

# BHW Program Portal for Site Points of Contact

## User Guide

May 2019



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## **PART 1 | INTRODUCTION**

### **WHAT IS A SITE POINT OF CONTACT**

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

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

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

### **WHAT IS A SITE**

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

### **WHAT IS THE BHW PROGRAM PORTAL FOR SITE POINTS OF CONTACT**

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

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

## PART 2 | 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

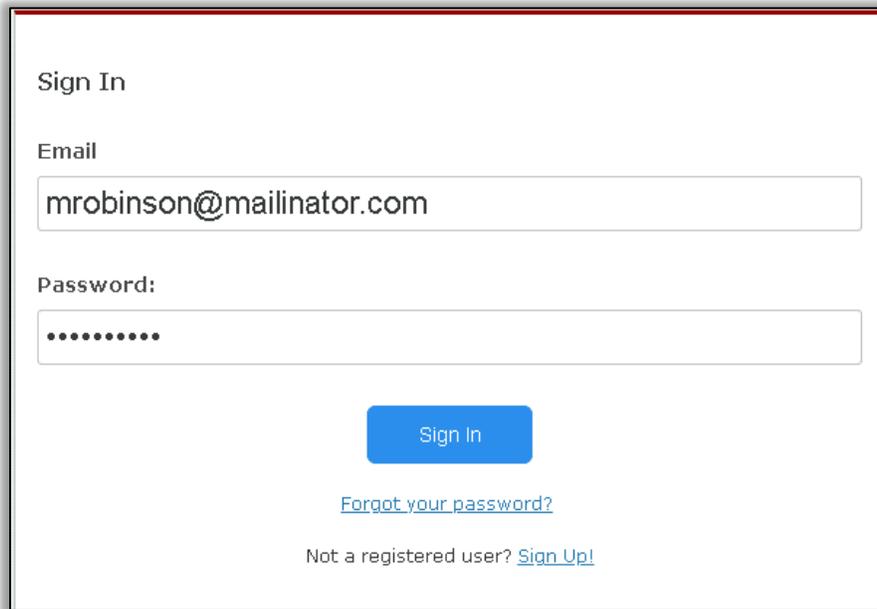
To create a program portal account, you must first receive an invitation to join a site's network by an administrative site POC. Once you have received and confirmed the invitation, navigate to the portal home page and complete the required fields below.

The image shows two side-by-side screenshots of the BHW Program Portal sign-up process. The left screenshot shows the 'Sign Up' page with the heading 'Create your Portal Account'. It contains four input fields: 'First Name' (filled with 'Michael'), 'Last Name' (filled with 'Robinson'), 'Email' (filled with 'mrobinson@mailinator.com'), and 'Password' (masked with dots). Below these is a 'Confirm Password' field (also masked) and a blue 'Next' button. At the bottom, there is a link 'Already have a Customer Service Portal Account?' with a question mark icon and a 'Sign in' link. The right screenshot shows the 'Sign Up' page with the heading 'Please set your security question'. It contains two input fields: 'Security Question' (a dropdown menu with 'What is your favorite pet's name?' selected) and 'Security Answer' (filled with 'Buddy'). Below these is a blue 'Sign Up' button. Below the right screenshot is a 'Password Requirements' section with two sub-sections: 'A password must contain:' followed by a bulleted list of requirements (minimum 8 characters, numerical digits 0-9, English upper-case characters A-Z, English lower-case characters a-z, and special characters like @, !, \$, %), and 'A password may not contain:' followed by a bulleted list of restrictions (a character repeated more than once in succession, first or last name, and username).

## 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.



The screenshot shows a 'Sign In' form with the following elements:

- Title: Sign In
- Label: Email
- Input field: mrobinson@mailinator.com
- Label: Password:
- Input field: masked with 10 dots
- Button: Sign In (blue)
- Link: [Forgot your password?](#)
- Text: Not a registered user? [Sign Up!](#)

## 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

Manage Site POCs · Edit POC

### Account Profile

TE  
Teesha Easley

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: Teesha  
Last Name: Easley

**Job Category**

Job Category: General Operations / Management  
Specific Job Title: Administrative Officer

**Contact Information**

Email: 2BB661AE701C057FE5@EXAMPLE.com  
Primary Work Phone: (000) 000-0000  
Extension (optional): XXXX  
Secondary Work Phone (optional): 0000 XXXX-XXXX  
Extension (optional): XXXX  
Work Fax (optional): (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: Anytown  
State: Illinois  
Zip: 60612

Please read the [Rules of Behavior](#)

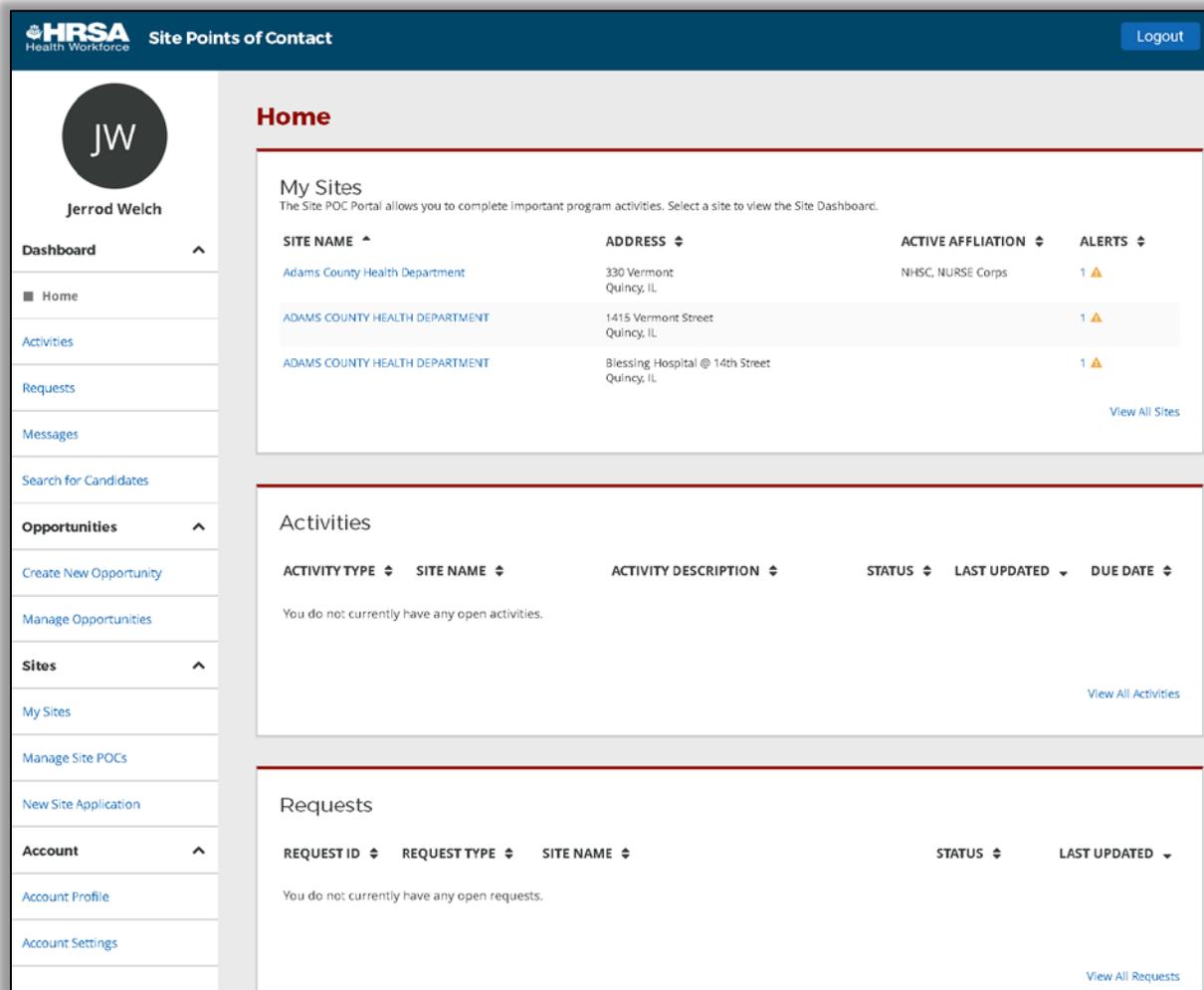
I have read and agreed to the terms and conditions outlined in the Rules of Behavior

Save Cancel

**PART 3 | HOME DASHBOARD**

As a Site POC you are responsible for completing various NHSC and Nurse Corps program activities. Some of these responsibilities include managing your sites operating procedures, validating employment status, confirming work schedules, and also hiring/recruiting new employees.

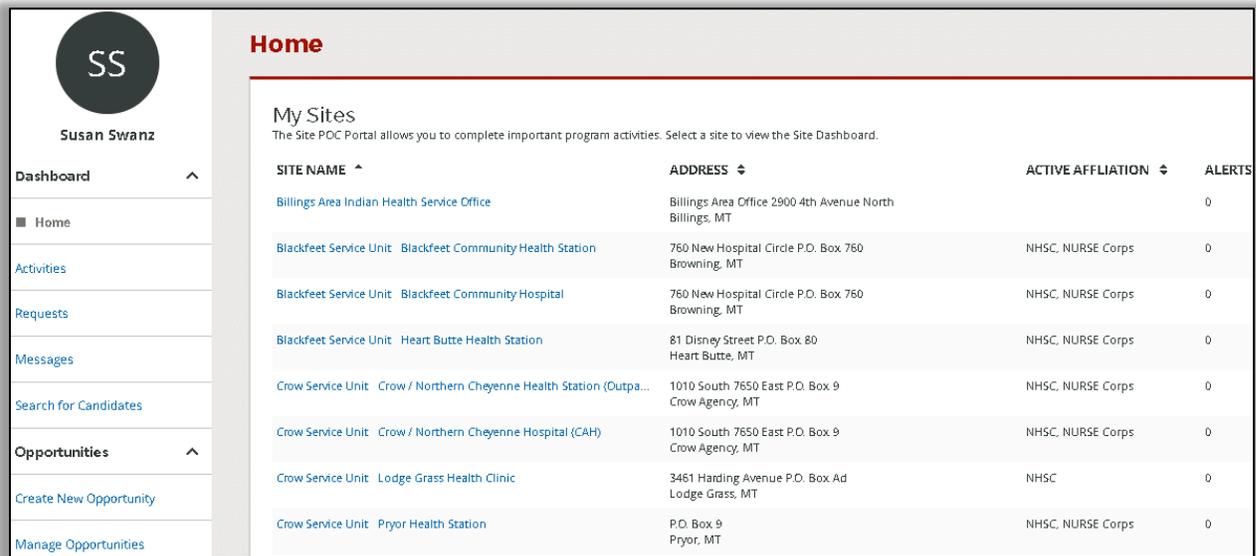
The Program Portal home page is designed to help facilitate each of these Site POC responsibilities. The left-hand menu can be used to navigate to the sub-pages of the POC Portal. The sections below will break down each of the Program Portal pages in detail.



## 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 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 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.



The screenshot shows a user interface for 'Susan Swanz' with a 'Home' header. Below the header is a 'My Sites' section with a sub-header 'The Site POC Portal allows you to complete important program activities. Select a site to view the Site Dashboard.' The main content is a table with the following data:

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

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 the site profile
  - Managing expiring job positions
  - Recertifying a site's program affiliation

## WHY DON'T I SEE MY SITES

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

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

For more in depth information pertaining to the self-service actions above, please visit the [Part 5 | Sites](#) section.

The screenshot shows the HRSA Site Points of Contact interface. The top navigation bar includes the HRSA logo, the text "Site Points of Contact", and a "Logout" button. A user profile sidebar on the left identifies the user as Susan Swanz with initials "SS" and lists navigation options: Dashboard, Home, Activities, Requests, and Messages. The main content area is titled "Site Dashboard" and features a "Manage Site Profile" button and a "Reapply" button. The site details for "Billings Area Indian Health Service Office" are displayed, including the address "Billings Area Office 2900 4th Avenue North Billings, MT 59101". A table of site attributes is shown below:

<b>BHWID</b> 868696	<b>Site Type</b> NHSC: American Indian Health Facility	<b>Site Status</b> NHSC: Inactive (I) NURSE Corps: Inactive (I)
<b>Site Geography</b> Frontier	<b>Site Classification</b> Public Fed	<b>NHSC Expiration Date</b> Not Available

To the right, "HPSA Scores" are listed for Primary Care, Dental, and Mental Health, all marked as "N/A".

## ACTIVITIES TABLE | VIEWING & 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** table of the Site POC portal. This section is divided into two tables:

1. **Open Activities:** This section displays tasks that are pending completion. This list is a combination of all the tasks from all of your sites
2. **Completed Activities:** – This section displays tasks that were recently completed by any of your sites. 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 it 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

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 & COMPLETING

Another primary function of the Program Portal for Site Points of Contact is that it allows you, as an identified POC, to perform and monitor site specific requests. The types of requests that are listed within this table include portal inquiries, site applications & recertifications 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 it to be reflected in the 'Completed Request' table.

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

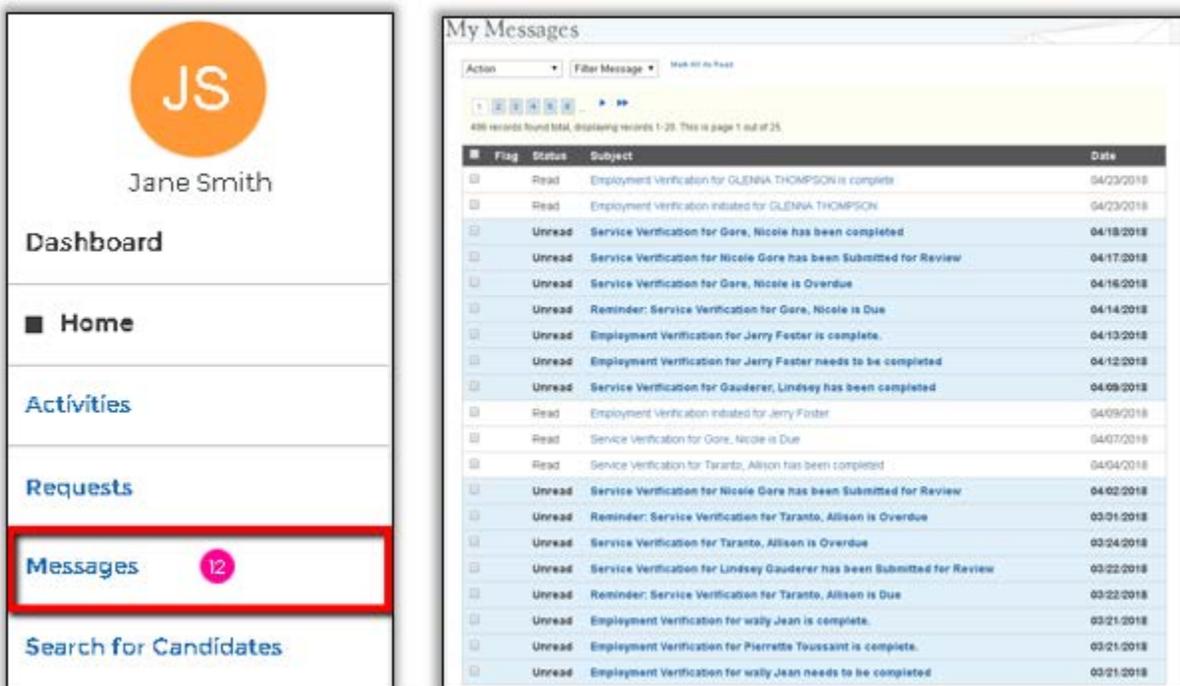
The **Requests** table contains the following information about your activities:

- **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

## PART 4 | 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 (**Note:** The message counter functionality will be made available in a future release).



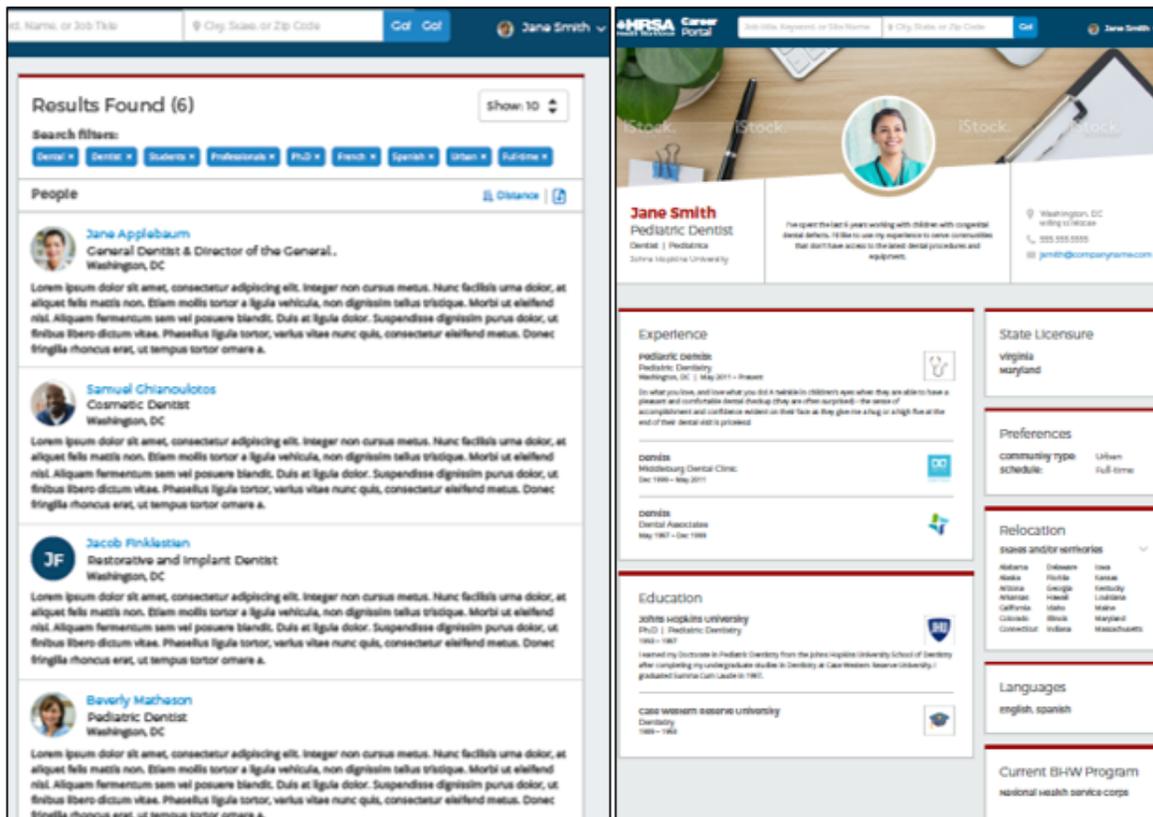
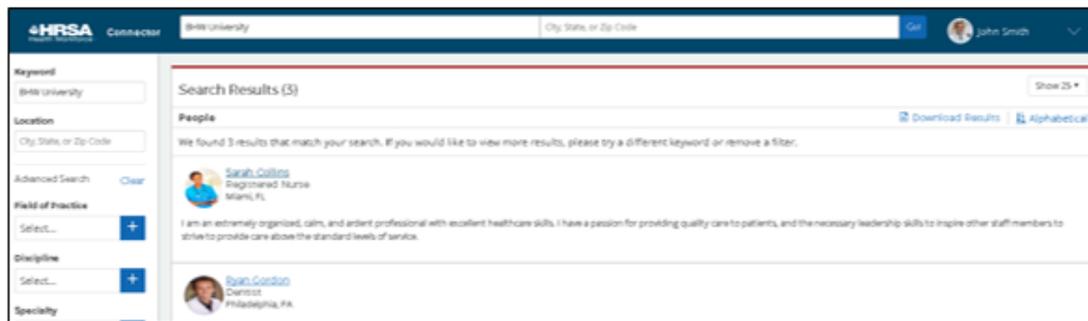
### Viewing Your Portal Messages:

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.

**PART 5 | 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:** Site POCs have the ability to fully customize their search criteria in order to locate specific clinicians that are capable of filling job vacancies at their site.
2. **Program Participant User Profiles:** The [Health Workforce Connector](#) allows users to create personalized profiles that are publically searchable by Site POCs. These profiles contain information on a health clinician’s experience, education, and other relevant information that highlights their competencies.
3. **Site Recruitment Tool:** Site POCs at medical facilities have the ability to search for users across the database of user profiles in order to fill their open needs at their respective site.



## PART 6 | OPPORTUNITIES

One of the primary benefits of the Site POC Portal is that it allows identified POCs to create and manage job opportunities for your site.

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 open a new job or training position, select the **Create New Opportunity** tab 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.

- 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

\*: required fields denoted with an asterisk

The screenshot shows the 'Create New Opportunity' form. It includes sections for: Details (Opportunity Type, Work Schedule, Discipline, Specialty), Location (Site Location), Description (Job Description), Dates (Posting Start Date, Posting Expiration Date, Projected Hire Date), Qualifications (optional), Salary (optional) (Minimum, Maximum), and Benefits (optional). There are also buttons for 'Add another discipline' and 'Add another location'.

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

**Note:** After creating a new job opportunity, it may take up to 24 hours for it to be reflected on the [Health Workforce Connector](#).

## MANAGING JOB AND TRAINING OPORTUNITIES

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

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

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

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

The screenshot shows the 'Manage Opportunities' page in the HRSA Site Points of Contact portal. The user is Christina Turnage. The page features a sidebar with navigation options like Dashboard, Home, Activities, Requests, Messages, Search for Candidates, Opportunities, Create New Opportunity, Manage Opportunities, Sites, Account, and Account Profile. The main content area displays a table of job opportunities with the following data:

ID	Status	Discipline Specialty	Work Schedule	Type	Location	Expiration	Updated	Candidates
CR G 00000173	Open	Nurse Practitioner - Family Practice	Full Time	Clinical Rotation	0 Location	06/01/2019	05/01/2019	0
CR G 00000014	Open	Nurse Practitioner - Family Practice	Full Time	Clinical Rotation	56 Locations	12/01/2019	05/01/2019	7
JB G 00091120	Open	Nurse Practitioner - Family Practice, Psychiatry Physician Assistant - Family Practice, Psychiatry	Full Time	Job	1 Location	08/28/2019	05/01/2019	5
CR G 00000036	Open	Nurse Practitioner - Family Practice	Full Time	Clinical Rotation	56 Locations	08/28/2019	04/30/2019	2
CR G 00000192	Open	Nurse Practitioner - Family Practice	Full Time	Clinical Rotation	1 Location	12/01/2019	04/30/2019	0
CR G 00000186	Open	Clinical Nurse Specialist	Full Time Or Part Time	Clinical Rotation	5 Locations	05/01/2019	04/30/2019	0

The screenshot shows a 'Candidates' pop-up window. The list below shows the candidates who are interested in this opportunity. Those with links have a published user profile.

Name	Title	Views
Michelle Hill	Physician Assistant	5 views
Jane Smith	Pediatric Dentist	5 views
Carrie Davis		2 views
Edgar Fernandez		5 views
Gustavo Hernandez	Licensed Professional Counselor	1 view

---

## 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.

---

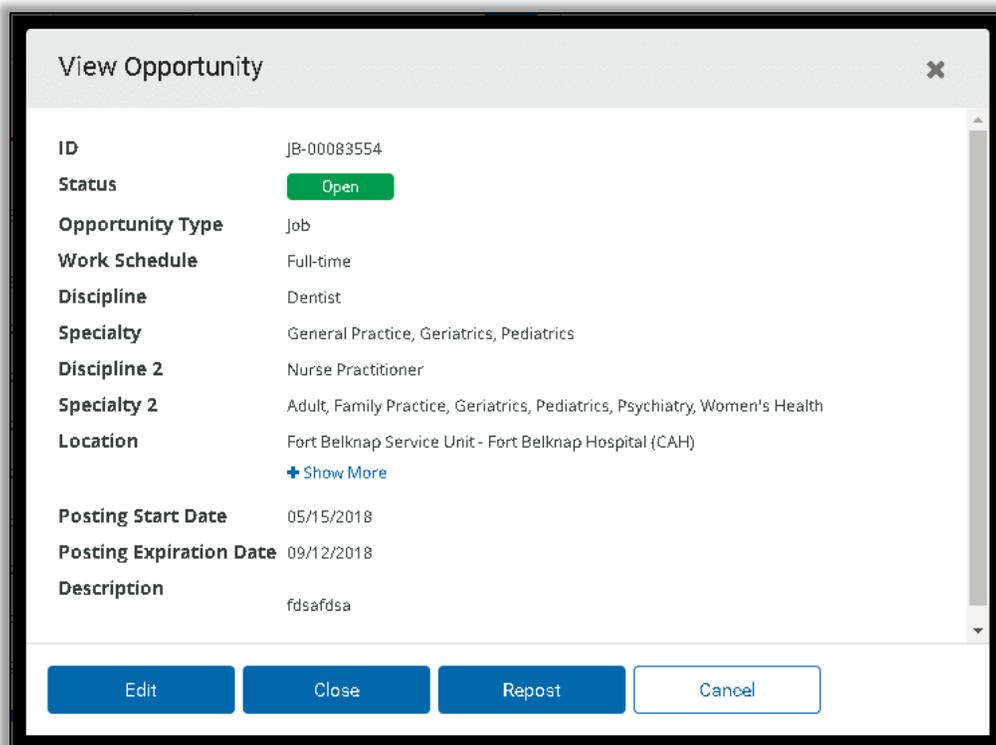
## REPOST AN OPPORTUNITY

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 AN 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.



The screenshot shows a modal window titled "View Opportunity" with a close button (X) in the top right corner. The window displays the following details:

<b>ID</b>	JB-00083554
<b>Status</b>	Open
<b>Opportunity Type</b>	Job
<b>Work Schedule</b>	Full-time
<b>Discipline</b>	Dentist
<b>Specialty</b>	General Practice, Geriatrics, Pediatrics
<b>Discipline 2</b>	Nurse Practitioner
<b>Specialty 2</b>	Adult, Family Practice, Geriatrics, Pediatrics, Psychiatry, Women's Health
<b>Location</b>	Fort Belknap Service Unit - Fort Belknap Hospital (CAH) <a href="#">+ Show More</a>
<b>Posting Start Date</b>	05/15/2018
<b>Posting Expiration Date</b>	09/12/2018
<b>Description</b>	fdsafdsa

At the bottom of the modal, there are four buttons: "Edit", "Close", "Repost", and "Cancel".

## PART 7 | 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.

The screenshot shows the 'My Sites' table in the Site POC Portal. The table has four columns: SITE NAME, ADDRESS, ACTIVE AFFILIATION, and ALERTS. The data is as follows:

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

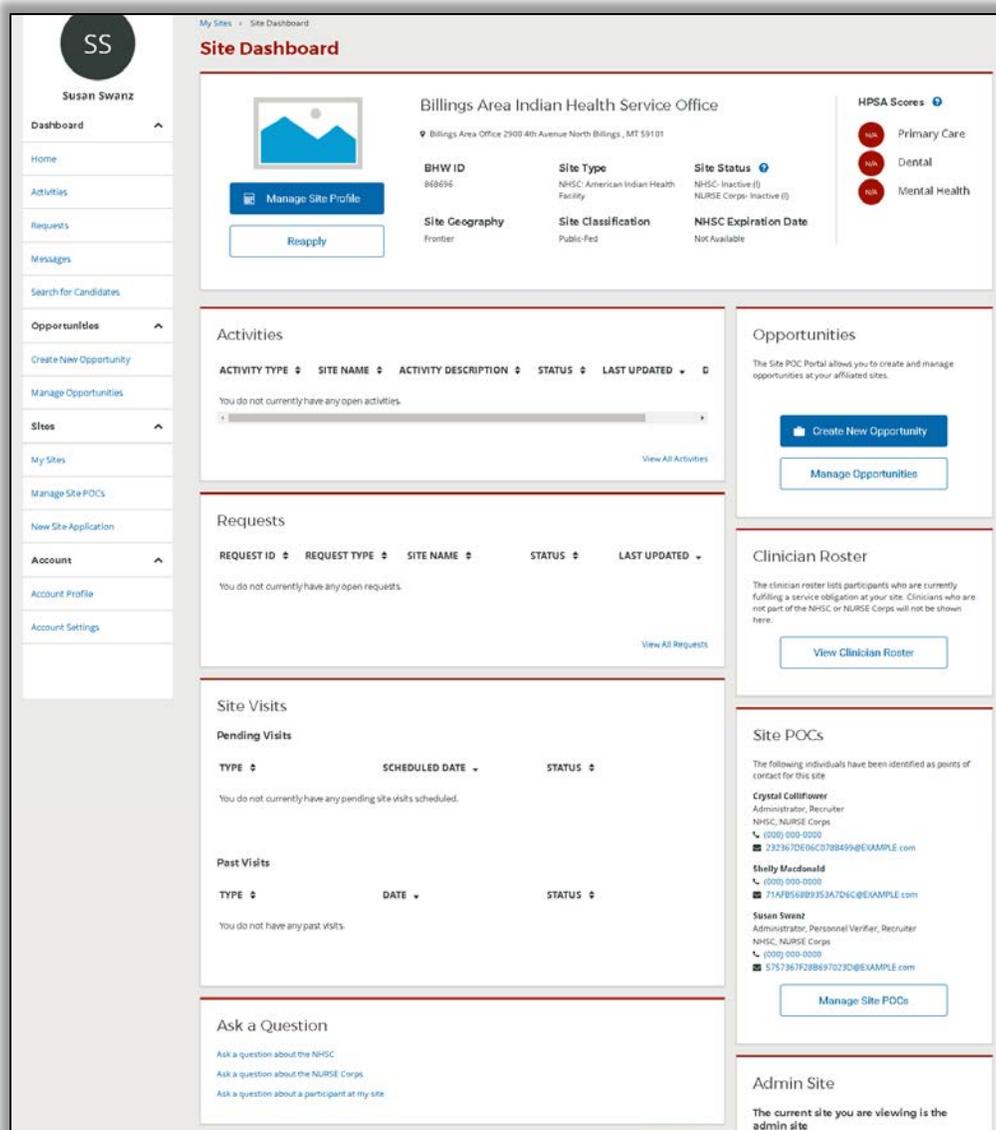
The **My Sites** table displays the following information about each of your sites:

- **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

**VIEWING THE SITE DASHBOARD**

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

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



## 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](#).

The image displays two screenshots of the 'Create Site Profile' wizard. The top screenshot shows Step 2, 'Site Details', and the bottom screenshot shows Step 3, 'Site Contact Information'. Both screenshots include a progress bar at the top with seven steps, where the current step is highlighted. The 'Create Site Profile' button is shown at the top of the first screenshot.

**Step 2: Site Details**

All fields are required unless noted as optional.

**Hours of Operation**

**Facility Size**

**Number of Patients Served Annually**

**Language Spoken by Patients**

**Services Provided**

**Add Custom Language (Optional)**  **Add**

**Add Custom Services Provided (Optional)**  **Add**

**< Back** **Next** **Cancel**

**Step 3: Site Contact Information**

All fields are required unless noted as optional.

**Phone Number**

**Email Address**

**Website (Optional)**

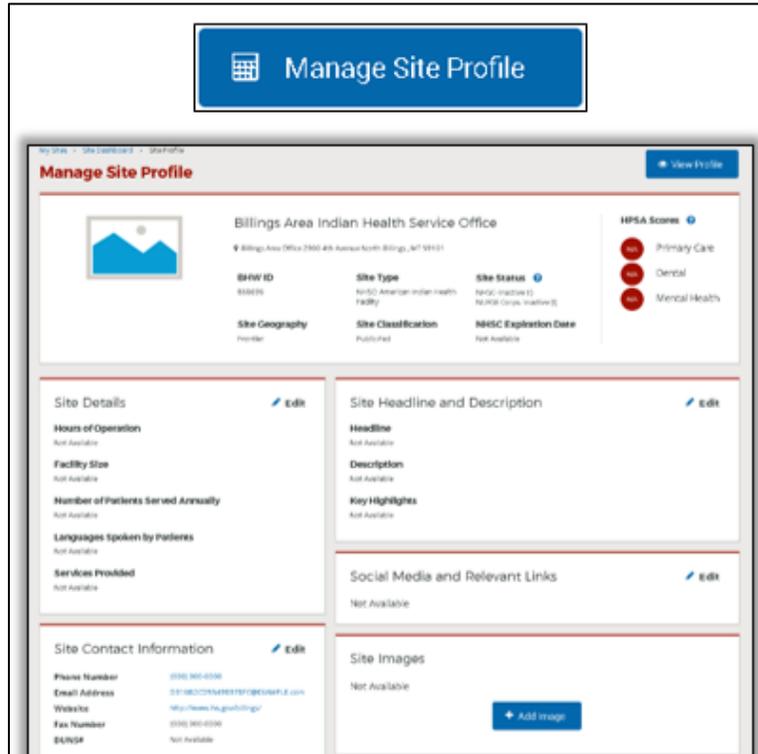
**Fax Number (Optional)**

**DUNS # (Optional)**

**< Back** **Save and Next** **Cancel**

## 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](#). In order to update your site's profile information, select the **Manage Site Profile** button located at the top of the site dashboard.



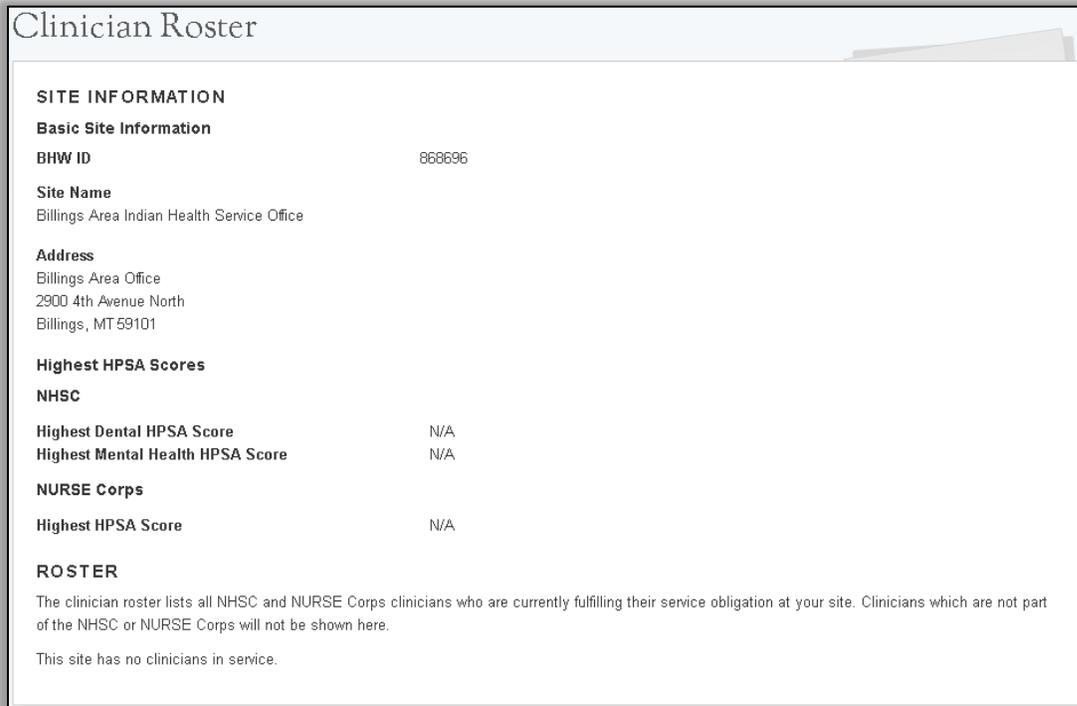
The various components of your site profile are outlined below:

- **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 24 hours 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 the 'Clinician Roster' page. It is divided into several sections: 'SITE INFORMATION', 'Basic Site Information', 'Address', 'Highest HPSA Scores', 'NHSC', 'NURSE Corps', and 'ROSTER'. The 'Basic Site Information' section shows 'BHW ID' as 868696 and 'Site Name' as 'Billings Area Indian Health Service Office'. The 'Address' section lists 'Billings Area Office', '2900 4th Avenue North', and 'Billings, MT 59101'. The 'Highest HPSA Scores' section shows 'Highest Dental HPSA Score' and 'Highest Mental Health HPSA Score' both as 'N/A'. The 'NURSE Corps' section shows 'Highest HPSA Score' as 'N/A'. The 'ROSTER' section contains a message: '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.'

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

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

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

## SITE VISITS

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

## MANAGING SITE POINTS OF CONTACT

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

Manage Site POCs						
NAME ^	ROLES ⇅	SITE AFFILIATION ⇅	PROGRAM AFFILIATION ⇅	EMAIL ⇅	STATUS ⇅	LAST LOGIN
Susan Swan2 (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 Berner	Administrat...	2 Sites	NHSC, NURSE Corps	9B97AB50F6BAF88A19@EXAMPLE.com	Inactive	01/07/2013

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 & RESPONSIBILITIES

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

## EDITING A POC | PROGRAM AFFILIATION

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

The image displays three screenshots from the Site POC Portal. The first screenshot shows the 'Account Profile' page with the following details:

- Personal Information:** First Name: Susan, Last Name: Swartz
- Job Category:** Job Category: Human Resources / Recruitment, Specific Job Title: Health Professions Recruiter
- Contact Information:** Email: 57573671288570230@ISAAMPUB.com, Primary Work Phone: 8000 000-0000, Extension (optional): 0000, Secondary Work Phone (optional): 0000 000-0000, Extension (optional): 0000, Work Fax (optional): 8000 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: 59007

The second screenshot shows the 'Roles' pop-up window with the following roles selected:

- Administrator
- Personnel Verifier
- Recruiter

The third screenshot shows the 'Program Affiliation' pop-up window with the following programs selected:

- NHSC
- NURSE Corps

---

## 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:
  - a. POC First Name
  - b. POC Last Name
  - c. 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

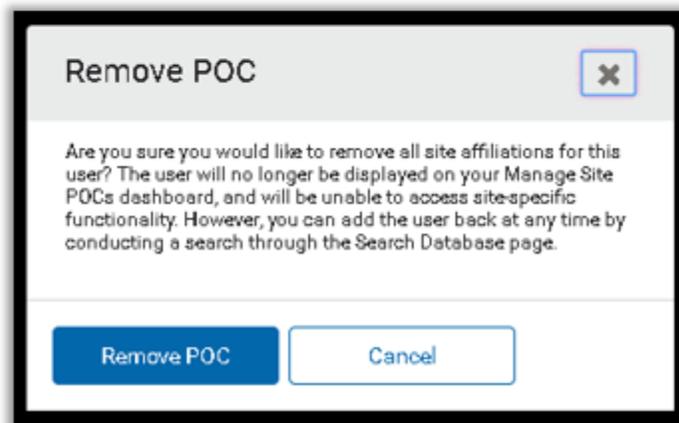
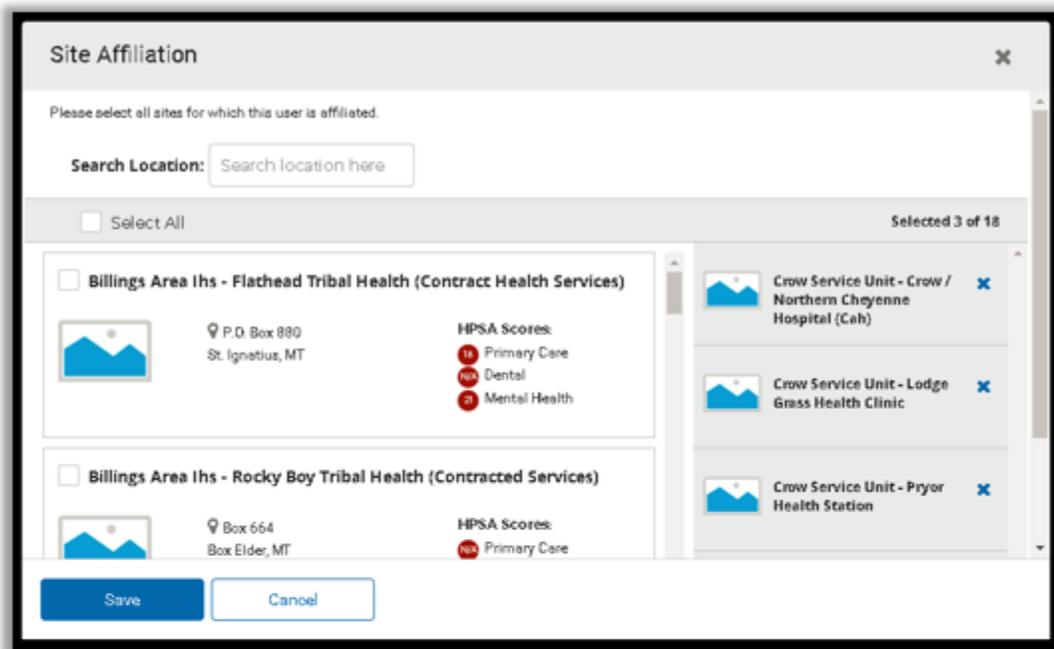
The final method of adding a POC is to manually invite the new POC to join your site's network. To initiate the invitation process, please follow the steps provided:

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

## REMOVING A POC

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

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



## PART 8 | SITE APPLICATION

If you do not see your site listed in the **My Sites** table, and would like to become approved to support BHW programs, follow the instructions for the programs you are interested in below.

### APPLYING FOR THE NURSE CORPS

If you are interested in your site becoming an approved site for Nurse Corps programs, you do not need to submit a site application. If you believe your facility may qualify as a Critical Shortage Facility or an eligible school of nursing, please contact the BHW directly.

### APPLYING FOR THE NHSC

If you are interested in your site being an approved NHSC site, please submit an NHSC Site Application only if your site has never been approved by the NHSC. If your site was approved in the past, please submit an NHSC Site Recertification during the open recertification cycle by clicking on the site name and choosing the **Recertify** option. 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.

To start a new site application, select the “Apply for a New NHSC Site” button in the “New Site Applications” section on the Program Portal landing page.

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

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### REAPPLYING FOR THE NHSC

If you previously started a site application but did not submit by the deadline, had your application denied, or otherwise canceled your previous application, you can reapply for the same site during an open NSHC Site Application cycle. In order to reapply, select the site from your **My Sites** table and select the reapply button on the site dashboard. The Reapply link will appear when all the conditions stated below are met.

In order to reapply the following conditions must be met:

- The NSHC Site Application cycle must be open
- The site must have a denied or canceled site application on file (if the site was ever previously approved, then it must submit a recertification during the separate recertification cycle, see below)
- The site must be eligible to submit an NHSC Site Application
- The site must not have a preexisting application in one of following statuses
  - In progress
  - Approved
  - Pending site visit

---

## STEP 1 | INSTRUCTIONS AND ELIGIBILITY

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

**Start NHSC Site Application**  
*\*required field*

### INSTRUCTIONS

Welcome to the NHSC Online Application. Before you begin, carefully review the [NHSC website](#), the [NHSC Site Reference Guide](#), and the NHSC Site Agreement (located in the appendix of the NHSC Reference Guide) to ensure your site meets all eligibility and program requirements. Sites must meet all requirements listed in the NHSC Site Agreement at time of application. 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 Us](#).

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

**OMB Public Burden Statement**

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a current OMB control number. The current OMB control number for information collected through this application process is 0915-0127 and the expiration date is 02/29/2020. Public reporting burden for this collection is estimated to average 0 hour(s) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Office, 5600 Fishers Lane, Room 10C-03, Rockville, Maryland.

Type of Site \*

OMB No. 0915-0127 Expiration Date: 02/29/2020

The application will determine if your site is eligible to continue the application based on the site type indicated. For a complete listing of NHSC eligible and ineligible site types, please refer to the [NHSC Site Reference Guide](#).

If your site type is eligible to continue with the application, 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.

**Bureau of Health Workforce**  
Site POC Portal User Guide

**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 visit the NHSC Sites [website](#).

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

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

Is your site a Primary Care Outpatient Facility, as defined below, or a CMS-certified Critical Access Hospital?

Yes  No

Does your site utilize a qualified [discounted/sliding fee schedule](#) and has it been in place for at least 12 months?

Yes  No

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

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

Does your site prominently display a statement in common areas (and on site's Web site 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 sign and website language are located in the Downloadable Resources section of the NHSC [website](#) under "Site Policy Poster".*

Yes  No

**CONTINUE**

Once you have provided an answer to each of the NHSC Site Eligibility Questions, select the “continue” button. The “continue” button will not be activated unless all the NHSC Site Eligibility Questions have been answered. When selected, the application will review your answers to determine if your site’s policies and procedures are eligible for the NHSC.

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.

**Eligibility Information**

Based on responses to the above 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 [GetHelp@hrsa.gov](mailto:GetHelp@hrsa.gov).

**BACK TO PORTAL**

If your site passes the NHSC Site Eligibility questions, you will be presented with the General Information page of the application. **Note:** Eligibility to complete an application does not equate to NHSC approval.

## STEP 2 | PROVIDING GENERAL INFORMATION

Provide the general information for the site by providing the following information in the form fields provided. (Note: All fields marked with an asterisk (\*) are required)

- Site Name\* (Please use the **full, legal name** of the site)
- Also Known as/Doing Business as Alias
- CCN (CMS Certification Number)
  - Note: Only required for Rural Health Clinics (RHC)
- Address Line 1\*
- Address Line 2
- City\*
- State/Province/Region\*
- Zip/Postal Code\*
- County\* (The dropdown is filtered by state selection)
- Site Phone Number\*
- Site Fax Number
- Site E-Mail Address\*
- Site Web Address
- Site Classification\*
- Mailing Address
  - Select the checkbox if the physical address and mailing address are the same. If different, please enter the mailing address in the fields provided

**General Information**  
\*required field

Please enter information pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellites) must submit an NHSC application for each clinical service site where NHSC clinicians may practice.

**PRACTICE SITE NAME AND LOCATION** (Where the NHSC clinician will serve their obligation)

Site Name \*

Also Known as/Doing Business as Alias

Address Line 1 \*

Address Line 2

City \*

State/Province/Region \*

Zip/Postal Code \*

County \*

Site Phone Number \*

Site Fax Number

Site E-mail Address \*

Site Web Address

Site Classification \*

**Mailing Address**

Mailing Address is Same as Site Location

Address Line 1 \*

Address Line 2

City \*

State \*

Zip/Postal Code \*

When you have completed filling out the General Information for you site, select the “continue” button to proceed to the next part of the application. At any time during the application, you may select the “save for later” button to save all the information entered and return to the Program Portal.

## SITE DUPLICATION CHECK

Once general information has been entered, 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 and address provided will be run through the database to determine any exact or similar matches.

An exact match is found if the name and address you have provided match, character for character, a site already in the data base. If this happens, a screen will be presented showing that an exact duplicate has been identified. The application will be canceled and you will be notified to contact an existing site point of contact. If there are no site points of contact, or they are otherwise unreachable, please contact the Division of Regional Operations using the information provided. A portal message is also generated with the duplicate site information for your future reference

**Site Match Identified**

The site below has been identified as a match for the site information you entered on the site application. Because the site already exists in our system, your application has been canceled. Below is the site information we have in our records:

**ABC Medical Center**  
5600 Fishers Lane  
Rockville, MD 20852

Please reach out to an existing BHW Point of Contact (POC) at your site to be added as an additional POC. Once you have been added as a POC at this site, the site will appear in your "My Sites" list on the portal homepage. Below is a list of identified POCs at your site:

Name	Email
Jane Doe	jdoe.samplepoc@example.com
John Smith	jsmith.samplepoc@example.com

If you are unable to reach any of the listed POCs at your site or the site information displayed is incorrect, please contact your [BHW Division of Regional Operations \(DRO\) state lead](#).

[RETURN TO PORTAL HOMEPAGE](#)

A “similar” match is found if the provided site information meets any of the following criteria with one or more sites in the database:

- Within a 1/4 mile of another site
- Within 5 miles of another site and has a similar name
- Within the same state as another site and has a similar name

When a “similar” match is identified, you will be presented with a list of similar matches in a pop-up window. If one of the sites in the list is the site you are completing an application for, select the “this is my site” button (X). The system will display the match screen and cancel the application as if an exact match was determined. If your site is not listed, select the “my site is not listed” button to continue with the application.

### STEP 3 | VERIFYING SITE LOCATION

On this page, please verify the location of your site, then select **Continue**.

The screenshot displays the 'Site Location' verification interface. At the top, a navigation bar includes seven steps: 1. General Information, 2. Site Location (highlighted in orange), 3. POC Information, 4. NHSC Information, 5. HPSA Scores, 6. Supporting Documents, and 7. Agreement. The main heading is 'Site Location'. Below it is a Google Map showing a street view of Spring Hollow Ln with a green location pin. The map includes a scale bar for 2 meters and links for 'Terms of Use' and 'report a map error'. Below the map, the following information is displayed:

Standardized Address	498 Spring Hollow Ln, Media, Pennsylvania, 19063
Latitude/Longitude	39.92452652842077,-75.37728918971084
Is this information correct? *	<input checked="" type="radio"/> Yes <input type="radio"/> No

At the bottom right, there are two buttons: 'SAVE FOR LATER' and 'CONTINUE'.

## STEP 4 | IDENTIFYING POINTS OF CONTACT

On this page, please identify all points of contact for your site. All sites which are not solo private practices must identify a minimum of two POCs for each site. For more information about POC requirements reference [Appendix C: BHW Program Point of Contact Requirements](#) of this guide.

The screenshot displays the 'Points of Contact (POC) Information' page. At the top, a navigation bar includes steps: 1. General Information, 2. Site Location, 3. POC Information (highlighted), 4. NHSC Information, 5. HPSA Scores, 6. Supporting Documents, and 7. Agreement. The main heading is 'Points of Contact (POC) Information'. Below this, a paragraph states: '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.'

**Site Points of Contact**

Name	Address	Phone	Email	Status	Roles
Tisha Dennis	123 Anywhere St. Anytown, LA 71052	(000) 000-0000	Portal Email: D686336A0867069018@EXAMPLE.com Work Email: D686336A0867069018@EXAMPLE.com	Active	<ul style="list-style-type: none"><li>NHSC Personnel Verifier</li><li>NHSC Administrator</li><li>NURSE Corps Administrator</li><li>NURSE Corps Personnel Verifier</li></ul>

Buttons: **Add Another Site POC**, **SAVE FOR LATER**, **CONTINUE**

OMB No. 0915-0127 Expiration Date: 02/29/2020

To add additional POCs select the "Add Additional Site POC" button and complete the steps as presented. For more information about managing POCs at your site, reference the [Managing Site Points of Contact](#) section of this guide.

## STEP 5 | PROVIDING NHSC INFORMATION

This step of the NHSC Site Application asks for information specifically related to your site and the NHSC. A response in each of the following sections is required

1. **Primary Care Services Provided** – Please select all of the primary care services your site provides. You must indicate that your site provides at least one service to continue and submit your application.
2. **Nominal Fee** – Please provide the nominal fee charged per your site’s discounted/sliding fee schedule. For more information on discounted/sliding fee schedules, please see the reference material [here](#).
3. **Medicare Acceptance** – Please indicate if your site accepts Medicare. If your site accepts Medicare, please provide your Medicare number in the space provided. If your site does not accept Medicare, please indicate the reasons in the space provided.
4. **Medicaid Acceptance** – Please indicate if your site accepts Medicaid. If your site accepts Medicaid, please provide your Medicaid number in the space provided. If your site does not accept Medicaid, please indicate the reasons in the space provided.
5. **Children’s Health Insurance Program Acceptance** – Please indicate if your site accepts your state’s Children’s Health Insurance Program (CHIP). If your site accepts CHIP, please provide your CHIP number. If your site does not accept CHIP, please indicate the reasons in the space provided.
6. **Recruitment and Retention Plan** – Please indicate if your site has a current recruitment and retention plan on file.
7. You may also provide any **additional comments** that you would like the NHSC to take into consideration when reviewing your application.
8. **Telehealth Questions** – Please specify whether your site provides telehealth services at your site

After you have provided all the NHSC information required, select the “continue” button to proceed

The screenshot shows the 'NHSC Program Information' form. At the top, there are navigation tabs: General Information, Site Location, POC Information, NHSC Information (highlighted), HRSA Scores, Supporting Documents, and Agreement. Below the tabs, the form title is 'NHSC Program Information' with a note '\* required field'. The main instruction reads: 'Please enter information pertaining to the clinical site where NHSC clinicians will serve. Organizations with more than one site location (i.e. satellite) must submit an NHSC application for each clinical service site where NHSC clinicians may practice.' The 'Primary Care Services Provided' section is titled '(check all that apply)\*' and includes a note: 'Verify the type of equipment, ambulatory (or certified Critical Access Hospital) primary care services provided by the site by checking all services being provided at the applying site. In order to be approved through NHSC, the site must be located in a primary care, mental health, or dental Health Professional Shortage Area (HPSA) which corresponds to the services provided by the site.' There are three columns of checkboxes: 'Primary Medical Care' (General Primary Care, Family Medicine, General Internal Medicine, General Pediatrics, Geriatrics, Obstetrics/Gynecology, Women's Health), 'Primary Behavioral Health Care' (General Mental Health Care, General Substance Use Disorder Treatment, Medication Assisted Treatment (MAT) Program, Opioid Treatment Program (OTP)), and 'Primary Dental Care' (General Dentistry, Pediatric Dentistry). Below this, there are several questions with radio button options: 'According to the site's discounted/sliding fee schedule, what is the nominal fee (maximum amount charged to a qualifying patient who is at 100% of poverty)?', 'Does your site accept Medicare?', 'Does your site accept Medicaid?', 'Does your site accept the state's Children's Health Insurance Program (CHIP)?', and 'Does the applying site have a current clinical recruitment and retention plan on file and available for NHSC review (2001 request)?'. There is a text box for 'Please provide any additional information that you feel would be useful in the review of your NHSC Site Application.' and a 'Telehealth Questions' section with a dropdown menu. At the bottom right, there are 'SAVE FOR LATER' and 'CONTINUE' buttons. The footer shows 'CHD No. 36154127 | Expires 08/01/2026'.

## STEP 6 | SUGGESTING HPSA SCORES

This step is entirely optional and may be skipped without penalty on the NHSC Site Application.

This step allows you to suggest which Health Professional Shortage Areas (HPSAs) you believe are applicable for your site. 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](#).

### HPSA Score Suggestion

**SUGGEST A HPSA**

You may suggest Health Professional Shortage Area (HPSA) IDs which are applicable to **Sample Site** and based on verified information found in the [HPSA Find](#) tool. The HPSA score must correspond to the services (primary care, mental health, and/or dental) provided at this site location. 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 no HPSA exists for the physical location of the applying site, the site application will be denied. For additional assistance in identifying the HPSA ID, contact your [State Primary Care Office](#).

Enter the HPSA ID

*Note: The NHSC system updates HPSA scores annually on January 1st. If this field does not recognize a designated HPSA from the [HPSA Find](#) database, please continue with the application. The application will be held and processed after the January 1st HPSA update if the application meets all other requirements.*

**HPSAs Suggested by the Site**

HPSA ID	Name	Auto-HPSA	Score	HPSA Discipline	Status	
		No	18	Primary Care	Designated	<input type="button" value="Delete"/>
		No	9	Dental	Designated	<input type="button" value="Delete"/>
		No	19	Mental Health	Designated	<input type="button" value="Delete"/>

## STEP 7 | UPLOADING DOCUMENTATION

This step requires you to upload supporting documentation to support the information provided on the NSHC site application. Please expand and read the “Document Instructions” by selecting the expand section button.

To upload a document to your NHSC Site Application:

1. Select one or more document types from the list. A single upload may satisfy one or more document types.
2. Select the “browse” button and select a file from your computer. The file name will appear in the field to the left of the browse button.
3. Select the “upload document” button to upload the document to the application.

**UPLOAD DOCUMENTS**

More information about required documents, including samples or templates can be found on the [NHSC Sites and Communities Page](#).

Select document type(s):

- Policies on Non-Discrimination\*
- Discounted/Sliding Fee Schedule\*
- Patient Application for the Discounted/Sliding Fee Schedule\*
- Discounted/Sliding Fee Schedule Policies\*
- Photograph of Posted Signage\*
- Proof of Access to Ancillary, Inpatient, or Specialty Care\*
- NHSC Site Data Tables\*
- Other Documentation Requested by NHSC or State Primary Care Office

Comment

Note: Please submit all documents listed to facilitate an efficient review of your application. Although you might have submitted some or all of these documents to the NHSC with a previous application, the NHSC is requesting all document types to ensure your site records remain current.

**UPLOADED DOCUMENTS**

File Name	Document Types	Comments
<a href="#">Sample Document.docx</a>	<ul style="list-style-type: none"><li>Discounted/Sliding Fee Schedule</li><li>Discounted/Sliding Fee Schedule Policies</li></ul>	<input type="button" value="Delete"/>

After all of the required documents have been uploaded to the application, select the “continue” button to proceed.

## STEP 8 | REVIEWING THE NHSC SITE AGREEMENT

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.

The screenshot shows a web application interface with a navigation bar at the top containing seven items: General Information, Site Location, POC Information, NHSC Information, HPSA Scores, Supporting Documents, and Agreement (highlighted in orange). Below the navigation bar is the title "Agreement For All Participating NHSC Sites" with a note "\*required field". The main content area is titled "NHSC SITE AGREEMENT" and contains the following text:

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

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

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

I certify that **Test Site 1** currently meets all requirements listed in the NHSC Site Agreement above and will continue to meet these requirements in order to maintain status as an NHSC-approved service site. I also verify that all the information given in this NHSC Site Application is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and certify that the information given in this request is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 21001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (45 CFR 79). I understand that submitting my request does not guarantee its approval, and that it requires review for compliance with my obligation and program policies.

I certify that I am an official representative of **Test Site 1**.

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

Sign with your password \*

**SUBMIT**

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

## **WHAT HAPPENS 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.

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## **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. (Recertifications may also be submitted for sites that have already expired). To submit a Recertification, select the site from the "My Sites" list and in the "I Need To..." section select "Recertify".

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

The NHSC Site Recertification follows the same process steps at the NHSC Site Application. Please refer to "Applying for the NHSC" section detailed instructions.

## PART 9 | 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: 5757367F28B697023D@EXAMPLE.com  
Primary Work Phone: (000) 000-0000  
Extension (optional): XXXX  
Secondary Work Phone (optional): 0000 XXX-XXXX  
Extension (optional): XXXX  
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

## 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.

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### 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

---

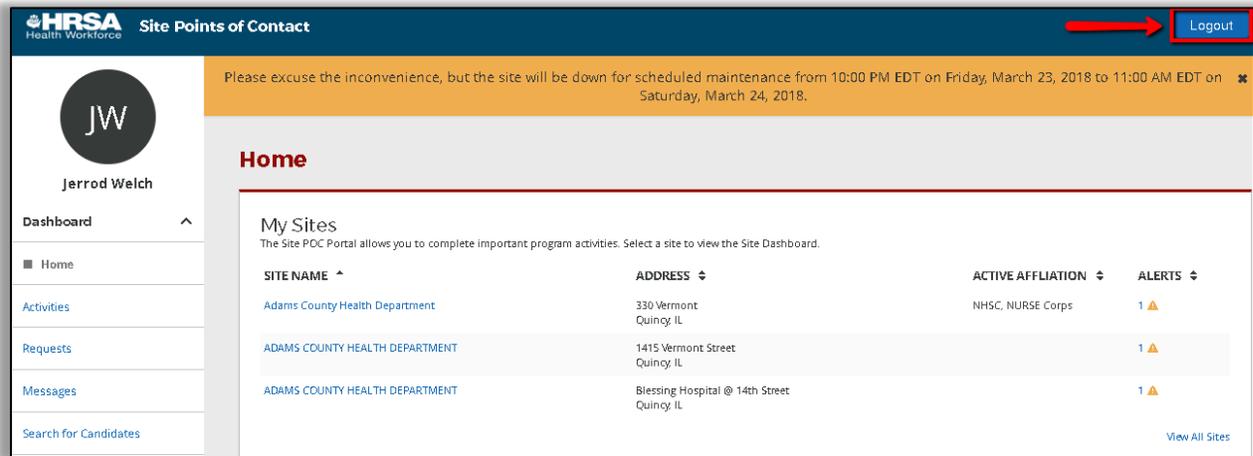
### CHANGE SECURITY QUESTION

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.



## PART 10 | APPENDIX

### APPENDIX A: SITE POC ROLES AND RESPONSIBILITIES

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

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

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

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

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

## Bureau of Health Workforce

### Site POC Portal User Guide

- 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
- 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 | New Site Application
- 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)

## Bureau of Health Workforce

### Site POC Portal User Guide

- 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
- 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 | New Site Application
- Account | Account Profile
- Account | Account Settings – Change Email
- Account | Account Settings – Change Password
- Account | Account Settings – Change Security Question
- My Sites | Site Dashboard
- My Sites | Site Dashboard | Create New Opportunity
- My Sites | Site Dashboard | Manage Opportunities
- My Sites | Site Dashboard | Create Site Profile
- My Sites | Site Dashboard | Manage Site Profile
- My Sites | Site Dashboard | View Clinician Roster
- Manage Site POCs | Update Roles (self)
- Manage Site POCs | Update Site Affiliations (self)
- Manage Site POCs | Update Program Affiliations (self)
- Manage Site POCs | Add New POC via Email Invitation
- Manage Site POCs | Search Database for Portal Users

- Manage Site POCs | Assign Existing Portal User as a Site POC
- Manage Site POCs | Resend Invite
- Manage Site POCs | Delete Invite

## APPENDIX B: BHW PROGRAM POINT OF CONTACT REQUIREMENTS

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

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

## APPENDIX C: ACTIVITY TYPES

### EMPLOYMENT VERIFICATION FORMS (EVF)

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

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

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

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

After providing all of the above information, select the "continue" button ( ) to proceed to the next page.

Review all the verification information entered, confirm the verification request and sign the online form by entering 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 is in compliance. The BHW utilizes only online forms to perform this verification.

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

The BHW relies on the Site POCs to verify that the number of days absent reported by the participant is accurate.

To complete an in-service verification, select the task from the list, and perform the following steps:

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

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

---

## **SITE VISIT PENDING RESPONSES**

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

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