Dashboard

User Guide Site

10000 Independence Ave, Washington, DC 20000

Location ID 6444101038	Site Type Not Available	Site Status NHSC - Inactive Nurse Corps - Pending Approval
Rural Designation Not Available	Site Classification Not Available	NHSC Expiration Date Not Available

HPSA Scores

- N/A Primary Care
- N/A Dental
- N/A Mental Health

Buttons: Create Connector Profile, View Nurse Corps Request, View NHSC Site App

Figure 61 Nurse Corps Site Eligibility – Successfully submission

What to Expect Next

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

Resubmitting the Nurse Corps Site Eligibility Verification

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

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

Account Management

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

Updating Personal Information

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

To access and update your Account Profile information, select the [ACCOUNT PROFILE](#) link on the left-hand navigation menu.

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

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

Account Profile

Details
All fields are required unless noted as optional.

Personal Information

First Name: Susan
Last Name: Swanz

Job Category

Job Category: Human Resources / Recruitment
Specific Job Title: Health Professions Recruiter

Contact Information

Email: 5757367F28B697C23D@EXAMPLE.com
Primary Work Phone: (000) 000-0000
Extension (optional): XXXXX

Secondary Work Phone (optional): (000) XXX-XXXX
Extension (optional): XXXXX
Work Fax (optional): (000) 000-0000

Work Location

Company Name: Indian Health Service

Address Line 1: 123 Anywhere St.

Address Line 2 (Optional): Input Here

City: Anytown
State: Montana
Zip: 59107

Please read the Rules of Behavior.
 I have read and agreed to the terms and conditions outlined in the Rules of Behavior.

Figure 62 Account Profile

Updating Account Settings

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

Change Email Address

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

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

Change Password

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

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

Change Security Questions

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

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

Log Out

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

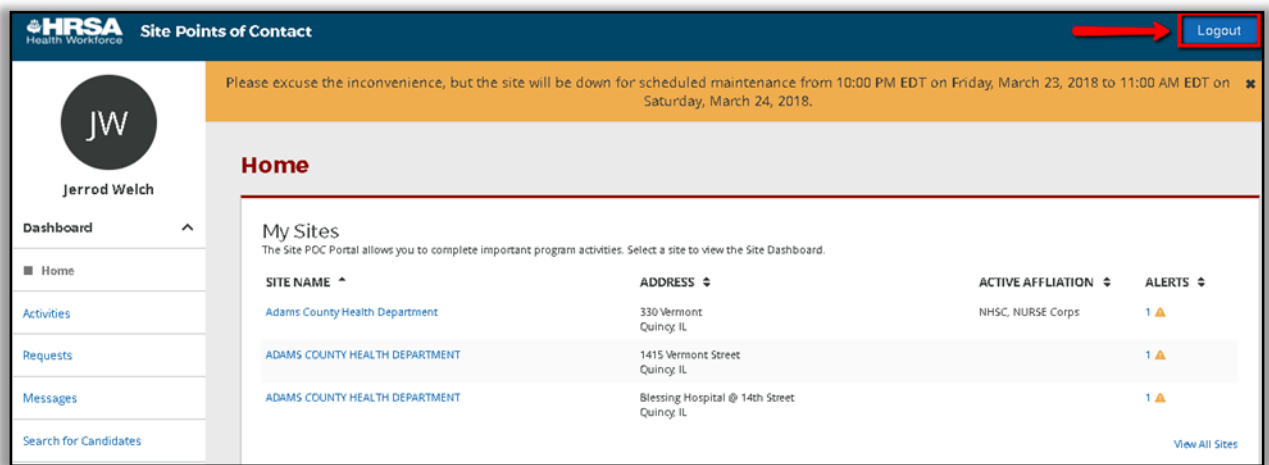


Figure 63 Logout button

Appendix

Appendix A: Site POC Roles and Responsibilities

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

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

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

Administrator

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

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

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

Personnel Verifier

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

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

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

Recruiter

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

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

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

Appendix B: BHW Program Point of Contact Requirements

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

- National Health Service Corps
- Nurse Corps

Appendix C: Activity Types

Employment Verification Forms (EVF)

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

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

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

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

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

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

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

In-Service Verifications (ISV)

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

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

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

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

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

Site Visit Pending Responses

Proposed Site Visit

When a site visit is proposed by the analyst, an activity is sent to the site to collect a response from the Site POC. To complete the site visit response activity, select the activity from the list and perform the following steps:

1. Review the site visit date and time proposed.
2. Select the "Accept" or "Reject" radio button accordingly.
3. Provide any additional comment.
4. Provide a detailed response on the actions taken to correct the issues identified.
5. Select the **SEND RESPONSE** button to send your response back to the BHW.

Site Visit Issues Identified

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

1. Review the site visit summary and the site visit issues.
2. Reach out to your NHSC representative via the Customer Service Portal and provide a detailed response on the actions taken to correct the issues identified.