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.

![Sign Up Form](image)

**Password Requirements**

- **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)
  - Special characters (e.g., @, $, %)

- **A password may not contain:**
  - A character repeated more than once in succession
  - First or last name
  - 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.

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.
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 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.
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.

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)
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 Table

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Request Type</th>
<th>Site Name</th>
<th>Status</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>77469</td>
<td>Inquiry</td>
<td>Unity Health Care @ Anacostia Health Center</td>
<td>Open</td>
<td>05/11/2018</td>
</tr>
<tr>
<td>74055</td>
<td>Inquiry</td>
<td>Unity Health Care - DC General</td>
<td>Closed</td>
<td>02/14/2018</td>
</tr>
<tr>
<td>72287</td>
<td>Inquiry</td>
<td>Unity Health Care - DC General</td>
<td>Closed</td>
<td>02/06/2018</td>
</tr>
<tr>
<td>56971</td>
<td>Inquiry</td>
<td>Unity Health Care - Southeast Health Center</td>
<td>Closed</td>
<td>04/25/2017</td>
</tr>
<tr>
<td>58081</td>
<td>Inquiry</td>
<td>Unity Health Care - So Others Might Eat (S.O.M.E.)</td>
<td>Closed</td>
<td>02/13/2017</td>
</tr>
</tbody>
</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 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.
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 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 OPPORTUNITIES

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

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

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

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

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  - Managing expiring job positions
  - Recertifying a site’s program affiliation
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.
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 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.

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

<table>
<thead>
<tr>
<th>NAME</th>
<th>ROLES</th>
<th>SITE AFFILIATION</th>
<th>PROGRAM AFFILIATION</th>
<th>EMAIL</th>
<th>STATUS</th>
<th>LAST LOGIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Swanz (Me)</td>
<td>Administrator</td>
<td>15 Sites</td>
<td>NHSC, Nurse Corps</td>
<td><a href="mailto:5757367270697922130@example.com">5757367270697922130@example.com</a></td>
<td>Active</td>
<td>05/16/2018</td>
</tr>
<tr>
<td>Andrew Delgado</td>
<td>Administrator</td>
<td>4 Sites</td>
<td>NHSC</td>
<td><a href="mailto:704D16E180B0B91142E@example.com">704D16E180B0B91142E@example.com</a></td>
<td>Active</td>
<td>01/26/2019</td>
</tr>
<tr>
<td>Crystal Colthauer</td>
<td>Administrator</td>
<td>18 Sites</td>
<td>NHSC, Nurse Corps</td>
<td><a href="mailto:232367216601726049@EXAMPLE.com">232367216601726049@EXAMPLE.com</a></td>
<td>Active</td>
<td>12/08/2017</td>
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<tr>
<td>Darrin Crowe</td>
<td>Administrator</td>
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<td>NHSC, Nurse Corps</td>
<td><a href="mailto:BCA34488DE684442D1@EXAMPLE.com">BCA34488DE684442D1@EXAMPLE.com</a></td>
<td>Active</td>
<td>04/23/2018</td>
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<tr>
<td>Edwina Jefferson</td>
<td>Personnel V</td>
<td>4 Sites</td>
<td>NHSC</td>
<td><a href="mailto:7296CA4D416077BB0Q@example.com">7296CA4D416077BB0Q@example.com</a></td>
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<tr>
<td>Gregory Smith</td>
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<td>Active</td>
<td>N/A</td>
</tr>
<tr>
<td>Jacquelyn Jones</td>
<td>Administrator</td>
<td>3 Sites</td>
<td>NHSC, Nurse Corps</td>
<td><a href="mailto:B71DE2FB10DD2A2360@example.com">B71DE2FB10DD2A2360@example.com</a></td>
<td>Active</td>
<td>04/24/2018</td>
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<tr>
<td>Jaleen Davis</td>
<td>Administrator</td>
<td>1 Sites</td>
<td>NHSC, Nurse Corps</td>
<td><a href="mailto:D2978698F8F820C2B@example.com">D2978698F8F820C2B@example.com</a></td>
<td>Active</td>
<td>04/24/2018</td>
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<tr>
<td>Joseph Dunn</td>
<td>Personnel V</td>
<td>4 Sites</td>
<td>NHSC, Nurse Corps</td>
<td><a href="mailto:ACD1D0425D0B61C31@EXAMPLE.com">ACD1D0425D0B61C31@EXAMPLE.com</a></td>
<td>Active</td>
<td>04/10/2018</td>
</tr>
<tr>
<td>Julie Bemner</td>
<td>Administrator</td>
<td>2 Sites</td>
<td>NHSC, Nurse Corps</td>
<td><a href="mailto:9B7A895F9FB8B9A3I@EXAMPLE.com">9B7A895F9FB8B9A3I@EXAMPLE.com</a></td>
<td>Inactive</td>
<td>01/17/2013</td>
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</table>
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.
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
  o First & Last Name
  o Email Address
  o Site Affiliation(s)
  o Program Affiliation(s)
  o 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.

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 sub-type as well. Please select the closest match to the site for which you are applying.

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.
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 1-800-221-5993 or GetHelp@hrsa.gov.

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.
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 database. 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.

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. 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**.

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**Site Location**

- **Standardized Address**: 498 Spring Hollow Ln, Media, Pennsylvania, 19063
- **Latitude/Longitude**: 39.926862, -75.9728919971084
- **Is this information correct?**
  - Yes
  - No

---

**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.

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.
**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 locate 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](#)
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.

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.

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.

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 NHSC 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.
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
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.
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
• 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 | 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)
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• 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
• 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
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 eligibility 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.